



Echoes of Efficiency: The Role of Work Experience in Amplifying the Effects of Team Collaboration and Communication on Job Effectiveness

Yulinda Mosso¹

¹ Hasanuddin University, Makassar, Indonesia
Yulindamosso24@gmail.com

Abstract. This research aims to investigate the influence of the Collaboration and Communication Team on Work Effectiveness at the Sorong City Inspectorate Office. The research method used was a survey by distributing questionnaires to 89 respondents who were employees within the Sorong City Government. Data were analyzed using analysis lines utilizing SPSS 26.0 for Windows software, including validity, reliability and moderation regression analysis tests. The research results show that Team Collaboration has a positive and significant influence on Work Effectiveness. Likewise, communication also plays an important role in work effectiveness. Work Experience appears as a moderator factor that strengthens the relationship between Work Teams and Work Effectiveness, as well as between Communication and Work Effectiveness. These findings provide insight for organizational management to increase work effectiveness through improving teamwork and communication strategies in the work environment. Managing employee work experience can also be a focus for strengthening the positive impact of team collaboration and communication. The practical implications of this research can help in developing policies and programs that support improving organizational performance.

Keywords. Teamwork, Communication, Work Experience, and Work Effectiveness.

1. Introduction

The Sorong City Inspectorate Office as an integral part of the government structure has a strategic role in carrying out the function of monitoring and assessing the performance of agencies at the local level. In facing the dynamics of an increasingly complex work environment, internal factors such as teamwork and communication play a key role in shaping employee work effectiveness [1]. Therefore, it is necessary to conduct research to explore the influence of teamwork and communication on the work effectiveness of employees at the Sorong City Inspectorate Office.

According to [2] Teamwork is a vital element in an organizational context, where synergy and collaboration between employees is a determining factor for success. On the other hand, effective communication is the main foundation in ensuring the same understanding between team members [3], thereby creating a harmonious work environment. By understanding in depth the role of these two factors, it is hoped that the Sorong City Inspectorate Office can optimize the potential of its human resources to achieve organizational goals more effectively.

© The Author(s) 2024

A. Patunru et al. (eds.), *Proceedings of the 8th International Conference on Accounting, Management, and Economics (ICAME 2023)*, Advances in Economics, Business and Management Research 279,
https://doi.org/10.2991/978-94-6463-400-6_67

This research is also in line with the dynamics of change and increasing performance demands in the public service sector. The effectiveness of employee work is crucial in supporting good governance and being responsive to the needs of the community [4]. Therefore, this research is expected to contribute to the development of more effective human resource management strategies in government work environment, especially the Sorong City Inspectorate Office.

By looking at the complexity of the roles and challenges faced by the Sorong City Inspectorate Office, this research aims to gain deeper insight into the factors that influence employee work effectiveness, especially through the perspective of teamwork and communication. It is hoped that the results of this research can provide concrete and relevant recommendations for the management of the Sorong City Inspectorate Office to improve overall work effectiveness and organizational performance.

2. Literature review

Teamwork is a concept that reflects the ability and attitude of employees to work collaboratively, share ideas [5], and provide support to each other to achieve common goals. In the context of this research, teamwork can be measured through several key indicators. First, the level of participation in joint projects is an important marker for evaluating the extent to which team members are actively involved in collaborative efforts [6]. Furthermore, the effectiveness of communication between team members is also a significant parameter, paying attention to the extent to which information and ideas can be exchanged clearly and efficiently. In addition, the level of interdependence between team members is another indicator that reflects team cooperation, assessing how closely team members work together to achieve common goals.

On the other hand, communication in an office environment involves the exchange of information, ideas, and feedback between employees. This includes various forms of communication, both formal and informal, as well as verbal and non-verbal communication [7]. In this research, communication indicators involve the frequency of team meetings to measure the level of interaction, the clarity of communication to assess proper understanding, and the effectiveness of communication in supporting cooperation and achieving work goals.

Work experience is an important factor which includes the length of time an employee has worked in a particular position or field, as well as the skills and knowledge acquired during that period. Work experience indicators include years of work experience as a measure of duration, type of work experience (such as managerial or technical experience) to understand its specifics, and the contribution that experience brings to the work context.

