

## Analysis of The Effect of Communication on Employee Performance

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### Abstract:

Communication is a major part of human life. They are designed as social creatures, that's can not live without other people. Communication skill is very needed in work so that work runs smoothly and goals can be achieved. There is also the effect of communication on employee performance which is interesting to know. Communication in the company can be likened to food for the body, which is the most important thing in doing work. Employees need communication skills in order to complete the work that has been agreed upon. In addition, communication can also eliminate incorrect assumptions between employees, there by creating a healthy work environment. This research includes qualitative research because this research has the aim of obtaining answers related to employee performance so the discussion must be qualitative or use word analysis. The results showed that communication has a close relationship with employee performance. The existence of good communication will greatly affect the performance produced by employees. Because basically communication is needed in existing activities so that with good communication it can spur employees to be able to improve their respective performance and morale.

**Keywords:** Communication; Performance; Employee

### Abstrak:

Komunikasi adalah salah satu bagian utama dalam kehidupan umat manusia. Manusia diciptakan sebagai makhluk sosial, dimana mereka tidak bisa hidup tanpa orang lain. Pada saat bekerja, komunikasi dibutuhkan agar pekerjaan semakin lancar dan tujuan juga bisa tercapai. Pengaruh komunikasi terhadap kinerja karyawan itu sendiri yang menarik untuk diketahui. Komunikasi dalam perusahaan bisa diibaratkan seperti makanan bagi tubuh, yaitu merupakan hal yang paling penting dalam melakukan pekerjaan. Sebagai karyawan, mereka membutuhkan komunikasi agar bisa menyelesaikan pekerjaan yang telah disepakati. Selain itu, komunikasi juga bisa menghilangkan prasangka dan asumsi tidak benar antara karyawan, sehingga menciptakan lingkungan kerja yang sehat. Penelitian ini termasuk penelitian kualitatif deskriptif karena penelitian ini mempunyai tujuan untuk memperoleh jawaban yang terkait analisis pengaruh komunikasi terhadap kinerja karyawan sehingga pembahasannya harus secara kualitatif atau menggunakan uraian kata-kata. Hasil penelitian menunjukkan bahwa Komunikasi memiliki hubungan yang erat dengan kinerja karyawan. Adanya komunikasi yang berjalan dengan baik akan sangat berpengaruh terhadap kinerja yang dihasilkan oleh karyawan. Karena pada dasarnya komunikasi dibutuhkan pada kegiatan yang ada, sehingga dengan adanya komunikasi yang baik maka dapat memacu para karyawan untuk dapat meningkatkan kinerja dan semangat kerja mereka masing-masing.

**Kata Kunci:** Komunikasi; Kinerja; Pegawai

## **INTRODUCTION**

The low quality of human resources and their handling is one of the problems that are often faced by the Indonesian people. A large number of human resources if they can be used effectively and efficiently will be very useful to support the pace of our country's national development. To create quality human resources, quality education is needed, the provision of adequate social facilities, and adequate employment opportunities. The real challenge is how we can create Human Resources that can produce an optimal performance to achieve organizational goals.<sup>1</sup> Every company must be able to manage the resources owned by each company to be more effective in facing the challenges that face and maintain company activities so that they continue to run well.<sup>2</sup>

In an organization the meaning of communication plays a very important role, the importance of communication within the company is where doing work among fellow employees requires effective communication so that messages about work can be understood. The effectiveness of communication will go well if they both understand the meaning of the communication information. Communication between superiors to subordinates must have a meaning that is mutually understood by each other so that there is a harmonization of organizational communication and vice versa.<sup>3</sup>

Communication that occurs within an organization will also affect organizational activities, such as work efficiency, work effectiveness, and employee and organizational performance. Organizational communication is the degree or level of information about work that the organization sends to members and among members of the organization. The purpose of communication within the organization is to establish mutual understanding so that there is an equality of frame of reference and field of experience among members of the organization. Organizational communication must be seen from various sides, namely, first, communication between superiors and subordinates, secondly between employees and other employees, and thirdly, between employees and superiors.<sup>4</sup>

