

# THE EFFECT OF WORK DISCIPLINE AND INTERPERSONAL COMMUNICATION OF EMPLOYEE PERFORMANCE PT. NOK INDONESIA PRODUKSI 2

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## ABSTRACT

Success is not a company that is determined from the results that have been determined by the company. Company goals can be seen from the results according to the specified target or not. Interpersonal communication. Good work discipline, good company performance improvement also increases. Interpersonal communication that is well established, will facilitate performance because of the positive feedback from all employees. The purpose of this study is to study work discipline and interpersonal communication on employee performance. The research data were collected using the method of observation and questionnaire distributed to 60 respondents who were submitted to the employees of PT. NOK Indonesia. Before conducting research, an instrument test is first performed to determine the level of validity and reliability. Then the data is announced normality so that it can be known whether the data is normally distributed. After that, a multiple regression test, a t test, and an F test and a coefficient of determination. Based on the results of the regression test on work discipline participation and interpersonal communication on employee performance by 44%. The rest, employee performance, is by other variables not supported in this study.

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## 1. INTRODUCTION

Competition between companies in globalization is getting sharper, so that human resources (HR) are required to be continuously able to develop themselves proactively. The company or organization is said to be successful if the goals of the organization or company can be achieved. The goals of the company or organization can be achieved depending on the performance of the employees.

Employees are the drivers of organizational operations, so if employee performance increases, organizational performance also increases. Employees are directed to improve their performance in order to have attitudes and behaviors that reflect responsibility, loyalty, and discipline. The resulting performance can exceed or reach predetermined standards or targets, then a person's performance can be said to be good, and vice versa. The wider the separation distance between the target and the achievement, then a person's performance can be said to be low (Guritno and Waridim, 2005).

An important factor of human resources in the performance of employees themselves is the improvement of labor discipline. Discipline is used by managers to communicate with employees so that they are willing to change a behavior and as an effort to increase a person's awareness and willingness to obey applicable social norms (Rivai, 2005).

Communication is one of the important factors in improving employee performance. Communication is needed between a superior to his subordinates to send messages so that they can be understood and bring up feedback. One of the existing communication is interpersonal communication. Interpersonal communication is a two-way communication. Communication that occurs between the

sender and recipient of messages that respond to each other so as to create understanding between the two. It is this kind of communication that determines the success of an organization (Kimsey, 2009).

PT. NOK Indonesia is a subsidiary company of NOK Japan, a Japanese oil seal manufacturing company. Functional parts, such as oil seals and o-rings are technologically advanced with processed synthetic rubber. PT. NOK Indonesia was founded on May 27, 1996, but production only started in April 1997. To date, PT. NOK Indonesia continues to develop its business.

Evaluation of the achievement of non-target production is from the disciplinary work. Work discipline that is not optimal can affect employee performance and result in the achievement of targets that are not optimal, so that the group leader or leader must better monitor the discipline of his members. The form of deviation of labor discipline that occurs is discipline in the use of working hours, for example: stopping early before working hours are over, wasting working hours to do things that have nothing to do in work. Work discipline affects employee performance, the better a person's discipline the better the employee's performance (Windy J., Sumaki, Rita N., Rita Taroreh; 2015).

Interpersonal communication also has a great influence in improving employee performance. Communication to direct, move, and maintain employee efforts is required continuous two-way communication. The delivery of information is always carried out by each group after completion of work. Information is done directly and write it with notes so as not to forget. The information that has been submitted is often not done, for example: not working on a priority product that fits the delivery schedule, not listing the name of the product and its description. The impact is that the product is mixed with other products because it has the same shape. As a result of this action, the achievement target was not achieved optimally because we had to re-randomize to separate the product. It is noticed that communication between them is not well established due to the absence of positive communication reciprocity. Good interpersonal communication greatly affects employee performance (Reindy Gunawan, Yuliani Rachma Putri, Dini Salmiyah Fithrah Ali; 2015).

