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

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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 research 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 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 research 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:

![Diagram of Research Framework]

**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 researched. 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

<table>
<thead>
<tr>
<th>No. Item</th>
<th>Indicator</th>
<th>Probabilitas (Sig)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X1.1</td>
<td>Continuous communication between members and management</td>
<td>0,000</td>
<td>VALID</td>
</tr>
<tr>
<td>X2.1</td>
<td>Give each other valid information</td>
<td>0,000</td>
<td>VALID</td>
</tr>
<tr>
<td>X3.1</td>
<td>Help each other solve problems</td>
<td>0,000</td>
<td>VALID</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Variable</th>
<th>Probability Value</th>
<th>Validity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y1.1 Work</td>
<td>&lt; 0.05</td>
<td>VALID</td>
</tr>
<tr>
<td>Quantity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y2.1 Working</td>
<td>&lt; 0.05</td>
<td>VALID</td>
</tr>
<tr>
<td>Horizontal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Y3.1 Completing</td>
<td>&lt; 0.05</td>
<td>VALID</td>
</tr>
<tr>
<td>Assignments on</td>
<td></td>
<td></td>
</tr>
<tr>
<td>time</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The probability value of all items in each variable is < 0.05, means all statement items on all variables consisting of vertical communication (X₁), horizontal communication (X₂), and diagonal communication (X₃), and employee performance (Y) in this study can be said to be valid.

Repeatability Test

<table>
<thead>
<tr>
<th>Variable X</th>
<th>Reliability Statistics</th>
<th>Reliability Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cronbach's Alpha</td>
<td>N of Items</td>
</tr>
<tr>
<td>X1</td>
<td>.709</td>
<td>3</td>
</tr>
<tr>
<td>X2</td>
<td>.715</td>
<td>3</td>
</tr>
</tbody>
</table>

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 close of the normal distribution.

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

<table>
<thead>
<tr>
<th>Coefficients</th>
</tr>
</thead>
</table>

Download scientist text.

JARES (Journal of Academic Research and Sciences), (7)1, page 19-23.

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A 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 (X₁), horizontal communication (X₂), and diagonal communication (X₃), and employee performance (Y).

Hypothesis :

H₀ : β = 0, it means that there is no partially significant effect between the independent variables vertical communication (X₁), horizontal communication (X₂), and diagonal communication (X₃), with the dependent variable (employee performance).

Hₐ : β ≠ 0, it means that there is a partially significant effect between the independent variables vertical communication (X₁), horizontal communication (X₂), and diagonal communication (X₃), with the dependent variable (employee performance).

Decision basis:

1. If sig > 5% then Ha is rejected and Ho is accepted, meaning that there is no partially significant effect between the independent variable and the dependent variable.
2. If sig < 5% then Ho is rejected and Ha is accepted, meaning that there is a partially significant effect between the independent variable and the dependent variable.

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.

REFERENCES