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The Influence of Interpersonal Communication on Employee Performance at the Office of the South Sulawesi Provincial Driving Teacher Center

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ABSTRACT

The purpose of this study is to determine the influence of interpersonal communication on employee performance in the office of the South Sulawesi Provincial Driving Teacher Center. Employee performance is an important thing that can affect how much an organization's goals are achieved. Efforts to improve performance and overcome employee performance problems, of course, must be considered is the quality of good human resources so that they will be able to work optimally. Communication is an important element in improving employee performance, one of which is interpersonal communication. Interpersonal communication is the basis of effective communication for the success of an institution or organization. This study is descriptive research with quantitative techniques aimed at determining the influence of interpersonal communication on employee performance. To achieve the objectives of this research, data collection techniques are used through questionnaires and documentation. The population in this study is 89 employees with a sample of 73 employees. The data that has been obtained from the results of this study was processed using descriptive and inferential statistical analysis to determine the influence of interpersonal communication on employee performance at the South Sulawesi Provincial Teacher Driving Center office. The results of the study show that the indicators used in each variable can be concluded that interpersonal communication is in the good category and in the employee performance variable is in the good category. Based on the results of the product moment correlation test, the relationship between variables is moderate. Based on the results of a simple linear regression analysis, it was concluded that there was a positive and significant influence between interpersonal communication on employee performance at the South Sulawesi Provincial Driving Teacher Center office.

Keywords: communication, employees, performance

INTRODUCTION

The problems of the world of work in the current global era have become more complex accompanied by many variations in solving the problems. Increasing competent resources must be done considering the great competition in the world of work, especially in several organizations. Organizations in Indonesia are currently recruiting employees more selectively to achieve optimal results, (Steers, 1999). Competent human resources are appointed to be able to work or compete properly and correctly, (Hasibuan, 2017; Mangkunegara, 2017; Prasetya, 2002). Their performance can have an influence on the success of an organization in achieving its goals, (Dharma, 2018; Muspawi, 2021; Wirijadinata, 2020). In measuring the results of employee performance, both in terms of quantity and quality in carrying out their duties, it can be reviewed through the employee. If the performance results are good and achieve the goals, it means that the employee can carry out the responsibilities that have been given by the company. However, if the performance carried out does not meet the responsibility or does not meet the target, then the performance needs to be improved.

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Employee performance in a company is an aspect that can determine the progress of a company, (Budihardjo, 2015; Fatimah, 2017; Suwarto, 2020). If the performance of the employees is good, the company's goals will be realized. It is recommended that if the performance decreases, it will cause the work to not be completed on time. Each company must face different problems, one of which is the problem of employee performance. Efforts to improve performance and to overcome employee performance problems must certainly review the quality of good human resources so that they can do their work optimally. Creativity, innovation, discipline, and good communication between employees are needed in managing a company. The role of employees is an aspect to achieve company success in the business world, (Usman, 2022). Therefore, employees will try to do their best for the company, including in supporting communication, compensation, discipline, and creativity of the employees themselves.

Performance greatly affects the growth of an institution or organization. High performance can make it easier for an organization to achieve its predetermined goals, (Eritrina et al., 2023). Likewise, if the performance carried out is low, it will have an impact on suboptimal work results. Performance shows the extent of enthusiasm of members when carrying out their responsibilities, duties, and work in the organization. Lack of skills, work motivation, education and communication are some of the things that can affect performance. Communication is an important element in improving employee performance, one of which is interpersonal communication. Interpersonal communication is the basis for effective communication in the success of an organization or institution, (Niswaty et al., 2019, 2024). In simple terms, interpersonal communication is defined as communication between individuals, (Sazwani et al., 2019). Interpersonal communication skills are needed by humans in carrying out activities, especially in a formal environment. Many people communicate only by using their everyday speaking style and assume that their way of communicating is good and correct. However, if you look closely, it can be found that there are still many mistakes that occur in the way they communicate.

According to Benyamin (2017) Communication that people carry out face-to-face gives the person the possibility to capture the reaction of their interlocutor directly, both non-verbal and verbal. While Nurdin (2020) "It requires an individual to be aware of his feelings and thoughts in receiving the message of his interlocutor, in addition to predicting the meaning of the message conveyed by others so that the interaction can be conveyed and received effectively.

