

## The Effect of Communication on Improving Employee Performance in the Karawang District Manpower and Transmigration Department

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Received : 13 Juli 2024

Accepted : 03 Oktober 2024

Revised form : 08 Agustus 2024

Available Online : 30 November 2024

### ABSTRACT

The purpose of this study is to determine the effect of employee communication on the performance of employees of the Ministry of Manpower and Migration of Karawang District. Communication acts as a process and medium for exchanging information, ideas, solutions, and opinions between superiors, subordinates, or co-workers. In addition, communication also plays a role in creating a harmonious work environment because every employee feels connected so that cooperation while in the office is well-guaranteed. This type of research is quantitative and uses descriptive and confirmatory research methods. The sample size for this study is 75. In this study, cross sampling is used. A multi-factor analysis method was used in this study. The results showed the effect of communication on the performance of the employees of the Department of Labor and Migration of Karawang District.

**Keywords:** Communication, Employee Performance.



## INTRODUCTION

Organizations are the activities of a group of people to do a job together systematically to achieve the goals of an organization, both the government and specific social sector organizations or those engaged in the business sector only. The success of an organization will only be achieved slowly and requires a process to achieve its intended success. Therefore, it is necessary to have several aspects that are needed, such as the importance of human resources. This aspect of HR is a valuable asset for organizations that must be maintained, especially in the service sector. The organization can achieve predetermined goals and satisfy its customers with competent human resources.

According to Mathis and Jackson (2011:8), Good employee performance will directly affect institutional performance, and improving employee performance is undoubtedly a job that takes a long time and process. Then, by increasing coaching, supervision, and work motivation, it is also necessary to evaluate the performance success of employees of the Department of Labor and Migration of Karawang District through good communication [1].

**Table 1. Performance Achievements**

Dimension	Target	Realization	Criteria
Open Unemployment Rate	9,94	9,87	Not achieved
Percentage of Karawang Job Seekers who are already working	60%	48,85%	Not achieved

Source: Department of Labor and Migration of Karawang District, 2022

Manpower and Migration of Karawang District, the achievement of Key Performance Indicators of the Ministry of Manpower and Karawang District Migration is less likely to achieve the indicators.

Companies must create a work environment with effective communication to ensure employee performance is conducive, disciplined, directed, effective, and efficient. Ineffective communication, superiors, employees, or fellow employees can exchange information, motivate, convey ideas, and solve problems properly and smoothly. This is necessary to achieve the targeted performance and productivity. In addition, effective communication can increase the harmony of a company's elements to create good motivation and productivity.

An employee will receive instructions or work orders from his manager and then exchange information, thoughts, and solutions with colleagues in one department. Therefore, communication is closely related to a company's success. Communication can be effective if every employee has the same

role and is suitable to provide thoughts and opinions related to work and company development. Managers who understand the importance of effective communication will use communication skills to move their subordinates by providing clear instructions and utilizing various communication media and technologies.

According to the State of the Sector 2024 report: 75% of employers use engagement surveys, 54% of employers gather post-event feedback, 52% of employers have live Q&A sessions, 48% of employers are willing to hear employees out through email, and 47% of employers conduct pulse surveys — in addition to other employee listening channels. After that 69% of managers felt uncomfortable when communicating with employees face-to-face, and 37% of those managers felt uncomfortable giving direct feedback in business communication situations. Conversely, 72% of employees felt their performance would improve if their managers were to provide corrective feedback. So, until managers learn to feel more comfortable with conducting performance reviews, employees will have to get used to asking for feedback [2].

Effective communication and work productivity have an essential relationship with each other. Communication acts as a process and media for exchanging information, ideas, solutions, and opinions between superiors, subordinates, or co-workers. In addition, communication also plays a role in creating a harmonious work environment because every employee feels connected so that cooperation while in the office is well-guaranteed [3].

Communication is the process of transferring messages from the source to the recipient. In this case, there is a process of social change, which becomes essential because attention must be focused on changes in the structure, function, and system of communication channels through which source messages can reach recipients [4]. Based on the background description above, the researcher is interested in taking the title "The effect of communication on improving employee performance in the Karawang District Manpower and Transmigration Department."

## **LITERATURE REVIEW**

### **Communication**

According to Wibowo, communication is the process of conveying information between the sender of the information and the recipient of the message to understand and open opportunities to respond to the sender [5]. According to Sinambela, communication is a process of forming, delivering, receiving and processing messages that occurs within a person or between two or more people with a specific purpose [6]. According to Pauc and Faules, the dimensions and indicators of communication within a company are as follows [7].