Several leadership factors that affect performance include ability, personality, experience, intellectuality, and work environment where these factors are closely related to the success of achieving organizational goals, namely improving the performance of both individual (employee) and organizational performance. With good and appropriate leadership support in an organization, of course, employees will strive to develop personal abilities and improve abilities in the future which are influenced by feedback on leadership performance.<sup>5</sup>

## **RESEARCH METHODS**

In this study, the authors use qualitative research methods with a view to understanding and digging deeper into the effect. According to Sugiono<sup>6</sup> qualitative research methods are research methods used to examine the condition of natural objects, where the researcher is the key instrument, data collection techniques are carried out by triangulation

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<sup>1</sup> Dyah Ayu Sekarningtyas, "Analisis Pengaruh Komunikasi Dan Kecerdasan Emosional Terhadap Kinerja Karyawan" (Semarang, 2011).

<sup>2</sup> Hartrianyah Winarta, "Pengaruh Komunikasi Dan Disiplin Kerja Terhadap Kinerja Karyawan Pt. Bank Sumut Cabang Koordinator Medan," *Universitas Muhammadiyah Sumatra Utara* (Sumatra Utara, 2019).

<sup>3</sup> Didi Wandu, Suhroji Adha, and Iyah Asriyah, "Pengaruh Komunikasi Terhadap Kinerja Pegawai Pada Badan Penanggulangan Bencana Daerah (BPBD) Provinsi Banten," *Jurnal Ekonomi Vokasi* 2, no. 2 (2019): 18–30, ISSN:1098-6596.

<sup>4</sup> Wandu, Adha, and Asriyah.

<sup>5</sup> M. Kiswanto, "Serum Pyridinoline as a Specific Marker of Collagen Breakdown and Bone Metabolism in Hemodialysis Patients," *Journal of Bone and Mineral Research* 10, no. 6 (2010): 932–39, <https://doi.org/10.1002/jbmr.5650100614>.

<sup>6</sup> Sugiono, *Memahami Penelitian Kualitatif* (Bandung: Alfabeta, 2012).

(combined), data analysis is inductive where research results emphasize meaning rather than generalization.

Bogdan and Taylor<sup>7</sup> define qualitative methodology as a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior.<sup>8</sup> revealed that in qualitative research the instrument is the researcher himself so that to be able to become an instrument, the researcher must have the provision of theory and broad insight, so that he is able to ask questions, analyze, photograph and construct the object being studied becomes clearer and more meaningful. In qualitative research, data collection is not guided by theory but is guided by facts found in the field at the time of research.

## RESULTS AND DISCUSSION

### Definition Of Communication

Falimu<sup>9</sup> defines communication as the process of exchanging meaning/messages from one person to another with the intention of influencing that person. Humans in their lives must and always communicate, but as for the procedures for communicating or it can be said that ethics in communication are things that must be considered. Communication ethics is the most important thing in establishing good relationships between individuals, organizations, and relationships with company services. Good relationships will be created automatically if there is communication ethics. Communication ethics is very important in the context of establishing good relationships with other people. The main factor in communicating is ethics.

Organizational communication is the sender and recipient of various organizational messages in formal and informal groups in an organization. The bigger and more complex organization has a more complex communication process. In a small organization with only three members, the communication process with a thousand members becomes very complex. Communication can be formal and informal. Formal communication is communication that is approved by the organization itself and is oriented to the interests of the organization. Its contents are in the form of how to work in the organization, productivity, and various jobs that must be done in the organization. For example memos, policies, statements, press conferences, and official letters. Informal communication is communication that is socially approved. The orientation of informal communication is not on the organization, but rather on its individual members.<sup>10</sup>

### Employee Performance Factors

The achievement of a person's or worker's performance is due to the resulting efforts and actions. These efforts are in the form of work results (performance) achieved by workers. Performance can result from education, work experience, and professionalism. Education is the basic and main capital of a worker to find a job or work. Experience in work is related to the employee's tenure, the longer a person works in a field of work, the more experienced that person is, and if a person already has performance experience in a particular field of work, then

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<sup>7</sup> Lexy Moleong, *Metodologi Penelitian Kualitatif* (Bandung: PT Remaja Rosdakarya., 2012).

