

## The Influence of Interpersonal Communication on Employee Performance in Public Accountants in South Jakarta

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### Abstract

*At the South Jakarta Public Accounting Firm, the interpersonal communication implemented focuses more on open dialogue. This approach encourages self-disclosure, which often results in better feedback and understanding between employees. This strategy is implemented as an effort to improve employee performance. This research aims to analyze the impact of interpersonal communication on employee performance at the South Jakarta Public Accounting Firm. Using quantitative descriptive methods, data was collected through questionnaires and literature studies. The research sample included 62 employees, selected using the saturated sampling method. Data analysis was carried out using simple linear regression techniques. Research findings show that there is a significant influence between interpersonal communication and employee performance at the South Jakarta Public Accounting Firm. Interpersonal communication is proven to have a strong impact on employee performance. It is hoped that the results of this study can provide a valuable contribution to further research in the field of organizational communication and performance management.*

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## 1. INTRODUCTION

In an increasingly competitive global era, organizations are required to continue to improve their performance in order to survive and excel. Employee performance is a key factor that influences overall organizational performance. At the Jakarta Public Accounting Firm, high-performing employees make important contributions to achieving company goals and success.

Interpersonal communication is believed to have a significant impact on employee performance. This process involves the exchange of information, ideas, and emotions between individuals. In an organizational context, effective interpersonal communication supports the exchange of ideas, task coordination, problem solving, and better decision making.

This research aims to analyze the influence of interpersonal communication on employee performance at the Jakarta Public Accounting Firm. This study is expected to contribute to the development of HR management and organizational communication theory, as well as provide practical implications for improving employee performance through optimizing interpersonal communication.

Aspects of interpersonal communication that will be studied include openness, empathy, supportive attitudes, positive attitudes, and equality. The influence will be analyzed on various dimensions of employee performance such as quality, quantity, timeliness, effectiveness and work independence.

Using a quantitative approach, data will be collected through questionnaires and analyzed with relevant statistical methods. It is hoped that the research results can help the

Jakarta Public Accounting Firm in formulating HR development strategies, especially in increasing the effectiveness of interpersonal communication to encourage optimal employee performance.

This study also aims to be a reference for further research in the field of organizational communication and performance management. By observing communication patterns in Jakarta Public Accounting Firms, this research is expected to illustrate the extent of the influence of interpersonal communication on employee performance, complementing the findings from research-previous research with similar variables.

According to DeVito, interpersonal communication in (Emma Dwi Ariyani & Dini Hadiani, 2020) can contextually be defined as the process of sending and receiving messages between two or more people with mutually beneficial effects and feedback for speaking and listening to produce meaning (DeVito, 2009; Pearson et al., 2011). Good interpersonal communication has a dialogic nature where self-openness is able to generate feedback and understanding of one another (Peranginangin & perbawaningih, 2017) in (Ajeng Safitri & Nur Fitriyana, 2021) According to Swanson in (Taufik Rihatno, 2017) Context of interpersonal communication are communicators dealing interpersonally. Until now there has been no agreement among communication experts regarding the number of people involved in interpersonal communication. In interpersonal communication, we try to use many sensory channels, so that participants can see, hear, laugh, touch and interact with each other. Therefore, in interpersonal communication, use all abilities in the form of optimal messages and behavior, so that feedback occurs whether intentionally or not.

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Mangkunegara in (Lysta Lestary & Harmon, 2017) kPerformance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given. According to Mathis & Jackson in (Ahmad Rivai, 2020) they argue that performance is basically what employees do or don't do. Employee performance is what influences how much they contribute to the organization which includes: (1) output quantity, (2) output quality, (3) output period, (4) attendance at work, and (5) cooperative attitude. Wake up deep (Debby Endayani Safitri, 2019) stated, "Performance (*performance*) is the work results achieved by a person based on job requirements." Performance indicators include quantity (amount of work), quality (quality of work), precision time (punctuality), attendance (attendance), team work (ability to collaborate).

Previous research results from other researchers according to (Taufik Rihatno, 2017) tThere is an Interpersonal Communication Relationship with Team Cooperation of Student Members of the Jakarta State University Softball Achievement Sports Lecture, Previous research results from other researchers according to (Taufik Rihatno, 2017) tThere is an Interpersonal Communication Relationship with Team Cooperation of Student Members of the Jakarta State University Softball Achievement Sports Lecture, Research results (Agis Nur Fazhan Sulistira et al., 2023) shows that active acceptance communication is very important and effective in strengthening teamwork. Karang Taruna Bhina Bakti considers active acceptance communication as a factor that strengthens, increases understanding, and increases cooperation between team members. Interpersonal communication on work team

performance partially interpersonal communication has a significant effect on work team performance (Nandang Koswara, 2017).