Work effectiveness is a critical dimension that measures the extent to which employees achieve their work goals and make positive contributions to the organization. [8]. Indicators of work effectiveness can be measured through achieving individual performance targets, contributions to projects or team assignments, and performance appraisals by superiors or colleagues. By understanding and measuring

these variables, it is hoped that the research can provide a holistic picture of the factors that influence work effectiveness at the Sorong City Inspectorate Office.

3. Research methodology

This research was carried out at the Sorong City Inspectorate Office with a focus on the characteristics of respondents, namely employees who occupy management positions. The data collection method was carried out by distributing questionnaires to 89 employees who constituted the entire population within the Sorong City Inspectorate. Additional data and information were obtained through observation and interviews. By utilizing the path analysis method, the collected data will be analyzed using SPSS 26.0 for Windows software. Data analysis involves validity, reliability and Moderate Regression Analysis tests to gain an in-depth understanding of the characteristics and factors that influence employees in management positions within the Sorong City Inspectorate.

4. Result

4.1 Test f

At the statistical analysis stage, the F test was carried out to evaluate the significance of the joint influence of the teamwork and communication variables on the employee work effectiveness variable at the Sorong City Inspectorate Office. By using a significance level of 0.05, the results of this F test provide insight into the extent to which these two variables contribute simultaneously to employee work effectiveness..

Tabel.1 Uji F

	Model	F	Sig.
1	Regression	49,823	,000 ^b
	Residual		
	Total		

Based on the results of the F test that has been carried out, the significance value (sig.) is 0.000, which is smaller than the predetermined significance level (0.05), and the calculated f value is 49.823, which is much greater than the Ftable value of 3.90. This shows that there is a simultaneous influence between the teamwork and communication variables on the employee work effectiveness variable at the Sorong City Inspectorate Office. In other words, these results confirm that these two variables play an important role in influencing employee work effectiveness, and this research can make a significant contribution in understanding the dynamics of interactions between these variables in the work environment.

The following are the results of regression analysis tests and other analyzes to obtain a deeper understanding of the influence of the teamwork and communication variables on the employee work effectiveness variable at the Sorong City Inspectorate Office. Through this analysis process, we can identify the extent to which these two variables play a role in shaping the level of work effectiveness in the work environment.

Table.2 Regression Analysis and Moderation Test Results

Direct Effect			
Variables correlation	R Square	t	Significance.
X1 → Y	0,272	2,808	0,001
X2 → Y	0,301	3,279	0,000
Moderate Effect			
Variables correlation	Direct Value	Moderate Value	Significance.
X → Z1 → Y	0,272	0,472	0,000
X → Z2 → Y	0,301	0,310	0,000

1. The results of the T test for the teamwork variable show that there is an influence of 27.2% on work effectiveness. with a tcount value of 2.808 which is greater than table (1.654), it can be concluded that teamwork has a significant relationship with the work effectiveness variable. these results are strengthened by the acceptance of h1 in hypothesis testing, indicating that there is a positive relationship between the level of teamwork and the level of employee work effectiveness at the Sorong City Inspectorate Office.
2. For the communication variable (x2), the significance value (sig.) is 0.000, smaller than the specified significance level (0.05), and the t value is 3.279, which is greater than the ttable value (1.654). the coefficient of determination of 30.1% Demonstrates that effective communication plays a crucial role in influencing work effectiveness. therefore, H2 can be accepted, indicating that there is a positive relationship between the level of communication in the work environment and the level of employee work effectiveness.
3. The results of moderation between the variables teamwork and work effectiveness by work experience show a significant influence with a coefficient of determination of 47.2%. this shows that when the teamwork variable is moderated by work experience, its influence on work effectiveness increases. by accepting hypothesis 3, this research shows that

the work experience variable moderates the relationship between teamwork and work effectiveness, Offering a more profound contribution to the comprehension of the elements influencing work effectiveness.

4. Likewise, the results of moderation between the variables communication and work effectiveness by work experience show a significant influence, with a coefficient of determination of 31%. This means that when communication is moderated by work experience, its influence on work effectiveness also increases. By accepting Hypothesis 3, this research provides a deeper understanding of the interaction between communication, work experience, and work effectiveness in the work environment of the Sorong City Inspectorate Office.

