

**PENGARUH KOMUNIKASI INTERPERSONAL DAN MOTIVASI KERJA
TERHADAP KINERJA KARYAWAN KOPERASI PEGAWAI TELKOM
SAMARINDA**

***THE EFFECT OF INTERPERSONAL COMMUNICATION AND WORK
MOTIVATION ON THE PERFORMANCE OF EMPLOYEES AT KOPERASI
PEGAWAI TELKOM SAMARINDA***

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NASKAH PUBLIKASI

Diajukan Sebagai Salah Satu Syarat
Mendapatkan Gelar Sarjana Manajemen (S.M)



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**PROGRAM STUDI S1 MANAJEMEN
FAKULTAS EKONOMI BISNIS DAN POLITIK
UNIVERSITAS MUHAMMADIYAH KALIMANTAN TIMUR
2022**

**Pengaruh Komunikasi Interpersonal dan Motivasi Kerja Terhadap Kinerja Karyawan
Koperasi Pegawai Telkom Samarinda**

*The Effect Of Interpersonal Communication And Work Motivation On The Performance
Of Employees At Koperasi Pegawai Telkom Samarinda*

Talitha Shafa Kirana¹ Vera Anitra² Mursidah Nurfadillah³

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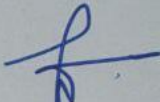
APPROVAL SHEET

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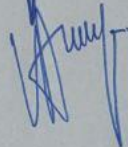
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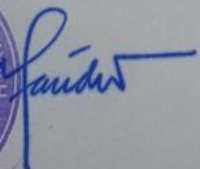
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THE EFFECT OF INTERPERSONAL COMMUNICATION AND WORK MOTIVATION ON THE PERFORMANCE OF EMPLOYEES

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh komunikasi interpersonal dan motivasi kerja terhadap kinerja karyawan pada Koperasi Pegawai Telkom Samarinda yang merupakan perusahaan pelaksana konstruksi berbentuk koperasi yang bergerak dibidang pelayanan jasa. Sampel menggunakan 100 karyawan Koperasi Pegawai Telkom Samarinda, dengan teknik pengambilan sampel menggunakan rumus slovin. Hasil penelitian menunjukkan bahwa pengaruh komunikasi interpersonal terhadap kinerja karyawan, motivasi kerja terhadap kinerja karyawan, adalah positif dan signifikan. Penelitian ini menyarankan agar perusahaan merumuskan kebijakan yang bisa mempertahankan indikator-indikator komunikasi interpersonal dan motivasi kerja yang ada sekarang, dan diharapkan di masa mendatang perusahaan dapat mempertahankan indikator-indikator yang telah diteliti, terutama dalam meningkatkan kinerja karyawan agar lebih produktif lagi, perusahaan harus mampu menyediakan fasilitas-fasilitas yang dapat menunjang kinerja karyawan.

Kata Kunci: Komunikasi Interpersonal, Motivasi Kerja, Kinerja Karyawan.

ABSTRACT

This study aims to determine the effect of interpersonal communication and work motivation on employee performance at Koperasi Pegawai Telkom Samarinda which is a construction company in the form of a cooperative engaged in services. The sample used 100 employees of the Koperasi Pegawai Telkom Samarinda, with the sampling technique using the slovin formula. The results showed that the effect of interpersonal communication on employee performance, work motivation on employee performance, was positive and significant. This study suggests that companies formulate policies that can maintain the current indicators of interpersonal communication and work motivation, and its is hoped that in the future the company can maintain the indicators that have been studied, especially in improving employee performance to be more productive, companies must be able to provide facilities that can support employee performance.

Keywords: *Interpersonal Communication, Work Motivation, Employee Performance.*

1. 1. INTRODUCTION

Background

As social beings, humans certainly need relationships with each other, it's our job to ensure that everyone achieves the desired goals. In improving employee performance, it is necessary to have effective communication and work motivation, this is very important in determining the creativity and involvement of office staff. An employee will be willing to direct all his abilities to carry out the work to meet his needs. Matters related to communication and motivation need attention in order to increase employee productivity in order to achieve optimal performance. According to (Yulisar et al., 2018) performance is a way of doing something according to a plan

that has been prepared, paying attention to how to do it and paying attention to the results of the work. The importance of analyzing the influence of communication factors and work motivation on employee performance is expected to be able to find which elements need to be developed and need to be improved so as to improve employee performance. Meanwhile, according to (Indajang et al., 2021) suggests that a performance can be called a good performance if the work is carried out in accordance with the standards and norms imposed by the organization.

