Conference Paper

The Influence of Communication on Employee Performance at Prima Husada Cipta General Hospital PT Pelindo I (Persero) Medan

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Abstract

The study was conducted at the Prima Cipta Husada General Hospital Medan PT Pelindo I (Persero), using secondary and primary data types. This study aims to determine how big the influence between communication on employee performance at Prima Husada Cipta Medan General Hospital PT Pelindo I (Persero). Data collection techniques, by conducting field research and distributing questionnaires. In this study using the saturated sample as many as 15 respondents and data collection using descriptive methods with quantitative data is through a questionnaire tested by using several methods of data analysis. Data collection used a questionnaire that tested the validity and reliability, using a = 0.05 (5%) which is known if $r_{counted} > r_{table}$, then the status of the questionnaire is valid, and the f test obtained is calculated F value of 23.639 with a probability value (sig) = 000. the value $F_{counted}$ (23.639) > F_{table} (3.81), and the value of sig, 000 is less than the probability value, 05 or value of, 000, 05 then H_0 is accepted. The result of this research is provided by Simple Linear Regression Test which shows that there is influence between Communication to Employee Performance. Determination test was also carried out which obtained adjusted R square value of, 618 which means that the independent variable is only able to explain the variance of the dependent variable at 61.8%. While the rest (100 - 61.8% = 38.2%) are influenced or explained by other variables not included in this study.

Keywords: Communication, Employee Performance, PT Pelindo I

1. Introduction

In society, communication is the most important thing in establishing good relationships between individuals. none other than in an effective communication, organization is the main role in building relationships between employees in order to expedite work goals and activities.

The purpose of this study was to determine the effect of communication on employee performance at Prima Husada Cipta Medan General Hospital PT Pelindo I (Persero).

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Previous research was carried out by Ardiansyah (2016: 25) entitled "The Effect of Communication on Employee Performance at PT Setia Kawan Makmur Sejahtera Tulungagung". Previous research saw the influence of communication on employee performance mediated by job satisfaction. The results showed that communication has a direct positive effect on job satisfaction.

The establishment of effective communication makes it easier for employees to find and obtain information about work that automatically affects the smooth work of employees in order to achieve maximum work results. According to previous research Ardiansyah (2016:25) prove that communication has a direct positive effect on employee performance. At work Sometimes misunderstandings occur between superiors and subordinates in assignments and orders. For example the task instruction has not followed the organizational structure that is set so that misunderstanding in carrying out the task, where the misunderstanding can result in reducing employee morale.

2. Literature Review

2.1. Types of communication

Communication is a process of delivery carried out by sources in the form of words, writing, gestures or symbols that are addressed to the recipient in conveying the message. Vardiansyah (2004), Communication in the organization can occur in the form of words written or spoken, gestures or visual symbols that result in changes in behavior within the organization, both between managers, employees and associations involved in giving or transferring communication.

Verbal communication, that uses words consciously carried out by humans to connect with other humans. Putra & Wijaya (2015) states that verbal is an oral or human statement through common words and symbols that have been agreed upon between individuals, groups, nations, and countries. Kangara (2014) states that "The verbal code in its use uses language. Language can be defined as a set of words that have been structured so that it becomes a set of sentences that have meaning ".

Nonverbal communication, the communication process where the message is delivered does not use words. With nonverbal communication, people can express their feelings through facial expressions, gestures, etc (Putra & Wijaya, 2015).

2.2. Communication function

The communication function is to add insight and knowledge, to express the perceived conditions and burdens so that we get the balance of life and spaciousness of heart, as capital in interacting with the surrounding environment, to ask help and help from others, to persuade others to follow what expected and provide direction or direct others to the behaviors and attitudes that must be followed (Ngalimun, 2017).

2.3. Communication interferences and obstacles

Communication disorders occur if there is interference that uses one of the elements of communication, so that the communication process cannot take place effectively while the communication barriers are meant to be barriers that make the communication process unable to take place as expected by the communicator and the recipient (Cangara, 2014).

Communication disturbances or obstacles can basically be divided into seven types, namely as follows:

1. Technical Disruption

   Technical disruption occurs if one of the tools used in communication experiences interference, so the information transmitted through the channel is damaged (channel noise).

2. Semantic and Psychological Disorders

   Cangara (2014), Semantic interference is a communication disorder caused by errors in the language used. Semantic disorders often occur due to:

   (a) The words used are too many using a foreign language, jargon so that it is difficult to be measured by certain audiences.

   (b) The language used by the speaker is different from the language used by the recipient.

   (c) The structure of the language is used improperly, thus confusing the recipient.

   (d) Cultural background that causes missperception of the language symbols used.

3. Physical barriers

Physical obstacles are obstacles caused by geographical conditions such as long distances that are difficult to achieve, the absence of post office facilities, telephone offices, transportation roads and the like.

4. Obstacle Status

Status barriers are obstacles caused by social distance between communication participants, for example, differences in status between senior and junior or boss and subordinates. Differences like this usually require communication behavior that always takes into account the conditions and ethics that have been entrenched in society, namely subordinates tend to respect the subordinates, or the people who lead the king.

