

# The Influence of Communication and Organizational Commitment on The Work Achievement of Employees in Kantor Camat Beringin

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## ABSTRACT

Giving motivation is one of the methods used to increase the work productivity of the employees of the Beringin District Office. Failure to motivate them will result in not being able to carry out the work as desired by the employees of the Beringin Sub-district Office, this is due to their dissatisfaction at work. In carrying out motivation, it is important to pay attention to the circumstances and demands of the employees of the Beringin Head Office so that a motivation system can be established that can encourage work enthusiasm and sincerity of the workforce. Good working spirit will facilitate the achievement of company goals. Based on the description above, I am interested in compiling this research with the title "The Influence of Communication and Organizational Commitment on Work Achievement of the Office of the Banyan Head Office". After doing research, I tried to formulate the problem at the Beringin District Head Office as follows: Does motivation play a role in increasing labor productivity. Based on the problems faced by the company, the hypothesis is as follows: Communication and commitment play a role in increasing the productivity of the workforce of the Beringin District Office. The conclusion of this study is that good communication and organizational commitment have an effect on the work performance of the employees of the Beringin Head Office.

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## INTRODUCTION

The Beringin sub-district office is a community service place. Employee organizational commitment is an important issue in serving society, employees who have a strong organizational commitment to companies that are loyal to work will strive to continue to develop themselves in order to improve their work performance (Sedarmayanti, 2010).

Organizational commitment implies an active relationship between employees and the company or organization because employees who show high commitment have a desire to provide more energy and responsibility in supporting the welfare and success of the organization where they work (Rismayadi & Maemunah, 2016). However, the organizational commitment of the employees of the Beringin Sub-district Office is still not optimal, it can be seen that there are employees who are not in their place / work unit during working hours and go home earlier than the set time.

Communication and commitment of the employees of the Beringin Sub-district Office shows identification with organizational goals and a sense of loyalty ("KOMUNIKASI DALAM KOMUNIKASI KELOMPOK," 2016). The phenomena that occur will reduce the level of employee turnover will increase work performance and the progress of a company, because the large number of employee transfers and decreased employee performance will have a negative impact on the organization, creating unstable conditions, loss of utilization of human resource



capabilities. potential, obstruction of work performance levels and loss of sources of income (Mangkau, 2012).

Likewise with the Beringin Sub-District Office, which strives to continue to grow and excel by trying to improve the work performance of its employees in serving the community (Bangun, 2017). To increase the work performance of these employees, efforts that must be taken first are to improve the work performance they have, especially the work performance of employees who play a role and are directly related to the company's operational activities in terms of services to the community and government (SUSAN, 2019). However, in reality a person's work performance will be different from that of others. Therefore, the Beringin Sub-District Office must always pay attention and consider how to achieve high work performance using its resources ("SUMBER DAYA MANUSIA DAN PRODUKTIVITAS KERJA," 2016).

Job performance is a result of work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity (Samsuni, 2017). To achieve good work performance, the most dominant element is human resources, even though the planning has been well and neatly arranged, but if the person or personnel implementing it is not qualified and does not have high morale, then the planning that has been prepared will be useless drain (Astuti, 2018). And in general the work performance of the employees of the Beringin Sub-district Office has not been optimal, this can be seen from the lack of administration and there are still some employees who have not been maximized in carrying out the work given to him this can be seen from the accumulated work that the employees have not completed on time (Imanuddin & Suryanata, 2019), this is also due to the employees' working tenure that is still new and employees feel that their superiors or leaders are not partners and that employees are still difficult to work together due to differences in opinions and interests, resulting in disrupted employee job satisfaction which will ultimately reduce work performance (Bahagia et al., 2017; Kerja, 2013).

## METHOD

This type of research is quantitative descriptive, according to Djarwanto (1996), namely research that aims to describe or describe the characteristics (characteristics) of a situation or object of research carried out through the collection and analysis of quantitative data and statistical testing.

This research was conducted at the Beringin Sub-District Office, which is located at Jalan Besar Pantai Labu Dsn. I Barat Desa Karang Anyar and held in May 2020.

Population according to: Sugiono (2006: 7) is a generalization area consisting of objects or subjects that have certain quantities and characteristics that are determined by the researcher and studied, then the conclusions are drawn. Meanwhile, the sample according to Ruslari (2004: 139) is a study of a small portion of certain elements of a population or population that is a resource for a part of a representative of a population.

The population in this study were all employees at the Beringin District Head Office, totaling 57 people. "If the subject is less than 100 people, this research is a population study, if more than 100 people, the sample can be taken between 10-15% or 20-25% or more" according to Arikunto (2005: 95).

Because the subjects in this study were less than 100, the number of samples in this study was the entire population, namely 57 people.

