Interpersonal Communication Relations with Performance Employees in the Education Office of Padang City

Nellitawati
Jurusan Administrasi Pendidikan
Universitas Negeri Padang
e-mail: nellitawati@fip.unp.ac.id

Abstract-- **This study was aiming at seeing, 1) the interpersonal communication in Padang Education Authority, 2) employee performance in Padang Education Authority, and 3) the relationship of interpersonal communication and employee performance in Padang Education Authority. This research was correlational, that was to see how far the relationship of interpersonal communication (x) with employee performance (y). The population of this research was 103 Padang Education Authority employees. The sample chosen was 53 employees determined based on a proportional random sampling. The data collection was questionnaires arranged in the form of a Likert scale. The results of the validity and reliability of the instrument obtained 28 employee performance questionnaires and 30 items of interpersonal communication. To test the relationship between the two variables, the Product moment correlation formula was used. The hypothesis proposed in this research was "there was a significant relationship between interpersonal communication and employee performance in the Padang Education Authority" and to measure the meaning of the hypothesis was done by t test. The results showed that 1) employee performance in Padang Education Authority was in the high enough category with a percentage of 73.93%. 2) Interpersonal communication of employees at Padang Education Authority was in the enough category with a percentage of 69.6%, and 3) there was a correlation between interpersonal communication and employee performance from the acquisition of correlation tests with r count greater than r table at 2.575> 0.279 significant level of 5% at 95% confidence level. Thus, it can be concluded that interpersonal communication had a meaningful relationship with employee performance in Padang Education Authority. This means that the better interpersonal communication, the higher the employee performance in Padang Education Authority and vice versa.**

Keywords: interpersonal communication; employee performance

I. INTRODUCTION

An organization is a forum for a group of people who have a common goal and cooperate in achieving certain goals [1, 2]. Organizations have several elements including goals [3, 4], resource [4] employees who influence each other [5] in achieving the organization's vision and mission. Employees have a very important role in advancing the organization [6-9]. Seeing the importance of the role of employees, it is expected that employees can increase productivity in work. Work productivity is related to performance [10, 11].

Factors that affect the performance of employees who perform well in the process of carrying out duties they will work independently [12], good work initiative [13, 14] so that the work becomes fun [15, 16], timely on completion of work [17]. However, low employee performance not only has a bad impact on the organization but also affects Moeheriono's employees [18].

Based on the observations of the author at the Padang City Education Office when conducting the Education Management Field Practice (PLMP) which was conducted for two months from June to August 2017, the author saw the low performance of employees as seen from the following phenomena; 1) there are still employees who have not felt free to be creative in completing the work so that employees lack confidence to develop the desired ideas to achieve the smooth task given, 2) there are still employees who could not find the latest ideas and techniques to complete the work, 3) there are still employees who have not found the latest methods to overcome difficulties in completing work, and 4) there are still employees who have not maximized their time at work, just waiting for orders from the leadership to work so that a lot of time is used not to work.

To see the performance of employees in the City Education Office, it can be seen from the indicators, Indicators for performance are "quality, effectiveness, timeliness, independence [19]. Employee performance is also expressed by indicators; 1) quality of work, quantity of work, timeliness, effectiveness of independence [20]. It also states employee performance indicators that it also relates performance indicators to the quantity of work, quality of work, honesty, obedience and initiative.

Effective communication is needed for the survival of an organization [21]. Here interpersonal communication has a big role. Based on the observation of the author for 2 months, there is still a lack of implementation of interpersonal communication in the Padang City Education Office. This can be seen from the elaboration of the following phenomena. 1) There are still employees who are less concerned and do not support each other among other employees. Seen from indifference with other employees, in carrying out the tasks

given by the leadership. 2) There are still employees who distinguish positions and status in interaction and discussion in the office environment. 3) There are still employees who lack trust with other employees so that communication is not optimal and impacts the work environment which is not conducive. 4) There are still employees closing themselves or lack of openness among fellow employees. It can see this when an employee asks other employees about the work to be done but there is no response from the employee concerned. 5) There are still employees who are less sporty. Seen when one employee gets a new position from the leadership, there are employees who feel jealous of it. If it leave the above phenomenon alone, it will have a negative impact on the progress of the Padang City Education Office.

