



The Effect of Internal Communication on the Performance of Lecturers at Doctoral University Husni Ingratubun (Uningrat) Tual

Samsiah A. Borut¹(✉), Muhammad Idrus Taba², Nurdjanah Hamid²,
and Wardhani Hakim²

¹ Management Science Study Program, Hasanuddin University Graduate School, Makassar,
Indonesia

samsiahborut72@gmail.com

² Faculty of Economics and Business, Hasanuddin University, Makassar, Indonesia

Abstract. Higher Education is the epicenter of the implementation and development of science, technology, art, and the people in it are a scientific community full of noble ideals, in the context of realizing the goals of national education in accordance with the mandate of the Preamble to the 1945 Constitution. Aims to determine the effect of internal communication on the performance of lecturers at Doctoral University Husni Ingratubun (Uningrat) Tual. This study uses a quantitative method. The analytical method used is simple linear with the SPSS program. The population as well as the sample of this study amounted to 32 lecturers. The results showed that internal communication had a positive and significant effect on the performance of lecturers at the Tual Husni Ingratubun Doctoral University (Uningrat) this can be seen from the results of the variable regression coefficient (X) or internal communication, which is 0.883. From the results of the regression analysis, the t-count value was $4.222 > t\text{-table } 2.042$ and the significance value (sig.) was $0.000 < 0.05$. So it can be concluded that internal communication (X) has a positive and significant effect on the performance of lecturers (Y) at the Husni Ingratubun Doctoral University (Uningrat) Tual.

Keywords: Internal Communication · Lecturer Performance

1 Introduction

Higher Education is the epicenter of the implementation and development of science, technology, art, and the people in it are a scientific community full of noble ideals, in the context of realizing the goals of national education in accordance with the mandate of the Preamble to the 1945 Constitution. Lectures are one of the scientific communities in a higher education institution whose main task is to develop, disseminate knowledge, transform art and technology, through the tri dharma of higher education, namely carrying out education or teaching, research, and community service.

Even though the lecturer profession has the academic qualifications that he got from higher education, namely the strata 2 (postgraduate) program, it is the main prerequisite to become a lecturer. Therefore, as a lecturer, one must at least have a master's degree or graduate from a postgraduate program.

According to Law Number 14 of 2005 concerning teachers and lecturers in Chapter I article 1, it reads "Lecturers are professional educators and scientists with the main task of transforming, developing, and disseminating science, technology, and art through education, research and community service" [6]. For a university, lecturer performance management is important to implement. Because it is the university's interest in campus development and the development of human resources (lecturers). Through performance management, all problems can be identified, whether they arise from the lecturer or arise from internal communication that does not work between the lecturer and the leadership or between fellow lecturers [1].

The success or failure of Education at the University depends on the performance of lecturers, leaders and education staff, because these components are the key that determines and drives other components. However, among the previously mentioned components, lecturers are the main key or important factor in the education system in higher education. According to [5], performance is the result of work in quality and quantity achieved by a person in carrying out his duties in accordance with the responsibilities given to him. This performance can be measured by assessing the results achieved, the behavior displayed, and the things that need to be done in accordance with their duties.

According to [3] explained that performance is a universal concept which is the operational effectiveness of an organization, part of the organization, and its employees based on predetermined standards and criteria. Based on the above, the assessment of lecturer performance is something that is very important to get serious attention by higher education leaders, especially at the Tual Husni Ingratubun (Uningrat) Doctoral University. In terms of improving performance, it will be influenced by many factors including motivation, quality of human resources (lecturers) even to the internal communication built within the organization (Uningrat Tual). Therefore, this study will explore the influence of internal communication on the performance of lecturers at the Doctoral University Husni Ingratubun (Uningrat) Tual.

According to [2] Lecturer performance can be measured by six indicators, namely 1) timeliness, 2) commitment, 3) *qualitas*, 4) quantity, 5) effectiveness and 6). Independence Internal communication according to Muhamad in Astuti, Bagia, & Susila, 2016:2 is communication sent to members in an organization. Therefore the recipients of messages in internal communication are people who are within the organization. According to [2] Internal communication is measured by two indicators, namely vertical communication indicators and horizontal communication indicators. Vertical communication will talk about instruction, direction, judgment, ideology, reprimand, appreciation and motivation. While horizontal communication will talk about cooperation, consultation, work meetings as well as criticism and suggestions.

Based on the above, the researcher is very interested in researching with the title "The Influence of Internal Communication on Lecturer Performance at the Doctoral University of Husni Ingratubun (Uningrat) Tual".

2 Methodology

2.1 Research Location and Design

The location of the research was carried out on Husni Ingratubun Doctoral University (Uningrat) Tual. This research environment is a real environment (fieldsetting) with the unit of analysis is lecturer at Husni Ingratubun (Uningrat) Tual Doctoral University.