One of the things that affect employee performance is interpersonal communication, communication maintains motivation by providing explanations to employees about what to do, how well they do it and what can be done to improve performance if it is below standard. With good communication, information in the office can be known together to achieve mutual understanding among employees. An organization that relies on the human ability to communicate and work together to achieve common goals. According to (Yulianti, 2019) suggests that interpersonal communication is communication that is used by a person to exchange thoughts and ideas with others. Meanwhile (Gumay & Seno, 2018) interpersonal communication is the process of delivering messages or information from one person to another to inform, opinion, change attitudes, or actions either directly or through the media, and support the completion of tasks that must be done.

Another factor that affects employee performance is work motivation. Work motivation is an internal force that can arouse, direct, and influence people to demonstrate the strength and sustainability of voluntary behavior in completing work. Motivation is also reflected in the way a person works, the level of motivation to do a job, and the level of effort to use time as efficiently as possible to work responsibly based on high work motivation. According to (Sinaga et al., 2020) suggests that motivation is one of the factors that can support the achievement of maximum performance, because motivation is a person's inner state that activates and directs behavior towards certain goals. Meanwhile, according to (Harahap & Tirtayasa, 2020) in his research states that motivation arises from the encouragement of a person's desire for himself and his desire for goals to achieve satisfaction. Part of the complexity of this process is that each employee has different needs and different work motivations. The more motivated an employee is, the greater the impact on employee performance.

Telkom Samarinda Employee Cooperative is a construction company in the form of a cooperative engaged in services such as construction, maintenance, SOOP (payment), construction materials. Kopegtel is an experienced business entity working on national projects, and currently Kopegtel has the qualifications. Kopegtel Group itself has business fields which include, among others, Internet & Network Solutions, Product of Service Hardware & Retail Rental, Product of Service Apps Development. From the results of the study, not all employees of the company can apply good performance in carrying out their daily work, so that interpersonal communication cannot be maximized, meaning that one employee with another employee has their own busyness so that communication is not a solution in solving the problem. This can affect employee motivation because of the lack of interaction between employees. Both of these factors can cause employee performance to be not optimal. From this phenomenon, it can be seen that amid the pressure of working conditions, very strong interpersonal communication is needed. Based on the description above, this research is entitled **"The Effect Of Interpersonal Communication and Work Motivation on The Performance of Employees at Koperasi Pegawai Telkom Samarinda"**.

Formulation of the problem

Based on the descriptions and explanations that have been put forward in the background, the formulation of the problem in this study is as follows:

1. Does interpersonal communication affect employee performance at the Telkom Samarinda Employee Cooperative?
2. Does work motivation affect employee performance at the Telkom Samarinda Employee Cooperative?
3. Do interpersonal communication and work motivation have a simultaneous effect on employee performance at the Telkom Samarinda Employee Cooperative?

LITERATURE REVIEW

Interpersonal Communication

According to (Putri, 2020) states that communication is an activity that causes other people to interpret an idea, especially what is intended by the speaker or writer to convey ideas using symbols such as words, pictures, numbers and others. Interpersonal communication is used by a person to exchange thoughts and ideas with others (Yulianti, 2019). Interpersonal communication skills are one of the factors that can improve individual work readiness, because interpersonal communication skills are one of the basic skills that dominate workplace needs (Mila & Tanjung, 2020). According to Tubbs dan Moss in (Pasaribu, 2019) the effectiveness of interpersonal communication is characterized by communicants and communicators in a communication process manifesting mutual understanding, pleasure, influence, good social relations, as well as real action as feedback.

Work motivation

According to (Goni & Rogahang, 2021) work motivation is a process of generating behavior, maintaining behavioral progress, and channeling specific action behaviors, thus, motives (needs and desires) encourage employees to act. Work motivation aims to provide stimulant energy to the employee concerned so that the employee works with all his power and effort. (Mila & Tanjung, 2020) motivation refers to the process in which one's efforts are driven, directed, and maintained towards the achievement of goals, where motivation is related to effort, direction, and persistence.