II. RESEARCH METHODOLOGY

The correlation research is to see the relationship between one variable and another. The study looked at the relationship of interpersonal communication with the work performance of employees in the Padang Education Office. The populations in this study were all employees of the Padang City Education Office 103 people while the size of the sample was 53 people after the sample was drawn based on proportional random sampling technique. The instrument used is a questionnaire or questionnaire using a Likert scale using five alternative answers that have tested their validity and reliability to ten respondents. Then the data collection is done by distributing questionnaires to the respondents. The data is processed by determining the mean, median, and standard deviation of each variable, after that normality tests and correlation coefficients are tested using the Product-Moment correlation formula to determine the relationship between the two variables, then test the significance correlation coefficient using the t count formula.

III. RESULT AND DISCUSSION

In this section, I will describe a discussion about employee performance, interpersonal communication, and interpersonal communication relations with employee performance. Aspects seen from performance include: 1) work independence, 2) work initiatives, 3) timeliness of work. For interpersonal communication variables include aspects: a) openness, b) empathy, c) support, d) similarity, e) positive attitude. As for the relationship of interpersonal communication with employee performance discussed about is there a meaningful relationship between the two variables.

A. Distribution of Employee Performance Data

Data processing variable employee performance (variable Y) was obtained from the questionnaire distribution of 53 respondents with 28 statement items. The performance of the employees obtained was spread from the lowest score of 94 to 121, while the maximum ideal score was 140. Based on the results of general data processing, the mean score (average) was 102.36, median (middle value) 103.66, mode (frequent values) 105.94, and standard deviation (standard deviation) 5.832. Data frequency distribution of performance variables in the Padang City Education Office can be said to be normally distributed.

TABLE I.   DATA FREQUENCY DISTRIBUTIONS EMPLOYEE PERFORMANCE VARIABLES

Kelas Interval	F	Frekuensi Absolut %	Cum F	Frekuensi Relatif
118-121	1	1,89	100%	28.30 %
114-117	2	3,77%	98,11%	
110-113	2	3,77%	94,34%	
106-109	0	18,87%	75,47%	
102-105	**12**	**22,61%**	**52,83%**	**22.64 %**
98-101	13	24,53%	28,30%	49.06 %
94-97	13	24,53%	3,77	
Jumlah		100%		100%
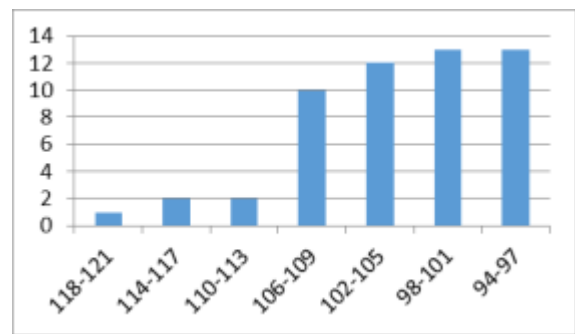
Fig. 1.   Histogram of Employee Performance Variables

Based on the table and figure above, 28.30% of respondents stated that the performance was above the average score, while 49.06% of respondents stated that the performance was below the average score. The results of data processing variable employee performance (Y) by comparing the average score (mean) with the maximum score, then the number 0.74 x 100% = 74% can be seen that the performance of employees is at a score of 74% with the interpretation of "enough" from the ideal score.

B. Distribution of Interpersonal Communication Data

I obtain data processing variable interpersonal communication (Variable X) from the distribution of questionnaires 53 respondents with 30 items / statement items. Scores got from respondents for interpersonal communication variables are spread with the highest score 121 and the lowest score is 94, while the maximum score is 150. From the results of data processing results of normality test, got an average score (mean) = 109.1 then median = 106.9, then 102.5 and standard deviation (SD) = 5.832. I can say data frequency distribution of performance variables in the Padang cattlethe to be distributed.