1. Communicating with subordinates: Communication changes from one level in a group or organization to a lower level. The need for downward communication encourages employees to perform tasks appropriately and achieve predetermined goals.
2. Communicating with superiors: Communication takes place at a higher level within a group or organization. The need for upward communication encourages employees to work above the norm and take responsibility for assigned tasks.
3. Horizontal communication: Communication occurs between fellow members or colleagues of the same workgroup and between members of the work group at the same level.
4. Inter-agency communication: Cross-channel communication encourages employees to establish connections, coordinate, and collaborate with colleagues from other fields.

### **Employee Performance**

According to Indra Bastian in Irham Fahmi, Performance is the description of the level of implementation of the program or program or policy to achieve the goals, objectives, information and vision of the organization in the development of the organization's strategic plan [8]. Masram & Mu'ah, performance is all activities aimed at improving company or organizational performance, both individual performance and group performance in a company [9]. As for knowing the performance, the dimensions and several indicators used by the employee performance indicators, according to Robbins, are as follows [10]:

1. The quantity of work can be seen in the performance and achievement of employees' work targets.
2. The quality of this work is related to the form of the output, such as skill, customer satisfaction, or initiative.
3. Punctuality can be seen in employee attendance and obedience at work.

## **RESEARCH METHODS**

The research method used in this article is descriptive and supported by quantitative research, that is, by analyzing the statistics obtained from the results of the research by distributing interviews to the respondents. Descriptive analysis is used to analyze data by describing or explaining collected data without the intention of drawing conclusions or making generalizations. The purpose of the management survey is to determine the results of the survey and the impact of communicating on the work of the employees of the Department of Labor and Migration of Karawang District. This study includes linear regression analysis and hypothesis testing.

## Research Boundary

This study focuses on the field of management science. The field of management is human resources management. The research title is The Influence of Communication on Employee Performance. This research was conducted with employees of the Department of Labor and Migration of Karawang District in Karawang Regency. Descriptive and verification methods were used in this study. The research analysis tool used was SPSS for Windows Software.

## Population, Sample, and Sampling Technique

In this study, the people included the staff of the Department of Manpower and Migration, Karawang Regency, a total of 75 people. Since the total number of respondents was 75, the authors used 100% population of the Karawang District Human Resources and Migration Department as the sample. The sampling method used in this study is saturation sampling, which is a sampling method if all members of the population are used as the research sample [11].

## Measurement

Multiple linear regression analysis was used to examine the relationship between the research variables. According to Ghazali, Multiple linear regression analysis is used to determine the direction and degree of influence of the independent variable on the dependent variable [12].

## RESULTS

### Communication of the Department of Labor and Migration of Karawang District

A descriptive analysis of all the results of respondents' responses to the communication variable of the Department of Labor and Migration of Karawang District is presented in the table below.

**Table 2. Descriptive Analysis of Communication Variables**

Dimensi	Total Skor	Rata-Rata Skor	Criteria
Communicating to subordinates	456	3,04	Passably
Communicating to superiors	458	3,05	Passably
Cross-horizontal communication	450	3,00	Passably
Cross-institutional communication	443	2,90	Not good
<b>Total Skor</b>	<b>1,807</b>	<b>3,00</b>	<b>Passably</b>

Source: data processed, 2024

Table 3 shows the communication variables, with a total score of 1.807 and an average score of 3.00 on the passable criteria. This research shows that communication in the Department of Labor and Migration of Karawang District has run passably. The indicator with the highest score is communication with superiors, with a score of 458, while the dimension with the lowest score is cross-agency communication, with a score of 443.

#### **Performance of Employees of the" Department of Labor and Migration of Karawang District"**

A descriptive analysis of all the results of the respondent's responses to the employee performance variables at the Department of Manpower and Transmigration Karawang" District is presented in the table below.

**Table 3. Descriptive Analysis of Employee Performance**

<b>Dimensi</b>	<b>Total Skor</b>	<b>Rata-Rata Skor</b>	<b>Criteria</b>
quantity of work	689	3,06	Passably
quality of work	688	3,06	Passably
Punctuality	719	3,20	Passably
<b>Total Skor</b>	<b>2,097</b>	<b>3,11</b>	<b>Passably</b>

Source: data processed, 2024

Table 4 shows the performance variables, with a total score of 2.097 and an average score of 3.11 on the passable criteria. This study shows that the performance of employees in the Department of Labor and Migration of Karawang District is running. The dimension with the highest score was punctuality, with a score of 719, while the dimension with the lowest score was quality of work, with a score of 688.

#### **Multiple Linear Regression Analysis**

This analysis makes it possible to determine if there is an effect between communication changes and the performance of employees. The results of the quantitative regression analysis are shown in the table below.