Based on the results of previous research, researchers are interested in researching interpersonal communication variables and employee performance under the title influence communication interpersonal on employee performance at the Jakarta Public Accounting Firm. It is hoped that the results of this research can contribute to further research.

## 2. RESEARCH METHOD

This research is a quantitative descriptive study, with the aim of getting an idea of the influence of interpersonal communication on the performance of employees at the South Jakarta Public Accounting Office. According to Sudjana and Ibrahim (2004:64) descriptive research is "research that attempts to describe a symptom, event, incident that is occurring at the present time". For the quantitative approach, it is explained by (Arikunto, 2010) that the approach uses quantitative because it uses numbers, starting from data collection, interpretation of the data, and the appearance of the results.

The population in this study were employees of the Jakarta Public Accounting Office. The sample used in this research was employees at the Jakarta Public Accounting Firm. totaling 62 employees, with the sampling technique being saturated sampling. According to (Lijan Sinambela, 2021) the sample is part of the number and characteristics of the population.

### Hypothesis

In this research, the formula for hypothesis testing can be explained as follows

$H_1: \rho = 0$	There is a significant influence of interpersonal communication on employee performance
$H_0: \rho \neq 0$	There is no influence of interpersonal communication on employee performance

### Analysis Model Techniques

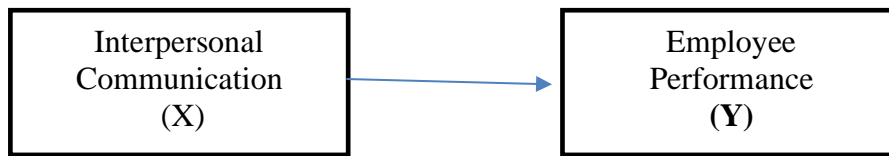
In this research, a simple linear regression analysis technique (*simple linear regression*). According to (Lysta Lestary & Harmon, 2017) in the regression equation, namely a formula that finds the value of the dependent variable from the known value of the independent variable, the regression coefficient is a value that measures the magnitude of the influence of X on Y if X is increased or decreased.

Regression analysis is a statistical method that observes the relationship between the dependent variable Y and a series of independent variables  $X_1, \dots, X_p$  (Hijriani, Muludi, & Andini, 2016) in (Tri Novrizia Putri et al., 2019).

Linear regression is a method that can be used to measure at least 2 variables how to measure the data using a dependent variable and an independent variable which is drawn through the correlation between the 2 variables via a straight line (Susanti et al, 2010) in (Andik Adi Suryanto & Asfan Muqtadir, 2019).

Operational definition of interpersonal communication variables; 1) openness, 2) empathy, 3) supportive attitude, 4) positive attitude, 5) similarities. Meanwhile, the operational definition of employee performance variables is work quality, work quantity, work discipline, thoroughness, initiative and efficiency.

The research design can be explained through the image below, the influence of interpersonal communication as variable X (*independent variables*), and employee performance as variable Y (*dependent variable*).



**Figure 1 Research Design**

### 3. RESEARCH RESULTS AND DISCUSSION

#### Validity Test

Testing the validity of the instrument statement items in this research uses a formula *Pearson Product Moment (Bivariate Pearson)*. The test criteria for declaring an item valid are if  $r_{count} > r_{table}$ .

Validity test of the interpersonal communication variable instrument (X) The conclusion was obtained that the stated instrument items are valid **9** items, while the employee performance variable (Y) exists **8 items** declared valid. The test uses a two-sided test with a significance level  $\alpha = 0.05$  with  $n = 62$  then it is obtained  $r_{table} = 0,246$ . The test criteria for declaring an item valid are  $r_{count} > r_{table}$ .

