



Efforts to Improve Employee Performance Through Interpersonal Communication in Creating an Effective Organization

Joelianti Dwi Supraptiningsih
Philippine Women's University

Corresponding Author: Joelianti Dwi Supraptiningsih : joelianti@pratiwi.ac.id

ARTICLE INFO

Keywords: Improve, Employee, Performance, Effective Organization

Received : 20, April

Revised : 22, May

Accepted: 25, June

©2024 Supraptiningsih (s): This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

In order to improve employee performance, the Swadharma Jakarta Cooperative organization uses interpersonal communication, which is more dialogical in nature and places a strong emphasis on self-disclosure. This can frequently lead to feedback and a better understanding of one another.

Finding out how interpersonal communication affects worker performance at the Swadharma Jakarta Cooperative is the goal of this study. This study employs a quantitative descriptive methodology, utilizing questionnaire distribution and library data gathering approaches. 50 Swadharma Jakarta Cooperative employees were sampled using a saturated sampling strategy in this study, and the data was analyzed using a straightforward linear regression technique.

The study's findings indicate that interpersonal communication at the Swadharma Jakarta Cooperative has some bearing on worker performance. It is intended that this study's findings will aid in future investigations.

INTRODUCTION

Interpersonal communication involves more than just a sequence of stimuli and replies; it also entails mutual acceptance, response delivery, and transmission that have been thought through by all parties involved in the conversation. Mutual growth and progress can also benefit from this conversation. The process by which this shift takes place is through engagement and conversation; the individuals involved inspire, support, and encourage one another in order to modify their attitudes, feelings, and ideas in accordance with the subject matter they are studying together.

This is the reason the author is curious to learn more about the relationship between employee performance at the Swadharma Jakarta Cooperative and interpersonal communication characteristics. The interpersonal communication variable was used as the independent variable and employee performance as the dependent variable in a number of earlier research.

The findings of earlier studies by other researchers, titled *The Influence of Work Motivation and Interpersonal Communication on the Performance of Interpersonal Communication*, are reported by (Reny Diana et al., 2020) Additional research (Fransiska Vandela & Agus Sugiarto, 2021), The study's findings suggest that employee performance is positively impacted by both the flexible use of information technology and interpersonal communication abilities. *The Influence of Creativity, Discipline, Compensation, and Interpersonal Communication on Employee Performance at PDAM Padang City* is the title of a study conducted by (Arisan Apri Anggi, 2018). The study found that interpersonal communication results had a significant impact on employee performance, with $t\text{-count} (3,869) > t\text{-table} (1,65857)$.

Researchers are interested in examining the relationship between employee performance and interpersonal communication under the heading "Improving employee performance through interpersonal communication at the Swadharma Jakarta cooperative" due to the findings of earlier studies. Apart from the fact that no prior research has been done in this field on variables related to interpersonal communication, the research is innovative since it employs quantitative methodologies and basic regression procedures. It is intended that this study's findings will aid in future investigations.

THEORETICAL FRAMEWORK

Swanson states, (Taufik Rihatno, 2017) that communicators deal with one another in the framework of interpersonal communication. Experts in communication have not yet reached a consensus over the quantity of individuals engaged in interpersonal communication. We aim to leverage a variety of sensory channels in interpersonal communication so that participants can see, hear, laugh, touch, and engage with one another yet another. Because That is, in interpersonal communication, making use of all available tools to convey the best possible messages and behave in a way that encourages feedback, whether it is intended or not.

Devito (Emma Dwi Ariyani & Dini Hadiani, 2020) defines interpersonal communication as the process of communicating with another person or persons

in a way that benefits both parties and provides feedback for speaking and listening in order to create meaning.

Self-disclosure in good interpersonal communication has a dialogical quality that allows for mutual understanding and feedback to be generated Peranginangin & Perbawaningsih, in (Ajeng Safitri & Nur Fitriyana, 2021)

As on Anwar Prabu's definition in (Pristanto Ria Irawan et al., 2023), 2023, an employee's performance is determined by the quality and amount of work they do while carrying out their assigned responsibilities.

"Performance (performance) is the work results achieved by a person based on job requirements (job requirement)," according to (Debby Endayani Safitri, 2019), however often knowing performance also requires understanding a number of indicators that are related to the definition of performance itself. Quantity (number of jobs), quality (quality of work), precise time (timeliness), attendance (presence), and team work (cooperation ability) are examples of performance indicators.