<sup>8</sup> Sugiono, *Memahami Penelitian Kualitatif*.

<sup>9</sup> Falimu, "Etika Komunikasi Pegawai Terhadap Pelayanan Penerbitan Pajak Bumi Dan Bangunan," *Jurnal Komunikator* 9, no. 1 (2017): 9–16.

<sup>10</sup> Wiryanto, *Pengantar Ilmu Komunikasi* (Jakarta: PT. Grasindo, 2004).

he has skills in the field of work he is doing. Professionalism is a combination of education and work experience gained by a worker.

There are several things to build a professional mentality, one of which is a quality mentality, namely a professional showing the best possible performance, trying to always be at the cutting edge of his field of expertise, high work standards oriented to the ideal quality perfection.<sup>11</sup>

### **Performance Management System**

Performance Management System is an integration process that mixes various human resource management activities with organizational goals. There are several stages in the Performance Management System.

1. The performance planning stage; is carried out at an early stage of the overall performance management process. At the initial stage, the organization must establish performance criteria, performance targets, and performance indicators as a form of performance contract or performance commitment.
2. Performance implementation stage; it is very possible that there will be significant environmental changes so that the plans made are irrelevant, if this happens, the manager or leader must immediately revise the plan, and create new goals and strategies to respond to the changes that occur.
3. Performance appraisal stage; Performance appraisal is used to determine the extent to which organizational goals have been achieved.<sup>12</sup>

### **Effect of Communication on Performance**

Employee Organizational communication has a strong influence in determining the level of work effectiveness of employees so every employee and organizational leader must always establish effective communication to achieve effective work results as well. As stated by Liliweri that "*if we discuss the organization as human behavior that works together in the organization then the keyword for organizational effectiveness lies in the effectiveness of communication*". This proves that organizational communication plays a very important role in achieving organizational goals by increasing the effectiveness of employees' work. Therefore, it is the obligation of every element in the organization to carry out their duties and responsibilities as well as possible, at the same time, good organizational communication will ensure that everything is carried out as expected. Communication is very influential in improving the effectiveness and performance of employees because communication is the main key to the success of a job. This proves that the organizational communication variable has a large contribution to the employee's work effectiveness variable. But it is undeniable that there are other factors that can affect the level of work effectiveness in addition to organizational communication such as employee motivation, workability, atmosphere, and employee work environment.<sup>13</sup>

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<sup>11</sup> Jansen H. Sinamo, *8 Etos Kerja Profesional: Navigator Anda Menuju Sukses*. (Jakarta: Institut DharmaMahardika, 2005).

<sup>12</sup> Ares, "Jurnal Manajemen, Organisasi, Dan Bisnis" 1, no. 3 (2021): 408–16.

<sup>13</sup> Alo Liliweri, *Wacana Komunikasi Kantor* (Bandung: Mandar Maju, 2004).

## CONCLUSION

Communication can increase the satisfaction of good relations between superiors and subordinates, the existence of feedback, a supportive communication climate and a directed organizational perspective can increase employee job satisfaction more optimally. If effective communication can be realized, the productivity of employees will be higher. With effective communication, employees will not experience confusion in implementing the SOP made by the company so that the resulting performance is getting better. Employees will feel involved with the existence of structured two-way communication and feedback resulting from the two-way communication, either between superiors, between subordinates or between superiors and subordinates. Job satisfaction can improve employee performance because the more aspects of work that are in accordance with individual desires, the higher the level of perceived job satisfaction and can trigger employees to work more optimally. Job satisfaction has a role in mediating communication and employee performance. So leaders should not only communicate work orders to their subordinate employees, but also information in the form of salaries, awards, and promotion opportunities must be communicated transparently. With the disclosure of information, employees feel satisfied with the corporate governance system which will indirectly affect the increase in employee performance.

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