### Data Collection Instruments / Tools

The instrument in this study was a questionnaire containing questions. The data collection tools used were:

- a. Interviews are conducted to parties entitled and authorized to provide data and information at the Beringin District Head Office.
- b. List of questions given to the employees of the Beringin District Head Office as research respondents.

Documentation study is carried out by collecting and studying documents that support this research, such as the number of employees, employee work research, education level, etc. which were obtained from the Beringin District Head Office.

#### Data Analysis Techniques

The data analysis technique used in answering the hypothesis is multiple regression analysis techniques with the following formulations:

$$Y = B_0 + B_1 X_1 + B_2 X_2 + \epsilon$$

Where :

Y = work performance

X1 = Work Communication

X2 = Organizational Commitment

B0 = Regression Coefficient

B1 = Variable Coefficient X1

B2 = Variable Coefficient X2

$\epsilon$  = tern of error

The effect of independent variables on related variables was tested with a confidence level of 95% or  $\alpha = 0.05$ . Hypothesis testing criteria to test together (simultaneously) are:

1.  $H_0: B_1, B_2 = 0$  (Communication and organizational commitment do not have a significant effect on the job performance of the Beringin District Head Office).
2.  $H_a: B_1, B_2 \neq 0$  (Communication and organizational commitment have a significant effect on employee work performance of the Beringin Head Office).

To test whether the proposed hypothesis is accepted or rejected, the F statistic is used (F test). In this case F count is compared to  $F_{table}$ , if  $F_{count} \leq F_{table}$ , then  $H_0$  is rejected, whereas if  $F_{count} > F_{table}$  then  $H_0$  is rejected and  $H_a$  is accepted.

While testing whether the hypothesis partially is:

1.  $H_0: B_1 = 0$  (Communication does not have a positive and significant effect on employee work performance at the Beringin Head Office).
2.  $H_a: B_1 \neq 0$  (Communication has a positive and significant effect on employee work performance at the Beringin Head Office).
3.  $H_0: B_2 = 0$  (Organizational commitment does not have a positive and significant effect on employee work performance at the Beringin District Office).
4.  $H_a: B_2 \neq 0$  (Organizational commitment has a positive and significant effect on employee work performance at the Beringin District Office).

The decision making criteria t count compared with t table (two-sided test), if t count  $<$  t table, then  $H_0$  is accepted and  $H_a$  is rejected, whereas if t count  $>$  t table, then  $H_0$  is rejected and  $H_a$  is accepted. Another way is if the confidence level is smaller than 95% then  $H_0$  is rejected and  $H_a$  is accepted.

#### Variable Operational Research

Based on the formulation of problems and hypotheses proposed in this study, the variables in this study consist of independent variables (X), communication yauti (X1) and organizational commitment (X2), while the dependent variable is employee work performance (Y).

1. Communication (X1)

Communication is a systematic effort to formulate firmly the principles of conveying information and forming opinions and attitudes.

2. Organizational Commitment (X2)

Organizational commitment is the level of trust and acceptance of workers towards organizational goals and a desire to remain in the organization which is ultimately reflected in the absence and turnover statistics.

3. Employee Performance (Y)

Job performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an effort to achieve organizational goals.

## RESULTS AND DISCUSSION

### Classical Assumption Test Results

Before testing the hypothesis, first testing the classical assumptions which are intended to ensure that multiple linear regression models can be used or not. If the classical assumption test has been fulfilled, multiple linear statistical test tools can be used.

The data normality test aims to test whether the regression model between the dependent variable and the independent variable both has a normal distribution or not, in this case it can be seen using a normal histogram and p-plot. The data is in a normal state if the distribution of the data is normal which is not skewed to the left and to the right of the histogram. Apart from the graph method, statistical analysis can also be used using the Kolmogorv-Smirov approach.

The results of normality testing using Graph analysis can be seen in Figure 1 below:

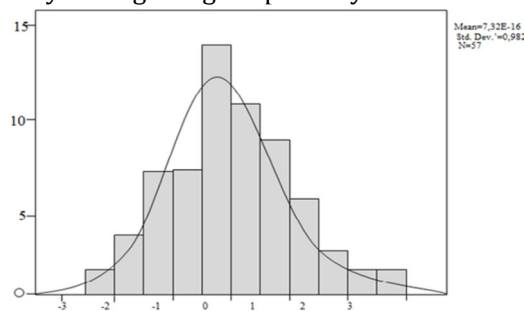


Figure 1. Normality Test of Job Performance

Based on the graph above it can be concluded that the distribution of the data is normal because the histogram graph shows a normal distribution pattern, the regression model fulfills the assumption of normality and vice versa if the data spreads far from the diagonal line and or does not follow the direction of the diagonal line or the histogram graph does not show a normal data distribution pattern that does not right and left skewed. So it means that  $H_0$  is accepted, which means that the residual data is normally distributed.