2.2 Population and Sample

According to [4], if the total population is less than 100, it can be used as a population study, meaning that the entire population is a sample. The population in this study is lecturer at Husni Ingratubun (Uningrat) Tual Doctoral University. Sample selection was done by using purposive sampling method. The total sample in this study is 32 lecturer.

2.3 Method of Collecting Data

Research data collection used a questionnaire from the lecturers at the Husni Ingratubun Doctoral University (Uningrat) Tual and documentation in the field as well as the use of references from the internet.

2.4 Validity and Reliability Test

Validity and reliability tests were used to test the questionnaires or questionnaires distributed were worthy of being used as research instruments.

Descriptive Analysis. Descriptive analysis is used to interpret the data and information obtained by collecting, compiling, clarifying the data obtained and then analyzing it so that the actual picture of the object of research is obtained.

Simple Linear Regression Data Analysis. The data analysis method used in this study is a simple linear regression analysis model that serves to test the effect of internal communication on performance lecturer at the Husni Ingratubun (Uningrat) Tual Doctoral University, which is translated into a simple linear regression equation as follows:

$$Y = a + bX + e \quad (1)$$

Information:

Y = Lecturer Performance

a = Constant

b = Regression Coefficient

X = Internal Communication

E = Error (error)

Table 1. Validity Test Table

Instrument Variable	r-count	r-table	Information
Internal Communications (X)	0.593	0.349	Valid
	0.714	0.349	Valid
	0.461	0.349	Valid
	0.501	0.349	Valid
	0.879	0.349	Valid
	0.900	0.349	Valid
	0.679	0.349	Valid
	0.879	0.349	Valid
	0.513	0.349	Valid
	0.556	0.349	Valid
Lecturer Performance (Y)	0.734	0.349	Valid
	0.856	0.349	Valid
	0.820	0.349	Valid
	0.887	0.349	Valid
	0.784	0.349	Valid
	0.732	0.349	Valid
	0.868	0.349	Valid
	0.837	0.349	Valid
	0.749	0.349	Valid
	0.526	0.349	Valid
	0.804	0.349	Valid
	0.551	0.349	Valid

3 Results and Discussion

3.1 Validity and Reliability Test Results

Validity and reliability tests were used to test the questionnaires or questionnaires distributed were worthy of being used as research instruments. The following are the results of the Validity and Reliability Test that have been processed by researchers.

The Table 1 shows that all the r-count values > of the r-table values. Therefore, it can be said that all variables are declared valid because the value of r-count > the value of r-table, which is 0.339. This means that each indicator statement of the variables used in this study is declared valid.

Table 2. Reliability Test Table

Variable	<i>cronbach's alpha</i>	Reliability limit	Note:
Internal Communications (X)	0.866	0.60	Reliable
Lecturer Performance (Y)	0.925	0.60	Reliable

Looking at the reliability test Table 2, it shows that the value of Cronbach's alpha (r count) of the two variables is declared reliable because the value of r count > the value of r table is 0.60. Thus, it can be interpreted that the research variables used do not cause a double meaning so that consistency can be guaranteed.

3.2 Simple Regression Analysis

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.610 ^a	.373	.352	5.81635

a. Predictors: (Constant), Komunikasi Internal

In the table above, it can be seen that the value of "R Square" is 0.373, which means that internal communication affects the performance of lecturers by 37.3% while the remaining 62.7% are other variables not examined.

The results of the t test using the SPSS 26 program can be seen in the following table.

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13.287	9.124		1.456	.156
	Komunikasi Internal	.883	.209	.610	4.222	.000

a. Dependent Variable: Kinerja Dosen

In accordance with the results of the t test above, it can be seen that the regression coefficient of the variable (X) or internal communication is 0.883, therefore it can be said that the internal communication variable (X) has a positive and significant effect on lecturer performance at Husni Ingratubun Doctoral University (Uningrat) Tual. From the results of the regression analysis, the value of t count is 4.222 > t table 2.042 and the

significance value (sig.) $0.000 < 0.05$. So it can be concluded that internal communication (X) has a significant effect on lecturer performance (Y) on Husni Ingratubun Doctoral University (Uningrat) Tual.

The regression equation is as follows:

$$Y = b - 0 + bX \quad (2)$$

$$Y = 13,287 + 0.883 X \quad (3)$$

Based on the test results above, it can be seen that internal communication has a positive and significant effect on the performance of lecturers at schoolHusni Ingratubun Doctoral University (Uningrat) Tual.

3.3 Discussion

In general, the test results show that internal communication has a positive and significant effect on the performance of lecturers at schoolHusni Ingratubun Doctoral University (Uningrat) Tual. In this study, internal communication is measured by 2 indicators, namely: 1) vertical communication, and 2) horizontal communication. By paying attention to these two indicators, it is expected to improve the performance of lecturers at school Husni Ingratubun Doctoral University (Uningrat) Tual. The results of the validity test show that the horizontal communication indicator has a high validity value compared to the vertical communication indicator, meaning that the relationship or communication between colleagues shows a high validity value when compared to communication with university leaders.

