The Effect of Work Communication And Work Discipline on Employee Performance at PT Si Cepat Ekspres Indonesia

Whina Ratnawati

Universitas Pamulang
e-mail: dosen02057@unpam.ac.id

Abstract

The purpose of this study was to determine work communication and work discipline on employee performance at PT Sicepat Ekspres Indonesia. The method used is quantitative. The sampling technique used is a sample of 69 respondents. Data analysis using validity test, reliability test, correlation coefficient, analysis of the coefficient of determination or determinant coefficient, simple linear regression test, multiple linear regression analysis, hypothesis testing / correlation coefficient significance test (t test). The results of the research results starting from theoretical exposure to data collection and data presentation as well as analysis and discussion, it can be concluded , , H0 is rejected and Ha is accepted, this shows that there is a significant influence between work communication on the performance of employees of PT. Sicepat Express Indonesia Central Jakarta. And H0 is rejected and Ha is accepted, this shows that there is a significant influence between work discipline on the performance of PT. Sicepat Express Indonesia Central Jakarta.

Keywords*: Work Communication, Work Discipline, Employee Performance.*

1. Introduction

Human resources are one of the important factors that determine the progress or decline of the organization. Every organization always strives to obtain human resources who can assist in achieving the organization's goals (Kalesaran, et al. 2014). According to Ardana, et al. (2012:3) human resources are the most valuable and most important assets or assets owned by an organization or company, because the success of the organization is largely determined by the human element. Alamdar et al. (2012), states that humans act as planners, implementers and at the same time control the realization of organizational or company goals. Employees are the company's main valuable asset that must be properly maintained. Therefore, companies and employees must be able to work together, one of them with good communication to realize discipline in doing every job so as to improve high performance. Many factors that affect employee performance one of these factors is communication. Widjaja (2010: 8) states "Communication is the delivery of information and understanding from one person to another. Communication will be successful if mutual understanding arises, that is, if both the sender and the recipient of the information can understand.

Communication is a basic human activity. Communication helps organizational members to achieve individual and organizational goals, respond to and implement organizational change and participate in plays a role in almost all relevant organizational actions. Good communication can be the right means in improving employee performance. Through communication, employees can ask for instructions from their superiors regarding the implementation of work. In addition, good communication between fellow employees will also make it easier to complete work. According to Putra (2013), discipline is a person's awareness and willingness to obey company regulations and applicable social norms. Discipline is one of the factors that affect the quality of employees at work. Discipline plays a very big role in showing the level of employee performance so that the company can achieve the goals that have been set.

Mangkunegara (2011: 67) states that 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. The following is the standard of employee performance value of PT. Si Cepat Ekspres Indonesia according to government regulation no. 46 in 2011.

Table 1 Standards of Employee Performance Values

NO	Score (%)	Category
1	>91	Very good
2	76 – 90	Good
3	61 – 75	Quite a good
4	51 – 60	Not good
5	<50	Bad

Source: Government Regulation no. 46 Year 2011

SiCepat Ekspres has grown rapidly and has more than hundreds of branches spread throughout Indonesia to support all shipping operational activities. Even though it was only founded in 2014, SiCepat Ekspres has become a fairly large company and its existence has been taken into account by other companies engaged in similar delivery services in Indonesia. On February 21 2018, SiCepat Ekspres presented the SiCepat Syariah program. In 2019 SiCepat Ekspres won the 2019 Indonesia Business News Award in the The Best Growth Strategy in Logistic Industry 2019 category.

Table 2 Performance at PT. SiCepat Ekpres Indonesia

No	Performance Indicator	Score	Information
1	The Job of Quantity	76 – 90	Good
2	The Job of Quality	76 – 90	Good
3	Punctuality	61 – 75	Quite a good
4	Presence	61 – 75	Quite a good
5	Cooperation Ability	51 – 60	Not good

Source: PT. SiCepat Ekpres Indonesia

Based on Table 2 it can be seen that the performance of PT. SiCepat Ekspres Indonesia has not reached the target with a value of 76 - 90 from the ideal value of 91 - 100 which has been set by the company. This can be seen from the dimensions of the ability to cooperate with a value of 51-60 which shows that there are still employees who work less than optimally so that their work cannot be accounted for. And it can be seen in the attendance indicator with a value of 61 - 75 which shows the sufficient attendance made by employees at work. So that the specified target is not achieved on time, the organizational goals are not completed on time.

