



Improving Employee Performance through Competence and Interpersonal Communication

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ABSTRACT

This study aims to examine and analyze the effect of competence and interpersonal communication on the performance of PKB employees of the Maluku Province BKKBN Representatives. This type of research is a quantitative research, using a questionnaire as a research instrument. The sampling technique used is simple random sampling. The population of this research is the PKB representative of the Maluku Province BKKBN, totaling 100 employees with a total sample of 50 employees. The results of the study stated that competence and interpersonal communication partially or simultaneously had a positive and significant influence on the performance of PKB employees of the Maluku Province BKKBN Representatives. The variable of competence and interpersonal communication explains the variable of employee performance by 78.2%,

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1. INTRODUCTION

As social beings, humans certainly have the basic nature to socialize, interact, cooperate, and need the presence of other people. Because humans cannot live alone, social gatherings are needed by humans to be able to actualize themselves as social beings. For this reason, the existence of an organization is very important for humans as a place to gather and interact between humans.

An organization is a consciously coordinated entity, with a relatively identifiable boundary, that works on a relatively continuous basis to achieve a common goal or group of goals (Robbins, 1994: 4). The units of the organization consist of people or groups of people who interact with each other. The interaction is consciously coordinated, meaning that it is managed in an effort to achieve its goals (Wirawan, 2007: 2). Apart from being a place for humans to interact and actualize themselves, organizations certainly have goals to be achieved. Each organization has its own goals based on the wishes to be achieved. The goal itself is an end result, end point, or everything that will be achieved (Handoko, 2000: 107).

The success of an organization is closely related to the quality of employee performance in the organization, so the organization is required to be able to improve the quality of its members.

Performance is the result of a process that refers to and is measured over a certain period of time based on pre-determined provisions or agreements (Edison, et al., 2017:

190). High employee performance will have an impact on increasing organizational productivity, so this must be the main concern of organizational leaders to be able to always pay attention to their human resources for the sake of increasing organizational progress.

One of the important factors in determining employee performance is the competence possessed by employees who work in the organization. This is also one of the factors that determine a person to be accepted to work in an organization. Every human being needs the appropriate competence to complete each task in their work. This competence is often used by humans as an advantage for them. However, competence itself is not possessed by a person from birth. Competence can also be created through trainings and courses held by various parties. According to Robbins (2007: 38) competence is an ability (ability) or a person's capacity to do various tasks in a job,

In addition to the competence of an employee which is an internal factor in a person, there are also other factors that play a role in the performance of an employee, namely external factors or factors that come from outside the ability of an employee. There are various kinds of external factors that play a role in the performance of an employee, such as from the conditions of the work environment, organizational culture, the influence of leaders in the organization, and others. For an employee who has a work area to go directly to the field, these external factors can also come from the community itself such as culture, stigma, and the paradigm adopted by the community so that if these things are not in line with the goals of the organization it will complicate the performance of an employee. employees to carry out their duties in order to achieve organizational goals. Therefore, a field employee must have good and correct communication skills so that they can socialize effectively with the community in order to overcome obstacles that occur in conditions in the field. With good communication, a reciprocal relationship can be established between a field employee and the community so that people can be more open and trust in everything they do.

The characteristics of social life require each individual to build a relationship with others, so that a bond of reciprocal feelings will be established in a pattern of relationships called interpersonal relationships (Faidha, 2020). According to Hardjana (2003), interpersonal communication is a face-to-face interaction between two or more people, where the sender can convey the message directly and the recipient of the message can receive and respond directly as well.

In the process of evaluating employee performance, Robbins (2007) defines performance as a result achieved by employees in their work according to certain criteria that apply to a job. Another opinion was expressed by Mangkunegara (2010: 18) which states that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is the ability of employees to complete their obligations according to the time and plan or as expected (Abdullah, 2014).

As a public/government organization, of course, real work is needed to be able to directly contribute to the welfare of the people through the vision and mission carried out by the BKKBN. So that optimal employee performance is required to be able to create maximum public services to the community. The lack of success in achieving the targeted achievement of a PKB employee is influenced by various factors, both internal and external factors. From internal factors, the current phenomenon is that the competencies possessed by PKB employees in the Maluku Province BKKBN Representatives still have weaknesses and it is necessary to optimize the performance of PKB employees so that they can become better.

