

The Influence of Communication and Work Discipline to Employee Performance

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Abstract—This study aims to look at the influence of communication and discipline on employee performance PDAM Tirtanadi in North Sumatra Province. The approach in this study is associative by looking at their relationship or influence between independent variables and the dependent variable. The number of samples in this study amounted to 74 respondents who are employees of PDAM Tirtanadi North Sumatra Province. The results of this study partially communications positive and significant effect on the performance of employees with $t_{count} > t_{table}$ (2.556 > 1.665), work discipline partially also positive and significant effect on employee performance $t_{count} > t_{table}$ (5.327 > 1.665) and simultaneous communication and discipline work has a positive effect on employee performance $F_{count} > F_{table}$ (78.520 > 3.12).

Keywords—communication; work discipline and employee performance

I. INTRODUCTION

Communication is an important thing in a corporate environment. Good communication will positively impact the working atmosphere in the company. Communication is a process that can not be avoided by company employees. Communication is one way to have a good work. Excessive or inadequate communication will Decrease employee performance, communication also serves to strengthen the motivation of employee performance. Because good communication will create motivation both horizontally and vertically [1], Communication is important for a company because communication is a major tool for company employees to be able to cooperate in the activities of the management, which is to achieve corporate objectives previously set. Robert Bacal expresses the importance of communication as a continuous process which, if run by a company, can bring financial benefits. Also he revealed that a company can improve its performance by conducting a continuous communication process and conducted in partnership between an employee and a direct superior [2], "Organizational communication has two play focuses items, namely internal communication and external communication [3]". In this case, internal communication takes place inside the corporate body by involving company employees such as board of directors, managerial ranks, employees, and so forth. Meanwhile, external communication takes place outside the corporate body

by involving customers, business partners, media, government, and so on. "Good organizational communication will make it Easier for corporate leaders to deliver organizational messages [4]."

Problems often found in companies related to the communication that is the lack of communication among employees as well as communication with the leadership in resolving problems within the company. Problems that occur are in the completion of pending work and also the settlement of issues related to information in and out of the company resulting in a lack of attention led to the employees, thus becoming impaired activities of employees in running the operations of the company. "Communication happens at many levels (even for one single action), in many different ways, and for most beings, as well as certain machines. Several, if not all, fields of study educate a portion of attention to communication [5]. "Besides communication, employee discipline is one of the important elements in the company, because without discipline employees, it is difficult for the company is to achieve optimal results. Besides the work discipline can shape the behaviour of an effective and efficient working. In Increased Organizational Commitment of employees, organization should Also enforce the discipline of the workers, Because The discipline of an employee getting the higher the performance shown by the employee, it can be seen from the level of Reviews their craft to carry out his responsibilities as an employee Reviews their work in a company [6].

About following the rules that have been established or made by the company in the work, intended to make employees perform their duties in an orderly and smoothly, including refraining from acts that deviate from the rules. Problems encountered in the company regarding the discipline of work that is still their few employees who are often out of the office is not in accordance with the predetermined time, which resulted in the completion of work by employees. Employees who have high discipline will not delay the work and always try to finish the work on time although it is not directly supervised by superiors. Labour discipline is an effort to encourage employees to comply with the company to improve employee performance. An individual's performance against the company often becomes a very important issue in the world of work. "If employees do not discipline it will

interfere with the work and activities of employees on a regular basis, it should work must be completed today, there are still a lot of work pending and cannot be completed on time [7]. "After applying good communication and work discipline, the next step to take is the company assesses the performance of its employee. The assessment runs to reveal whether the members within the company had fits the standards of the company with optimum results or the opposite. When the result does not fit the expected outcome, then the company must motivate the employee to improve Reviews their performance [8]. "Every company wants its employees to work well. To create a good employee performance, then the required communication wise and good working discipline of every employee. PDAM Tirtanadi North Sumatra Province is one of the main companies engaged the management of area of water and wastewater. In performing its duties the company considers the communication and discipline is very important in order to materialize its good performance, which will be able to give a good contribution to the running of the company.

"Communication is the process of delivering information from one to individuals, groups or organizations as the sender to the other parties as a receiver to understand and open opportunities respond well to the sender [9]. "Communication comes from the Latin "communicare", which means to participate or inform, the word communist meaning common property or apply somewhere so communist opinion means public opinion or the opinion of the majority. Thus, the togetherness that is based on the equation perception of something that encourages communication among actors to understand each other in accordance with the wishes or goals together. Communication function has four functions, namely: "1) The function of control (control / monitoring), communications act to control the behaviour of members of the organization so that they comply with all the rules and hierarchies of authority within the organization, 2) The function of motivation, the communication can explain to members what how to be done and can work better, 3) the function of expressing emotions, communication members can express disappointment or satisfaction they feel, 4) the function of information, with all communication decisions can be made and can be forwarded to all members of the organization [10]. "Indicators of communication include: 1) Knowledge (knowledge), comprising: a. Knowing and understanding in their respective fields of knowledge concerning the duties and responsibilities in the work, b. Knowing knowledge concerning the rules of the company. Knowing how to use the information and the equipment properly, 2) Skills (skills), comprising: a. Ability to communicate well in writing, b. Ability to communicate clearly orally, 3) Attitude (attitude), comprising: a. Having the ability to creativity in the work, b. Their high morale, c. Have the ability and planning [11]. "