## 2. METHOD

The research method used is quantitative which is associative. The research instrument was carried out using observation, interviews, and documentation. The informants are determined and determined based on the number needed, but based on consideration of the function and role of information according to the focus of the research problem. So that the informants in the research were 60 respondents. The data collection method is a questionnaire. While the data analysis technique used is SPSS 23.

## 3. RESULT AND DISCUSSION

### 3.1 Multiple Linier Regression Test

The results of the study using the SPSS program version 23 for windows in the following table:

Tabel 1. Multiple Linier Regression Analysis

		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	19,371	3,604		5,375	,000
	Work discipline	,248	,102	,317	2,424	,019
	Interpersonal communication	,355	,113	,412	3,152	,003

a. Dependent Variable: Employee performance

Source: Output SPSS 23

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Based on the table above, the multiple linear regression equations that can be arranged are:

$$Y = 19,371 + 0,248 X_1 + 0,355 X_2 + e$$

- We can see that the relationship between performance variables and work discipline variables and interpersonal communication variables is a positive relationship. If X goes up (labor discipline and interpersonal communication), then Y (performance) will also go up.
- The value of the constant ( $\beta_0$ ) above is 19.371 meaning that the variable of work discipline, and the variable of interpersonal communication is considered constant, then the performance will be 19.371.
- The work discipline efficiency for variable X1 is 0.248 and is positively marked, this indicates that work discipline has a unidirectional relationship with performance. That is, that any increase in the work discipline variable of one percent will increase performance by 0.248.
- The interpersonal communication coefficient for variable X2 is 0.355 and is positively marked, this indicates that interpersonal communication has a unidirectional relationship with performance. That is, that any increase in the interpersonal communication variable of one percent will increase performance by 0.355.

### 3.2 Partial Regression Test (Statistical Test t)

The t-test (t-test) is used to determine whether in the regression model the independent variable partially affects the dependent variable. In this study,  $\alpha = 5\%$  was used, which means that the probability of error should only be less than or equal to 5%.

- If the significance of the  $< 0.05$  then it can be concluded that the independent variable has an effect on the dependent variable.
- If the significance of the  $> 0.05$  then it can be concluded that the independent variable has no effect on the dependent variable.

Based on the data of table 1, it can be known the results of the partial hypothesis test of each variable to determine the influence of independent variables on dependent variables as follows:

#### a) Work discipline

Work discipline has a partial effect on employee performance where the calculated value (2.424)  $>$  t table (2.00247). Meanwhile, based on the significance value obtained of 0.019 which means it is smaller than  $\alpha = 0.05$  (0.019  $<$  0.05) thus that work discipline has a significant effect on employee performance.

#### b) Interpersonal communication

Interpersonal communication has a partial effect on employee performance where the calculated value (3.152)  $>$  ttable (2.00247). Meanwhile, based on the significance value obtained of 0.019 which means it is smaller than  $\alpha = 0.05$  (0.003  $<$  0.05) thus that work discipline has a significant effect on employee performance.

### 3.3 Simultaneous Regression Test (Statistical Test F)

F-test hypothesis testing is a simultaneous regression relationship used to see if overall or together free variables have a meaningful influence on bound variables. The F test is seen from the degree of significance.

- If the significant value  $< 0.05$  then the hypothesis is accepted (the regression coefficient is insignificant). This means that simultaneously the two independent variables have a significant influence on the dependent variable.
- If the significant value  $> 0.05$  then the hypothesis is rejected (significant regression coefficient). This means that simultaneously the two independent variables do not have a significant influence on the dependent variables.

