

Analysis of the Influence of Communication and Motivation on Employee Performance

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Abstract

The purpose of this study was to find out and analyze how much influence communication and motivation have on the performance of employees in the Security Division of the Public Service Police Unit in Musi Rawas Regency. The population and sample in this study were 37 people. Methods of data analysis techniques using quantitative research methods. The results of multiple linear regression analysis can be obtained with the regression equation: $\hat{Y} = 25.525 + 0.393X_1 + 0.296X_2$, the overall multiple linear regression coefficient values are positive, meaning that if the value of the independent variables in the form of communication and motivation increases, it will encourage an increase in employee performance. The results of the determination coefficient of variations in changes in Employee Performance values can be explained by Communication and Motivation simultaneously of 61.7%. Simultaneously communication and motivation have a significant effect on employee performance as evidenced by the F_{count} value of 27.356 $> F_{\text{table}} = 3.28$ with a significant $(0.000) < (0.05)$. The conclusion of the research is that the variables of Communication and Motivation have a significant effect on the variable of Employee Performance in the Security Division of the Public Service Police Unit in Musi Rawas Regency.

Keywords: communication, motivation, employee performance

1. Introduction

To form a good cooperation within the organization, it is clear that there is a need for good communication between the elements within the organization. Good communication will lead to mutual understanding and comfort in work. In accordance with this fact, how much the role of the communication function in the organization is often ignored. This kind of thing that often happens in organizational development is about the occurrence of miss understanding (misperception) in communication.

Good communication is not just talking or correspondence. However, you can also use the latest communication tools that quickly convey all instructions, instructions, suggestions, and so on, but this does not guarantee that communication has been carried out properly. Because there could be miss communication and miss undertsand. The Civil Service Police Unit of the Musi Rawas Regency is an organization that is closely related to cooperation in carrying out security tasks. For this reason, good communication is needed, as well as having a leader who is capable of communicating to eliminate the miss communication and miss understanding.

A collaboration carried out by individuals within the organization has the hope that their needs will be met. So, in human organizations bring with them the various needs and desires of each individual who is a member of the organization. Therefore, to realize work harmony in fulfilling the two interests of each member of the organization, cooperation between members is needed. Human resources as the greatest organizational potential

inevitably have to work together with different individual characteristics. For this reason, in developing an organization based on cooperation, it is necessary to have a clear performance and organizational structure so that the organization works effectively. This is closely related to a person's motivation in doing his work.

Basically motivation can spur employees to work hard so they can achieve the main goals of the organization or educational institution. Employees who have high work motivation, always have the enthusiasm or drive to work hard, as energy to generate self-motivation so as to achieve a standard of excellence, besides that this is because they have good self-control so they do not require strict supervision in achieving predetermined work performance. The importance of motivation and the ability possessed by employees has a very close relationship with directing the organization in a predetermined direction. That's why through development and training, motivation is a very appropriate alternative as an effort to improve the quality of performance.

Motivation in an organization or company aims to encourage the morale of employees to want to work hard by providing all abilities and skills for the realization of an organization. Leaders who direct through motivation will create conditions in which employees feel inspired to work. Highly motivated employees are essential if high performance results are to be achieved consistently.

Based on the phenomena and results of observations that the authors obtained, that there are still many Sat. Pol. PPs holding positions do not yet understand good communication techniques, for example, directions given to subordinates are often carried out in an indirect way (via short messages/cellphones). On the other hand, the lack of communication tools such as HT, telephone, and assignment orders to support the smooth implementation of tasks, as well as the employees' own busyness, among others, having various tasks such as being on duty at the official residence of the Regent, Deputy Regent, Chair of the DPRD and The Agropolitan Center post, resulting in a lack of coordination which often results in many other security tasks such as securing demonstrations, securing important events and so on, has not been maximized.