Work discipline can be interpreted as an attitude to respect, obey, and comply the regulations applied, both of written and Unwritten, and Also Able to perform it and accept the punishment if there was violation during performing the duty and authority [12], "Discipline of work is a tool used by managers to communicate with employees so that they are willing to change behaviour and to increase awareness also a person's willingness to comply with all laws and social norms

prevailing in a company [13]. "The indicators that affect the discipline of employees of a company, among others, are as follows: 1) The purpose and capabilities, objectives to be achieved must be clearly defined and ideal and quite challenging for the ability of employees. This means that the destination (work) which is charged to the employee must comply with the relevant employee's ability, so he worked in earnest and disciplined in doing it. Therein lies the importance of the principle of "the right man in the right place and the right man in the right job" (placing the right people in the right place and the placement of the right people for the right jobs), 2) Exemplary Leadership, exemplary leadership was instrumental once in determine discipline employees, for exemplary leadership and role models by subordinates. Leaders must set a good example for instance honest, discipline, fairly, and in accordance with the words with deeds, 3) Reply Services, remuneration (salary and benefits) influence the discipline of employees, because the remuneration would give satisfaction and love for the employees of the company / job , if the love of the better employees to work, then they will get better discipline, 4) justice, justice also encourages the establishment of employee discipline, because ego and human nature always feel self-important and prompted treated the same as other human beings. Justice as the basis of discretion in the granting of the remuneration or the punishment will stimulate the creation of a good employee discipline. A competent manager in the lead will always try to be fair to all his subordinates, thus creating a good discipline yourself every employee, 5) Supervision Attached, waskat (supervision attached) is the most effective action in realizing the employee discipline enterprises. With waskat means employers must actively and directly supervise the conduct, morals, attitudes, morale and job performance subordinates. Waskat is very effective to stimulate self-discipline and employee morale, because they feel the attention, guidance, instructions, guidance and supervision of his superiors. So waskat is real and effective measures to prevent / know the mistakes, correct errors, maintain discipline, improve work performance, activate the role of superiors and subordinates, digging systems that work most effectively, and create the best internal control system in support the realization objectives of the company, employees and the community, 6) Penalties, penal sanctions are instrumental in maintaining employee discipline. With the increasingly severe legal sanctions, the employee will be more afraid to violate the regulations of the company, employee disciplinary attitudes and behaviour will also be on the wane. Legal sanctions should be applied based logical consideration, reasonable and informed clearly too all employees. Legal sanctions should be educating employees to change their behaviour contrary to the rules / regulations that have been agreed. Further sanctions law must be fair to all levels of indiscipline, so it can be motivate for employees to keep and maintain discipline in the enterprise, 7) firmness, decisiveness leadership in taking action will affect the good / bad discipline employees. So leadership must dare to be firm in acting to punish any employee that indiscipline in accordance with the legal sanctions that have been set, 8) Relationship humanitarian, human relations are harmonious among employees help create discipline both on an enterprise,

relations of both vertical and horizontal can be done in harmony.

Employee performance is a process or set to create a common understanding of what should be achieved and how it should be achieved and how to organize people in a proper way so as to increase the likelihood of achieving the goal. The performance assessment is a formal system to inspect, examine and periodically evaluate someone's performance [14], Indicators used to measure the performance of employees, namely: 1) Job performance, 2) Skills, 3) Behaviour, 4) Leadership.

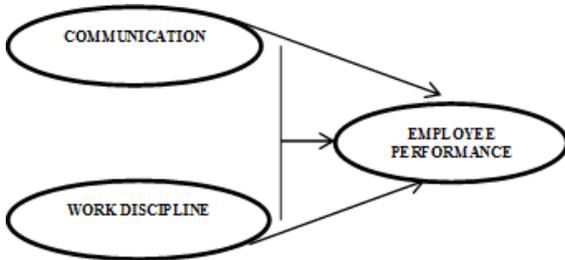


Fig. 1. Conceptual framework.

This hypothesis: H1: There is a communication influence on employee performance, H2: There is work discipline influence on employee performance, H3: Simultaneously communication and discipline influence on employee performance.