Employee performance

According to (Anjani, 2019) performance is an important part of a company, because performance is an expectation of how a person should behave in carrying out their duties, which means showing a role in the organization, the better the performance of employees in a company will affect the company's goals. Meanwhile, according to (Goni & Rogahang, 2021) employee performance is the result of the work of an employee as long as he works in carrying out the main tasks of his position which can be used as the basis for whether the employee can be said to have good work performance or vice versa.

RELATIONSHIP BETWEEN VARIABLES

The Effect of Interpersonal Communication on Employee Performance

According to (Butarbutar et al., 2021) application of interpersonal communication can be carried out in every organizational activity, every employee will have good communication between groups and individuals. One of the ongoing communications is interpersonal communication that encourages performance. The results of research conducted by (Butarbutar et al., 2021) show that interpersonal communication has a significant effect on employee performance.

The Effect of Work Motivation on Employee Performance

According to (Harahap & Tirtayasa, 2020) motivation is very important to support employee performance, for that it is necessary to maintain good and continue to increase motivation and evaluations must be carried out such as supervisors providing guidance, workplace safety, training, work equipment, and leave entitlements to improve employee performance. The results of research conducted by (Harahap & Tirtayasa, 2020) show that there is a positive and significant influence between the motivation variable and the performance variable.

The Effect of Interpersonal Communication and Work Motivation on Employee Performance

According to (Pasaribu, 2019) the better interpersonal communication and the higher the work motivation, the higher the performance, on the contrary, the worse the interpersonal communication and the lower the work motivation, the lower the performance. The results of research conducted by (Pasaribu, 2019) show that there is a very significant influence between interpersonal communication and work motivation on performance.

Based on the description of the relationship between the variables above, the framework of this research is the influence of interpersonal communication and work motivation on employee performance can be seen in the following figure.

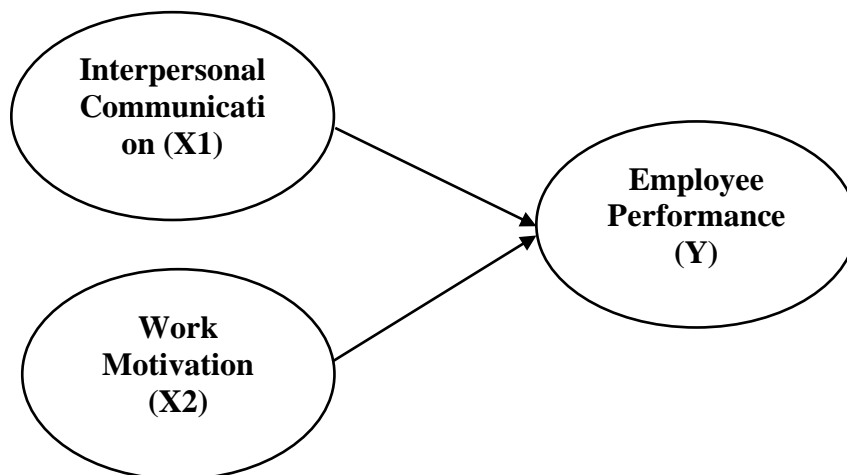


Figure 1. research framework

Hypothesis

- H1: Interpersonal communication can have a positive and significant effect on employee performance at Koperasi Pegawai Telkom Samarinda.
- H2: Work motivation can have a positive and significant effect on employee performance at Koperasi Pegawai Telkom Samarinda.
- H3: Interpersonal Communication and Work Motivation can have a positive and significant effect on employee performance at Koperasi Pegawai Telkom Samarinda.