Furthermore, the phenomenon that occurs is hampering the success of the organization in achieving the expected goals, this is caused by some employees not carrying out their duties as they should. For example, the attitude of some employees who do not have self-awareness in carrying out security duties, for example, is lazy to control. This is basically a responsibility that must be carried out so that the mission and vision of the organization can be achieved. Meanwhile, the lack of encouragement and opportunities given by the leadership to employees to progress in increasing knowledge. On the other hand, work challenges are often encountered which are difficult to overcome and sometimes even threaten personal safety. From the problems above, the work results obtained are less than optimal which can result in decreased employee performance.

From the background of the problems above, the authors are very interested in conducting research on Analysis Of The Influence Of Communication And Motivation On Employee Performance In The Security Field Of Pamong Praja Police Unit, Musi Rawas District.

2. Literature Review

According to Webster in Thoh (a2012), The term communication comes from the Latin

term *Communicare*, the past participle form of communication and communicates which means a tool for communicating, especially a system of sending and receiving news, such as telephone, telegraph, radio, and so on. In addition, communication is a process of delivering, or notifying and receiving information, signs or news through speech, movement, writing, and so on. Then according to Cartier and Harwood (in Thoha, 2012) communication is a process of repeating memories. According to Kohler (in Muhamad, 2009) With good communication an organization can run smoothly and successfully and vice versa, the lack or absence of organizational communication can get stuck or fall apart. Effective communication is important for all organizations. Therefore, organizational leaders and communicators within the organization need to understand and perfect their communication skills.

Once the importance of communication in human life, Lasswell (in Cangara, 2011) suggests that the function of communication includes: Humans can control their environment, Adapt to the environment they are in, and Transforming social heritage to the next generation. Communication functions can also be traced from the type of communication itself. Communication is divided into four types, namely communication with oneself (intrapersonal communication), interpersonal communication (interpersonal communication), public communication, and mass communication.

In terms of taxonomy, motivation comes from the word "movere" in Latin, which means to move. Various things that are usually contained in various definitions of motivation include desires, hopes, needs, goals, objectives, encouragement and incentives. Thus it can be said that a motive is a mental state that encourages, activates or moves and that motive directs and distributes the behavior, attitudes and actions of a person which is always associated with achieving goals, both organizational goals and personal goals of each member of the organization concerned. (Sondang P. Siagian, 2012). Motivation is an important component in achieving the success of a work process, because it contains a motivating element for someone to do work alone or in groups. An encouragement can come from within himself, in the form of self-awareness to work better or to provide the best for the group for various good and noble reasons. (Geringsupriyadi, and Guno, 2009). Motivation comes from the word motivation, which means encouragement of inner strength, while to motivate means encouraging to behave or try. (Sihotang, 2007).

Factors that motivate many people According to Herzberg, in Terry and Rue, (2010)) and used by researchers as indicators are: 1. Success. The ability to go through and overcome from one failure to the next without losing enthusiasm; 2. Confession. The urge to get statements and appreciation for positive work results from others; 3. Responsibility. Human awareness of his behavior or actions that are intentional or unintentional so that it encourages him to carry out his work functions properly; 4. Progress. An increase in what we have or an increase in what we have so that we can achieve better changes and increase satisfaction in meeting the needs of life; 5. Work challenges. Encouragement for the work itself or the work environment in the form of obstacles in the work so as to increase concern for overcoming and completing the work.

Performance is the result obtained by an organization, whether the organization is profit oriented or non-profit oriented, which is produced over a period of time. Furthermore, Indra Bastian stated that performance is a picture of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission,

and vision of the organization contained in the formulation of an organization's strategic planning. (Fahmi, 2013). When workers clearly understand what is expected of them and receive the necessary support to contribute to the organization in an efficient and productive manner, their sense of purpose, motivation and self-esteem will increase. Costello (in Wibowo, 2009). Performance is the implementation of the plans that have been compiled. Performance implementation is carried out by human resources who have the ability, competence, motivation, and interests. (Wibowo, 2009).

