

# The Influence Of Communication Skills And Information Technology On Employee Performance At The Aimas District Office, Sorong Regency

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## Abstrak

This study aims to determine the effect of Communication Ability and Information Technology on employee performance at the Aimas District Office, Sorong Regency. The research was conducted with 22 employees as respondents using a quantitative approach. Data were collected through questionnaires and analyzed using statistical methods. The results of the analysis show that Communication Ability has a statistically positive and significant influence on employee performance, as indicated by a significance value of 0.000. Similarly, Information Technology also has a positive and significant influence on employee performance, with a significance value of 0.009. This finding indicates that both Communication Ability and Information Technology play an important role in improving employee performance. The coefficient of determination ( $R^2$ ) value obtained was 0.654, meaning that 65.4% of employee performance can be explained by the two variables, while the remaining 34.6% is influenced by other factors not examined in this study. These results highlight the importance of effective communication and the utilization of information technology in enhancing organizational productivity and employee effectiveness.

Keywords: Communication\_Skills; Information\_Technology; Employee\_Performance

## 1. Introduction

Managing an organisation is not an easy task, requiring many skills to ensure its smooth running. Among the many skills needed in an organisation, there is one that can bring all aspects together to work synergistically towards the goals of the organisation or company, namely the skill and ability to communicate in order to create an organisational atmosphere that motivates employees to perform at their best. Performance is the result of work that has a strong relationship with the organisation's strategic objectives, customer satisfaction and contributes to the economy [1].

To achieve good performance, good communication skills are also required. Types of organisational communication include: verbal communication, nonverbal communication, interpersonal communication, small group communication, and public communication. Verbal communication is communication that uses symbols or words, either spoken or written. Nonverbal communication is the creation and exchange of messages without using words, such as communication using body movements, body posture, non-verbal vocalisations, eye contact, facial expressions, proximity, and touch. Interpersonal communication is communication from within oneself. Some components of communication are the source, message, channel, receiver, and feedback. In interpersonal communication, only one person is involved, and the message begins and ends within each individual. Wenburg and Wilmot stated that an individual's perception cannot be checked by others, but all meanings of message attributes are determined by the individual [2].

Small group communication is a collection of individuals who can influence one another, derive some satisfaction from one another, interact for some purpose, take on roles, are bound to one another and communicate face to face. If one of these components is missing, the individuals involved are not communicating in a small group. Public communication is the

exchange of messages with a number of people within or outside an organisation, either face-to-face or through the media [3]. In carrying out tasks and work, each individual is required to have good relationships and communication with their immediate superiors and colleagues. In addition, those involved in a company definitely need information about the company where they work, so transparent communication between leaders and subordinates is necessary to jointly set the company's goals, objectives and future that can be achieved together [4]. Therefore, to achieve these goals, communication is the right means to coordinate between each field of work.

In addition to communication, another factor that will greatly assist and influence the process of achieving a company's goals is information technology, which takes the form of technical equipment and functions to process and convey information. Information technology includes a range of equipment that functions as tools for processing data or information, aids, manipulation tools, and information management tools. Information technology in this era of globalisation is developing very rapidly, as evidenced by increasingly sophisticated technological equipment and wider coverage. With advances in information technology, human activities can be carried out more effectively and efficiently, yielding maximum results.

Digital technology is now an integral part of a company's resources, and managers use it in their day-to-day business management. Every important business activity—such as service design, product delivery and cash flow monitoring, employee evaluation, and advertising—is linked to information systems. Information technology serves to obtain and store information that will be used by management decision-makers and others to decide whether or not to manufacture a product [5].

The process of improving employee performance is very important. In addition to organisational development, these processes are also very important for building a good reputation among the community. Performance is the result achieved by an employee in accordance with their duties and authority. One way to optimise employee performance is through effective communication within the organisation. Effective communication can create a positive work environment. Similarly, mastery of information technology motivates employees and enables them to work well with their managers and colleagues to achieve optimal performance. The better the communication and mastery of information technology, the more optimal the performance of employees in carrying out their duties.

## **2. Methodology**

Descriptive statistics are statistics used to analyse data by describing or illustrating the data that has been collected as it is, without attempting to draw conclusions that apply to the general population or generalisations.