2. RESEARCH METHOD

The research was conducted at Koperasi Pegawai Telkom Samarinda located on Jl. Awang Long, Samarinda City District, East Kalimantan. This study is a quantitative study and research data were collected through an online questionnaire. the population in this study were employees of

the Telkom Samarinda Employee Cooperative with a total of 133 people. Sampling in this study used the Slovin formula as follows:

$$n = \frac{N}{1 + N (e)^2}$$

n = Number of Samples required

N = Amount of known Population

E = Sample Error Rate (sampling error) is usually used and is set at 1%-5%

The total population in the Telkom Samarinda Employee Cooperative is 133 employees and the results obtained from the sampling error of 5% is 99.81, so it is rounded up to 100 employees. Of the 100 respondents used in this study, the majority of respondents were male (93%) and female (7%), aged between 19-23 years (45%) because at that age in doing work more productive and having better physique. The instrument used in measuring the variables in this study uses a Likert scale, the following indicators are used in measuring the variables in Table 1.

Table 1. Variable Measurement Indicator

Variable	Indicator
Interpersonal Communication (X1) (Sari et al., 2019)	1. Openness
	2. Empathy
	3. Supportiveness
	4. Positiveness
	5. Equality
Work motivation (X2) (Yulianti, 2019)	1. Physiological Needs
	2. Award
	3. Social
	4. Security
	5. Self-actualization needs
Employee performance (Y) (Rahman, 2018)	1. Work quality
	2. Working Quantity
	3. Punctuality

To test the validity of using the corrected item-total correlation technique, namely by correlating the score of each item with the total score. Valid or invalid criteria is if the correlation r is less than the value of r table with a significance level of = 5% then the question item is not valid (Hermawan & Amirullah, 2016). (Ghozali, 2016) The reliability test uses Cronbach's Alpha Coefficient to estimate reliability, a measuring instrument is said to be very reliable or trustworthy if it can be predicted to be stable if it has Cronbach's Alpha value > 0.6.

Hypothesis testing was carried out by researchers including Linear Breganda Analysis, T-test, and F-Test, and Coefficient of Determination Test.

3. RESULTS AND DISCUSSION

A. Validity and Reliability Test Results

The results of the validity and reliability tests are as follows:

Table 2. Validity Test

Indicator	Corrected Item – Total Correlation	r table	Validity Test Results
X1.1	0,749	0,1946	Valid
X1.2	0,709	0,1946	Valid
X1.3	0,807	0,1946	Valid
X1.4	0,637	0,1946	Valid
X1.5	0,667	0,1946	Valid
X2.1	0,682	0,1946	Valid
X2.2	0,719	0,1946	Valid
X2.3	0,754	0,1946	Valid
X2.4	0,658	0,1946	Valid
X2.5	0,614	0,1946	Valid
Y1.1	0,760	0,1946	Valid
Y2.1	0,781	0,1946	Valid
Y2.2	0,845	0,1946	Valid
Y3.1	0,696	0,1946	Valid
Y3.2	0,773	0,1946	Valid

Source: Data processed by researchers in 2022

Based on the results of the validity test of table 2 above, it can be concluded that the variables of Interpersonal Communication (X1), Work Motivation (X2), and Employee Performance (Y) there are 15 statement items that are declared valid, this is because r count is greater than r table. It can be concluded that the statement in the validity test table is feasible to be used as a research instrument.

Table 3. Reliability Test

Cronbach's Alpha	N of Items
.891	15

Source: Data processed by researchers in 2022

From table 3 above, the SPSS output results are known to have Cronbach's Alpha value of 0.891 > 0.6 so it can be concluded that the statements that have been presented to respondents consisting of 15 statements on the variables of Interpersonal Communication, Work Motivation and Employee Performance are reliable or said to be reliable.

B. Data Analysis Results

1. Breganda Linear Analysis

Table 4. Multiple Linear Analysis

Model	Unstandardized Coefficients	Standardized Coefficients	Beta	t	Sig.	Collinearity Statistics	
	B	Std. Error				Tolerance	VIF
1 (Constant)	5.607	1.818		3.084	.003		
Total_X1	.397	.107	.399	3.703	.000	.494	2.026
Total_X2	.339	.114	.321	2.983	.004	.494	2.026

Source: Data processed by researchers in 2022

Based on table 4, equations can be arranged to determine the effect of interpersonal communication and work motivation on the performance of the employees of the Koperasi Pegawai Telkom Samarinda.