To measure the extent to which the performance of individual employees. According to Jhon Bernadin (1993) in Handayani, 2010 (Scientific Journal of Public Administration and Development) uses 6 criteria, namely: 1. Ability. Is the level of an employee who has the expertise/skills in carrying out his work function; 2. Cooperation. Performance is influenced by other resources such as work mechanisms, namely cooperation; 3. Initiative. Related to the power of thought and creativity in forming ideas to plan something related to organizational goals; 4. Reliability. This is the level of an employee who will be able to carry out his work functions and have work commitments and responsibilities; 5. Quality. Quality of work is measured from employee perceptions of the quality of work produced and the perfection of tasks on the skills and abilities of employees; 6. Quantity. It is the amount produced, expressed in terms such as number of units, number of activity cycles, completed.

3. Research Method

This research uses quantitative methods. Quantitative method is a research method that uses a lot of numbers. Starting from the data collection process to its interpretation. While the research method is an in-depth and careful study of all facts. Data collection technique this study was carried out in several ways, such as questionnaires, observation, and documentation. Questionnaire In this study the data collection technique used was by asking questions in writing to the respondents. Observation Observation is data through the process of recording the behavior of subjects (people) objects (objects) or systematic events without any questions or communication with the individuals studied. Observation includes all matters relating to the observation of activities or conditions of behavior or non-behavior. Documentation Documentation is usually done to collect secondary data from various sources both personally and institutionally, including: Employee Absenteeism, Organizational Structure, Regulations, Organizational history and so on.

4. Findings and Discussions

Data Normality Test. In the Kolmogorov Smirnov test so that the results can be determined whether the data has a normal distribution or not. The data is said to be normal if the significance value is (> 0.05).

Table 1. One-Sample Kolmogorov-Smirnov Test

		X1	X2	Y
N		37	37	37
Normal Parameters ^{a,b}	Mean	80,8108	78,4865	80,4865
	Std. Deviation	7,76687	8,15687	6,48769
Most Extreme Differences	Absolute	,093	,102	,146
	Positive	,080	,075	,083
	Negative	-,093	-,102	-,146
Kolmogorov-Smirnov Z		,565	,620	,887
Asymp. Sig. (2-tailed)		,907	,836	,411

To analyze it, look at the bottom row "Asymp. Sig. (2-tailed)". if the significant value of each variable is more than (> 0.05) then the normality test can be fulfilled. Based on the results of the normality test, it shows that the significance value is (> 0.05), so that the data can be said to be normal. In the table above the significant value "Asymp. Sig. (2-tailed)" is more than (> 0.05). So it can be concluded that the normality test is fulfilled.

Linearity Test. In testing the linearity of the relationship used the F test technique. The purpose of the linearity test is to find out whether between the variables X Communication and Motivation and the Variable Y Employee Performance have a linear relationship or not. To analyze it using the results of the SPSS output data seen in table 2, and table 3 "ANOVA Table", as follows:

Table 2. Linearity Test ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.
Y * X1	Between (Combined) Groups	1093,910	13	84,147	4,593	,001
	Linearity	838,475	1	838,475	45,771	,000
	Deviation from Linearity	255,435	12	21,286	1,162	,364
	Within Groups	421,333	23	18,319		
Total		1515,243	36			

The results of the linearity test above prove that the relationship that occurs between the independent variable and the dependent variable is linear. In table 2, which describes the test of the linear relationship between Employee Performance and Communication, the value of Sig. on the Deviation of Linearity of 0.364.

Table 3 Linearity Test ANOVA

		Sum of Squares	Df	Mean Square	F	Sig.
Y * X2	Between Groups (Combined)	1087,243	12	90,604	5,081	,000
	Linearity	780,444	1	780,444	43,763	,000
	Deviation from Linearity	306,799	11	27,891	1,564	,173
	Within Groups	428,000	24	17,833		
	Total	1515,243	36			

The results of the linearity test above prove that the relationship that occurs between the independent variable and the dependent variable is linear. In the table above, which describes the test of the linear relationship between Employee Performance and Motivation, the value of Sig. on the Deviation of Linearity of 0.173.