Optimal performance can be realized through the role of effective interpersonal communication. The emergence of phenomena related to interpersonal communication, namely the difference in communication between employees and superiors. Even fellow employees often have discontinuity in communication. Interpersonal communication and employee performance are two related things. Interpersonal communication has great potential in an institution or organization to improve performance. However, it is not easy to understand each other, so it can lead to conflicts or misunderstandings.

METHOD

The research approach applied to this research is a type of quantitative approach. According to Sugiyono (2022), Quantitative research is interpreted as an investigation of social problems based on a theoretical test that includes several variables that are analyzed and measured using numbers and statistical procedures to determine whether the predictive generalization of the theory is correct. The type of research used in this research is descriptive.

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Ghozali (2016) This descriptive research reflects the phenomena that take place actually, realistically, and really, because this research is used to compile paintings, pictures, and descriptions accurately, factually, and systematically about the relationships, properties, and facts related to the phenomenon being studied. The population in this study is 89 employees with a sample of 73 employees. In this study, the sampling technique used is the accidental sampling technique, (Sugiyono, 2022). Meanwhile, the determination of the number of samples was carried out using the Krejcie and Morgan tables. The data collection techniques used in this study are observation, questionnaire or questionnaire, and documentation. The data obtained were processed using descriptive statistical analysis and infrenal statistical analysis. However, before being processed, it is first tested using validity tests and reality tests, (Sugiyono, 2022).

RESULT AND DISCUSSION

The results of this study provide an overview of interpersonal communication and employee performance, as well as to determine the influence of interpersonal communication on improving employee performance at the South Sulawesi Provincial Teacher Driving Center Office. Data analysis uses statistical formulas with the help of the Statistical Program for Social Science (SPSS) version 23 which is considered relevant for data analysis.

Interpersonal Communication

An overall picture of interpersonal communication can be seen in a descriptive analysis that contains linguistic, physical, and environmental indicators. The measurement of items per indicator uses a Likert scale with a value range of 1-5. The following are the results of the descriptive analysis of each indicator of human relations variables:

Table 1: Descriptive Analysis Per Indicator of Interpersonal Communication (X)

No	Indicator	n	N	%	Category
1	Language	1113	1460	76,23	Good
2	Physical	752	1095	68,68	Good
3	Environment	819	1095	74,79	Good
	Total	**2684**	**3650**	**73,23**	**Good**

Source: Data processing results

Based on the results of data analysis in table 1, the interpersonal communication variable is in the good category with a percentage of 73.23%. Interpersonal communication is communication carried out by several people that is carried out face-to-face and allows each participant to capture the reaction given by other people directly, either nonverbal or verbal, (Niswaty et al., 2019; Nurdin, 2020). This interpersonal communication is important to maintain cooperative relationships between people involved in an organization have a great influence on the achievement of organizational goals. Poor interpersonal communication can interfere with plans, instructions, suggestions, and instructions that can lead to chaos in work. In addition, it can also cause the organization goals to not be achieved.

Language is a very powerful and reliable communication tool in interacting with fellow humans. Language is so important in communication because it is the main instrument in conveying messages. The message expressed in communication can be effective if it uses language that can be understood and understood well by the communicator or communicator, (Nurdin, 2020). Based on the results of the research conducted, the language indicator is in the good

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category with a percentage rate of 76.23%. Therefore, the conclusion is that for communication to run interactively and effectively, a communicator is needed who can pay attention to the language he uses because it has an influence on the communication network that can be established and function properly where the communication carried out can reach the goal and can be understood according to what the communicator expects. This language used can support employees in completing their tasks so that it makes it easier to achieve organizational goals.

Communication does not only take place through terms that are spoken orally. A person's body or body becomes a communication medium that is so effective when communication takes place. Panuju (2018) said that interpersonal communication will be more inclined to run well if each is in a healthy state. Linguistic movements, eye movements, and body movements caused by unhealthy conditions will cause the interlocutor to be uncomfortable and communication to run rigidly. Based on the research results, physical indicators are in the good category with a result of 68.68%. This means that employees at the office of the South Sulawesi Provincial Teacher Driving Center assess that physical conditions in communicating have a positive effect on supporting the performance of employees. A healthy physical condition is very influential so that communication is always effective. Employees in communicating also try to maintain facial expressions and minimize things that can cause misunderstandings.