In addition, there are external factors from within the community that do not support the Population Family Planning and Family Development (KKBP) program. This is influenced by the phenomenon that occurs where there is still a strong ancestral paradigm

that is still embedded in society, which assumes that many children have a lot of sustenance. There are also those who think that the Family Planning program is against the religious values they believe in. In addition, the understanding of the importance of family planning to various stakeholders has not resulted in a strong commitment to support the implementation of family planning. Then communication activities,

Thus as an automatic extensionist, the ability to be able to socialize and communicate directly with the community is very important, not just carrying out socialization that is one-way communication because this can be a determining factor for public awareness to achieve organizational goals.

2. RESEARCH METHOD

This study uses a quantitative approach, namely research that is used to examine certain populations and samples and uses data collection with research instruments that aim to test predetermined hypotheses. The quantitative approach is an approach using a hypothesis that will be tested by statistical testing (Sugiyono, 2011: 8).

The type of research used is explanatory research. Explanatory research is a type of research whose purpose is to find an explanation of why an event or symptom occurs. The final result of this research is a description of the causal relationship (Prasetyo, 2005: 43). In this study, the population is all employees of the PKB Representatives of the Maluku Province BKKBN, totaling 100 people.

To reduce the object of research, the researcher generalizes by taking research samples. The sample is a sub-set of the population, consisting of several members of the population (Ferdinand, 2014: 171). The size of the sample is based on Slovin's theory as quoted by Umar (2009: 78) which is described by the formula for determining the sample as follows:

This research uses the Slovin formula because the sample size is representative so that the research results can be generalized with simple formulas and calculations. Slovin is a formula or formula to calculate the minimum sample size if the behavior of a population is not known with certainty. The Slovin formula for determining the sample is as follows:

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

Information:

n = Number of samples

N = Total population

e = Presentation of allowance for accuracy of sampling error that can still be tolerated; e = 10% (0,1)

So to determine the number of samples of this study with the following calculations:

$$n = \frac{100}{1 + 100(0,1)^2}$$

$$n = \frac{100}{1 + 100(0,01)}$$

$$n = \frac{100}{1 + 1} \quad n = \frac{100}{2} = 50$$

Thus, the number of samples needed in this study was 50 samples of PKB employees used.

In this study, researchers used probability sampling. According to Sugiyono (2017: 82), probability sampling is a sampling technique that provides equal opportunities or opportunities for each element or member of the population to be selected as a sample. Probability sampling consists of simple random sampling, proportionate stratified random sampling, disproportionate stratified random, sampling area (cluster sampling). Sampling in this study using "Simple Random Sampling". Simple random sampling is the taking of

sample members from the population that is carried out randomly without regard to the strata that exist in the population (Sugiyono, 2017: 82).

3. RESULTS AND DISCUSSIONS

3.1 Multiple Linear Regression Analysis

Table .1 Multiple Linear Regression Analysis Results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	3,880	2,869		1,352	,183
Competence (X1)	,647	,135	,598	4,782	,000
Interpersonal Communication (X2)	,442	,170	,325	2,600	0.012

Source: SPSS data processing results, 2022

Based on the results in the table above, the following multiple regression equation is obtained:

$$Y = 3.880 + 0.647X_1 + 0.442X_2 + e$$

From the multiple regression equation above, it shows several things, namely as follows:

a. Constant

In the equation above, the constant value is obtained at 3.880 which means that if it is not influenced by the independent variables, namely competence and interpersonal communication, the employee performance is 3.880.

b. Competence (X1)

For the competency variable, the coefficient value is 0.647, which means that if the competency variable has an increase of one percent, then the employee's performance will increase by 0.647. Assuming other independent variables are fixed.

c. Interpersonal Communication (X2)

For the interpersonal communication variable, the coefficient value is 0.442, which means that if the interpersonal communication variable has increased by one percent, the employee's performance will have increased by 0.442. Assuming other independent variables are fixed.

3.2 Coefficient of Determination Test

(Adjusted R Square)

Table 2. Coefficient of Determination Test Results (R2)
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,889a	,791	,782	2,699

Source: SPSS data processing results, 2022

From the table above, it is known that the coefficient of multiple determination (Adjusted R Square) is 0.782 or 78.2%. Based on this, it can be interpreted that the independent variables, namely competence and interpersonal communication, can explain the employee performance variable by 78.2%. While the remaining 21.8% is explained by other factors not tested in this study.