Table 4. Calculation Results of Multiple Regression Equations

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	25,525	7,472	
X1	,393	,131	,471
X2	,296	,125	,372

The regression equation obtained from data processing is as follows: $\hat{Y} = 25.525 + 0.393X1 + 0.296X2$ From the multiple regression equation then: $a = 25.525$ This shows that if the Communication and Motivation variable does not change or the value is zero, then the value of the Employee Performance variable is 25.525 $b1 = 0.393$ This shows that if the value of the Communication variable increases by one unit. Then the value of the Communication variable will change positively by 0.393 units. Conversely, if the Employee Performance regression value drops by one unit. Then Employee Performance is also predicted to decrease by 0.393 units. Therefore it can be concluded that Communication has a unidirectional relationship to Employee Performance $b2 = 0.296$ This shows that if the value of the Motivation variable increases by one unit. Then the value of the Motivation variable will change positively by 0.296 one unit. Conversely, if the employee performance regression value decreases by one unit, then employee performance is also predicted to decrease by 0.296 units. Therefore it can be concluded that motivation has a unidirectional relationship to employee performance.

Table 5. Calculation Results of the Coefficient of Determination (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,785 ^a	,617	,594	4,13285

Analysis of the determinant coefficient (R^2) obtained, which is equal to 0.617, can be interpreted that variations in changes in the value of the dependent variable (Employee Performance) can be explained by all independent variables (Communication and Motivation) together (simultaneously) of 61.7% and explained by other variables not included in this study of 38.3% such as Leadership, Work Environment, Work Discipline, Supervision, and others.

Table 6. Calculation Results of the Test F

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	934,508	2	467,254	27,356	,000 ^a
	Residual	580,735	34	17,080		
	Total	1515,243	36			

Simultaneous test (F test) was conducted to see the effect of the independent variables on the dependent variable together. Based on the recapitulation of the results of multiple linear regression tests, it was found that the Fcount value obtained was $27.356 > F_{table} = 3.28$ and the significance level simultaneously sig F was $(0.000) < \alpha (0.05)$. This shows that together (simultaneously) the independent variables of the study (Communication and Motivation) have a significant influence on the dependent variable (Employee Performance).

The value of the regression equation is $\hat{Y} = 25.525 + 0.393X_1 + 0.296X_2$. From this equation, it can be seen that the overall multiple linear regression coefficient values are positive, this implies that if the values of the independent variables in the form of Communication and Motivation increase or are increased, it will encourage increased employee performance in the security sector of the Civil Service Police Unit of Musi Regency Rawas.

The value of the determinant coefficient (R^2) obtained is 0.617 which means that variations in changes in the value of the dependent variable (Employee Performance) can be explained by all independent variables (Communication and Motivation) together (simultaneously) of 61.7% and explained by other variables not included in this study amounted to 38.3% such as Leadership, Work Environment, Work Discipline, Supervision, and others.

Based on the recapitulation of the results of the multiple linear regression test, it was found that the Fcount obtained was $27.356 > F_{table} = 3.28$ with the denominator ($n-k-1$) = $37 - 2 - 1 = 34$, and the significance level simultaneously sig F was $(0.000) < \alpha (0.05)$. This shows that simultaneously (simultaneously) the independent variables (Communication and Motivation) have a significant influence on the dependent variable

(Employee Performance). The results of the simultaneous test (F test) also prove that the first hypothesis of this study which reads "Allegedly there is a significant influence between Communication and Motivation together on Employee Performance in the security sector of the Civil Service Police Unit of Musi Rawas Regency, the hypothesis is accepted. And the purpose of this study is to find out the Analysis of the Effect of Communication and Motivation on Employee Performance in the field of security for the Civil Service Police Unit in Musi Rawas Regency, which has been achieved.