A measurement scale is an agreement used as a reference to determine the length of intervals in a measuring instrument, so that when used in measurement, the instrument will produce quantitative data [6]. There are various types of scales, and measurement scales continue to be developed, resulting in new types of scales with different specifications.

This study uses a Likert scale with four categories, namely Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS), and Strongly Disagree (STS), with a score of 1 for strongly disagree and a score of 5 for strongly agree, as explained in detail below. The Likert scale is generally used to measure aspects related to an individual's personality, such as attitudes,

opinions, and perceptions of a person or group of people about a situation, often referred to a research variables.

Validity test is conducted in research to measure the validity of a questionnaire. Validity test measures whether the questions in the questionnaire can truly measure what is intended to be measured [7]. A reliability test is used to determine the extent to which measurement results remain consistent when measured two or more times for the same phenomenon using the same measuring instrument. Questionnaire in a study can be said to be reliable if the respondents' answers to the questions result in.

$$Y = a + b_1x_1 + b_2x_2 + e$$

### 3. Result and Discussion

#### Validity Test

This test was conducted to examine the validity of each statement item in measuring the variable. The validity test in this study was conducted by correlating the scores of each statement item given to respondents with the total score for all items. The correlation technique used to test the validity of the statement items in this study was Pearson Product Moment correlation . If the correlation coefficient value of the statement item being tested is greater than the critical r-value of 0.3, it can be concluded that the statement item is a valid construct. The results of the questionnaire validity test for the variables studied are presented in the following table :

Table 1 Validity test result (1)

| Communication Ability | Validity Coefficient | Critical r | Explanation |
|-----------------------|----------------------|------------|-------------|
| P1                    | 0,748                | 0,244      | Valid       |
| P2                    | 0,681                | 0,244      | Valid       |
| P3                    | 0,631                | 0,244      | Valid       |
| P4                    | 0,613                | 0,244      | Valid       |
| P5                    | 0,625                | 0,244      | Valid       |
| P6                    | 0,638                | 0,244      | Valid       |
| P7                    | 0,631                | 0,244      | Valid       |

Table 2 Validity test result (2)

| Information Technology | Validity Coefficient | r-critical | Explanation |
|------------------------|----------------------|------------|-------------|
| P1                     | 0,899                | 0,244      | Valid       |
| P2                     | 0,937                | 0,244      | Valid       |
| P3                     | 0,927                | 0,244      | Valid       |
| P4                     | 0,898                | 0,244      | Valid       |
| P5                     | 0,931                | 0,244      | Valid       |

Table 3 Validity test result (3)

| Employee Performance | Validity Coefficient | r-critical | Explanation |
|----------------------|----------------------|------------|-------------|
| P1                   | 0,711                | 0,244      | Valid       |
| P2                   | 0,795                | 0,244      | Valid       |
| P3                   | 0,721                | 0,244      | Valid       |
| P4                   | 0,718                | 0,244      | Valid       |
| P5                   | 0,552                | 0,244      | Valid       |

From the data processing above regarding the validity testing of the statement items in

this study using Pearson Product Moment correlation, all statement items tested were greater than the critical r of 0.244. Therefore, it can be concluded that the statement items are valid constructs.

### Reliability Test

Reliability testing was conducted on statement items included in the valid category. Reliability testing was conducted by testing the instrument once, then analysing it using the Cronbach's alpha method. The questionnaire was considered reliable if the reliability coefficient was positive and greater than 0.6. The results of the reliability test are as follows:

Table 4 Reability test result (1)

| Communication Reliability Statistics |            |
|--------------------------------------|------------|
| Cronbach's Alpha                     | N of Items |
| ,781                                 | 7          |

Table 5 Reability test result (2)

| Information Technology Reliability Statistics |            |
|---|------------|
| Cronbach's Alpha                              | N of Items |
| ,945  | 5          |

Table 6 Reability test result (3)

| Employee Performance Reliability Statistics |            |
|---|------------|
| Cronbach's Alpha                            | N of Items |
| ,736  | 5          |

From the reliability test above using the Cronbach's alpha method, the questionnaire is considered reliable or has a positive reliability value because it is greater than 0,6.

