

## **THE EFFECT OF INTERNAL COMMUNICATION TO THE EMPLOYEE PERFORMANCE IN THE FACULTY SOCIAL AND POLITICAL SCIENCE UNIVERSITY OF ISLAMIC BALITAR- BLITAR**

**Nuryanti**

Faculty Social And Political Science University Of Islamic Balitar  
e-mail: nury41954@gmail.com

### **ABSTRACT**

*The study intends to determine how the influence of internal communication on employee performance at the Faculty of Social and Political Sciences, Islamic University of Balitar-Blitar. This research was conducted using quantitative methods with a sample of 35 employees To measure the results of the validity of the instrument using validity and reliability tests. Then test the classical assumptions by testing normality and heteroscedasticity. Hypothesis test using T test (partial test). The results of the study show that internal communication has a significant effect on employee performance with the significance value is 0.014. Based on the data of this reasearch result, it is expected that the leadership will conduct meetings more often so that communication can run more smoothly and there is no misunderstanding of information due to lack of coordination.*

**Keywords:** *Internal Communication, Performance, Employee*

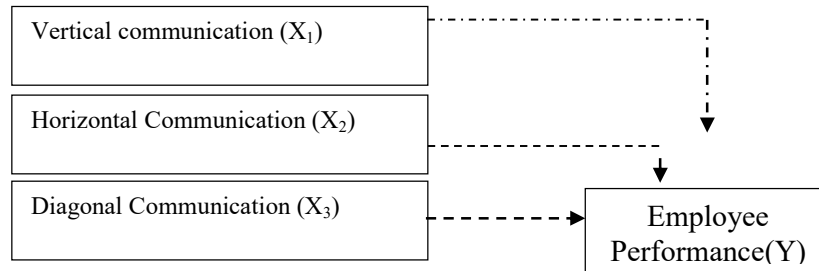
### **1. INTRODUCTION**

Internal communication is communication made by several people who are within the scope of the organization/group of people who have the same need to achieve a common goal. Ardana (2004:49) states that internal communication is the information which is delivered/exchanged from the sender to the recipient and it done by verbally, writing also using communication tools within the organization. Communication between leaders and subordinates and between subordinates and leaders must be well established. When communication is good, misunderstandings at work can be reduced and can coordinate well in an effort to achieve organizational goals so that the institution can run as expected.

Internal communication affects employee performance as same as the results of research which is conducted by Umthe and Theorida (2017) and they are explained that that to improve performance, management should provide more special time for its employees so that they can express their opinions in a formal or non-formal forum so that intimacy is established between employees and management. In addition, the researh result conducted by Wibowo (2013) which found that teacher performance is positive influenced by internal communication.

From the statement above, the research takes the title: *"The Effect of Internal Communication to the Employee Performance at the Faculty of Social and Political Sciences, Balitar-Blitar Islamic University"*. Internal communication is how communication in the organization is carried out either from the bottom up or from the top down. The researcher choose this title because to know whether the communication variables that affect employee performance at the Faculty of Social and Political

Sciences, Balitar Islamic University, Blitar. The framework of this research is as follows:



**Figure 1.** The framework of Research (source: processed by researchers, 2021)

## 2. METHODOLOGY

This research uses quantitative description method. According to Ansori and Iswati (2009) said that descriptive research is done to understand independent variables which are one or more variables devoid creating comparisons and connect between one another. While quantitative research is research that is presented in the form of numerical data. This research was conducted at the Faculty of Social and Political Sciences, Balitar Islamic University. The population in this study were 35 people. According to Widayat (2004: 58) unity of an elements group have general characteristics which are consists of some sectors to be reserched. Sugiyono (2010:116) says that the number part of populations and its possessed of characteristics by the population. From a population of 35 people, the researchers used a saturated sample. Sugiyono (2010:121) explained saturated sample was a sampling technique when its all members of the population are sampled. So the sample is 35 respondents.

The independent variable of this research is internal communication with the indicator is vertical communication, horizontal communication, and diagonal communication. There are dependent variables of this: quantity, quality, and timeliness. The data was collected by using technique which was carried out by distributing questionnaires and the results were processed using SPSS 18. The data analysis technique was carried out with instrument tests which included: testing the validity with the formula of product moment, testing the reliability with formula of cronbach alpha, then test the classical assumptions which include: normality test with Kolmogrov-Smirnov Test, then test for heteroscedasticity using the Glejser test, then hypothesis testing includes: partial T test.

## 3. RESULT AND DISCUSSION

### Instrument Test Results

#### Validity test

No. Item	Indicator	Probabilitas (Sig)	Description
Vertical Communication (X1)			
X1.1	Continuous communication between members and management	0,000	VALID
Horizontal Communication (X2)			
X2.1	Give each other valid information	0,000	VALID
Diagonal Communication (X3)			
X3.1	Help each other solve problems	0,000	VALID
Quality (Y1)			

Y1.1	Work according to quality standards	0,000	VALID
Quantity (Y2)			
Y2.1	Working quantity	0,000	VALID
Promptitude (Y3)			
Y3.1	Completing assignments on time	0,000	VALID

**Table 1.** The outcomes of Validity Test (source: Data processed by SPSS version 18, 2021)

The probability value of all items in each variable is  $< 0.05$ , means all statement items on all variables consisting of vertical communication ( $X_1$ ), Horizontal Communication ( $X_2$ ), and diagonal communication ( $X_3$ ), and employee performance (Y) in this study can be said to be valid.