$$Y = \alpha + B_1X_1 + B_2X_2 + e$$

$$Y = 5.607 + 0,397X_1 + 0,339X_2 + e$$

Based on the results in the table above, from multiple linear analysis, it can be interpreted as follows:

1. Employee Performance (Y) = 5,607
 Constant means employee performance (Y) 5.607 without any independent variables, namely interpersonal communication and work motivation.
2. Interpersonal Communication (X₁) = 0, 397
 The regression constant for the interpersonal communication variable (X₁) is 0.397, which means that if the other independent variables have a fixed value and interpersonal communication (X₁) has increased by 1% or one unit, then the employee's performance (Y) will increase by 0.397.
3. Work Motivation (X₂) = 0,339
 The regression constant for the work motivation variable (X₂) is 0.339, which means that if the other independent variables have a fixed value and work motivation (X₂) has increased by 1% or one unit, then the employee's performance (Y) will increase by 0.339.

2. T Test

Table 5. T Test (Partial)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.607	1.818		3.084	.003
Total_X1	.397	.107	.399	3.703	.000
Total_X2	.339	.114	.321	2.983	.004

Source: Data processed by researchers in 2022

Based on table 5 above, it can be concluded as follows:

1. The effect of interpersonal communication on the performance of the employees of the Telkom Samarinda Employee Cooperative with a value of $0.000 < 0.05$ and t count $3.703 > t$ table 1.660 so that H_1 is accepted, interpersonal communication has a positive and significant effect on the performance of the employees of the Telkom Samarinda Employee Cooperative.
2. The effect of work motivation on the performance of the Telkom Samarinda Employee Cooperative with a sig value of $0.004 < 0.05$ and t count $2.983 > t$ table 1.660 so that H_2 is accepted, work motivation has a positive and significant effect on the performance of Telkom Samarinda Employee Cooperative employees.

3. F Test

Table 6. F test (simultaneous)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	295.032	2	147.516	38.828	.000 ^b
	Residual	368.528	97	3.799		
	Total	663.560	99			

Source: Data processed by researchers in 2022

From the results of the F test, it shows that the calculated F value is 38.828 which is greater than F table 3.23 with a sig level of 0.000 or a significance value of $0.000 < 0.05$, indicating that H_0 is rejected and H_3 is accepted. This proves that the independent variables Interpersonal Communication (X1) and Work Motivation (X2) simultaneously affect the dependent variable Employee Performance (Y).

4. Coefficient of Determination Test *i*

Table 7. Coefficient of Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of The Estimate
1	.667 ^a	.445	.433	1.94917

Source: Data processed by researchers in 2022

From the output of the Statistical Package For Social Sciences (SPSS) version 25 for windows program, it was found that R (correlation coefficient) interpersonal communication variable (X1), work motivation (X2) was 0.667. This figure shows the strength of interpersonal communication (X1) and work motivation (X2) with employee performance (Y) number 0.667. This means that the contribution of the influence of interpersonal communication (X1) and work motivation (X2) is 44.5% while the remaining 55.5% is influenced by other variables not examined in this study.

Discussion

From the research that has been carried out on respondents with a total of 100 people, primary data is obtained as an analysis. The results of this study indicate that the interpersonal communication variable has a positive and significant effect on employee performance. This means that interpersonal communication that occurs in the Koperasi Pegawai Telkom Samarinda is good, so cooperatives need to maintain good communication, with good communication the organizational goals will work as expected. This is very important to focus the creativity and dedication of the employees. Therefore, in an organization, effective communication is needed that can support employee performance. The results of this study are in accordance with the opinions expressed (Yulisar et al., 2018) interpersonal communication is the quality of the interaction process within an organization to achieve the goals that have been set. Effective interpersonal communication has long been recognized as one of the foundations for organizational success.

Then, the results of this study indicate that the variable of work motivation has a positive and significant effect on employee performance, which means that their appreciation and self-actualization needs have been met quite well in the Koperasi Pegawai Telkom Samarinda. This shows that good work motivation at work will get good performance too, for that it can be maintained that it is already good but there needs to be motivational encouragement for employees by providing guidance and direction from the leadership, namely the leader is required to continue to provide motivation, a leader must pay attention to matters relating to employee performance that will have a positive impact on the totality of employee performance. The results of this study support the opinion expressed (Pasaribu, 2019) which states that one of the factors that affect employee performance is work motivation, performance is influenced by enthusiasm at work which stimulates high work motivation.