2.   Literature Review

Work Communication

According to Widjaja (2010: 8) states "Communication is the delivery of information and understanding from one person to another. Communication will be successful if mutual understanding arises, that is, if both the sender and the recipient of the information can understand. According to Handoko (2012: 272), communication is the transfer of understanding in the form of ideas or information from one person to another. The transfer of understanding involves more than just the words used in conversation, but also facial expressions, intonation, vowel breaking points and so on. According to Suranto AW (2010: 105), there are several indicators of effective communication, including understanding, pleasure, influence on attitudes, better relationships, and action.

Work Discipline

Work discipline is a person's awareness and willingness to obey all applicable social rules and norms. Awareness is the attitude of a person who voluntarily obeys all regulations and is aware of his duties and responsibilities, willingness is an attitude and behavior in implementing company regulations, both written and unwritten (Hasibuan, 2014: 193). According to Hasibuan (2014:194-198) suggests that there are eight indicators of work discipline, namely goals and abilities, exemplary leaders, remuneration, justice, waskat, legal sanctions, assertiveness, and human relations.

Employee Performance

According to Sedarmayanti (2011: 260), performance is a translation of performance which means the work of a worker, a management process or an organization as a whole, where the results of the work must be shown concrete evidence and can be measured (compared to predetermined standards). Wilson Bangun (2012:231) in his book "Human Resource Management" suggests that performance is the result of work achieved by a person based on job requirements. He also explained that there are several dimensions or indicators used to measure performance, namely the number of jobs, quality of work, punctuality, attendance, and ability to work together.
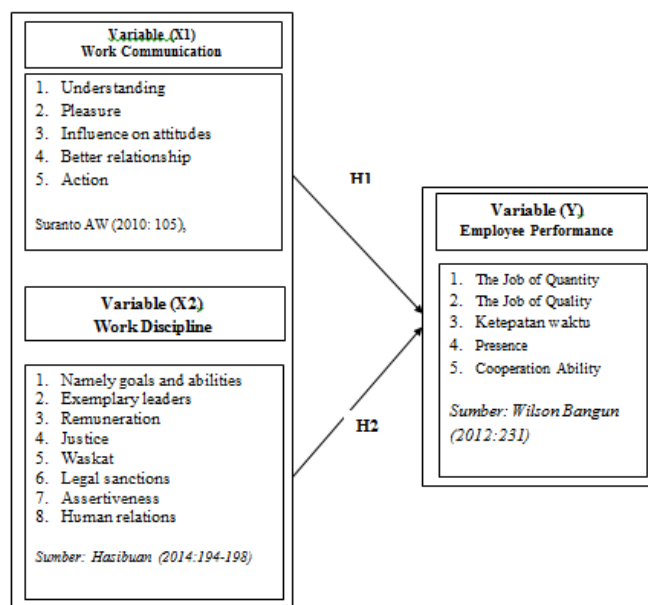
Framework

Figure 1. Research Framework

Hypothesis:
H1: Work Communication has a positive and significant effect on employee performance
H2: Work Discipline has a positive and significant effect on employee performance.
performance.

3. Method

According to Sugiyono (2013: 13), quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection using research instruments, data analysis, is quantitative/statistical with the aim of testing the established hypothesis. The population in this study were all employees of the CS Claim Division at PT Sicepat Ekspres Indonesia, totaling 219 employees during May 2016 to December 2020. In this study, the minimum sample size of 219 populations at a margin of error of 10% is 69 samples In this study using multiple linear regression method, to test the effect of the independent variable on the dependent variable. Testing the data used in this study includes validity, reliability, classic assumption tests (normality test, multicolinearity test, heterocedaticity test, multiple linear regression analysis, t test to test and prove the research hypothesis, simultaneous, and the coefficient of determination.