The following is a table of F test results processed with the help of SPSS 23 software:

Tabel 2. Simultaneous Regression Test (F Test)

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	231,442	2	115,721	22,349	,000 <sup>b</sup>
	Residual	295,141	57	5,178		

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Total	526,583	59
a. Dependent Variable: Employee performance		
b. Predictors: (Constant), Work discipline, Interpersonal communication		
Source: <i>Output SPSS 23</i>		

It can be known that the results of the hypothesis test simultaneously are work discipline and interpersonal communication have a simultaneous effect (together) on employee performance based on the value of  $F_{hitung} (22.349) > F_{tabel} (3.16)$  while based on the level of significance  $F$  of 0.000 less than  $\alpha$  0.05 ( $0.000 < 0.05$ ) it can be interpreted that simultaneously (together) independent variables (work discipline and interpersonal communication) affect employee performance.

### 3.4 Discussion

#### a) The Effect of Work Discipline on Employee Performance

The labor discipline variable is stated to have a positive influence on employee performance variables, indicated by the value of the regression coefficient of 0.248. The hypothesis in this study is acceptable because the statistical results of the  $t$  test for the work discipline variable were obtained by a calculation of 2.424 and a  $T_{tabel}$  of 2.00247 which means that the calculation is greater than the  $t_{tabel}$ , in addition to the result of a previously determined standard significant value of 0.005 ( $0.019 < 0.05$ ). This means it shows a confidence level of 98.10% ( $1-0.019$ ). Thus it can be known that the performance of employees is influenced by labor discipline.

Increased work discipline will improve employee performance. From the results of this study, it can be seen that work discipline can be carried out by employees of PT. NOK Indonesia in terms of compliance with regulations, punctuality, work responsibilities and attendance.

#### b) The Effect of Interpersonal Communication on Employee Performance

The interpersonal communication variable is stated to have a positive influence on the employee performance variable, indicated by the value of the regression coefficient of 0.355. The hypothesis in this study is acceptable because the statistical results of the  $t$  test for interpersonal communication variables obtained a count of 3.152 and a  $t_{tabel}$  of 2.00247 which means that the calculation is greater than the  $t_{tabel}$ , in addition to the result of a standard significant value that was previously determined at 0.005 ( $0.003 < 0.05$ ). This means it shows a confidence level of 99.7% ( $1-0.003$ ). Thus it can be known that the performance of employees is influenced by interpersonal communication.

Good interpersonal communication will improve employee performance. From the results of this study, it can be seen that interpersonal communication that can be carried out by pt. NOK Indonesia is very good in terms of openness, empathy, support, positive feeling, and equality.

#### c) The Effect of Work Discipline and Interpersonal Communication on Employee Performance

The interpersonal communication variable is stated to have a positive influence on the employee performance variable, indicated by the value of the rebesar constant of 19.371. The hypothesis in this study is acceptable because the statistical results of test  $f$  for employee performance variables obtained a calculation of 22.349 and a  $t_{tabel}$  of 3.16 which means that the calculation is greater than the  $t_{tabel}$ , in addition to the result of a previously determined standard significant value of 0.005 ( $0.000 < 0.05$ ). This indicates a confidence level of 100%. It is also known that the value of  $R$  square in this study was 44%. This shows that employee performance is influenced by work discipline and interpersonal communication by 44% and the rest is influenced by other variables that were not studied in the study.

## 4. CONCLUSION

There is an influence of work discipline on employee performance at PT. NOK Indonesia. Labor discipline is influenced by several indicators, such as: compliance with regulations, punctuality, work responsibilities, and absenteeism. Work discipline increases, then employee performance will also increase. Good work discipline will increase the results of achieving production targets because

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employees work in accordance with the regulations stated in the company's regulations and production operational standards. Interpersonal communication affects the performance of employees at PT. NOK Indonesia. Interpersonal communication is influenced by several indicators, such as: openness, empathy, support, sense of positivity, and equality. Well-established interpersonal communication, then employee performance will also be good. Interpersonal communication established with either will facilitate the work, the work can be completed on schedule and on time so that the target of achieving production can be achieved. Work discipline and interpersonal communication together affect the performance of employees at PT. NOK Indonesia. The better the work discipline and interpersonal communication, the employee's performance will also increase.

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