**Table 4. Multiple Linear Regression Analysis**

Model	Coefficients					
	Unstandardized Coefficients		Standardized Coefficients		T	Sig.
	B	Std. Error	Beta			
1	(Constant)	8.175	2.332		4.392	.000
	Communication	.849	.003	.719	4.396	.000

a. Dependent Variable: Employee\_Performance

Source: data processed, 2024

$$Y = 8,175 + 0,849 + e$$

Based on the results of the analysis in Table 4, it can be concluded that if the communication variable is 0, the employee's work variable has a value of 8175. Meanwhile, any increase in the unit of the communication variable is increase the labor force by 0.849.

### Multiple Correlation Analysis

The correlation coefficient test was carried out to explain the strength of the relationship between communication and employee performance using the output from the SPSS for Windows version 22 software in the table below.

**Table 5. Correlation of Communication and Employee Performance**

Correlations		
	Communication	Employee performance
Communication	Pearson Correlation	1
	Sig. (2-tailed)	.000
	N	75
Employee_perfo rmance	Pearson Correlation	.906**
	Sig. (2-tailed)	.000
	N	75

\*\*. Correlation is significant at the 0.01 level (2-tailed).

Source: data processed, 2024

Based on the table above, it can be seen that the correlation coefficient between communication and employee performance is 0.906. It can be concluded that the relationship between communication and employee performance is strong because it changes from a ratio of 0.90 to 1.

### Analysis of the Coefficient Determination

Coefficient of determination analysis explains the impact of communication variable on employee performance. The results of the analysis of the coefficients of determination are shown in the following table.

**Table 6. Analysis of the Coefficient Determination**

Model	R	R Square	Adjusted R Square	Std. Error in the Estimate
1	.402 <sup>a</sup>	.462	.441	4.060
a. Predictors: (Constant), Soft_Skill, Disiplin_Kerja				
b. Dependent Variable: Komitemen_Organisasi				

Source: data processed, 2024

Table 6 also shows that the value of Rsquared is 0.462, which means that the magnitude of the employee communication variable is 46.2%. Meanwhile, the remaining 53.8% can be explained by other factors not included in this study.

## DISCUSSION

The results of hypothesis testing show an influence between communication on the performance of employees of the "Department of Manpower and the Transmigration Karawang District." If the communication variable is zero, then the value of the employee performance variable weighs 8.175. Meanwhile, for every one-unit increase in the communication variable, it will increase employee performance by 0.849, meaning that there is an increase in employee performance if communication from the Department of Labor and Migration of Karawang District goes well. Correlation analysis results show that the relationship between communication and job performance is chosen as a strength by employees. The level of impact of communication changes on the performance of employees in the Department of Human Services and Migration of Karawang District is 46.2%. Meanwhile, the remaining 53.8% can be explained by other factors not included in this study.

Communication at the "Department of Labor and Migration of Karawang District" has been ongoing. The indicator with the highest score is communication with superiors, with a score of 458, while the dimension with the lowest score is cross-institutional communication, with a score of 443. Meanwhile, the employee performance variable at the Department of Labor and Migration of Karawang District has run smoothly. The dimension with the highest score is punctuality, with a score of 719, while the dimension with the lowest score is quality of work, with a score of 688.

This research is in line with the research conducted by Sitompul et al. The results of the study show that communication has a simultaneous effect on employee performance [13]. This research is in line with research conducted by Didi Wandi, Suhroji Adha, and Iyah Asriyah. The results show that communication positively and significantly affects employee performance [14].

## CONCLUSION

Based on the findings of the research and discussion, the study findings show that communication affects the work of employees in the Department of Labor and Migration of Karawang District. The impact of communication changes on employee performance in the Ministry of Manpower and Migration of Karawang District is 46.2%. Meanwhile, the remaining 53.8% can be explained by other factors not included in this study.

## SUGGESION

Based on the results of the research and discussion, the suggestions in this study are that the Department of Labor and Migration of Karawang District should pay more attention to cross-agency communication and improve the quality of work to improve employee performance at the Office of Manpower and Transmigration of Karawang Regency.

## CREDIT AUTHORSHIP CONTRIBUTION STATEMENT

**Riananda Dwismara Tungga:** Conceptualization, Supervision, Data Curation, Formal Analysis, Project Administration, Writing-original Draft, and Writing-review Editing. **Solehudin Solehudin:** Conceptualization, Resources, Software, Validation, Visualization, and Writing-review Editing. **Banuara Nadeak:** Funding Acquisition, Investigation, Writing-original Draft, and Writing-review Editing.

## DECLARATION OF COMPETING INTEREST

The author declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

## ACKNOWLEDGMENTS

The authors would like to thank the anonymous referees for their helpful comments and suggestions.

## DATA AVAILABILITY

Data will be made available in request.

## FUNDING

This research is support by all authors and independent funding.

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