3.3 Partial Test (t Test)

Table 3. Partial Test Results (t Test)

Variable	t count	t table	Significance	Results
Competence	4,782	1,677	,000	Received
Interpersonal Communication	2,600	1,677	0.012	Received

Source: SPSS data processing results, 2022

Based on the results of the calculations in table 3.11, the following results are obtained:

- a. The t-test coefficient of the competency variable is $4.782 > t$ table 1.677 while the significance value is 0.000 . These results can be interpreted that the significance value is less than 0.10 . This means that the influence of competence on employee performance is significant, or there is a positive influence of competence on employee performance so that the first hypothesis is accepted.
- b. The t-test coefficient of the interpersonal communication variable is $2,600 > t$ table $1,677$ while the significance value is 0.012 . These results can be interpreted that the significance value is less than 0.10 . This means that the influence of interpersonal communication on employee performance is significant, or there is a positive influence of interpersonal communication on employee performance so that the second hypothesis is accepted.

3.4 Simultaneous Test (Test f)

Table 4. Simultaneous Test Results (Test f)

ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1294,844	2	647,422	88.875	,000b
Residual	342,376	47	7,285		
Total	1637,220	49			

Source: SPSS data processing results, 2022

Based on the test results in the table above, it can be seen that the calculated f value is 88.875 with the f table value is 3.19 so that the calculated f value $> f$ table or $88.875 > 3.19$ and the significant level is $0.000 < 0.10$ so it can be concluded that the variable Competence (X1) and Interpersonal Communication (X2) simultaneously have a positive and significant effect on the performance of PKB employees of the Maluku Province BKKBN Representatives. So the third hypothesis is accepted.

3.5 Discussion of Research Results

a. The Effect of Competence on Employee Performance

The results of testing the first hypothesis: the effect of competence on employee performance is known that competence has a positive and significant effect on the performance of PKB Representatives of the BKKBN Maluku Province seen from the coefficient value of 4.782 with a significance level of $0.000 < 0.10$. These results prove that the competence factor has a positive and significant influence on employee performance.

Thus, Maluku Province BKKBN Representatives must pay more attention to the competence of their PKB employees to be more optimized so that they can improve the performance of their PKB employees which also has an impact on improving the performance of the Maluku Province BKKBN agencies for the benefit of community service goals carried out by BKKBN.

b. Effect of Interpersonal Communication on Employee Performance

The results of testing the second hypothesis: the effect of interpersonal communication on employee performance is known that interpersonal communication has a positive and significant effect on the performance of PKB Representatives of the BKKBN Maluku Province seen from the coefficient value of 2.600 with a significance level of $0.012 < 0.10$. These results prove that interpersonal communication factors have a positive and significant influence on employee performance.

Thus, representatives of the Maluku Province BKKBN should pay more attention to the interpersonal communication built by their PKB employees to be more optimized so that they can improve the performance of their PKB employees in service tasks in the community which will also have an impact on improving the performance of the Maluku Province BKKBN agencies for the benefit of better public service goals. carried out by the BKKBN.

c. The Effect of Simultaneous Competence and Interpersonal Communication on Employee Performance

The results of testing the third hypothesis: the influence of competence and interpersonal communication simultaneously on employee performance, it is known that competence and interpersonal communication simultaneously have a positive and significant effect on the performance of PKB employees of the Maluku Province BKKBN as seen from the f test coefficient value of 88.875 with a significance level of $0.000 < 0, 10$. These results prove that the factors of competence and interpersonal communication simultaneously have a positive and significant influence on employee performance.

Based on the results of this study, it shows that if the competence and interpersonal communication are getting better simultaneously, it will be followed by an increase in the performance of the PKB Representatives of the BKKBN Maluku Province better.

4. CONCLUSION

Competence has a positive and significant impact on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that the better the competencies possessed by PKB employees, the greater the positive and significant impact on improving the performance of PKB employees in the Maluku Province BKKBN Representatives. Interpersonal communication has a positive and significant influence on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that the better interpersonal communication carried out by PKB employees in carrying out their duties and responsibilities, it can have a positive and significant impact on improving the performance of PKB employees of the Maluku Province BKKBN Representatives. Competence and Interpersonal Communication simultaneously have a positive and significant impact on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that the better the competencies possessed by PKB employees and the application of the interpersonal communication process carried out by PKB employees, the more positive and significant impacts can be given to improving the performance of PKB employees of the Maluku Province BKKBN Representatives.

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