TABLE II.   DATA FREQUENCY DISTRIBUTION OF EMPLOYEE INTERPERSONAL COMMUNICATION VARIABLES

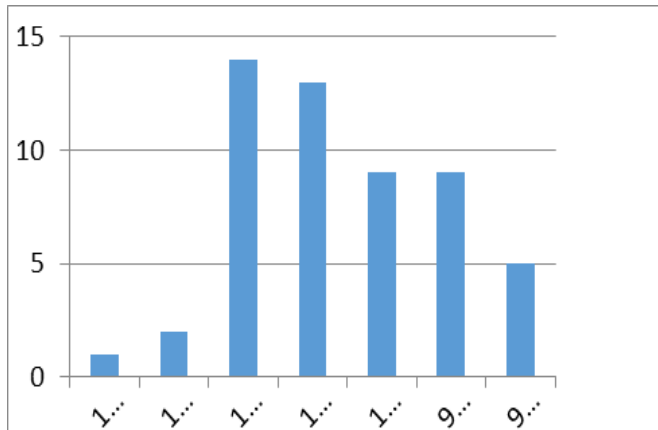| Kelas Interval	F	Frekuensi Absolut %	Cum F	Frekuensi Relatif %
118-121	1	1,9	100%	32,07%
114-117	2	3,77%	98,02%	
110-113	14	26,41%	94,25%	
106-109	**13**	**24,52%**	**69,71%**	**24,53%**
102-105	9	17,00%	52,73%	43,40%
98-101	9	17,00%	35,75%	
94-97	5	9,43%	26,32	
Jumlah	53	100%		100%

Figure 2. Histogram of Interperosonal Communication Variables

Based on the table and histogram above, I knows it 32.07% of respondents stated that interpersonal communication is above the average score, while as much as 43.40% of respondents stated that interpersonal communication was below the average score. The results of data processing for interpersonal communication variables show that interpersonal communication is at a score of 69.47% with an "Enough" interpretation. To get a clear picture of the distribution of employee performance variable scores (Y) and interpersonal communication (X) can be seen in the summary of processing results in table 3 as follows:

TABLE III.   INTERPRETATION OF MEAN VARIABLE RESEARCH

Researched Variable	Means	Maks Score	% of Score Result	Description
Employees Performance	102,6	140	73,11	Enough
Interpersonal Comunication	109,1	150	72,73	Enough

The results of data processing of the above research variables, it can be seen related to the performance of employees in the category of "good enough" with interpretation of 73.11% and interpersonal communication in the category of "good enough" with an interpretation of 72.73%. This percentage is got by comparing the mean score with the maximum score multiplied by 100%.

C. Distribution of Interpersonal Communication Relations with Performance Employees in the Education Office Padang city

The results of the calculation of research data indicate that between interpersonal communication with employee performance there is a correlation of the acquisition of correlation tests with r count greater than rtable, namely at 2.575> 0.279 5% significance level at 95% confidence level or at 1% significance level and 99% confidence level of 0.361. Likewise with the acquisition of the significance of the correlation test results, where t count is greater t table that is -3.266> 2.021 at a significance level of 5% and a confidence level of 95% or at a significant level of 1% and a 99% confidence level of 2.423. Thus the hypothesis which reads the existence of a significant relationship between interpersonal communication and employee performance can be accepted with a 95% confidence level.

TABLE IV.   TESTING THE MEANING OF VARIABLE X AND Y VARIABLE CORRELATION COEFFICIENTS WITH R TEST TABLES AND T TEST

r_{hitung} Product Moment	>	rhitung		t_{hitung} Uji t	>	r_{tabel}	
		$\alpha = 0,05$	$\alpha = 0,01$			$\alpha = 0,05$	$\alpha = 0,05$
2,575		0,279	0,361	3,266		2,021	2,423

Based on the calculation of table 43 it means that the hypothesis that reads "there is a significant relationship between interpersonal communication and employee performance" can be accepted. Thus, it was concluded that there was a significant relationship between interpersonal communication and the performance of employees in the Padang City Education Office.