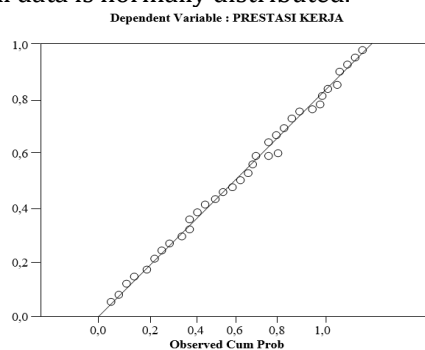


Figure 2. Normal P-Plot of Job Performance

Based on Figure 2, it can be seen that the data payment is on a diagonal line that follows the diagonal line, so the residual value is standardized. Thus, the regression model for the first hypothesis fulfills the normality assumption.

### Multicollinearity Test Results

Aims to test whether the regression model found a correlation between the independent variables. If there is a correlation, then there is a multicollinearity problem. In a good regression

model, there is no correlation between the independent variables. The results of the multicollinearity test of data in this study can be seen in Table 1 below:

Table 1. Multicollinearity Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistic	
	B	Std. Error	Beta	t	Sig	Tolerance VIF
1						
(Constant)						,999
KOMUNIKASI	17,466	6,331		2,759	,008	1,001
KOMITMEN	,509	,089	,610	5,737	,000	,999
ORGANISASI	,166	,146	,121	1,137	,261	1,001

From Table 1 above, it can be seen that the two independent variables, namely: communication variables and organizational commitment, the Variance Inflation Factor (VIF) number is less than 5, while the Tolerance value is close to 1, thus it can be concluded that the regression model is not close to 1, with Thus it can be concluded that in the regression model there is no multicollinearity problem.

**Heteroscedasticity**

Heteroscedasticity is used to test whether in the regression model, there is an inequality of the variance of the residuals from another observation. If the residual variation from one observation to another is constant, it is called homocedasticity, and if the variance is different it is called heteroscedasticity. A good model is that there is no heteroscedasticity. The results of data heteroscedasticity testing in this study using the SPSS 17 tool by observing the patterns found in Scetterplots, the results can be seen in Figure 3 below :

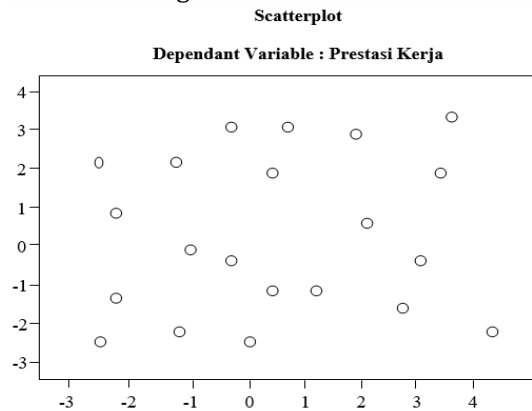


Figure 3. Heteroscedasticity Test Results

From Figure 3 above, it can be seen that the dots are spread out randomly (randomly) and are spread above or below the number 0 on the Y axis. It can be concluded that there is no heteroscedasticity in the regression model, so the regression model is feasible to use. Furthermore, statistical tests were carried out to ensure the accuracy of the results. The statistical test used to detect the presence or absence of heteroscedasticity is the Glesjer test.

Table 2. Glejser Test Results

Model	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistic	
	B	Std. Error	Beta	t	Sig	Tolerance VIF
1						
(Constant)						,999
KOMUNIKASI	17,466	6,331		2,759	,008	1,001

KOMITMEN	,509	,089	,610	5,737	,000	,999
ORGANISASI	,166	,146	,121	1,137	,261	1,001

**Discussion**

Based on the regression results from the data processed using the SPSS 17.00 program, the following results were obtained:

Table 3. Hypothesis Regression Coefficient

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig
	B	Std. Error	Beta			
1						
(Constant)						
KOMUNIKASI	17,466	6,331			2,759	,008
KOMITMEN	,509	,089	,610		5,737	,000
ORGANISASI	,166	,146	,121		1,137	,261

Based on Table 3 above, the following equation is made:  $Y = 17.466 + 0.509 X_1 + 0.166 X_2$   
 From this equation it can be described as follows :

- Constant (a) = 17.466 indicates a constant price, where if the communication variable (X1) and the organizational commitment variable (X2) = 0 then the employee's work (Y) at the Beringin District Head Office is 17.466 units.
- The coefficient b1 (X1) = 0.509 indicates that the communication variable has a positive effect on work performance and if the communication variable is increased by one unit, the employee's work performance will increase by 0.509. If the communication goes well, it will have a positive impact on the work performance of employees at the Beringin Head Office.
- The coefficient b2 (X2) = 0.166 shows that the variable organizational commitment has a positive effect on work performance and if the variable organizational commitment is increased by one unit, the work performance of employees will increase by 0.166. If the level of employee organizational commitment is good, it will have a positive impact on the work performance of employees at the Beringin District Office.