4. Results and Discussion

Validity Test

The formula used to examine validity testing is the product moment formula. According to Sugiyono, the criteria or conditions for the decision of an instrument are valid or not (2017:173) by comparing rcount and rtable with the following conditions:
  a. If the value of r count > r table, then the instrument is valid
  b. If the value of r count < r table, then the instrument is not valid

Based on the results of data processing, here are the results of the validity test in this study.

Table 3. Validity Test

Variables	Item	Validity
Work Communication	10	Valid
Work Discipline	10	Valid
Employee Performance	10	Valid

Based on the test results from table 3, that the Work Communication variable is 10 statements, Work Discipline is 10 statements, and Employee Performance is 10 statements. Of the three variables, all statements are declared valid because all of them have a calculated r number greater than the r-table number of 0, 236 which means valid.

Reliability Test

According to Ghozali (2014:47) "Reliability Test is a tool to measure a questionnaire which is an indicator of the construct variable. A questionnaire is said to be reliable or reliable if a person's answer to the statement is consistent or stable from time to time. The criteria or provisions in deciding whether the statement is reliable or not, are as follows:
1. If the Cronbatch Alpha value > 0.60, then the instrument is reliable.
2. If the Cronbatch Alpha value < 0.60, then the instrument is not reliable.

Table 4. Reliability Test

Variables	Alpha Cronbach	Validity
Work Communication	0,920	Reliable
Work Discipline	0,926	Reliable
Employee Performance	0,936	Reliable

Based on the test results in the table above, it shows that the variables of Work Communication (X1), Work Discipline (X2) and Employee Performance (Y) are declared reliable, this is evidenced by each variable having a Coeficient Alpha value greater than Cronbatch Alpha 0.600.

Multiple Linier Regression

Table 5. Coefficients

		Coefficients[a]				
		Unstandardized Coefficients		Standardized Coefficients		
	Model	B	Std. Error	Beta	t	Sig.
1	(Constant)	1.933	2.891		.669	.506
	work communication	.358	.135	.313	2.650	.010
	work discipline	.616	.124	.586	4.968	.000
	a. Dependent Variable: employee performance.					

Based on the results of the regression calculations in the table above, the regression equation

$$Y = 1.933 + 0.358\ X1 + 0.616\ X2$$

from the above equation can be concluded as follows:
1. The constant of 1.933 means that the consistent value of the participation variable is 1.933 points.
2. The regression coefficient of the work communication variable (X1) of 0.358 states that every 1% change in the work communication variable (X1), results in a change in employee performance (Y) of 0.358 points. The regression coefficient is positive, so it can be said that there is a unidirectional relationship between the variables of work discipline and employee performance.
3. The regression coefficient of the work discipline variable (X2) of 0.616 states that every 1% change in the work discipline variable (X2), results in a change in employee performance (Y) of 0.616 points. T
4. he regression coefficient is positive, so it can be said that there is a unidirectional relationship between the variables of work discipline and employee performance.

Partial Test

Hypothesis testing of work communication variables (X1) and discipline (X2) on employee performance (Y) was carried out by t-test. In this study, a significance criterion of 5% (0.05) was used by comparing t count with t table as follows:

1. If the value of t count < t table: it means that H0 is accepted and H1 is rejected
2. If the value of t count > t table: it means that H0 is rejected and H1 is accepted
As for determining the amount of t table sought by using the following formula:
T table = ta.df (Alpha Level x Degree of Freedom)
a = 5% real rate
df = (n-2), then obtained (69-2) = 67, then t table = 1.667

The criteria are said to be significant if the value of t count > t table or value < Sig.0.05.

Table 6. Hypothesis Test

No.	Variables	t-value	Sig	t-table
1.	work communication	2.650	.010	1,667
2.	work discipline	4.968	.000	1,667

Based on the results of the trial test for the work communication variable, it was found that t-value = 2.650 with a significance value of 0.010> 0.05, then Ha1 was accepted. This shows that partially Ha1 which states that there is an influence of work communication on employee performance is accepted. As well as a partial test for the work discipline variable obtained t-value = 4.968 with a significant value of 0.000 < 0.05, then Ha2 is accepted. This shows that partially Ha2 which states that there is an influence of work discipline on employee performance is accepted.