The environment is one of the components that affect the course of communication. Generally, the environment races against various things around us. Nurdianti (2014) stated that the ecological obstacles that occur are caused by environmental disturbances to the process of communication, so they come from the environment. Examples of ecological obstacles are the noise of people or traffic noise, the sound of rain or lightning, the sound of airplanes passing by, and others. Such an unpleasant communication situation can be overcome by the communicator by avoiding it long before or by coping with it while he is communicating. To avoid this, communicators must try to find a place of communication that is free from these distractions. The work environment has an impact that can bring changes to the work atmosphere and has a big role in employee performance. Based on the results of the research, environmental indicators are in the good category with a percentage of 74.79%. Therefore, it can be concluded that most of the employees are able to work well without worrying about the environment at the office of the South Sulawesi Provincial Driving Teacher Center.

Employee Performance

An overall picture of employee performance can be seen in a descriptive analysis that contains work quality, work quantity, and knowledge. The measurement of items per indicator uses a Likert scale with a value range of 1-5. The following are the results of a descriptive analysis of each variable indicator of employee performance:

Table 2: Descriptive Analysis Per Employee Performance Indicator.

No	Indicator	n	N	%	Category
1	Quality of work	1036	1460	70,69	Good
2	Working Quantity	685	1095	62,65	Good
3	Knowledge	703	1095	64,20	Good
	Total	**2424**	**3650**	**65,91**	**Good**

Source: Data processing results

Based on the results of data analysis in table 2, employee performance is in the good category with a percentage of 65.91%. Employee performance is the results obtained by

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employees when carrying out their duties. The success of an organization can be reviewed through the results of the performance of its employees.

Work quality is the ability and work expertise of each employee, (Vellayati, 2021). Permana (2015) The quality of an employee's work greatly affects his or her performance in the company, where this is what a boss or manager considers in providing assessments. The quality of work in question is where when carrying out the process of work activities, an employee can show the quality of the human resources he has by making maximum contributions to the company where he works. Based on the results of the research, the work quality indicator is in the good category with a percentage rate of 70.96%. The quality of work gets the highest percentage among other indicators in the employee performance variable. It can be concluded that most employees at the South Sulawesi Provincial Teacher Driving Center office have good work quality. This will have a good impact on the progress of the organization concerned.

Work quantity is the total work and utilization of the employee's time used during predetermined working hours. The quantity of work concerns the achievement of targets and work results that are in accordance with the organization. Baren, (2022) stated that the work done by employees must have a high quantity of work so that it can satisfy the person concerned and the company. By having a quantity of work in accordance with the target, it will be able to evaluate employee performance to improve their work performance. Based on the results of the research, the work quantity indicator is in the category of quite good with a percentage rate of 62.56%. This shows that the quantity of employee work at the South Sulawesi Provincial Driving Teacher Center office is good. In this case, employees continue to strive to work well and on time in completing work. Employees also strive to maintain and increase the quantity of their work so that the organization is more advanced.

Knowledge at work is the ability of employees to master their fields. The knowledge possessed by employees will encourage in improving the performance of the employees themselves. This is in line with what was stated Mas'ud et al (2017) who stated that knowledge requires quality competence, supported by a high level of education, a background that is in accordance with broad insights, a discipline that directs to have a confident attitude towards the importance of knowledge to develop employee performance. Based on the research results, the knowledge indicator is in the good category with a percentage level of 64.20%. In a sense, most employees can understand the work that is their responsibility. The employees at the South Sulawesi Provincial Teacher Driving Center office are given tasks according to their educational background. Employees also often participate in various activities to increase knowledge and work skills such as seminars, workshops, and so on.

The Influence of Interpersonal Communication on Employee Performance

This data normality test is intended to identify the normality of data about interpersonal communication (X) and employee performance (Y) at the office of the South Sulawesi Provincial Driving Teacher Center. The method applied to the normality test is the One-Sample Kolmogrov Smirnov Test, using SPSS version 23. The results of the normality test on two variables, namely interpersonal communication (X) and employee performance (Y), can be reviewed through the following table 3:

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Table 3: Results of the One-Sample Kolmogorov Smirnov Test.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		73
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.89010595
Most Extreme Differences	Absolute	.086
	Positive	.086
	Negative	-.060
Test Statistic		.086
Asymp. Sig. (2-tailed)		.200[c,d]

Source: SPSS 23 data processing results

Based on table 4.5, the results of the normality test show that the variables of interpersonal communication (X) and employee performance (Y) are normally distributed, namely a significance value of 0.200. In line with the basis for decision-making in the One-Sample Kolmogorov Smirnov Test, if the results of Asymp.Sig (2-tiled) > 0.05, the data is normally distributed. Based on the results of the study, it can be concluded that the data is normally distributed because the results of Asymp.Sig (2-tiled) are 0.200 > 0.05.

