

The Influence Of Communication On The Performance Of An Nizhammiyah Tpa Employees

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ABSTRACT

This research aims to determine the effect of communication on the performance of TPA An Nizhammiyah employees. The research method used in this research is a quantitative method, the dependent variable used in this research is employee performance with indicators of quality of work results, implementation of tasks and responsibilities. Meanwhile, the independent variable used is communication with indicators of improving relationships, influencing attitudes and understanding. The result of this research is that the coefficient value of the variable X is 0.303, indicating the amount of communication in employee performance. With an error rate of 5%, it is decided that H_0 is rejected or H_a is accepted, meaning that communication has an effect on employee performance.

Keywords: *Communication, Employee Performance, Service, Social Interaction*

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I. INTRODUCTION

Performance is part of work productivity, productivity comes from the word "productive" meaning something that supports the potential to be explored, so productivity can be said to be a structured activity process to explore the potential that exists in a commodity or object. According to Wibowo (2017:123) Performance comes from the definition of performance, performance is the result of work that has a strong relationship with goals. Meanwhile, Mathis and Jhon (2016: 83) say that performance is what employees do or do not do. From the opinion above, it can be concluded that employee performance is progress or achievement of work results with certain criteria that are carried out based on the potential they have with the assessment of certain people in the organization, customer satisfaction, and contribution to the economy. Employee performance is one of the capital for the company to achieve objective.



Apart from that, communication is one of the dynamics most often discussed in relation to organizational behavior. Effective communication is a basic requirement for achieving organizational strategy and human resource management. Communication helps organizational members to achieve goals, both individual and organizational goals, implement and respond to organizational changes, coordinate various activities, and is related to virtually all behavior relevant to the organization (Ivanchevic et.al., 2011: 121).

Tpa An Nizhammiyyah Daycare was founded in 2009. Since its inception, Tpa An Nizhammiyyah has continuously prioritized the health and growth and development of fathers and mothers so that they can be trusted as great partners for fathers and mothers in accompanying their beloved children. TPA is a welfare vehicle that functions as a substitute for a family for a certain period of time for children whose parents work. This TPA organizes education and care programs for children from birth to six years of age (with priority for children aged six years and under). To achieve TPA goals, employees must work together to improve their performance. But in reality, the phenomenon that often occurs at An Nizhammiyyah Tpa shows that performance is still not optimal.

One of the factors that influences performance is communication. Based on the author's observations, the communication that exists at Tpa An Nizhammiyyah consists of communicators, messages, communicants, channels/media and effects. However, the phenomenon that occurred at Tpa An Nizhammiyyah shows that communication relations are not yet optimal, this is because there are still frequent misunderstandings between employees and other employees.

This happens because the delivery of the message is unclear and the different responses shown by the recipient of the message. In this case, each individual is required to be able to communicate well so that there are no misunderstandings in conveying or receiving messages, so it is hoped that good communication will be able to improve employee performance at Tpa An Nizhammiyyah.

Based on the explanation above, Day Care/TPA has a very strategic position in efforts to provide service programs for early childhood, including care, care/maintenance, coaching and educational services. Therefore, the research aims to analyze the impact of what happens at TPA An Nizhammiyyah on employee performance communication. Based on this background, researchers are interested in conducting research with the title.

II. LITERATURE REVIEW

A. Employee performance

According to Michel Armstrong (2011:73) Performance is the result of a process that is referred to and measured over a certain period of time based on previously established provisions or agreements. According to Simamora (2015:327) Performance is the level at which employees achieve job requirements. And performance according to As'ad (2010:104) is the result achieved by a person according to the standards that apply to the job in question.

According to Mangkunegara (2013:3) Performance is the quality and quantity of work results achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a function of motivation and ability, this is in accordance with Keith Davis's statement that the factors that influence performance are ability factors and motivation factors.

Performance comes from the words job performance or actual performance, which means work performance or work performance or actual achievements achieved by someone. The definition of performance is (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him (Nurlala 2010:71).

B. Understanding Communication

Communication is the delivery or reception of messages from one person to another, either directly or indirectly, in written, oral or nonverbal language. People who communicate are called communicators. People who are invited to communicate are called communicants. People who are able to communicate effectively are called communicators. A communicative person is a person who is able to convey information or messages to other people, either directly or indirectly, in writing, verbally or non-verbally so that other people can receive the information according to the information giver's expectations.

Wursanto stated that office communication is a process of conveying news from one party to another party (from someone to another person, from one unit to another unit) which takes place or occurs in an office, while Gie stated that basically office communication has the same meaning. with administrative communication.

Meanwhile, according to Fandy Tjiptono (2014: 268), the definition of service quality focuses on efforts to fulfill customer needs and desires and the accuracy of delivery to balance customer expectations. The word quality contains many definitions and meanings because different people will interpret it differently, such as conformity to requirements or demands, suitability for use, continuous improvement, freedom from damage or defects, meeting customer needs, doing everything that makes people happy. In the TQM (total quality management) perspective, quality is viewed broadly, that is, not only the results aspect is emphasized, but also includes processes, the environment and people.

It can be concluded that office communication is the process of conveying information, instructions or orders regarding certain work or tasks. This delivery can come from a leader to an employee, an employee to a leader, or between employees within the office, and may even come from outside the office, conveyed either directly or indirectly using media so that organizational goals can be achieved effectively.

III. METHODS

The type of data used by researchers is quantitative data research. By using the independent variable, namely communication (X) and the dependent variable, namely employee performance (Y). The population used in this research was the number of employees at TPA An Nizhammiyyah, 30 employees and all were taken as samples. The data source used is a primary data source in the form of distributing questionnaires to An Nizhammiyyah TPA employees. And secondary data sources are data from other parties, such as company library sources regarding the history of the company that the researcher is studying.

IV. RESULTS

Based on data analysis, it can be seen that the research results show the influence of communication on employee performance. From the results of the linearity test of the influence of communication on employee performance, there is a calculated value of 3,342, while the t table value is 1.70814, so the calculated t is more < than the t table, so H_0 is rejected or H_a is accepted, meaning that communication has an effect on employee performance.

Communication is a result that must be achieved and carried out with action. Performance will bring and direct employees to be more effective and productive at work. In this research, it was found that communication had a significant effect on employee performance at TPA An Nizhammiyyah. This means that good and unified communication between employees has an influence on the performance of employees at TPA An Nizhammiyyah.

V. CONCLUSION AND SUGGESTION

A. Conclusion

From the results of simple regression analysis testing, it can be concluded that the coefficient value of variable With an error rate of 5%, it is decided that H_0 is rejected or H_a is accepted, meaning that communication has an effect on employee performance. 2. Based on the correlation test, there is a significant relationship. This can be proven that the Communication variable (X) and the Employee Performance variable (Y) have a significance smaller than 0.05, namely $(0.00 < 0.5)$. It can be concluded that the Communication variable (X) and the Employee Performance variable (Y) have a moderate relationship because they have a correlation value of 0.327.

B. Suggestions

Communication at An Nizhammiyyah TPA should be further improved. Improving better communication, so that employee performance can be even better than before.

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