



The influence of communication and work discipline on the performance of employees of Duri Kosambi Cengkareng Village Office, West Jakarta

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ABSTRACT

This study aims to determine the influence of communication and work discipline on the performance of employees of Duri Kosambi Village Office, Cengkareng, West Jakarta. So the objectives to be achieved in this study are to find out how much influence communication has on the performance of employees of Duri Kosambi Cengkareng Village Office, West Jakarta. To find out how much influence work discipline has on the performance of employees of Duri Kosambi Village Office, Cengkareng, West Jakarta. To find out how much influence communication and work discipline together have on the performance of employees of Duri Kosambi Village Office, Cengkareng, West Jakarta. The approach used in this study is a quantitative approach with Likert scale, linear regression analysis and coefficient of determination analysis used to determine how much influence a variable has on other variables. The population of this survey is employees of Duri Kosambi Village Office, Cengkareng, West Jakarta, totaling 53 respondents. Data processing in this study used SPSS (Statistic Package for the Social Sciens) software program version 23.00. The results of this study show that communication affects employee performance at Duri Kosambi Cengkareng Village Office, which is 44.4%. Work discipline affects the performance of employees at the Duri Kosambi Cengkareng Village Office, which is 58.2%. Communication and work discipline jointly affect the performance of employees at the Duri Kosambi Cengkareng Village Knator, which is 50,074.



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INTRODUCTION

In this era of globalization, competition is getting higher both for private institutions and in the field of government agencies. Each agency is required to make its resources optimally in order to obtain effective and efficient results in order to maintain its existence in free competition. In an organization, human resources are very important. The performance of the company/organization is largely determined by one element in human resources, namely employees or employees. A good organization will pay great attention to the growth and development of employees, and the growth and development of employees is carried out not only by the human resource management department but becomes part of everything in an organization. Employee performance is also influenced by several factors including communication, work discipline, work environment, motivation, and so on.

One of the factors that affect employee performance that will be discussed in this research is communication and work discipline. The progress of the agency is certainly supported by employee performance. A person can be said to have good performance, when they can do a good job, meaning achieving goals with or according to standards determined by performance appraisal, in other words will encourage employees to compete for awards, bonuses or be promoted to better positions. Communication according to Amirullah (2015: 206), is a process of transferring information and understanding (intent) from one person to another. Information and understanding can be transferred in various forms (such as written or spoken), and the methods used to transfer information and understanding can be face-to-face, telephone, memo, or report. Good communication is also needed in an organizational environment. There are two forms of communication, namely internal communication

and external communication. In internal communication, effective and efficient communication can be done vertically, horizontally or diagonally. And the obstacles experienced in communicating in the organization are not easy, including openness between employees or employees, misunderstandings in conveying information, to a sense of pressure and work stress can cause ineffective and efficient communication.

Duri Kosambi Cengkareng Village Office, West Jakarta has many employees who can be used as one of the drivers of improving the quality of community services by producing quality and good performing employees. Having qualified employees cannot guarantee someone has good performance or vice versa, such as at the Duri Kosambi Cengkareng Village Office, West Jakarta. Employees have not been able to achieve their best performance which can be caused by various factors, namely Communication that is still not good such as communication among employees; Low employee work discipline is that there are still employees who arrive late when entering work. Communication has a close relationship with employee performance. The existence of communication that goes well will greatly affect the performance produced by employees. Because basically communication is needed in existing activities, so that with good communication, it can spur employees or employees to be able to improve their performance and morale.

Work requirements also reflect the amount of responsibility and commitment of employees in working and completing the tasks that have been given to them. Discipline is a person's awareness and willingness to obey all applicable rules and norms. Work discipline is highly emphasized by the leadership and if there are employees who violate it, sanctions will be given in the form of reprimands or written warnings from the leadership. Work discipline is influenced by many factors, including: goals and stability, example of leaders, retribution, justice, inherent supervision, legal sanctions, firmness, regulations and humanitarian relations. Based on the description of the research background above, the researcher is interested in conducting this research with the aim of knowing the effect of communication and work discipline on the performance of employees of the Duri Kosambi Service, Cengkareng District, West Jakarta.

RESEARCH METHODS

The research method used in this study is a quantitative approach method, which is presented by analyzing statistical calculations using the Likert scale. The population of this study is employees in the Duri Kosambi Village Office, Cengkareng, West Jakarta. According to Sugiyono (2015: 149), the sample is part of the number and characteristics possessed by the population and must be representative (representative). The sampling technique used is *Proportionate Stratified Random Sampling*, which is a sampling technique if the population has members / elements that are not homogeneous but stratified proportionally. The samples taken in this study were 53 people. In order to get research results that are in accordance with the research objectives, the correct data analysis method is needed. Testing was conducted using the help of SPSS 23.00 software. The data analysis techniques in this study are as follows test validity, reliability test, test linearity, multicollinearity test, regression analysis, simple linear regression analysis, multiple linear regression analysis, analysis of the Coefficient of Determination, test the hypothesis (partial test (t test) and simultaneous test (F test)).

RESULTS AND DISCUSSION

The Effect of Communication on Employee Performance

To determine the effect of communication on employee performance, a simple regression analysis is used. This analysis is used to determine how much role the independent variable has on the individually bound variable. This analysis was performed using the program SPSS Statistics 23.00 For Windows. It can be seen from the following table:

Table 1 Results of Simple Regression Analysis X₁ to Y
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.666 ^a	.444	.433	4.126

a. Predictors: (Constant), Communication

Based on the table above, the value of the correlation coefficient (R) above between the predictor X₁ and criterium Y based on calculations using *SPSS Statistics 23.00* obtained a value ($r_{x_1 y}$) of 0.666. The coefficient of determination (R²) between the predictor X₁ and Y the magnitude of the coefficient of determination is the square of the correlation coefficient (R²) which is 0.444 or 44.4% which means that the communication variable affects employee performance.