5. Barriers to Thinking Framework

Barriers to thinking are obstacles that are caused by differences in perceptions between public communicators and the messages used in communicating this point due to different backgrounds and education.

6. Cultural Barriers

Cultural barriers are obstacles that occur because differences in norms, habits and values adopted by parties involved in communication in developing countries tend to receive information from sources that have much in common with them, such as language. religion and other habits.

2.4. Understanding performance

Employee performance is the quality and quantity of work that is achieved by an employee of a period of time in carrying out his work in accordance with the responsibilities (Mangkunegara, 2000). The variable indicators are:

1. Knowledge of work

2. Quality of work

3. Productivity

4. Initiative and problem solving

Lymen Porter & Edward Lawler cited by Wibowo (2016) argues that performance is a function of the desire to do work, the skills needed to complete the task, a clear understanding of what is done and how to do it.

2.5. Work management

Bacal (1999) views performance management as a process of communication carried out continuously in partnership between employees and their direct superiors. This communication process involves building clear expectations and understanding of the work to be done.

The communication process is a system that has a number of parts that all must be included, if this performance management wants to describe the added value for the organization, management and employees (Wibowo, 2016).

2.6. Factors affecting performance

According to Wibowo (2016), factor affecting performance as follows:

1. Personal factors, indicated by the level of skill, competence possessed, individual motivation and commitment.

2. Leadership factors, determined by the quality of encouragement, guidance and support, carried out by managers and team leaders.

3. Team factors, indicated by the quality of support provided by colleagues.

4. System factors, indicated by the work system and facilities provided by the orga-nization.

5. Contextual / situational factors, indicated by high levels of pressure and changes in the internal and external environment.

2.7. Performance evaluation

According to Caruth and John (2008), Performance appraisal is a formal method to measure how well individual workers do work in relation to the goals given. The main purpose of performance appraisal is to communicate personal goals, motivate good performance, provide feedback, be constructive, and set the stages for effective development plans.

2.8. Effect of communication on performance

In order to improve the desired performance, a leader communicates about the work targets to be achieved. When employees experience difficulties and fix the instructions

from their employees, they also communicate with their superiors. All communication in the implementation of this work is shown so that the work targets set can be achieved well (Pace & Faules, 2005).

3. Research Method

The research location is at Prima Husada Cipta General Hospital, Jalan Stasiun No. 92, Belawan II, Medan, Belawan City, Medan, North Sumatera. This reseach used quantitative method. The population in this study are all employees in HR & KEU in Prima Husada General Hospital Medan Cipta PT Pelabuhan Indonesia I (Persero) which amounted 15 people. Data collection is done that is by giving a set of written questions to the respondent to be answered as the object to be examined / observed. Beside that, literature research is done by collecting data obtained from references of literature from reading books, Journals, Theses and data from the internet.

3.1. Hypothesis

The hypothesis of this study a re illustrated with the following assumptions:

1. H_0: There is no significant influence between independent variable (Communication) with the dependent variable (Employee Performance).

2. Ha: There is a significant influence between the independent variables (Communication), with the dependent variable (Employee Performance).

If H_0 = 0, then Communication has no effect on Employee Performance. Data analysis methods used to measure the results of research that is by using descriptive methods quantitative. The data analysis method used for measurement scale using the Likert scale method.

TABLE 1: Likert Scale Instrument.

No	Answer	Score
1	Strongly agree / always / very positive	4
2	Agreed / often / positively	3
3	Disagree / almost never / negative	2
4	Strongly Disagree / Never	1

Source: Sugiyono (2015: 135)

3.2. Validity test

Validity Test is used to determine the feasibility of items in a list of statements in defining a variable (Wirant, 2015). The tools used are the product moment coefficient of correlation formula. The correlation technique uses the person correlation, calculated using SPSS 15.0 computer help, the question item is declared valid if it has a probability level of significance level 5% (0.05).

3.3. Reliability test

Reliability refers to an understanding that an instrument can be trusted enough to be used as a data collection tool because the instrument is good. to test the use of Cronbach Alpha where an instrument is declared reliable if the reliability coefficient of Cronbach Alpha> 0.60.

3.4. F Test

The F test is conducted to examine how all of the independent variables influence the binding variable or to test whether the regression model made good / significant or not good / non significant. H_0 is accepted if F_{count}> F_{table}. H_0 is rejected if F_{count} <F_{table}

3.5. Determination test

Determination test is done to take how much percentage of the relationship between communication to employee performance.

$$D = (rxy)2 \times 100\%$$

Information:

   D = Determination

   (rxy)2 = Coefficient of correlation squared

4. Result and Discussion

4.1. Communication

The communication that occurs in Prima Husada Cipta Medan hospitals is vertical communication, horizontal communication and diagonal communication.

TABLE 2: Communication.

