

The Influence of Internal Communication and Work Discipline on Employee

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ABSTRACT

This study empirically tests whether internal communication and work discipline are applied to realize employee performance at PT. Duta Putra Sejahtera, Jakarta. This study uses a qualitative descriptive method with data collection techniques, namely observation, and distribution of questionnaires/questionnaires. The data analysis techniques used were validity and reliability tests, classic assumption tests (normality test, heteroscedasticity, and multicollinearity tests) along with multiple linear regression analysis, and simple linear regression analysis that was processed using SPSS 20. Sixty-five respondents using the saturated sample method. Internal communication significantly affects employee performance with a significant figure of $0.000 < 0.05$ and $t \text{ count } 11.911 > t \text{ table } 1.669$. Work discipline significantly affects employee performance with a significant number of $0.751 < 0.05$ and $t \text{ count } -0.319 > t \text{ table } 1.669$. The effect of Internal Communication (X1) and Work Discipline (X2) on Employee Performance (Y) has a significant effect simultaneously. It can be seen that the f count is with a significant level of $0.000 < 0.05$, then the degree of freedom (df) is (k-1) or the degree of the numerator and (NK) for the degree of denominator where n = number of observations and k = the number of variables, the obtained F table is 3.99 so that the value of f count is greater than the table ($242.696 > 3.99$). Thus the test results show that H_0 is rejected and H_a is accepted. It indicates that together (simultaneously), the independent variables (internal communication and work discipline) have a significant effect on the dependent variable (performance).

Keywords: Internal Communication; Work Discipline; Employee Performance

INTRODUCTION

Human Resource Management assumes that employees are the organization's main assets (assets) that must be appropriately managed. The existence of Human Resource Management is crucial for companies or institutions in managing, regulating, managing, and using human

resources so that they can function productively, effectively, and efficiently to achieve organizational goals (Suwanto, 2019).

One of the factors that support the improvement of employee performance is by establishing good relationships and communication (Pratiwi et al., 2019; Saggaf & Salam, 2017; Zainal et al., 2018). Communication is an essential human activity; by communicating, humans can relate to one another. Work discipline can be seen as something of great benefit for the organization benefit and the employees . For organizations, work discipline will ensure that order is maintained and the execution of tasks is smooth to obtain optimal results. Internal communication is a tool for improving relationships within the organization (Suwanto, 2019). The absence of communication can lead to misunderstanding, and if it is left unchecked, it will affect the organization's life, both superiors, and employees in the company environment (Supomo & Nurhayati, 2018; Sunarsi, 2018; Dessler, G, 2016; Erlangga, 2019).

According to Ruliana (2016: 94), Internal Communication is the exchange of ideas between administrators and employees in a company or organization in order to realize organizational goals with their distinctive structure, and the exchange of ideas takes place horizontally, vertically, and diagonally within the organization which causes work to take place.

According to Singodimedjo in Sutrisno (2016: 86), stated that discipline is the attitude of a person's willingness and willingness to obey and obey the regulatory norms that apply around them.

METHOD

Observations were made at PT. Duta Putra Sejahtera, the purpose of this research is to determine Internal Communication and Work Discipline on Employee Performance. So the research method used is quantitative, which is associative. Associative research is a type of research that asks about the relationship between two or more variables, and in this case, the relationship is causal in which the independent variable affects the dependent variable.

The research was conducted at PT. Duta Putra Sejahtera, having its address at Jl. Palmerah Barat No. 09 RT01 / 02 Gelora, Tanah abang, Central Jakarta. It is a company engaged in the Food and Beverages sector. The research was conducted from October 2019 - March 2020.

When this research was carried out in October 2019 - March 2020 until it was completed, data and information could be completed. The research is carried out in stages according to the level of the author's needs, starting with preliminary preparation in the form of writing a research title proposal, seminar on thesis title proposal, refining proposal material, making research instruments, collecting primary and secondary data, processing data that has been can by the author and the preparation of thesis reporting.