Table 2. Results of Simple Regression Analysis X₁ to Y Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Itself.
	B	Std. Error	Beta		
1 (Constant)	7.776	4.641		1.675	.100
Communication	.801	.126	.666	6.377	.000

a. Dependent Variable: Employee Performance

Based on the table above, it can be concluded that the regression line equation can be expressed as $Y = 0.801 X_1 + 7.776$. The equation shows that the value of the regression coefficient is: (0.801). Because the value of the regression coefficient is positive, it can be said that communication (X₁) has a positive effect on employee performance (Y).

The Effect of Work Discipline on Employee Performance

To determine the effect of work discipline on employee performance, a simple regression analysis is used. This analysis is used to determine how much influence the independent variable has on the individually bound variable.

Table 3 Results of Simple Regression Analysis X₂ to Y Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.763 ^a	.582	.574	3.576

a. Predictors: (Constant), Work Discipline

Based on the table above, it can be concluded that the correlation coefficient (R) between predictor X₂ and criterium Ydiobtained is 0.763. Based on the results of the analysis, the value of the coefficient of determination X₂ to Y ($R^2_{x_2 y}$) is 0.582 or 58.2%. Which means that work discipline affects employee performance by 58.2%. And 41.8% were played by other variables or indicators not discussed in this study.

Table 4. Results of Simple Regression Analysis of Discipline Variables on Performance Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Itself.
	B	Std. Error	Beta		
1 (Constant)	8.854	3.393		2.610	.012
Work Discipline	.768	.091	.763	8.429	.000

a. Dependent Variable: Employee Performance

The regression line equation is based on the analysis line above, then the regression line equation is $Y = 8.854 + 0.768 X_2$. The equation shows that the value of the regression coefficient is 0.6768. Because the value of the regression coefficient is positive, it can be said that work discipline (X₂) has a positive effect on employee performance (Y).

The influence of communication and work discipline on employee performance

To determine the effect of communication and work discipline on employee performance, multiple regression analysis is used. This analysis is used to determine how much the role of independent variables to the dependent variables together.

**Table 5. Results of multiple regression analysis x_1, x_2 against y
Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.817 ^a	.667	.654	3.224

a. Predictors: (Constant), Work Discipline, Communication

Based on the table above that the correlation coefficient (r) between variables X 1 and X 2 to Y shows that the value of the coefficient of 0.819 because $r_y(1.2)$ is positive, it can be seen that communication and work discipline together have a positive relationship with employee performance. Thus, it can be said that communication and work discipline simultaneously affect employee performance.

**Table 6. Results of multiple regression analysis x_1, x_2 against y
Coefficients^a**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Itself.
		B	Std. Error	Beta		
1	(Constant)	.621	3.831		.162	.872
	Communication	.421	.118	.350	3.569	.001
	Work Discipline	.572	.099	.568	5.791	.000

a. Dependent Variable: Employee Performance

Based on the table above, the equation of the double regression line is $Y = 0.621 + 0.421X_1 + 0.572X_2$ shows that the value of the regression coefficient X 1 is 0.421 which means the value of communication (X 1) increases by one then employee performance (Y) increases by 0.421 units assuming X 2 is fixed, as well as the value of the regression coefficient X 2 of 0.572 which means if the value of work discipline (X 2) increases by one unit, then the employee performance value (Y) will increase by 0.572 units assuming X2 is fixed.

**Table 7. Results of multiple regression analysis x_1, x_2 against y
ANOVA^a**

Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	1041.040	2	520.520	50.074	.000 ^b
	Residual	519.753	50	10.395		
	Total	1560.792	52			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Discipline, Communication

From the ANOVA table above, the calculated F value of 50.074 is greater than the F value of the table, which is 3.130 or $50.074 > 3.18$. And a significant value of 0.000 is less than 0.05 or $0.000 < 0.05$. Therefore, overall or together the variables of communication and work discipline have a significant effect on employee performance (Y) at the Duri Kosambi Cengkareng Village office, West Jakarta. This is supported by research conducted by Ginting (2018) which shows that communication and work discipline are things that greatly determine the level of performance achieved by an organization, thus communication and work discipline can affect employee performance.

The most dominant independent variable affects the performance of Duri Kosambi Cengkareng Village Office employees, West Jakarta

Based on this study, it shows that communication and work discipline have a positive effect on employee performance. Judging from the t-test value, the calculation of the communication variable is 3.569, while the t-test result calculates the work discipline variable of 5.791. The results of this study show that work discipline is more dominant in affecting employee performance at Duri Kosambi Village Office compared to communication. This is seen from employees understanding discipline, goals and abilities in carrying out work within the agency or organization.

CONCLUSION

Based on result and discussion, the author makes conclusion that social influence is highly needed to elevate Based on the results of research and discussions that have been stated previously, conclusions can be drawn from research on the influence of communication and work discipline on the performance of employees of the Duri Kosambi Cengkareng Village Office, West Jakarta as follows communication affects employee performance at Duri Kosambi Village Office, Cengkareng, West Jakarta by 0.444 or 44.4%. With increased communication, the better employee performance. Work discipline affects employee performance at Duri Kosambi Cengkareng Village Office, West Jakarta by 0.582 or 58.2%. With increased work discipline, the better the performance of employees. Communication and work discipline together affect the performance of employees at the Duri Kosambi Cengkareng Village Office, West Jakarta, amounting to 50,074. With the improvement of employee communication and work discipline, the better the performance of employees.

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