

The Influence of Communication and Work Discipline on Performance Employee of Pagale District Office, Central Mamuju Regency

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh komunikasi dan disiplin kerja terhadap kinerja pegawai pada Kantor Kecamatan Pangale Kabupaten Mamuju Tengah Provinsi Sulawesi Barat. Melalui analisis regresi parsial, ditemukan bahwa kedua variabel tersebut berpengaruh secara signifikan terhadap kinerja pegawai. Komunikasi dan disiplin kerja menunjukkan koefisien regresi yang positif, yang mengimplikasikan bahwa komunikasi yang lebih baik dan disiplin kerja yang lebih tinggi berhubungan dengan peningkatan kinerja pegawai. Analisis koefisien determinasi menunjukkan bahwa disiplin kerja memiliki pengaruh yang lebih dominan dibandingkan dengan komunikasi, yang menunjukkan perannya yang lebih kuat dalam menjelaskan variasi kinerja karyawan. Temuan ini menggarisbawahi pentingnya menekankan komunikasi dan disiplin kerja untuk meningkatkan kinerja karyawan. Manajemen harus fokus pada program pelatihan yang disesuaikan dan memelihara budaya organisasi yang kondusif.

Kata Kunci: *Komunikasi, Disiplin Kerja, Kinerja Pegawai*

Abstract

This study aimed to analyze the impact of communication and work discipline on employee performance at the Pangale Sub-District Office in Central Mamuju District, West Sulawesi Province. Through partial regression analysis, it was found that both variables significantly influenced employee performance. Communication and work discipline exhibited positive regression coefficients, implying that better communication and higher work discipline were associated with improved employee performance. Coefficient of determination analysis revealed that work discipline had a more dominant influence compared to communication, suggesting its stronger role in explaining employee performance variation. These findings underscore the importance of emphasizing both communication and work discipline for enhancing employee performance. Management should focus on tailored training programs and nurturing a conducive organizational culture.

Keywords: *Communication, Work Discipline, Employee Performance*

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INTRODUCTION

The main element that bears a large and very crucial role in an organization, be it a private company or a government bureaucratic agency, is the people who work in it. In essence, humans in an organization are a very vital part and must be the main focus of attention, because humans in an agency function as planners, thinkers, organizers and movers, meaning that the success or failure of an organization is greatly influenced by the people who exist and carry out their activities in the organization. Human resources who work in government bureaucratic agencies are called. State Civil Apparatus. This is in line with "Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus". The focus of human resource management in government agencies is the achievement of work targets or performance-based, this is implemented through "Government Regulation of the Republic of Indonesia Number 30 of 2019 concerning Performance Appraisal of Civil Servants". ASN, both at the ministerial level and at the regional level, can currently be said to have not been managed optimally, so it is not surprising that human resource management is a government priority as stated in the president's work program and implemented using the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 8 of 2021 concerning the Civil Servant Performance Management System". This reflects how the government always strives to control its employees as effectively and efficiently as possible through performance management. Fahmi, (2021: 226), performance is the achievement of an organization, whether the organization has profit oriented or non-profit oriented characteristics that are produced within a predetermined time span ". Employees in government agencies have a function as a driving force for all managerial and operational activities, meaning that the management system must be based on a hierarchy, namely those who have a role as leaders or superiors and those who have a role as members or subordinates. The pattern of levels established between superiors and subordinates must always have strong synergy, this aims to maintain stability in achieving the vision, mission, goals and objectives of the agency effectively and efficiently. The success or failure of an agency in achieving its mission is certainly greatly influenced by various supporting factors, one of which is often an obstacle is the misinterpretation of communication.

According to Simamora, (2021: 35), "Communication is the process of delivering and exchanging information between two or more parties to gain mutual understanding". Communication will greatly influence a person to carry out their activities, including employees, in work of course communication is the most important thing because communication is closely related to the emotional relationship between superiors and subordinates and between peers. The communication process at work is an integral part of implementing the main tasks and functions of employees. which is the responsibility of everyone from top management, middle management, lower management, and all people who work or employees in a government agency. communication in an organization functions as a coordination channel, information center, integration process, and orders that can affect work productivity, meaning that without communication, performance in the agency will not run optimally.