The analysis was aimed at identifying whether there was a relationship between the two variables, namely interpersonal communication and employee performance. The results of the product moment correlation analysis can be reviewed through table 4 below:

Table 4: Product Moment Correlation Test Results

Correlations

		Interpersonal Communication	Employee Performance
Interpersonal Communication	Pearson Correlation	1	.427**
	Sig. (2-tailed)		.000
	N	73	73
Employee Performance	Pearson Correlation	.427**	1
	Sig. (2-tailed)	.000	
	N	73	73

Source: SPSS 23 data processing results

Based on the results of the product moment correlation analysis, the result of the r calculation was obtained with a value of 0.427. Based on the Correlation Coefficient Interpretation table, it can be concluded that the correlation coefficient of 0.427 is in the interval of 0.40 – 0.599 which shows that the level of correlation is medium.

To test the hypothesis, a partial test (T) and a coefficient of determination are used. The following table illustrates this.

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Tabel 5: Uji Parsial (T)

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	18.064	3.838		4.707	.000
	Interpersonal Communication	.412	.104	.427	3.974	.000

a. Dependent Variable: Employee Performance

Source: SPSS 23 data processing results

The value of the variable of employee work discipline (X) was 7.689 > 1.660 at a significance level of 0.000 t_{hitung}< 0.05. This shows that the variable of employee work discipline (X) has a large and positive effect on increasing community satisfaction (Y). Therefore, it is rejected H_0 and approved.H_1

Table 6: Determination Coefficient Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,427[a]	,182	,170	3,917

a. Predictors: (Constant), Interpersonal Communication

Source: SPSS 23 data processing results

The results of the T-Test analysis in table 5 show the results of the t-calculation of 3.974 and the t-table of 1.666. This means that t counts > t table because t counts > t table so that H0 is rejected and H1 is accepted. So, based on the results of data processing, it can be said that "there is a positive and significant influence between interpersonal communication and employee performance at the Office of the South Sulawesi Provincial Teacher Driving Center.

Based on table 6, the correlation value (R) is 0.427 and the result of the R square is 0.182 which means the relationship between interpersonal communication and employee performance is 18.2%:

Table 7: Results of Simple Linear Regression Analysis

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	18.064	3.838		4.707	.000
	Interpersonal Communication	.412	.104	.427	3.974	.000

a. Dependent Variable: Kinerja Pegawai

Source: SPSS 23 data processing results

Based on the results of the simple linear regression analysis in table 4.9, the result of a constant of 18.064 and a variable coefficient of X of 0.412 was obtained to the regression equation obtained, namely:

Y = 18,064 + 0,412

The result of the constant value of 18.064 shows that the independent variable (interpersonal

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communication) is assumed to be constant, so that the performance of the employee is worth 18.064. The results of the regression coefficient in the human relations variable of 0.412 show that if human relations increase, employee performance will also increase by 0.412 and vice versa. The (+) sign indicates a direct or positive relationship, while the (-) indicates the direction of the reverse or negative relationship.

Based on the results of the analysis of this research, it is proven that there is a positive and significant influence between communication on employee performance at the South Sulawesi Provincial Teacher Driving Center Office. The influence of interpersonal communication on employee performance was 18.2%. While the remaining 81.8% is determined by other factors. These results show that to improve the performance of employees at the South Sulawesi Provincial Teacher Driving Center office, it is necessary to improve interpersonal communication in the office. Interpersonal communication and employee performance are related to two things that are interrelated and have the same orientation to support the achievement of office goals. Basically, effective interpersonal communication encourages the achievement of good work performance so that employees can make efforts to carry out their work as much as possible.

CONCLUSION

Based on the results of data analysis and discussion presented in the previous chapter about the Influence of Interpersonal Communication on Employee Performance at the Office of the South Sulawesi Provincial Teacher Driving Center, it can be concluded that 1) The picture of interpersonal communication (X) at the South Sulawesi Provincial Teacher Driving Center Office is in the good category. In this case, it consists of 3 indicators, namely, language, physical, and environmental; 2) The description of employee performance (Y) at the South Sulawesi Provincial Teacher Driving Center Office is in the good category. In this case, it consists of 3 indicators, namely, work quality, work quantity, and knowledge; and 3) There is a positive influence between the two variables, namely interpersonal communication with employee performance at the South Sulawesi Provincial Teacher Driving Center Office with a moderate level of relationship.

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