5. Discussion

5.1 The influence of teamwork on work effectiveness

The influence of teamwork on work effectiveness is an important focus in this research. the results of the t test show that the teamwork variable has an influence of 27.2% on work effectiveness. with a tcount value of 2.808 which is greater than ttable (1.654), it is accepted that teamwork has a significant relationship with work effectiveness.

Hypothesis testing concludes that H1 is accepted, indicating that there is a positive and significant influence between the level of teamwork in the work environment and the level of employee work effectiveness at the Sorong City Inspectorate Office. Therefore, improving the quality of teamwork can be considered a key factor that has the potential to increase work effectiveness in the organization [9]. This is in accordance with the concept that good collaboration between team members can support the achievement of common goals and, as a result, increase productivity and work efficiency.

In this context, management or organizational leaders can identify and promote initiatives that support the development and strengthening of teamwork. Thus, implementing strategies to increase positive interactions and synergy between team members can be a strategic step to increase work effectiveness at the Sorong City Inspectorate Office.

5.2 The influence of communication on work effectiveness

The influence of communication on work effectiveness is a central aspect explored in this research. based on the research results, the communication variable (x2) has shown a significant influence on the work effectiveness of employees at the Sorong City Inspectorate Office. The significance value (sig.) is 0.000, which is smaller than the specified significance level (0.05), indicating that the relationship between the level of communication in the work environment and the level of employee work effectiveness is significant.

In the T test results, the T value of 3.279 is greater than the T table value (1.654). Thus, it can be concluded that communication plays a positive and influential role in increasing the level of employee work effectiveness in the organization. The coefficient of determination of 30.1% indicates that 30.1% of the variation in work effectiveness can be explained by the Communication variable. By accepting H2 in hypothesis testing, this research confirms that there is a strong relationship between the level of communication in the work environment and employee work effectiveness. Therefore, efforts to improve the quality of communication among organizational members can be considered a key strategy for increasing work effectiveness. Management can consider approaches that encourage open, clear and effective communication as part of efforts to create a work environment that supports optimal achievement of organizational goals [10].

5.3 The role of work experience in moderating the relationship between teamwork and work effectiveness

The role of work experience in moderating the relationship between teamwork and work effectiveness is an important aspect analyzed in this research. based on the research results, it was found that there is influence and significance in the relationship between teamwork and work effectiveness which is moderated by work experience. The results of the analysis show that the work experience variable plays a significant role in increasing the influence of teamwork on work effectiveness. the coefficient of determination of 47.2% indicates that 47.2% of the variation in work effectiveness can be explained by the interaction between teamwork and work experience. By accepting hypothesis 3, this research provides an in-depth understanding that work experience can increase the positive impact of teamwork on employee work effectiveness. Work experience can be considered as a factor that enriches an individual's knowledge, skills and understanding of group work dynamics. Therefore, in an effort to increase work effectiveness, management can consider strategies that support the development of employee work experience and strengthen teamwork as complementary steps [11].

5.4 The role of work experience in moderating the relationship between communication and work effectiveness

The role of work experience in moderating the relationship between Communication and WORK EFFECTIVENESS is an important aspect in this research. The research results show that there is influence and significance in the interaction between communication and work experience on the level of employee work effectiveness at the Sorong City Inspectorate Office. Data analysis shows that the work experience variable plays an important role in increasing the influence of Communication on WORK EFFECTIVENESS. The coefficient of determination of 31% indicates that 31% of the variation in work effectiveness can be explained by the interaction between communication and work experience.

By accepting Hypothesis 4, this research provides an understanding that work experience can strengthen the positive impact of communication on employee

work effectiveness. Work experience, as a moderator variable, can improve an individual's understanding, skills and adaptation to communication in the work environment. According to [12] In order to increase work effectiveness, management can consider policies and programs that support the development of employee work experience as an effort to strengthen relationships. positive relationship between communication and work effectiveness.