#### Reliability Test

Reliability testing is carried out to obtain the level of accuracy (reliability) of the data collection tools (instruments) used. Instrument reliability testing is carried out using a formula *Alpha Cronbach's* using the help of the SPSS program. The test criteria for stating an item are stated **reliable** is  $r_{count} > r_{table}$ . Based on the calculation results, it is concluded that each item that has been declared valid is reliable with a level of significance  $\alpha = 0.05$  and degree of freedom, significance **5%**, then obtained  $r_{table} = 0,666$ . In the interpersonal communication variable (X)  $r_{count} = 0,872$  bigger  $r_{table} = 0,660$  for **reliable**, and employee performance variable (Y)  $r_{count} = 0,917$  bigger  $r_{table} = 0,666$  for **reliable**.

#### Simple Linear Regression Analysis Test

In Table 1, the results of a simple regression analysis can be explained, regarding the size of the t-calculated value, the level of significance, and the regression formula can be seen. To make it clearer, here are the coefficient results carried out using SPSS;

**Table 1**  
**Simple Regression Analysis Table**

Model		Coefficients <sup>a</sup>		Standardized Coefficients	t	Sig.
		Unstandardized Coefficients	Std. Error			
	B			Beta		
1	(Constant)	.402	2.609		.154	.878
	x	.875	.066	.864	13.287	.000

a. Dependent Variable: y

Source: Data processed from SPSS

Based on the calculations above, a regression equation is obtained which can be used to predict variables through interpersonal communication variables, namely;  $Y' = 0.402 + 0.875x$ .

As a basis for decision making, it can be seen that by using **thank you** as follows:

- a) If value  $t_{count} > t_{table}$ , then there is an influence of variable X on variable Y.
- b) If value  $t_{count} < t_{table}$ , then there is no influence of variable X on variable Y

Based on the calculation of t-tables that have a significance of 5% can be found using the formula  $t_{table} \text{ is; } t(0.025; 62-1-1) = t(0.025; 60) = 2.000$ , Based on the significance value: from the Coefficients table the value is obtained, the significance value is  $0.000 < 0.05$  so it can be concluded that the variable **Interpersonal communication (X) no effect** on the Employee Performance variable (Y). Based on the t value: known  $t_{count}$  as big as **13,287**  $> t_{table} 2.000$ , so it can be concluded that the variable **interpersonal communication (X)** influence on Employee Performance (Y).

From the calculation results in table 2, it explains the magnitude of the correlation/relationship value (R). The magnitude of the correlation/relationship value (R) is equal to **0,864**. From this output, a coefficient of determination (R Square) is obtained **0,746**, which implies that the influence of the variable x (**Interpersonal communication**) to variable Y (**Employee performance**) is equal to **74,6%**.

**Table 2**  
**Coefficient of Determination**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.864 <sup>a</sup>	.746	.742	2.813

a. Predictors: (Constant), x

Source: Data processed from SPSS

**Discussion**

The research results show that interpersonal communication does not have a significant influence on employee performance at the South Jakarta Public Accounting Firm. In response to this, companies need to focus more attention on the importance of communication at the managerial level. Dialogical interpersonal communication, open, and increasing understanding between individuals should be carried out intensively.

Considering the finding that interpersonal communication has no impact on employee performance, the management of the South Jakarta Public Accounting Firm can implement a communication strategy that utilizes various channels. One way is to optimize the use of the senses, so that participants can see, hear, interact, even laugh and touch each other.

To get effective feedback in the work environment, the South Jakarta Public Accounting Firm can encourage all employees, both at the top and bottom levels, to use all their abilities in conveying messages through optimal behavior. This approach is expected to increase the effectiveness of communication even though research shows that interpersonal communication does not directly affect employee performance

**4. CONCLUSION**

Analysis of the relationship between variable X (interpersonal communication) and variable Y (employee performance) at the South Jakarta Public Accounting Firm shows

that there is a significant influence. This is proven by the t-count value of 13.287 which is greater than the t-table of 2.000, as well as a significance value of 0.139 which exceeds the threshold of 0.000.

Interpersonal communication is proven to have a strong influence on employee performance, with a correlation coefficient (r) of 0.864. This value is in the interval 0.80-1.00, indicating a strong relationship. Furthermore, interpersonal communication variables contribute 74.6% to employee performance, while the remaining 25.4% is influenced by other factors.

The regression equation that can be used to predict this relationship is  $Y' = 0.402 + 0.875X$ . This equation can be utilized to estimate changes in employee performance based on changes in interpersonal communication.

These results show the importance of interpersonal communication in improving employee performance at the South Jakarta Public Accounting Firm, and can be a basis for developing more effective communication strategies in the future.

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