METHODS

This quantitative descriptive study aims to understand the relationship between employee performance at the Swadharma Jakarta Cooperative and interpersonal communication. According to (Arikunto, 2010), the quantitative approach is based on the use of numbers in all phases of the process – from data collection to interpretation to presentation of the findings. The participants in this study are the staff members of Jakarta Swadharma Cooperative.

The 50 employees of the Swadharma Jakarta Cooperative served as the samples for this study, and saturated sampling was used in order to produce research results that could be justified. (Lijan Sinambela, 2021) states that the sample represents a portion of the population's size and features. Hypothesis In this study, the following formula can be used to explain hypothesis testing:

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

Of course, you will be able to provide more insight by applying the operational definition of a variable if you grasp the two independent and dependent variables, each of which has a different operational definition. Interpersonal communication variables are defined operationally as follows: 1) openness; 2) empathy; 3) supporting attitude; 4) positive attitude; and 5) similarity. The operational definition of employee performance variables, on the other hand, includes diligence, initiative, efficiency, quality, quantity, and discipline of work.

As an illustration of the research design used in this study, the graphic below explains it. In this instance, employee performance is variable Y, while the impact of the work environment is variable X. Employee performance (Y) is the

dependent variable, and interpersonal communication (X) is the independent variable.

This study employs basic linear regression analysis approaches since the researchers have a basic understanding of the meaning and concept of regression analysis. Regression coefficients are values that indicate how much an increase or decrease in X will affect Y, according (Lyta Lestary & Harmon, 2017) Regression equations are formulas that determine the value of the dependent variable based on the known value of the independent variable.

RESULTS

A validity test was conducted on the interpersonal communication variable instrument (X) in this study. The employee performance variable (Y) exists with 10 declared valid items, although the specified instrument elements are valid for 10 items. A two-sided test with a significance level of $\alpha = 0.05$ is used in the test, yielding a resultant r table = 0.273. $r\text{-count} > r\text{ table}$ is the test criterion for deeming an item legitimate.

The computation results indicate that every item that has been deemed valid is dependable at a significance level of $\alpha = 0.05$, yielding a r table value of 0.60. The reliable values for the employee performance variable (Y) are $r\text{-count} = 0,913$ bigger $r\text{-table} = 0,60$, and the interpersonal communication variable (X) is $r\text{-count} = 0.758$ bigger $r\text{-table} = 0,60$.

Using the coefficients from Table 2 In terms of the size of the t-count value, the degree of significance, and the regression formula, it can be understood as the outcomes of a basic linear regression study. For more clarity, here are the outcomes. coefficient that was computed using SPSS.

Table 2
Linear Regression Analysis Table

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.158	4.854		3.741	.000
	interpersonal comm	.550	.114	.571	4.823	.000

a. Dependent Variable: employee performance

Source: Data processed from SPSS

The computation results are displayed in the table above, along with an explanation of the regression equation – $Y' = 18.158 + 0.550x$ – that can be used to predict variables using interpersonal communication factors. Using Uji as a foundation for decision-making, it is evident that the following can be done:

- There is an influence of variable X on variable Y if value t-count $>$ value t-table.
- There is no effect of variable X on variable Y if value t-count $<$ value t-table.

The formula $t\text{ table} = t(\alpha/2; n-k-1)$ can be used to calculate t-tables with a significance level of 5%. Consequently, the t-table value $t(0,025; 50-1-1) = t$

$(0,025; 48) = 2.011$ face t-count $4.823 > t$ -table $2,011$ can be determined. conclusion that there is a relationship between employee performance indicators and interpersonal communication characteristics.

Table 3's coefficient of termination calculation yields the following results: the employee performance variable is influenced by the interpersonal communication variable to the tune of 32,6%, with the remaining 67,4% coming from elements not yet investigated. The interpersonal communication variable, which is situated in the coefficient interval correlation 0.40–0.599, has a positive influence at the moment, with a r-value of 0.571.

Table 3
Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.571 ^a	.326	.312	2.922

a. Predictors: (Constant), interpersonal comm

Source: Data processed from SPSS

DISCUSSION

According to the test results, at the Swadharma Jakarta Cooperative, the employee performance variable (Y) is influenced by the interpersonal communication variable (X). This is demonstrated by the t-count value of $4.823 > t$ -table $2,011$, themselves having a value of 0.000 and themselves having a value of $0.000 < 0.05$. Thus, at the Swadharma Jakarta Cooperative, collaboration has a noteworthy and favorable impact on staff performance.