### Multiple Regression Analysis

Table 7 Regression test result

| Coefficients <sup>a</sup> |            |                             |            |                           |       |      |
|---------------------------|------------|-----------------------------|------------|---------------------------|-------|------|
|                           |            | Unstandardized Coefficients |            | Standardized Coefficients |       |      |
|                           |            | B                           | Std. Error | Beta                      |       |      |
| 1                         | (Constant) | 2,665                       | 2,354      |                           | 1,132 | ,262 |
|                           | X1         | ,422                        | ,094       | ,480                      | 4,481 | ,000 |
|                           | X2         | ,215                        | ,080       | ,289                      | 2,696 | ,009 |

a. Dependent Variable: Y

Based on the results of processing and computerisation using SPSS version 24.0, the following multiple regression equation was obtained:

$$Y = a + bx_1 + bx_2 + e$$

$$Y = 2,665 + 0,422X_1 + 0,215X_2 + e$$

Where :

- X1 = independent variable (Communication Skills)
- X2 = independent variable (Information Technology)
- Y = dependent variable (Employee Performance)
- a = constant
- b = regression coefficient
- e = standard error

The constant value  $a = 2.665$  indicates that if Communication and Information Technology Skills are constant or  $X = 0$ , then employee performance is 2.665. The regression coefficient values  $b_1 = 0.422$  and  $b_2 = 0.215$  indicates that each Communication and Information Technology Capability will drive Employee Performance by 0.422 and 0.215.

Table 8 Coefficient of Determination

| Model Summary |       |          |                   |                            |
|---------------|-------|----------|-------------------|----------------------------|
| Model         | R     | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1             | ,654a | ,428     | ,409              | 1,607                      |

a. Predictors: (Constant), X2, X1

From the data processing results, a coefficient of determination ( $R^2$ ) of 0.654 was obtained. This indicates that 65.4% of employee performance can be explained by the variables of communication skills and information technology, while the remainder is influenced by other factors that were not examined.

### Hypothesis Testing

Table 9 T-test (Partial)

| Coefficients <sup>a</sup> |            |                             |            |                           |       |      |
|---------------------------|------------|-----------------------------|------------|---------------------------|-------|------|
| Model                     |            | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|                           |            | B                           | Std. Error | Beta                      |       |      |
| 1                         | (Constant) | 2,665                       | 2,354      |                           | 1,132 | ,262 |
|                           | X1         | ,422                        | ,094       | ,480                      | 4,481 | ,000 |
|                           | X2         | ,215                        | ,080       | ,289                      | 2,696 | ,009 |

a. Dependent Variable: Y

Because the significance level ( $0.05 > \text{Significance } (0.000)$ ),  $H_0$  is rejected, meaning that there is a significant influence between Communication Skills and Employee Performance, as well as a significant influence between Information Technology and Employee Performance. Therefore, it can be concluded that Communication Skills have a significant influence on Employee Performance and Information Technology has a significant influence on Employee Performance at the Aimas District Office in Sorong Regency.

Table 10 F-test (Simultaneous)

| ANOVA <sup>a</sup> |            |                |    |             |        |                   |
|--------------------|------------|----------------|----|-------------|--------|-------------------|
|                    | Model      | Sum of Squares | df | Mean Square | F      | Sig.              |
| 1                  | Regression | 115,928        | 2  | 57,964      | 22,448 | ,000 <sup>b</sup> |
|                    | Residual   | 154,929        | 60 | 2,582       |        |                   |
|                    | Total      | 270,857        | 62 |             |        |                   |

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Since the actual level ( $0.05 > \text{Significance } (0.000)$ ),  $H_0$  is rejected, meaning that there is a significant influence between Communication Skills and Information Technology and Employee Performance. Therefore, it can be concluded that Communication Skills and Information Technology have a significant combined influence on Employee Performance at the Aimas District Office in Sorong Regency

### 3.1. Result

After conducting several general tests, the results of this descriptive research analysis show that the variables of communication skills and information technology have a significant effect on the performance of employees at the Aimas District Office in Sorong Regency. This can be seen from the results of testing the variables against the conditions of each research variable. The test results show that the variables of communication skills and information technology have an effect on employee performance at the Makassar Investment and Integrated Services Office. Increases or decreases in communication skills and information technology have an effect on employee performance at the Aimas District Office in Sorong Regency.