The discussion in this study, namely the results of descriptive statistical analysis using simple regression analysis can be explained in the following discussion. Based on the results of the calculations and analysis above, the regression equation is obtained:

$$Y = 13,287 + 0.883 X \quad (4)$$

The regression equation can be concluded that in addition to the variables studied (internal communication), there are also other variables that affect the performance of lecturers outside of those studied by researchers in Husni Ingratubun Doctoral University (Uningrat) Tual. The results of simple regression analysis using SPSS Statistic 26 obtained the coefficient value of the influence of internal communication on lecturer performance of 0.883 with a value of $p = 0.000 < 0.05$, this is supported by the results of the t-test, namely the t-count value of 4.222 with a significance of 0.000 and t- table of 2,042 with a specified significance level of 0.05 or 5%. This shows that internal communication has a positive and significant effect on the performance of lecturers at school Husni Ingratubun Doctoral University (Uningrat) Tual, this means that the better the internal communication carried out by the lecturer, the higher the lecturer's performance at school Husni Ingratubun Doctoral University (Uningrat) Tual.

Based on the above analysis, it can be concluded that the internal communication variable is an important factor to improve the performance of lecturers at the university-Husni Ingratubun Doctoral University (Uningrat) Tual. Therefore, efforts and seriousness from university leaders are needed in improving good and quality communication

patterns between leaders and lecturers, lecturers and leaders, as well as fellow lecturers, so that the performance of lecturers will increase.

Based on the findings resulting from this study, there is a significant influence between internal communication and the performance of lecturers at school Husni Ingratubun Doctoral University (Uningrat) Tual. This means that if university leaders want to improve lecturer performance, they must pay attention and provide stimulus to lecturers to improve internal communication and establish good communication between leaders and lecturers and communication between lecturers (vertical communication and horizontal communication).

The results of this study are in line with previous research, namely research conducted by [2] entitled "the influence of internal communication on employee performance, where the result is that there is an influence of internal communication on employee performance. Looking at previous research which is in line with this research, the author concludes that internal communication is indeed a determining factor for improving lecturer performance. Thus the internal communication variable becomes a very important thing for improving lecturer performance.

4 Conclusion

Based on the results of research and discussions that have been carried out by researchers related to the influence of internal communication on lecturer performance in Husni Ingratubun Doctoral University (Uningrat) Tual, then the researcher concludes that internal communication has a positive and significant effect on the performance of lecturers at Husni Ingratubun Doctoral University (Uningrat) Tual, this can be seen from the results of the regression coefficient of the variable (X) or internal communication that is equal to 0.883 therefore it can be said that the internal communication variable (X) has a positive and significant effect on lecturer performance. From the results of the regression analysis, the t-count value was $4.222 > t\text{-table } 2.042$ and the significance value (sig.) was $0.000 < 0.05$. So it can be concluded that internal communication (X) has a positive and significant effect on the performance of lecturers (Y) at Husni Ingratubun Doctoral University (Uningrat) Tual.

References

1. Anwar King Mangkunegara. (2005). *Company Human Resources Management*. Bandung: PT Teen Rosdakarya
2. Munthe, K., & Tiorida, E. (2017). The Effect of Internal Communication on Employee Performance. *Journal of Business Research and Investment*, 3(1), 86. <https://doi.org/10.35697/jrbi.v3i1.549>
3. Rosita, S. (2014). The Effect of Dual Role Conflict and Work Stress on the Performance of Female Lecturers at the Faculty of Economics, Jambi University. *Business Management*, 2(2). <https://doi.org/10.22219/jmb.v2i2.1705>
4. Sugiyono. 2016. *Quantitative, Qualitative, and R&D Research Methods*. Bandung: CV. Alfabet.

5. Tri Fatrie Fatmawati. (2011). Pengaruh Kompensasi Dan Komunikasi Internal Terhadap Kinerja Dosen Tetap di Universitas Palembang [The Effect of Compensation and Internal Communication on the Performance of Permanent Lecturers at the University of Palembang]. *Management Science Journal* Vol, 1 (1) December 2011.
6. JDIH BPK RI Regulatory Database. (2017). Undang-Undang Nomor 14 Tahun 2005 tentang Guru dan Dosen [Law Number 14 of 2005 concerning teachers and lecturers]. Badan Pemeriksa Keuangan Republik Indonesia - BPK RI.

Open Access This chapter is licensed under the terms of the Creative Commons Attribution-NonCommercial 4.0 International License (<http://creativecommons.org/licenses/by-nc/4.0/>), which permits any noncommercial use, sharing, adaptation, distribution and reproduction in any medium or format, as long as you give appropriate credit to the original author(s) and the source, provide a link to the Creative Commons license and indicate if changes were made.

The images or other third party material in this chapter are included in the chapter's Creative Commons license, unless indicated otherwise in a credit line to the material. If material is not included in the chapter's Creative Commons license and your intended use is not permitted by statutory regulation or exceeds the permitted use, you will need to obtain permission directly from the copyright holder.