The population is a generalization area consisting of objects or subjects with specific qualities and characteristics determined by researchers to study and then draw conclusions Sugiyono (2017: 80). In this study, the population was 65 employees at PT. Duta Putra Sejahtera. The sample is part of the number and characteristics of the population. Sample measurement is a step to determine the sample size taken in researching an object. To determine the size of the sample can be done statistically or based on research estimates. This sampling must be carried out so that a sample is obtained that can function or describe the actual situation of the population; in other terms, it must be representative. According to Sugiyono (2017: 81), the sample is part of the number and characteristics possessed by this population; if the

population is large and the researcher is not possible to learn everything in the population, then the researcher can use a sample taken with a total of 65 employees. PT. Duta Putra Sejahtera.

RESULT AND DISCUSSION

PT. Duta Putra Sejahtera is a company engaged in the Food and Beverage sector. A growing company requires much professional staff who can work well, intelligent, conscientious, agile, and good-looking, to join and develop together. This company already has branches in various cities such as Greater Jakarta, Serang, Bandung, Karawang, Solo, Yogyakarta, Surabaya, Tegal, Pekanbaru, Padang, and Manado. Therefore we need a professional and high-quality workforce. Since its founding in 1993, Imperial Group's Restaurant has earned a reputation for excellence due to its cuisine, good service, delicious food, reasonable prices, and pleasant atmosphere. Imperial Group introduced its first Western restaurant known as Happy Day Restaurant. After that, the group opened Imperial Shanghai and several other well-known brands such as Imperial Cakery, Imperial Kitchen & Dimsum, Tabel Imperial, The Yumz, and Imperial Steampot. With more than seven brands and more than 100 branches to its name, Imperial Group, a leading Food and Beverage company, has diversified its portfolio of distinctive restaurants with a friendly atmosphere and provides the perfect place to enjoy good food at a good value.

Validity test

The validity test is used to measure whether a question item is valid or not. The criterion used to test the validity is the r-table correlation coefficient, which is at the 5% significance level the test instrument tested is declared valid. The validity test was carried out using the product-moment calculation on the questionnaire items with a statistical computer program. The primary consideration for measuring the validity of the questionnaire is to compare the r count to r table; the r table value for this study is r table with $df = (N-2) = (65-2) = 63$ at $\alpha = 5\%$, namely 0.244.

Reliability Test

According to Sugiyono (2017: 168) argues "a reliable instrument if used several times to measure the same object, will produce the same data. The instrument reliability test is carried out to know the consistency of the instrument of measuring instrument so that the results of a measurement can be trusted. The measurement results can be trusted if several times the implementation of measurements on the same (homogeneous) subject has relatively the same results, as long as the aspects measured in the subject have not changed. "So a reliable tool consistently gives the same measurement results. The reliability test method that is often used is Cronbach's Alpha.

Table 1
reliability test

Alpha Cronbuch's value	Reliability level
0.00 - 0.20	Less reliable
0.20 - 0.40	Rather reliable
0.40 - 0.60	Fairly reliable
0.60 - 0.80	Reliable

0.80 - 1.00	Very reliable
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source: priyatno (2013: 30)

According to Ghozali in Priyatno (2013: 30), "a measuring instrument can be said to be reliable if the reliability is > from 0.60 where 0.60 is the standardization of the reliability value.

Classic assumption test

Normality test

The normality test is used to test whether in a regression model, the dependent variable, the independent variable, or both have a normal distribution or not. According to Ghozali (2013: 161), the normality test is used to see whether the residual value is usually distributed. So the normality test is not carried out on each variable but the residual value. Thus this test is to check whether the data comes from a normally distributed population or not. Ghozali further explained that the normality test could be guided by the Kolmogorov Smirnov test with the following conditions:

- 1) If the significance value < 0.05 (95% confidence level), then the data are not normally distributed.
- 2) If the significance value is > 0.05 (95% confidence level), then the data is typically distributed.

Table 2
One Sample Kolmogorov-Smirnov

Model	Coefficients ^a		Beta	t	Sig.	Collinearity Statistics	
	Unstandardized Coefficients	Std. Error				Tolerance	VIF
1 (Constant)	7,998	2,651		3,017	.004		
Internal Communication (X1)	.891	.075	.963	11,911	.000	.279	3,582
Work Discipline (X2)	-.027	.085	.026	-,319	.751	.279	3,582

a. Dependent Variable: Employee Performance (Y)

The data has an average value distribution because the Kolmogorov - Smirnov value with a significance of more than 0.05, the regression model is typically distributed.