The government is present in the midst of society to provide the best service, meaning that the government's job is to create public services to the community

optimally in order to create public trust. Good service will be created when employees have good performance, organizational performance will increase when organizational members have good work discipline as well. (Zainal et al (2018: 599), argues "work discipline is a medium used by leaders to interact in the form of communication with members of the organization so that they can change behavior, and is an effort to increase awareness and willingness to obey the rules and social norms that are enforced". Referring to this opinion, it can be described that discipline will be created when someone has an awareness of responsibility for the tasks assigned to him. To achieve this, the government poured out the rules through "Government Regulation of the Republic of Indonesia Number 94 of 2021 concerning Civil Servant Discipline" this is the government's effort to present maximum service standards to the community.

The research object in this research activity is the Pangale District Office, Central Mamuju Regency, which is located at Jalan Poros Mamuju-Palu, Polo Pangale Village, Pangale District, Central Mamuju Regency, West Sulawesi Province. Objectively, the researcher chose this research location because the researcher lives close to the object of research so that it will facilitate the data collection process and streamline costs and time. Subjectively, the researcher chose the research location because the researcher has made communication efforts and visited several references to research objects both in government agencies and companies targeted by researchers, which gave a positive response and access to conduct research activities only at the Pangale District Office, Central Mamuju Regency.

Based on temporary observations made, information was obtained that the performance of employees of the Pangale District Office, Central Mamuju Regency was not fully optimal, this is illustrated by the information provided through brief interviews with several employees who stated that during the meeting there were several employees who paid less attention to the direction and some were even busy playing cellphones, then there were also those who stated that some employees when given the opportunity to express their opinions lacked confidence in speaking and some were even silent, this was due to their lack of ability to communicate in public, then the leadership often organizes meetings using video conference media, the biggest obstacle is the inadequate network so that sometimes the delivery of information is not received in full which has the potential for miscommunication. The second factor that currently greatly hinders the performance of employees on the object of research is discipline. This can be seen from the clothes used on workdays that are not in accordance with applicable regulations or norms, some even use T-shirts in carrying out work, it can also be seen that there are employees who are late in coming in and going home quickly, the impression is that they only fill in the attendance list, this can be seen in the reporting of the attendance list which is fully filled, but after being observed, there are several empty employee desks, meaning that some are not present, this is because in filling out the attendance list, they still use a manual system.

METHODOLOGY

This research methodology combines quantitative approaches and comprehensive data collection techniques. The research was conducted at Pangale Sub-district Office, Central Mamuju Regency, West Sulawesi. Data were categorized

into qualitative and quantitative. Qualitative data was obtained through observations, interviews, and document analysis related to the description of the research site, organizational structure, and characteristics of respondents. Quantitative data consisted of the research population and sample, as well as the results of filling out questionnaires using a Likert scale. Data sources include secondary data (information from literature, organizational structure, and media) and primary data (results of filling out questionnaires by respondents). The research population was all employees of Pangale Sub-district Office, with the sample using the census method so that all members of the population became respondents. Data analysis techniques involve validity and reliability tests to measure the validity and consistency of the instrument, as well as multiple linear regression analysis to test the effect of independent variables (communication and work discipline) on the dependent variable (employee performance). The results of the analysis will be processed using SPSS software version 26. This methodology will provide a comprehensive view of the factors that influence employee performance and provide significant insights for decision-making and development within the Pangale Sub-district Office.

RESULTS AND DISCUSSION

In this study, multiple regression analysis was employed to predict the value of the dependent variable by considering the independent variables. The details of this analysis can be observed in Table 1.

Table 1. Hypothesis Testing Result

Variable	Beta	T Value	Significant
Constant	1,804	0,536	0,596
Communication	0,246	2,629	0,014
Work Discipline	0,496	6,138	0,000
R Square Communication		0,142	
R Square Work Discipline		0,530	

The partial test results on the communication variable (X1) resulted in a positive regression coefficient value of 0.246. The tcount value obtained, which is 2.629, is greater than the ttable value of 2.048 with a significance level of 0.05. This shows that the communication variable has a significant influence on employee performance at the Pangale District Office, Central Mamuju Regency. With a significance value of 0.014 which is smaller than 0.05, the communication variable is considered significant. This indicates that there is a strong relationship between communication variables and employee performance. The results of this test strengthen the researcher's initial assumption and answer the first hypothesis (H1), which argues that communication has a positive and significant effect on employee performance, while the null hypothesis (H0) is rejected. The interpretation of these results indicates that the more effective and good communication within the Pangale Sub-district Office, the more employee performance will improve. The ability to convey information clearly and precisely and to understand communication from other parties effectively has a positive impact on employee performance. This finding has important implications in the context of organizational performance management. The Pangale Sub-district

Office can pay more attention and increase efforts in creating an environment that supports good communication between employees and leaders, as well as between employees and each other. Training and development of effective communication can help improve collaboration, understanding of tasks, and overall achievement of organizational goals. However, it should be noted that these results only apply to the context of the Pangale Sub-district Office in Central Mamuju District. Further research may be needed to confirm whether these results are broadly applicable to other organizations or different work environments.