The results of the research can be related to the results of previous studies conducted by Dyah Ayu Sekarningtyas with the research title Analysis of the Influence of Communication and Emotional Intelligence on employee performance (study at the department of transportation, communication and informatics in Pemalang Regency). The research was conducted at the Department of Transportation, Communication and Informatics of Pemalang Regency regarding the effect of communication and emotional intelligence on employee performance. The results show that there is a positive and significant influence between Communication and Emotional Intelligence on employee performance at the Department of Transportation, Communication and Information Technology, Pemalang Regency. Namely the first hypothesis question that communication has a positive effect on employee performance is accepted. This is shown from the results of the t test calculation, where for the communication variable obtained t count of 4.557 with a probability of 0.000. Using a significance level of 5%, a probability value of less than 0.05 is obtained, meaning that H1 is accepted and H0 is rejected. Means that the communication variable has a positive and significant influence on employee performance. The better the communication at the Department of Transportation, Communication and Informatics, the better the performance of employees. And the second hypothesis question that emotional intelligence has a positive and significant effect on employee performance is accepted. By using a significance level of 5%, a probability value of less than 0.05 is obtained, meaning that H2 is accepted and H0 is rejected. Means that the emotional intelligence variable has a positive and significant influence on employee performance. The better the emotional intelligence at the Department of Transportation, Communication and Information of Pemalang Regency, the better the employee's performance will be. This is because employees are able to control their emotions well in different working conditions and situations every day, which ultimately has a positive impact on their performance.

Emotional intelligence is as important as a combination of technical and analytical skills to produce good performance. But unfortunately there are still organizations that have not been able to realize the importance of emotional intelligence caused by the assumption that emotional intelligence has no permanent aspect, because emotion is an individual state that is always changing. Based on the results of multiple regression analysis, it can be seen that the variable that has the greatest influence on employee performance is the communication variable (X_1), which has a greater regression coefficient (beta) than the emotional intelligence variable, which is equal to 0.424, while the emotional intelligence variable (X_2) has a the regression coefficient is 0.228. Then the test results show that the Adjusted R Square coefficient of determination is 0.300. this small coefficient of determination indicates that the ability of the independent variable to explain the dependent variable is very limited. This means that communication and emotional

intelligence can only affect employee performance by 30%, while the remaining 70% is influenced by other variables.

5. Conclusion

Based on the results of the research analysis and discussion that was carried out previously, it can be concluded that: Analysis of the Influence of Communication and Motivation on Employee Performance in the Security Sector of the Public Service Police Unit in Musi Rawas Regency, namely between the independent variables X1, namely Communication and X2, namely Motivation towards the independent variables (Y) namely the performance of employees in the security sector of the Civil Service Police Unit in Musi Rawas Regency together has a significant effect. And the hypothesis in this study is that it is suspected that there is a simultaneous influence of Communication (X₁) and Motivation (X₂) on Employee Performance in the security sector of the Civil Service Police Unit, Musi Rawas Regency (Y), where $F_{table} = 3.28$. while the F_{count} value obtained is $27.356 > F_{table} = 3.28$ means that H_0 is accepted, meaning that Communication and Motivation together have a significant effect on Employee Performance in the security sector of the Civil Service Police Unit in Musi Rawas Regency. and the level of significance simultaneously sig F is $(0.000) < \alpha (0.05)$. proven true and the hypothesis is accepted.

In closing, the researcher finally provides suggestions that might be of benefit to the advancement in the field of security for the Civil Service Police Unit in Musi Rawas Regency as follows: 1. For research objects, employees should improve communication so that they can increase employee performance more optimally. 2. For research objects, it is better if the leadership is more effective in providing motivation to all employees of the civil service police unit in Musi Rawas Regency. 3. For the research object, all employees should carry out the vision and mission more in the field of security for the Civil Service Police Unit, Musi Rawas Regency.

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