The Influence of Communication Skills Variables on Employee Performance Communication is very important in order to improve office efficiency [8]. The importance of office communication can foster a sense of camaraderie and loyalty among subordinates towards their superiors or leaders, among subordinates themselves, among superiors themselves, and among employees towards the office or agency concerned. Communication is also very important in increasing employee enthusiasm for work and improving employee morale and discipline. By establishing communication, all levels of management can understand the circumstances of their respective areas of responsibility, thereby enabling efficient operational control [9]. Likewise, communication allows all employees to understand the policies, rules, and regulations established by management. Through communication, all information and details needed by employees can be obtained quickly, which also increases the sense of responsibility among all employees and fosters mutual understanding and respect among employees in carrying out their respective duties [10].

Communication skills are statistically positive and have a significant effect on employee performance because they have a t-value of 4.481, which is greater than the t-table value of 1.687 and a significance of 0.000 using a p-value  $< \alpha$ , namely  $0.000 < 0.05$ . This shows that communication skills affect employee performance. This means that  $4.481 > 1.687$ , which means  $H_0$  is accepted. This is in line with the findings of Melisa Stevani and Theresia Gita Santoso, who stated that there is a positive correlation between communication skills and employee performance [11].

The Influence of Information Technology Variables on Employee Performance The use of information technology is very important and influences several factors, namely social factors, which are factors that assume that there are other people who support them in using information technology, and affect, which is a factor related to the feelings experienced by individuals in carrying out their work, whether they feel happy, dissatisfied, happy, or comfortable when supported by information technology; job fit, a factor that shows the relationship between the use of information technology and the requirements of the task at hand [12]. This factor is useful for measuring whether individuals believe that the use of information technology can improve individual performance if the information technology equipment is suitable for the task at hand; long-term consequences, the results obtained for future benefits [13]. It can be measured through the output produced, whether it has long-term benefits and facilitating conditions, and the objectivity factors in the work environment that make it easier and help users in doing their work [14].

Information technology is statistically positive and has a significant effect on employee performance because it has a t-value of 2.696, which is greater than the t-table value of 1.687 and a significance of 0.009 using a p-value  $< \alpha$ , namely  $0.009 < 0.05$ . This indicates that information technology affects employee performance. This means that  $2.696 > 1.687$ , which means  $H_0$  is accepted.

This is in line with the results of Diana Fitriani's research, which states that there is a positive relationship between information technology and employee performance [15]. The results of the statistical data processing above show that research indicates that the higher the level of communication and information technology skills, the higher the performance of employees, especially in the Aimas district office in Sorong Regency.

### 3.2. Discussion

Based on the results of the analysis in the discussion conducted by the author, several conclusions can be drawn, namely: Communication skills are statistically positive and have a significant effect on employee performance because they have a t-value of 4.481, which is greater than the t-table value of 1.687 and a significance of 0.000 using a p-value  $< \alpha$ , namely  $0.000 < 0.05$ . This shows that communication skills affect employee performance. This means that  $4.481 > 1.687$ , which means  $H_0$  is accepted.

Information technology is statistically positive and has a significant effect on employee performance because it has a t-value of 2.696, which is greater than the t-table value of 1.687 and has a significance of 0.009 using a p-value  $< \alpha$ , namely  $0.009 < 0.05$ . This indicates that information technology affects employee performance. This means that  $2.696 > 1.687$ , which means  $H_0$  is accepted.

### 4. Conclusion

For the Aimas District Office in Sorong Regency, some suggestions that can be conveyed by researchers are that the information presented to employees must be truly understandable so that it generates satisfaction with the information, as well as that communication can be clearly understood in order to produce good quality work and make maximum use of time at work. The use of information technology needs to be improved in order to bring about significant changes in the work environment. Information technology can assist and facilitate work, resulting in better work outcomes compared to previous work.

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