6. Conclusion

This research produces significant findings related to the factors that influence work effectiveness at the Sorong City Inspectorate Office. First, the results of the analysis show that the level of Teamwork among employees has a positive and significant relationship with the level of Work Effectiveness. The Teamwork variable contributed 27.2% to the variability in Work Effectiveness, emphasizing the importance of good collaboration among team members to achieve common goals and increase productivity. Furthermore, an equally important finding is that the level of communication within the organization also plays a significant role in increasing work effectiveness. Communication quality, with a contribution of 30.1%, has a positive impact on employee work effectiveness, confirming the importance of clear and effective communication in the work environment.

Furthermore, work experience emerged as a moderating factor in both relationships. It was found that work experience strengthens the positive influence of Teamwork on Work Effectiveness, providing deeper insight into the importance of work experience in supporting effective collaboration. Meanwhile, the role of work experience is also seen in moderating the relationship between Communication and Work Effectiveness, indicating that work experience can enrich an individual's understanding and adaptation to organizational communication. Overall, this research provides a deeper understanding of the factors that influence Work Effectiveness, with practical implications that can help management in improving organizational performance through increasing teamwork, effective communication, and managing employee work experience.

References

1. B. Susarianto and B. Heri, "SURVEY ON THE USE OF DIGITAL APPLICATIONS IN INCREASING EMPLOYEE WORK EFFECTIVENESS," in Proceedings of the National Seminar for Students of the Faculty of Information Technology (SENAFTI), 2023, vol. 2, no. 2, p. 1721–1728.
2. M. S. Iswahyudi et al., HUMAN RESOURCE PLANNING STRATEGY: Managing and determining quality human resources. PT. Sonpedia Publishing Indonesia, 2023.
3. A. N. F. Sulistira, N. Nasichah, P. I. Qoblia, and T. S. Rizki, "The Role of Active Acceptance Communication in Building Teamwork in Organizations," Indonesia. J. Learn. Stud., vol. 3, no. 1, p. 1–8, 2023.

4. T. K. Pamungkas dan M. H. A. Jakfar, "Effectiveness of village government performance in public services," *J. Paradig. Madani*, vol. 9, no. 1, hal. 13–24, 2022.
5. J. Jumiati and K. Aprianti, "The Effect of Teamwork and Knowledge Sharing on Employee Performance at PT. Santosa Utama Lestari Bima Regency," *J. Ekon. Business and Management.*, vol. 2, no. 3, p. 1–22, 2023.
6. M. P. Tampubolon, "Change Management: Manajemen Perubahan: Individu, Tim Kerja, Organisasi." Mitra Wacana Media, 2020.
7. W. F. Amir and H. Hastuti, "Communication Patterns of Educators in Shaping Children's Character at an Early Age at State Kindergarten School 1 Kapoa, Kadatua District," *Khirani J. Educator. Early Childhood*, vol. 1, no. 4, p. 65–81, 2023.
8. B. Herman and M. Nohong, "The Influence of Business Networks, Product Innovation, and Business Competition on the Development of Micro, Small and Medium Enterprises (MSMEs)," *JBMI (Journal of Business, Management, and Inform.*, vol. 19, no. 1, pp. 1–19, 2022.
9. C. D. Nainggolan dan C. Kuntadi, "DAMPAK KOMUNIKASI EFEKTIF, KINERJA, SERTA EFEKTIVITAS ORGANISASI PADA ORGANISASI PROFESIONAL," *Musytari Neraca Manajemen, Akuntansi, dan Ekon.*, vol. 1, no. 4, hal. 71–80, 2023.
10. W. Mashabi, "Peran Komunikasi Efektif Kepala Madrasah dalam Meningkatkan Kinerja Guru," *Pros. Nas.*, vol. 3, hal. 215–224, 2020.
11. M. Ilham, "The Role of Work Experience in Improving Employee Performance: A Theoretical and Empirical Review," *Jmm Unram-Master Manag. J.*, vol. 11, no. 1, p. 13–20, 2022.
12. S. Idrus, F. Ruhana, M. R. Amalia, A. F. Rosyid, and D. Kuswandi, "Implementation of Effective Human Resource Management policies in Improving Organizational Performance in the Global Business Era," *J. Ilm. Management, Econ. Account.*, vol. 7, no. 1, p. 72–89, 2023.

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.