The partial test results on the work discipline variable (X_2) show a positive regression coefficient value of 0.496. The t -count value obtained, which is 6.138, is much greater than the t -table value of 2.048 with a significance level of 0.05. This shows that the work discipline variable has a significant influence on employee performance at the Pangale District Office, Central Mamuju Regency. This shows that the work discipline variable has a significant influence on employee performance at the Pangale District Office, Central Mamuju Regency. With a significance value of 0.000 which is much smaller than 0.05, the work discipline variable is considered highly significant. This indicates that there is a strong relationship between the work discipline variable and employee performance. This finding supports the researcher's initial assumption and strengthens the second hypothesis (H_2), which states that work discipline has a positive and significant influence on employee performance. Meanwhile, the null hypothesis (H_0) is rejected. The interpretation of this result illustrates that the level of discipline in carrying out employees' duties and responsibilities has a positive impact on their performance. Employees who maintain a high level of discipline tend to be more focused, productive, and responsible for their assigned tasks. This result has important implications in efforts to improve organizational performance. The management of Pangale Sub-district Office can pay more attention to the discipline aspect in managing employees. Improving work discipline through a positive approach and rewarding good behavior can help create a more effective and productive work culture. Although these results provide a strong view of the positive relationship between work discipline and employee performance, keep in mind that the organizational context may differ elsewhere. Therefore, further adaptation and research is needed to confirm these findings in a variety of different work environments and contexts.

The results of testing the partial coefficient of determination in table 1 show that the work discipline variable has a coefficient of determination value of 53%, while the communication variable has a coefficient of determination value of 14%. This indicates that the work discipline variable has a more dominant influence on employee performance compared to the communication variable at the Pangale District Office, Central Mamuju Regency. The interpretation of this result illustrates that in this context, the work discipline factor has a stronger role in explaining variations in employee performance. Although communication also has a significant influence, work discipline has a greater influence. This finding is in line with the researcher's initial assumption and answers the third hypothesis (H_3), which argues that work discipline has a dominant influence on employee performance. As a result, the null hypothesis (H_0) is rejected. This finding has important implications for human resource management strategies in the Pangale Sub-district Office. Efforts to improve employee performance need to focus on improving work discipline, while also paying attention to communication aspects. Developing employee discipline can be done

through training programs, proper supervision, and rewarding good behavior. In the context of organizational management, these findings provide valuable insights for decision-making. Management can prioritize efforts to improve employee discipline as part of a strategy to improve overall performance. However, this does not mean ignoring the importance of communication. Other factors that may contribute to employee performance also need to be considered. In addition, these findings can also provide guidance for the development of human resource development programs in organizations. Training and coaching approaches can be designed to strengthen important aspects of work discipline, such as time management, responsibility and work ethics. Meanwhile, effective communication programs also need to be implemented to ensure open and transparent communication channels among employees.

CONCLUSION

In conclusion, this study aims to analyze the effect of communication variables and work discipline on employee performance at the Pangale District Office, Central Mamuju Regency. From the partial test results, it was found that both variables have a significant influence on employee performance. The communication and work discipline variables have positive regression coefficient values which indicate that the better the communication and the higher the work discipline, the employee performance tends to increase. Testing the coefficient of determination reveals that the work discipline variable has a more dominant influence on employee performance than communication. This result indicates that work discipline has a stronger role in explaining variations in employee performance at Pangale Sub-district Office. However, it is important to keep in mind that the unique organizational context may affect these results. The results of this study provide important implications in human resource management. Management needs to focus on improving communication and work discipline as part of the strategy to improve employee performance. Training and development programs can be designed to strengthen employees' communication and discipline skills. In addition, it is also important to continuously monitor and evaluate the impact of these programs. However, this study has limitations. The results can only be applied to the context of Pangale Sub-district Office, Central Mamuju Regency, so generalization to other organizations needs to be done with caution. In addition, other factors not examined in this study may also have an influence on employee performance. In conclusion, this study provides a deeper understanding of the relationship between communication, work discipline, and employee performance. Although work discipline has a dominant influence, communication remains an important aspect in creating a productive work environment. The findings contribute to the development of more effective human resource management strategies in organizations.

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