Table 4. Hypothesis Determination Coefficient

Model	Adjusted R Square		Std Error of The Estimate	R Square Change	F Change	Df1	Df2	Sig F Change
	R Square	R Square						
1	,625	,390	2,36003	,390	17,281	2	54	,000

Based on Table 4 above, it is known that the coefficient of determination or the number R2 is 0.390, which means the dependent variable (communication and commitment) which can be explained by the independent variable (Job Performance) is 39%. While the remaining 61% is explained by other independent variables which are not researched and are not included in the regression model which can be seen from Chapter II's theoretical description.

The hypothesis in this study is "Communication, and organizational commitment have an effect on the work performance of the employees of the Beringin District Office". Where :

- H0: B1, B2 = 0 (communication and organizational commitment affect the work performance of the Beringin Head Office).
- Ha: B1, B2 ≠ 0 (Communication and organizational commitment have an effect on work performance of the employees of the Beringin District Office).

The test results simultaneously influence communication variables and organizational commitment to employee work performance can be seen in Table 5. below:

Table 5. Test Results Simultaneously (Test F) ANOVA<sup>b</sup>

Model	Squm Of Square	df	Mean Square	F	Sig
1.					
Regression	192,497	2	96,248	17,281	,000 <sup>a</sup>
Residual	300,766	54	5,570		
Total	493,263	56			

Based on Table 5 above, the calculated F value is 17.281 while the F table value at the 95% confidence level ( $\alpha = 0.05$ ) is 3.5. This means that the value of F count > F table ( $17.281 > 3.15$ ) and the level of significance ( $0.000 < 0.05$ ), this means that the independent variables, namely communication and organizational commitment have an effect on the work performance of employees at the Beringin District Head Office. . The magnitude of the influence of these two variables can be used as a guideline for the Beringin District Office. The magnitude of the level of influence of these two variables can be used as a guideline for the Beringin District Office as an effort to improve employee work performance. Efforts to improve employee performance can be easily carried out by always considering every indicator of communication and organizational commitment.

Thus the hypothesis which states that communication and organizational commitment have an effect on the work performance of employees at the Beringin Sub-district Office simultaneously and partially cannot be rejected, in other words  $H_0$  is rejected while  $H_a$  is accepted. This means that communication and organizational commitment are crucial in improving the work performance of the employees of the Beringin Sub-district Office because employee commitment will increase if communication goes well, resulting in increased work performance.

The results of partial hypothesis testing can be seen in Table 6. as follows:

Table 6. Partial Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
1					
(Constant)					
KOMUNIKASI	17,466	6,331		2,759	,008
KOMITMEN	,509	,089	,610	5,737	,000
ORGANISASI	,166	,146	,121	1,137	,261

Based on Table 6 above, the following results are obtained:

1. The t value for the communication variable (5.737) is greater than the t table value (2,000), or the t significance value for the communication variable (0.000) is smaller than  $\alpha$  (0.025). Based on the results obtained,  $H_0$  is rejected and  $H_a$  is accepted. Thus, partially communication affects the work performance of the employees of the Beringin District Head Office. This means that good communication will have an impact on improving employee performance.
2. The t-count value for the commitment variable (1.137) is smaller than the t-table value (2,000), or the significance value for the commitment variable (0.261) is greater than  $\alpha$  (0.025).

Based on the results obtained,  $H_0$  is accepted and  $H_a$  is rejected. Thus partially organizational commitment does not affect the work performance of the employees of the Beringin Head Office. This means that high organizational commitment from employees will not have an impact on improving employee performance.

Based on the results obtained,  $H_0$  rejects and accepts  $H_a$  for communication variables (X1) and accepts  $H_0$  and rejects  $H_a$ . Organizational commitment (X2) carried out by the Beringin



District Office. That is, the communication variable (X1) is more decisive in influencing the work performance of the employees of the Beringin Head Office. This dominant influence was caused by the excellent communication carried out in the Beringin District Head Office, both verbally and non-verbally. Where the leadership communicates that is informative, persuasive and always guides and directs each employee so that employees can feel comfortable, satisfied and lead to increased employee performance. Likewise between employees, communication can run well despite differences in opinions and views but does not become a barrier to achieving goals, because it is based on cooperation between employees. And good communication between leaders and employees as well as between employees and other employees will create employee commitment in improving work performance, for example in achieving company targets and goals, increasing employee attendance, completing work on time, obeying the established rules. and willing to overtime if there is work that requires completion as soon as possible. And it can be said that the employee's organizational commitment will increase if the communication goes well, causing work performance.

### CONCLUSION

Based on the results of research and discussion, it can be concluded that the hypothesis testing shows that communication and organizational commitment both affect the work performance of the employees of the Beringin District Office.

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