### Reliability Test

#### Variable X

Reliability Statistics	
Cronbach's Alpha	N of Items
.709	3

#### Variabel Y

Reliability Statistics	
Cronbach's Alpha	N of Items
.715	3

**Table 2.** Reliability Test Results (Source: Primary data processed, 2021)

Based on the data above, it could be seen that the outcome of Cronbach's Alpha on the X variable a number of  $0.709 > 0.60$  and the outcome of Cronbach's Alpha on the Y variable is  $0.715 > 0.60$ . From these values it can be concluded that both are reliable.

### Classic Assumption Test Results

#### Normality test

To test independent and dependedt variables we used Normality test which is have normal or abnormal distribution. From this explanation we knew that a good regression models have normal distribution or closs of the normal distribution.

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		35
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	1.69793990
Most Extreme Differences	Absolute	.101
	Positive	.101
	Negative	-.097
Kolmogorov-Smirnov Z		.600
Asymp. Sig. (2-tailed)		.864

a. Test distribution is Normal.

b. Calculated from data.

**Table 3.** Normality Test Results (Source: Primary data processed, 2021)

The residual value is called normal if the signifivancy value is  $> 0.05$ . From the Kolmogorov Smirnov test above, it can be seen that the significant value is  $0.864 > 0.05$ , so it can be concluded that the residual value is normally distributed.

### Heteroscedasticity Test

#### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.339	1.237		-1.083	.287
X1	.193	.096	.332	2.022	.051

a. Dependent Variable: RES\_2

**Table 4.** Heteroscedasticity Test Results (Source: Spss output version 18, 2021)

An exemplary model of regression was not heteroscedasticity or homoscedasticity and to determine the presence of heteroscedasticity is to use the Glejser test. The significance of probability value which is above the 5% (0.05) confidence level, it can be deduced that it did not heteroscedasticity. Based on the results of the heteroscedasticity test, it can be found that the significant value is  $0.051 > 0.05$ , which meaning no heteroscedasticity.

### Hypothesis testing

#### Partial Test (T Test)

T-test aims to examine the influence individually (partial) between the independent variables which include vertical communication ( $X_1$ ), horizontal communication ( $X_2$ ), and diagonal communication ( $X_3$ ), and employee performance (Y).

Hypothesis :

$H_0 : \beta = 0$ , it means that there is no partially significant effect between the independent variables vertical communication ( $X_1$ ), horizontal communication ( $X_2$ ), and diagonal communication ( $X_3$ ), with the dependent variable (employee performance).

$H_a : \beta \neq 0$ , it means that there is a partially significant effect between the independent variables vertical communication ( $X_1$ ), horizontal communication ( $X_2$ ), and diagonal communication ( $X_3$ ), with the dependent variable (employee performance).

Decision basis:

1. If  $\text{sig} > 5\%$  then  $H_a$  is rejected and  $H_0$  is accepted, meaning that there is no partially significant effect between the independent variable and the dependent variable.
2. If  $\text{sig} < 5\%$  then  $H_0$  is rejected and  $H_a$  is accepted, meaning that there is a partially significant effect between the independent variable and the dependent variable.

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.669	2.718		1.718	.095
X1	.542	.210	.410	2.586	.014

a. Dependent Variable: Y

**Table 5.** Partial Test Results (T Test) (Source: Spss output version 18, 2021)

From the data above, the significance value is  $0.014 < 0.05$ , it can be said that internal communication has a significant effect to the employee performance.

The outcome of this research are as same as the results of research which is conducted by Munthe and Theorida (2017) states that internal communication affects

employee performance and to improve performance, management must devote more time to its employees so that they can express their opinion in a formal or non-formal forum so that there is intimacy between employees and management. Nurhikmah (2018) in her essay that the influence of internal communication on employee performance is 61.5% and the rest is influenced by other factors. Every increase in the internal communication unit, the employee's performance value will also increase by 0.441.

#### **4. CONCLUSIONS**

Data analysis on the T test states that internal communication has a significant effect on employee performance with a total significance of 0.014. From this it can be concluded that internal communication is very important to build in carrying out communication within the organization. Good communication will make work coordination good, so that organizational goals can be achieved as expected. Communication vertically, horizontally, and diagonally in the organization must be maintained properly. Communication between leaders and subordinates, communication between subordinates and leaders, as well as communication between subordinates and subordinates must be well established, to reduce misunderstandings in coordinating at work. There is a need for coordination activities such as meetings so as to allow for more intense internal communication.

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