II. RESEARCH METHOD

This study uses a quantitative method using simple random sampling technique which members of the population sample was randomly without regard to strata / groups that exist in the population. The number of samples in this study amounted to 74 employees. The data in this study using multiple linear regression. Each statement was tested beforehand whether it has a valid and reliable and does not occur multicollinearity and heteroscedasticity.

III. RESULTS

The results of multiple linear regression tested using the Statistical Package for Social Sciences (SPSS 22), obtained as shown in Table 1.

TABLE I. RESULTS OF T-TEST (PARCIAL)

Coefficients ^a						
Model		Coefficients unstandardized		standardized Coefficients	t	Sig.
		B	Std. Error	beta		
1	(Constant)	4.712	2275		2.071	.042
	Communication	.302	.118	.282	2.556	.013
	Work Discipline	.546	.103	.587	5.327	.000

^a. Dependent Variable: Employee Performance

The equation regression analysis shown in table 1 above is $Y = \alpha + \beta x_1 + \beta x_2 + E$ so that the beta value added in the regression equation $Y = 4.712 + 0.302X_1 + 0.546X_2 + e$, this equation can be interpreted; if the communication variables and assumptions increased work discipline variables remain unchanged, will increase employee performance. If the variable increased work discipline, assuming the communication variables unchanged, the performance of employees will increase. In other words, communication should be improved by the company to improve employee performance. Furthermore, to answer the hypothesis was partially based on Table 1, the results Hypothesis 1: X1 Variable (Communication) 2.556 t_{count} so $t_{count} > t_{table}$ (2.556 > 1.665). Statistically, X1 (Communication) influenced variable Y

(Performance Employees) or the hypothesis is accepted. This means that the Communication partly influenced significantly the performance of employees with significant value is $0.013 < 0.05$. Hypothesis 2: Variable X2 (Work Discipline) t_{count} 5327, so $t_{count} > T_{Table}$ (5.327 > 1.665). Statistically, X2 (Work Discipline) influenced variable Y (Employee Performance), or the hypothesis is accepted. Discipline Work Performance Employees affected most significantly by the significant value is $0.000 < 0.05$. Or the hypothesis is accepted. Discipline Work Performance Employees affected most significantly by the significant value is $0.000 < 0.05$. Or the hypothesis is accepted. Discipline Work Performance Employees affected most significantly by the significant value is $0.000 < 0.05$.

TABLE II. SIMULTANEOUS TEST RESULT (F TEST)

ANOVA ^a						
	Model	Sum of Squares	df	mean Square	F	Sig.
1	Regression	1171.311	2	585.655	78.520	.000 ^b
	residual	529.568	71	7.459		
	Total	1700.878	73			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Work Discipline, Communication						

The table above showed the results of Hypothesis 3, the simultaneous influence of X1 (Communication), X2 (Work Discipline) towards Y (Employee Performance), it was obtained the F_{count} value was 78.520 with a probability value (sig) = 0.000. F_{count} (78.520) > F_{table} (3.12), with significant value of < 0.05 or 0.000 < 0.05; then the hypothesis was accepted, it meant that the Communication and Work Discipline simultaneously had a significant influence towards Employee Performance.

TABLE III. RESULT OF THE COEFFICIENT DETERMINATION

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.830 ^a	.689	.680	2.73106
a. Predictors: (Constant), Work Discipline, Communication				
b. Dependent Variable: Employee Performance				

The Output Model Summary in Table 3, it is known that R Square (R²) value is 0.689, the magnitude of R Square 0.689 is equal to 68.90%. This figure means that communication and work discipline affect employee performance of 68.90%. While the rest (100-68.90 = 31.10%) is influenced by other variables beyond this regression models. The magnitude of the effect of other variables is referred to an error (e).

IV. DISCUSSION

Partially communication positive and significant impact on Employee Performance. Work Discipline is also positive and significant impact on Employee Performance, visible beta value of 0.587 which explained that the work discipline influence on employee performance. Simultaneously communication and work discipline have a significant effect on employee performance seen from the F test (ANOVA) that F_{count} > F_{table} (78.520 > 3.12). The implications of this study is that companies should not only improve employee performance by using good communication method, but other factors that can determine the employee performance should be upgraded as compensation, work environment, training carried out every year as well as evaluating what are the advantages and disadvantages of existing employees.

V. CONCLUSION

The results of this study partially communications positive and significant effect on the performance of employees with t_{count} > t_{table} (2.556 > 1.665), work discipline partially Also positive and significant effect on employee performance t_{count} > t_{table} (5.327 > 1.665) and simultaneous communication and discipline work has a positive effect on employee performance F_{count} > F_{table} (78.520 > 3.12). Communication and discipline will either be able to improve performance in a company. Expected later there are other variables such as compensation, work environment, job stress, organizational commitment and the number of different samples to be examined for further research could be more varied and more, so that later can serve as input to the management in the performance evaluation process for its employees.

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