Based on the results of multiple regression analysis, it is said that the results of the regression equation in the f-test research show that interpersonal communication and work motivation simultaneously affect employee performance, meaning that if interpersonal communication is applied the better, then employee performance will also increase, as well as communication interpersonal skills in this study which is a good thing because with good communication it can make employees motivated to be even more active in their work and can improve employee performance. The results of this study are in line with what is said (Luky et al., 2021) that the better interpersonal communication, the higher the level of employee motivation. In other words, interpersonal communication is a factor to increase employee motivation.

4. CONCLUSIONS AND SUGGESTIONS

Based on the results of research and discussion on the influence of Interpersonal Communication and Work Motivation on Employee Performance of Koperasi Pegawai Telkom Samarinda, it can be concluded that:

1. Interpersonal Communication has a positive and significant effect on the Employee Performance of Koperasi Pegawai Telkom Samarinda. And from these results it can be concluded that H1 can be accepted because the better Interpersonal Communication that exists, one of which is support, it will improve the Employee Performance of the Koperasi Pegawai Telkom Samarinda.
2. Work Motivation has a positive and significant effect on the Employee Performance of Koperasi Pegawai Telkom Samarinda. From these results, it can be concluded that H2 is

accepted because the work motivation that is tied to one of the awards will increase the employee performance of the Koperasi Pegawai Telkom Samarinda.

3. Interpersonal Communication and Work Motivation simultaneously affect the dependent variable of Employee Performance of Koperasi Pegawai Telkom Samarinda. From these results it can be concluded that H3 is accepted because the variables of interpersonal communication and work motivation make a major contribution to the high and low performance of the employees of the Koperasi Pegawai Telkom Samarinda.

Based on the conclusion regarding the effect of Interpersonal Communication and Work Motivation on Employee Performance of Koperasi Pegawai Telkom Samarinda, the authors propose the following suggestions:

1. It is hoped that the leadership of the Koperasi Pegawai Telkom Samarinda will formulate policies that can maintain the current indicators of interpersonal communication and work motivation, and it is also hoped that in the future it will be further improved, especially in improving employee performance to be more productive.
2. It is hoped that the management of the Koperasi Pegawai Telkom Samarinda office can pay attention to one thing or another that makes employees can improve their performance so that they are more optimal. Companies must be able to provide facilities that can support employee performance.
3. It is hoped for further researchers that other variables besides interpersonal communication and work motivation will better understand the variables that affect employee performance, such as compensation, leadership, and others.

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







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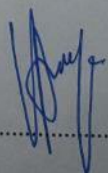
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 NIM : 1811102431315
 Program Studi : S-1 Management
 Bimbingan Mulai : 24 Maret 2022
 Judul Skripsi : The Effect Of Interpersonal Communication and Work
 Motivation On The Performance Of Employees at
 Koperasi Pegawai Telkom Samarinda.

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3	15/04/2022	Konsul ulang mengenai korespondenan dan Peminatan yang diambil	
4	25/04/2022	Ganti judul, menambahkan variabel work motivation	
5	18/05/2022	Setoran bab 2	
6	20/05/2022	Perbaiki bab 1 dan 2	
7	13/06/2022	Revisi bab 3	
8	05/07/2022	Setoran bab 3	

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Menanggapi Surat Saudara Nomor : 146/FEP/D.2/B/2021 tanggal 23 Juni 2021 perihal Permohonan Kerj Magang/Praktek Kerja Lapangan, dengan ini kami menyatakan bersedia menerima mahasiswa praktek atas nama :

Nama : 1. Talita Shafa Kirana (1811102431315) / Manajemen Internasional
2. Ris Setyawati (1811102431312) / Manajemen Internasional

Dengan ketentuan :

1. Pelaksanaan Praktik Kerja Lapangan dimulai tanggal 06 Juli - 06 Agustus 2021
2. Peserta / mahasiswa praktif wajib mentaati peraturan yang berlaku pada Kopegtel Group Samarinda.

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