Multicollinearity Test

According to Ghozali (2013: 105), argues that "Multicollinearity test aims to test whether the regression model found a correlation between 326 an independent variable (independent)" Multicollinearity test is performed using the Variance Inflation Factor (VIF) value. If the Variance Inflation Factor (VIF) value is less than ten and the Tolerance is more than 0.1, it is declared that there is no multicollinearity.

Table 3
Multicollinearity Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		65
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	2,19137795
	Absolute	,073
Most Extreme Differences	Positive	,064
	Negative	-,073
Kolmogorov-Smirnov Z		,589
Asymp. Sig. (2-tailed)		,878

a. Test distribution is Normal.

b. Calculated from data.

Source: data processed by SPSS 20

The table above shows that the Internal Communication and Work Discipline variables have TOL values > 0.81 and VIF < 10, so there is no multicollinearity problem.

Heteroscedasticity Test

According to Ghozali (2013: 136), the heteroscedasticity test aims to test whether there is a variant mismatch from residuals of one observation to another in the regression model. Then it is called homoscedasticity, and if it is different, it is called heteroscedasticity. A good regression model is a homoscedasticity or heteroscedasticity does not occur. If the significance value with a residual < 0.05, then there is no heteroscedasticity problem.

Multiple Linear Regression Analysis

Multiple linear regression analysis is a tool to predict the value of the effect of two or more independent variables on a dependent variable. In this study, through multiple linear regression analysis, it will also be known which variables between Internal Communication (X1) and Work Discipline (X2) variables have the most influence on employee performance (Y) of PT. Duta Putra Sejahtera in West Jakarta.

The regression analysis used is multiple linear analysis because the variables used are more than one variable with a significance level used is 5% ($\alpha = 0.05$). The following is a table that explains the research regression equation.

If the output results are entered in the form of a multiple linear regression equation, it is as follows:

$$Y = \alpha + \beta_1 + X_1 + \beta_2 + X_2 + e$$

$$Y = 7.998 + 0.891X_1 + 0.027X_2 + e$$

Information:

Y = The predicted dependent variable (Employee Performance)

X1 = independent variable (internal communication)

X2 = independent variable (work discipline)

β_1 = Regression Coefficient 1

β_2 = Regression Coefficient 2

e = Error

From the description above:

- 1) The regression coefficient for the Internal Communication variable (X1) is 0.891, meaning that if the Internal Communication variable (X1) has increased by one - unit, then

Employee Performance (Y) will increase by 0.891 units, assuming other independent variables have a fixed value.

- 2) The regression coefficient of the Performance Discipline variable (X2) is 0.027, meaning that if the Work Discipline variable (X2) has increased by one - unit, then the Employee Performance (Y) will increase by 0.027 units, assuming the other independent variables are of a fixed value.

Correlation Coefficient (R)

This research is also conducted on the correlation test, and the technique used in this research is the person product-moment correlation, which is used to determine the relationship between other variables, commonly called the correlation coefficient. The choice of product-moment correlation is considered adequate in analyzing the data obtained for this research data to know "The influence of internal communication and work discipline on employee performance at PT. Duta Putra Sejahtera.

Table 4

Result of R Analysis Test Output

Model	R Square	Adjusted R Square	Std. Error of the Estimate
1	.887	.883	2,226

a. Predictors: (Constant), Work Discipline (X2), Internal Communication (X1)

Source: data processed by SPSS 20

Based on the table model output results above, the R number is obtained at 0.942. It shows that there is a strong relationship between internal communication, work discipline, and employee performance.

The coefficient of determination

In the output version of SPSS, the value of r^2 can be seen in the model summary table. Usually, in multiple regression, the adjusted coefficient of determination (adjusted r^2) is used. The fundamental weakness of using the coefficient of determination is the bias towards the number of independent variables included in the model. For each additional independent variable, R^2 must increase regardless of whether the variable significantly affects the related variable. Therefore, many researchers recommend using an adjusted r^2 when evaluating which regression model is best. Unlike r^2 the adjusted r^2 can increase or decrease if one independent variable is added to the model.