Interpersonal communication, according to Devito in (Sapto Irawan, 2017) is the exchange of messages between an individual and a small group of individuals, having a variety of effects and offering the chance for prompt reaction. The process of communicating messages or information from one person to another, or from one group of people to another, as well as obtaining positive response from the communication process, either directly or indirectly, is known as interpersonal communication.

Previous research under the title (The Influence of Emotional Intelligence and Interpersonal Communication on PT Employee Performance) (Rahmat Sabuhari et al., 2021) strengthens the present study. Interpersonal communication has a major impact on employee performance, although emotional intelligence has little bearing on it, according to PLN (Persero) Ternate Branch. The study's findings also demonstrate the important roles that interpersonal communication and emotional intelligence play in influencing worker performance.

CONCLUSIONS AND RECOMMENDATIONS

Generally speaking, there is an influence between interpersonal communication variables and employee performance variables at the Jakarta Swadharma Cooperative based on test results and analysis of relationships between variable X and variable Y regarding interpersonal communication because $t\text{-count} > t\text{-table}$ $4.823 > 2,011$.

Then, with an influential contribution of 32,6% and a current r value of 0,571 (found in the coefficient interval correlation 0.40–0.599), the interpersonal communication variable has a positive influence on employee performance variables. The remaining amount, however, is influenced by other factors that have not been studied. Additionally, we are able to determine the regression equation, $Y' = 18.158 + 0.550x$, which can be utilized for prediction.

FURTHER STUDY

The researcher acknowledges that despite numerous time, financial, and opportunity constraints, this study is far from ideal and that more research is necessary. Nevertheless, the study's findings can undoubtedly help other researchers, particularly those studying related variables.

ACKNOWLEDGMENT

In particular, we would like to thank all of the lecturers in the Doctorate of Business Administration study program at the Philippines Women's University for their guidance and direction. We would like to thank everyone who has contributed to the completion of the research results.

REFERENCES

- Ajeng Safitri, & Nur Fitriyana. (2021). *The Role of Interpersonal Communication in KKN Student Teamwork*. PSYCHOPOLYTAN Journal of Psychology, 4(2), 101-106.
- Arikunto, S. (2010). *Research Procedures A Practice Approach*. PT. Rineka Cipta,.
- Arisan Apri Anggi. (2018). *The Influence of Creativity, Discipline, Compensation and Interpersonal Communication on Employee Performance at PDAM Padang City*. Journal of Economics and Economics of Education, 6(2).
- Debby Endayani Safitri. (2019). *The Effect of Training on Employee Performance*. Journal of Dimensions, 8(2).
- Emma Dwi Ariyani, & Dini Hadiani. (2020). *The Relationship between Interpersonal Communication Skill Patterns and Student Academic Achievement*. JSHP (Journal of Social Humanities and Education, 4(2).
- Fransiska Vandela, & Agus Sugiarto. (2021). *The Influence of the Use of Information Technology and Interpersonal Communication Skills on Employee Performance*. Ibnu Khaldun University Management Journal, 12(3).
- Lijan Sinambela. (2021). *Quantitative Research Methods: Theoretical and practical*. PT. Refika Aditama. Jakarta.
- Lysta Lestary, & Harmon. (2017). *The Influence of the Work Environment on Employee Performance*. Journal of Business and Investment Research, 3(2).
- Pristanto Ria Irawan, Taryanto, & Gabrielle Melanie. (2023). *The Influence of Work Motivation on Employee Performance at PT. Asuransi Sinar Mas Jakarta*. Polgan Minfo Journal, 12(2).
- Rahmat Sabuhari, Muhammad Thahrim, Ruslan A Kamis, & Utari Sofyan. (2021). *The Influence of Emotional Intelligence and Interpersonal Communication on PT Employee Performance. PLN (Persero) Ternate Branch*. STIE Muhammadiyah Palopo Management Journal, 7(2).
- Reny Diana, Syarwani Ahmad, & Achmad Wahidy. (2020). *The Influence of Work Motivation and Interpersonal Communication on Teacher Performance*. JPT (Tambusai Education Journal), 4(3).
- Sapto Irawan. (2017). *The Influence of Self-Concept on Student Interpersonal Communication*. SWCU SCOLARIA, 7(1), 39-48.

Taufik Rihatno. (2017). *The Relationship between Leadership and Interpersonal Communication with Student Teamwork, Members of the Softball Achievement Sports Club, Jakarta State University*. FRESH Journal, Jakarta State University, 6(1), 44-60.