Coefficient of Determination (R2)

The analysis of the coefficient of determination is intended to determine the percentage of the strength of the relationship between the independent variable and the dependent variable either partially or simultaneously, in this study the variables of work communication (X1) and discipline (X2) on employee performance (Y). The following are the results of the calculation of the coefficient of determination processed with the SPSS version 25 program, as follows:

Table 7. Model Summary Work Communication (X1) Against Employee Performance (Y)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.814ᵃ	.663	.658	3.672
a. Predictors: (Constant), work communication				

Based on the test results in the table above, the R value (correlation coefficient) of 0.814 means that the variable (X1) and variable (Y) have a very strong relationship level. The R square value is 0.663 or 66,.3%, so it can be concluded that the work communication variable (X1) affects the employee performance variable (Y) by 66.3% while the remaining 33.7% is influenced by other factors.

Table 7. Model Summary Work Discipline (X2) Against Employee Performance (Y)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.854ᵃ	.729	.725	3.295
a. Predictors: (Constant), work discipline				

Based on the test results in the table above, the R value (correlation coefficient) of 0.854 means that the variable (X2) and variable (Y) have a very strong relationship level. The R square value is 0.729 or 72.9%, so it can be concluded that the work discipline variable (X2) affects the employee performance variable (Y) by 72.9% while the remaining 27.1% is influenced by other factors.

Discussion

The Effect of Work Communication on Employee Performance

Hypothesis testing (H1) shows that the hypothesis can be accepted, The results of the validity test based on the Work Communication Variable (X1) obtained the value of r count > r table (0.236), thus all questionnaire items were declared valid. The R value (correlation coefficient) of 0.814 means that the work communication variable (X1) and employee performance variable (Y) have a very strong relationship level. The R square value is 0.663 or 66,.3%, so it can be concluded that the work communication variable (X1) affects the employee performance variable (Y) by 66.3% while the remaining 33.7% is influenced by other factors. Hypothesis Testing obtained the value of t count > t table or (11,486 > 1,667) This is also strengthened by the value of p value < Sig. 0.05 or (0.000 < 0.05). Thus, H0 is rejected and Ha is accepted, this shows that there is a significant influence between

work communication on the performance of employees of PT. Sicepat Express Indonesia Central Jakarta.

The Effect of Work Discipline *on Employee Performance*

Hypothesis testing (H2) shows that the hypothesis is acceptable, The results of the validity test based on the Work Discipline Variable (X2) obtained the value of r count > r table (0.236), thus all questionnaire items are declared valid ,The R value (correlation coefficient) of 0.854 means that the variable (X2) and the variable (Y) have a very strong relationship level. The value of R-square (coefficient of determination) is 0.729, it can be concluded that the work discipline variable (X2) affects the employee performance variable (Y) by 72.9% while the remaining 27.1% is influenced by other factors. the value of t arithmetic > t table or (13,417 > 1,667) is also confirmed by the value of p value < Sig. 0.05, or (0.000 < 0.05). Thus, H0 is rejected and Ha is accepted, this shows that there is a significant influence between work discipline on the performance of PT. Sicepat Express Indonesia Central Jakarta.

5. Conclusion

Based on the description of the research results starting from theoretical exposure to data collection and data presentation as well as analysis and discussion, it can be concluded , , H0 is rejected and Ha is accepted, this shows that there is a significant influence between work communication on the performance of employees of PT. Sicepat Express Indonesia Central Jakarta. And H0 is rejected and Ha is accepted, this shows that there is a significant influence between work discipline on the performance of PT. Sicepat Express Indonesia Central Jakarta.

References

Fahlevi, M., Zuhri, S., Parashakti, R., & Ekhsan, M. (2019). Leadership Styles Of Food Truck Businesses. *Journal of Research in Business, Economics and Management*, *13*(2), 2437-2442.