Table 5

Result of R Analysis Test Output

Model	R Square	Adjusted R Square	Std. Error of the Estimate
1	.887	.883	2,226

a. Predictors: (Constant), Work Discipline (X2), Internal Communication (X1)

Source: data processed by SPSS 20

It can be seen from the table above that the Adjusted R Square value is 0.883 or 88.30%. It shows that the independent variables (internal communication and work discipline) contribute to the influence of 0.883 or 88.30% on the dependent (employee performance). Simultaneously, the rest (100% -88.30%) is equal to 11.70% influenced by other factors not included in this research model.

T-Test (Partial)

The test on the t statistic value is also called the partial test in the form of a regression coefficient. We can do this test quickly and briefly via SPSS. A partial test was carried out to test the regression coefficient and see the significance of the effect of each independent variable on the related variable by assuming the other variables were constant. This test tests the hypothesis by determining the error rate or α , looking for the statistical value (p-value) of the predetermined significance level, and comparing it with the results of the significant p-value calculation with the error rate or α (0.05). The benchmarks are:

1. If $t_{\text{count}} \leq t_{\text{table}}$, then H_0 is accepted, which means that there is no significant effect of each internal communication variable (X1) work discipline (X2) employee performance (Y).
2. If $t_{\text{count}} \geq t_{\text{table}}$, H_0 is rejected, which means a significant effect of each internal communication variable (X1) work discipline (X2) on employee performance. (Y).

F Test (Simultaneous)

According to Ghazali (2013: 69), the F test here aims to determine whether the independent variables jointly affect the dependent variable. The procedures that can be used are as follows:

1. This study used a significance level of 0.05 with degrees of freedom ($n - k$), where n: the number of observations and k: the number of variables.
2. decision criteria:
 - a. The model fit test is rejected if $\alpha > 0.05$
 - b. Model fit test is accepted if $\alpha < 0.05$

Also, other bases for decision making are:

1. If $F_{\text{count}} \leq F_{\text{table}}$, then H_0 is accepted, which means that there is no significant effect of each internal communication variable (X1), work discipline (X2) on employee performance (Y).
2. If $F_{\text{count}} \geq F_{\text{table}}$, then H_0 is rejected, which means that there is a significant effect of each internal communication variable (X1), work discipline (X2) on employee performance (Y).

The results of the F test can be seen from the following table:

Table 6
Results of F Test Regression Analysis

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2406,109	2	1203,055	242,696	.000 ^b
	Residual	307,337	62	4,957		
	Total	2713,446	64			

Source: data processed by SPSS 20

Based on the table above, it is known that F.Sig is 0.000 by comparing the significance with α of 0.05. If the significance $< \alpha$ 0.05, then H_0 is rejected, and H_a is accepted. It shows that together (simultaneously), there is a significant influence between internal communication, work discipline on employee performance.

Meanwhile, if the decision is made by comparing F count with Ftable in the table above, the Ftable value is obtained by looking at the value of df (n_1) = $k - 1 = 2 - 1 = 1$ and df (n_2) = $n - k = 65 - 2 = 63$ with the error rate is 5% so that the result is 3.99. Because F count \geq Ftable ($242.696 > 3.99$), H_0 is rejected and H_a is accepted, which means internal communication and work discipline significantly affect employee performance.

CONCLUSION

Based on the results of research that researchers have done at PT. Duta Putra Sejahtera about the influence of Internal Communication and Work Discipline on Employee Performance, the authors can conclude, namely:

1. Internal communication has a significant effect on employee performance at PT. Duta Putra Sejahtera with a significance number of 0,000 < 0.05 and tcount 11,911 $>$ ttable 1,669.
2. Work discipline has a significant effect on employee performance at PT. Duta Putra Sejahtera with a significance number of 0.751 < 0.05 and tcount -0.319 $>$ ttable 1.669.
3. Internal Communication (X1) and Work Discipline (X2) on Employee Performance (Y) at PT. Duta Putra Sejahtera has a significant effect simultaneously. which can be seen from the results of the F test; based on the results of the F test, it can be seen that the f count is at a significant level of 0.000 < 0.05 . The degree of freedom (df) is (k-1), or the degree of the numerator and denominator where n = the number of observations and k = the number of variables, the obtained F table is 3.99. The value of the f count is greater than the table ($242.696 > 3.99$). Thus the test results show that H_0 is rejected and H_a is accepted. It indicates that together (simultaneously), the independent variables (internal communication and work discipline) have a significant effect on the dependent variable (performance).

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