No	Description	SA	%	A	%	DA	%	SDA	%
1	Vertical Comm	6	42.22	8	50	0	0	0	0
2	Horizontal Comm	8	53.33	7	46.7	0	0	0	0
3	Diagonal Comm	7	46.7	8	53.33	0	0	0	0

Source: Questionnaire Results of Research (2017)

Based on table 2 above, as many as 6 respondents (42.22%) said that they strongly agreed that vertical communication occurs in the hospital, and 8 respondents (50%) agreed. The vertical communication that occurs such as work instructions, delivery of information about policies, giving reprimands, submitting work reports, openness to the delivery of suggestions and opinions, and problem solving at work. Besides that, as many as 8 respondents (53.33%) said that they strongly agreed that horizontal communication occurs in the hospital, and 7 respondents (46.7%) agreed. The horizontal communication that occurs such as sharing information, distribution of work coordination and meeting in discussing the conflict.

For diagonal communication, as many as 7 respondents (46.7%) said that they strongly agreed a diagonal communication occurs in the hospital, and 8 respondents (53.33%) agreed. The diagonal communication that occurs such as communication in coordination of work with other divisions, obtaining accurate information.

4.2. Employee performance

The performance of hospital employees is seen in the job knowledge, quality of work, productivity, initiative and problem solving.

TABLE 3: Employee performance.

No	Description	SA	%	A	%	DA	%	SDA	%
1	Job knowledge	11	71.11	4	28.89	0	0	0	0
2	Quality of work	6	37.78	9	62.23	0	0	0	0
3	Productivity	9	62.23	6	37.78	0	0	0	0
4	Initiative & Prob solving	7	44.45	8	55.55	0	0	0	0

Source: Questionnaire Results of Research (2017)

Based on table 3 above, as many as 11 respondents (71.11%) said that they strongly agreed that job of knowledge with communication can improve knowledge of information related to work, can increase knowledge about the next tasks, and is important in getting information about the tasks and development of the company. Besides that, as many as 6 respondents (37.78%) strongly agreed that good communication between

superiors and subordinates, or subordinates with superiors or between employees triggers work quality increases, facilitates the process of completing tasks better, avoiding the occurrence of mis communication between employees so that the work process is more efficient. On the other hand, as many as 9 respondents (62.23%) strongly agreed that a good communication process between employees can motivate work, facilitate understanding in the completion of tasks and able to help the work to target set can be achieved well. Besides that, as many as 7 respondents (44.45%) they strongly agreed that with good communication, employees have initiatives and can solve problems.

4.3. Validity test

The r table value is known as α = 0.05 and n = 15 so the value of r (0.05.15.2) = 0. In the product moment table = 0.514, if r_{count} > 0.514 then it is valid. All questioners item is valid r_{count} > r_{table}.

4.4. Reliability test

Based on the Reliability Test conducted that all items in Variable X (communication) and Y (employee performance), Cronbach Alpha are, 887. One to test the reliability of data is the value of Crobanch's Alpha> 0.60.

4.5. Product moment correlation analysis (r)

TABLE 4: Product moment coefficient (r).

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,803^a	,645	,618	2,427
a. Predictors: (Constans), Communication				
(source: Research Data Processing Results, 2017)				

From the table 4 above obtained the value of correlation coefficient r on the table is used to see how big the relationship of variable X to variable Y. The results shown are = 0.803 or 0.66, meaning the relationship of communication to the employee performance is very strong that is equal to 0.66.

4.6. F test

The F test is performed using the following criteria:

1. H_0 is accepted if $F_{count} > F_{table}$

2. H_0 is rejected if $F_{count} < F_{table}$

TABLE 5: F Test.

Model	Sum of Squares	Df	Mean Square	F	Sig
Regression	139,188	1	139,188	23,639	,000(a)
Residual	76,545	13	5,888		
Total	215,733	4			
a.Dependent Variable: KINERJA					
b. Predictors: (Constant), KOMUNIKASI					
(source: Research Data Processing Results, 2017)					

From the table, the F_{count} value is 23.639 with the probability value (sig) =.000. the value F_{count} (23.639) > F_{table} (3.81), and the value of sig, 000 is less than the probability value, 05 or value of, 000 <, 05 then H0 is accepted.

4.7. Determination test

TABLE 6: Determination Test.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					Durbin-Watson
		R Square Change	df1	df2	Sig. F Change	R Square Change	F Change	df1	df2	Sig F Change
1	,803(a)	,645	,618	2,42654	,645	23,639	1	13	,000	1,900
a Predictors: (Constant), x										
b Dependent Variable: y										

Based on table 6 above obtained the number R2 (r square) equal to, 645. This shows that the percentage of influence of the independent variable on the dependent variable is 64.5%, while the rest (100 - 64.5% = 35.5%) is influenced or explained by other variables not included in this research model.

5. Conclusion

Respondent's statements on all indicators X (Communication) and Y (Employee Performance) which are indicators that trigger communication that affect employee performance, researchers obtain valid and reliable results. The results of the F test carried out, then obtained the F_{count} value of 23.639 and based on the results of the determination test obtained the number R2 (R square) equal to, 645 and shows that there is influence between the dependent variable on the independent variable.

Acknowledgments

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