Adilla Juita Siska, Jurnal Sosial dan Ilmu Ekonomi, Sekolah Tinggi Ilmu Ekonomi Haji Agus Salim Bukittinggi, Volume I, No. 02, April 2017. ISSN : 2654 - 6302 (Print), ISSN : 2503-1503 (Online). Pengaru Disiplin dan Motivasi Kerja Terhadap Kinerja Guru Pada Sman 1 Canduang Kabupaten Agam.

Dudung Juhana dan Haryati, Jurnal Ekonomi, Bisnis & Entrepreneurship, STIE Pasundan Bandung, Vol. 7, No. 2, Oktober 2013. ISSN 2443-0633. Pengaruh Motivasi, Disiplin Dan Lingkungan Kerja Terhadap Kinerja Pegawai Pada Dinas Kesehatan Kota Cimahi.

Izaz Dany Afianto dan Izaz Dany Afianto, Jurnal Administrasi Bisnis (JAB), Universitas Brawijaya Malang, Vol. 50 No. 6, November 2017. Pengaruh Disiplin Kerja Dan Komunikasi Organisasi Terhadap Kepuasan Kerja Dan Kinerja Karyawan (Studi pada Karyawan Divisi Marketing PT. Victory International Futures Kota Malang.

Dimas Okta Ardiansyah, Jurnal Bisnis dan Manajemen, University of Merdeka Malang, Vol. 3 No.1, Januari 2016. Pengaruh Komunikasi Terhadap Kinerja Karyawan Dengan Dimediasi Oleh Kepuasan Kerja.

Sony Bagus Purwanto, Jurnal Aplikasi Manajemen, Universitas Brawijaya Malang, Volume 11 Nomor 1, Maret 2013. Pengaruh Komunikasi, Motivasi dan Kepuasan Kerja terhadap Kinerja Karyawan (Studi pada Proyek Pondasi Tower di Timor Leste PT Cahaya Inspirasi Indonesia).

Zackharia Rialmi dan Morsen, Jurnal Ilmiah, Manajemen Sumber Daya Manusia, Universitas Pamulang, Vol. 3, No. 2, Januari 2020. Pengaruh Komunikasi Terhadap Kinerja Karyawan PT Utama Metal Abadi.

M. Syaiful Azwar, Jurnal Ilmu dan Riset Manajemen, Volume 5, Nomor 3, Maret 2016. ISSN : 2461-0593. Pengaruh Gaya Kepemimpinan, Komunikasi, Dan Disiplin Kerja Terhadap Kinerja Karyawan

Nurwita, N., Agustina, W., Siamto, W., Metarini, R. R., & Gandung, M. (2020). PENYULUHAN PERANAN SDM YANG POTENSIAL TERHADAP KEMAJUAN PERUSAHAAN DI PT SEJATI GRUP. *Jurnal Abdimas Tri Dharma Manajemen*, *1*(2), 33-41.

Kencana, P. N., Asmalah, L., & Munadjat, B. (2021). The Effect of Discipline and Work Motivation on Work Productivity on Shaza Depok Employees. *Journal of Research in Business, Economics, and Education*, *3*(4), 68-75.

Syamsu Alam, Jurnal Katalogis, Universitas Tadulako, Volume 2 Nomor 1, Januari 2019. ISSN: 2302-2019. Pengaruh Komunikasi, Motivasi, Dan Disiplin Kerja Terhadap Kinerja Pegawai Lembaga Penjaminan Mutu Pendidikan.

Syamsu Alam, Jurnal Katalogis, Universitas Tadulako, Volume 2 Nomor 1, Januari 2019. ISSN: 2302-2019. Pengaruh Komunikasi, Motivasi, Dan Disiplin Kerja Terhadap Kinerja Pegawai Lembaga Penjaminan Mutu Pendidikan.

Retno Japanis Permatasari, Jurnal Ilmiah, Manajemen Sumber Daya Manusia, Universitas Pamulang, Vol. 2, No. 3, Mei 2019. Pengaruh Komunikasi Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada PT. Hokben Alam Sutera Tangerang.