IV. DISCUSSION

In this section, a discussion about employee performance, interpersonal communication, and interpersonal communication relations with employee performance will be described. For more details, the following will be discussed in the discussion of each variable as follows:

A. Performance Variables

Based on the results of processing the data obtained from the respondents then by comparing the average score (mean) with the maximum score multiplied by 100%, the average overall score of the performance of employees in the Padang City Education Agency is in the good enough category with a percentage of 73.93 %.

It can be seen that for each indicator, starting from work independence is already in the category enough with an average score of 3.65 is in the category enough with an achievement level of 73%, an indicator of work initiatives with an average score of 3.72 is at enough categories with the

achievement of 74.4%, while for indicators of timeliness of work with an average score of 3.72 in the category of enough with the achievement of 74.4%. The average results of employee performance as a whole are in the category of "sufficient" with an achievement rate of 73.93%. Employees who have good performance tend to have good discipline. To improve work discipline, leadership staff need to carry out continuous monitoring. This shows that to improve the work discipline of teachers can be done through supervision of the principal [22]. In this case, the principal can be interpreted as a leader and teacher as an employee.

B. *Variable Interpersonal Communication*

The results of the average score above a show that interpersonal communication from the highest to the lowest indicator is the empathy indicator in the category of enough with an achievement level of 74.6%, the similarity indicator is in the category of enough with an achievement level of 70%. A positive attitude indicator is in the sufficient category with an achievement level of 67.8%. The openness indicator is in the sufficient category with an achievement level of 67.6%, while indicators are in the category of enough with an achievement level of 68%. I can conclude it that the average result of interpersonal communication is in the category of "sufficient" with the level of achievement. The average results of interpersonal communication are in the category "sufficient" with an achievement level of 69.6%. Interpersonal communication must be increased again because interpersonal communication is one factorthe that influence organizational progress.

C. *Relationship between Interpersonal Communication and Performance*

The results of the calculation of research data indicate that between interpersonal communication with employee performance, there is a correlation of the acquisition of correlation tests with r count greater than rtable, namely at 2.575> 0.279 5% significance level at 95% confidence level or at 1% significance level and 99% confidence level of 0.361. Likewise, with the acquisition of the significance of the correlation test results, where t counts greater t table, namely -3.266> 2.021 at a significance level of 5% and a confidence level of 95% or at a significant level of 1% and a 99% confidence level of 2.423. Thus the hypothesis which reads the existence of a significant relationship between interpersonal communication and employee performance can be accepted with a 95% confidence level. This means that the better interpersonal communication, the higher the employee's performance and vice versa. This shows that one of the factors that influence employee performance is interpersonal communication.

V. RESULT

Based on the results of the research and testing the hypothesis about the relationship of interpersonal communication with the performance of employees in the City Education Office of Padang, thethey can draw the following conclusions; 1) The performance of the Padang City Education Office employees is in the sufficient category which is showed by the results of data analysis of 73.93% of the ideal score in the sufficient category, 2) Interpersonal communication in the Padang City Education Office is in the sufficient category of the marked work by getting the results of data analysis of 69.6% of the ideal score is in the sufficient category, 3) There is a significant relationship between interpersonal communication with the performance of the Padang City Education Agency employee where tcount is greater than t table that is 2.575> 0.279 at 95% confidence level. The results of the significance test of correlation, where t count is greater than t table, -3.266> 2.021 thus the hypothesis which reads "there is a significant relationship between interpersonal communication and employee performanceit can accept ".

Based on the description above, the researcher put forward suggestions as follows; 1) For leaders who served in the Padang City Education Office to maintain and improve employee performance, 2) Employees of the City Education Office should be able to maintain and improve employee performance by building good relationships between employees, and reminding each other.

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