

# The Effect Of Interpersonal Communication And Work Motivation On Employee Performance PT. Young Aviation Indonesia

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**Abstract:** This study aims to determine the influence of Interpersonal Communication and Work Motivation on Employee Performance of PT. Young Aviation Indonesia. This study used a quantitative approach. The population in this study was employees of PT. Young Aviation Indonesia had 64 employees, and the entire population was sampled. In this study samples were taken using *Saturated Sampling*, the technique used to collect data was a field study including observation, interviews and questionnaires measured by *Likert scale* then processed using SPSS version 26. The results of this study show that partially the variable of *Interpersonal Communication* has a positive and significant effect on Employee Performance which is shown by a calculated value of  $4.527 > t_{table} 1.998$  with a significant  $0.000 < 0.05$ . For the variable *Work Motivation* partially has a positive and significant effect on Employee Performance shown by a calculated value of  $7.001 > t_{table} 1.998$  with a significant  $0.000 < 0.05$ . Simultaneously, *Interpersonal Communication* and *Work Motivation* have a positive and significant effect on Employee Performance which is shown by a  $F_{calculate}$  value of  $32.465$  with a significant level of  $0.000 F_{calculate}$  greater than  $F_{tabel} (3.15)$ . The results showed that there was an influence of *Interpersonal Communication* and *Work Motivation* on Employee Performance through testing the Coefficient of Determination with an influence contribution of  $0.516$  or  $51,6\%$  and the remaining  $0.484$  or  $48,4\%$  influenced by other variables that were not included in the research model. Hereby the multiple linear regression equation  $Y = 8.166 + 0.339 X_1 + 0.493 X_2 + \epsilon$ .

**Keywords:** Interpersonal Communication; Work Motivation; Employee Performance

## INTRODUCTION

Human resources are the potential possessed by everyone to realize something as a social being, or defined as the ability of thinking and physical power possessed by an individual and behaving influenced by his descendants and environment and working because he is motivated by his desire to fulfill his satisfaction. The main key to realizing this is to have accurate information through good means of communication. Human resource management is designed in such a way as to help companies maximize the role and performance of employees in achieving company goals together (Setianingsih & Nursaidah, 2023). In an organization or company, human resources are the most important thing to manage. Human resources are very important assets to move the entire wheel of the organization, If the management of human resource management uses a good concept, it will also affect the course of an organization's business.

Work done by an employee in order to achieve work goals based on skills, experience, sincerity, and time is what determines employee performance. One of the factors that determines an organization's success in achieving its objectives is employee performance. Mangkunegara (2019: 9), employee performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities given to him. Evidenced by the results of research conducted by (Erdiansyah, Robyardi, Mayasari and Sari, 2020) which states that the results of the study show that interpersonal communication and work motivation simultaneously have a significant effect on employee performance at Bank Sumsel Babel Jakabaring Palembang Branch Office.

The most important social event in a person's life is communication. Correspondence is a movement of conveying data, be it messages, thoughts, and thoughts starting with one party then onto the next which is done straightforwardly or by implication. Communication is the process of leaders and employees speaking or writing to each other to give orders, information, suggestions, and company goals. The goal is to avoid

mistakes in the workplace and build a good working relationship between leaders and employees to help them perform better and help the company achieve its goals. According to (Roem and Sarmiati, 2019: 1), interpersonal communication is communication between two or more people face-to-face, which has the possibility of each participant capturing reactions from messages conveyed by the communicator directly, both verbally and nonverbally. Evidenced by the results of research conducted by (Rianof and Malik, 2020) which states that the results of the study show interpersonal communication and work motivation simultaneously have a positive and significant effect on employee performance on CV. Stella Catering.

A factor that directs one's power and potential to want to work productively and actively in accordance with duties and obligations to achieve something desired is known as motivation, and it influences or encourages people to meet their various needs. According to Hasibuan (2018: 143), work motivation is the provision of impulse that creates a person's work enthusiasm so that they want to work together, work effectively and are integrated with all efforts to achieve satisfaction. Evidenced by the results of research conducted by (Kusjono and Ratnasari, 2019) which states that the results of the study show that motivation and compensation simultaneously have a significant effect on employee performance at PT. Sumber Tenaga Lestari (Citylight Apartment) South Tangerang.

PT. Young Aviation Indonesia is engaged in large trading business as well as aircraft maintenance and repair which includes engines, components, export of merchandise in the form of aircraft parts (pipes, hoses, bolts, bearings, starters, aircraft alarms, and antennas), import of merchandise in the form of aircraft parts and equipment (aircraft inner tubes, aircraft outer tires), and other supporting services in an integrated manner. PT. Young Aviation Indonesia operated on May 26, 2014.

Based on the results of pre-research conducted by researchers at PT. Young Aviation Indonesia and interviews from several employees of PT. Young Aviation Indonesia phenomenon found by the author is problems regarding employee performance caused by interpersonal communication and work motivation. From interpersonal communication found problems such as limited language between superiors and subordinates because the leader of the company comes from South Korea, although he has lived in Indonesia for a long time, but the leader of this company has not fully mastered Indonesian clearly, When giving work instructions always experience problems in the form of language so that the orders delivered are not right on target, if there is an order for repair the leader does not communicate and coordinate first To technicians that result in misunderstandings between leaders and subordinates, leaders assign administrative parts in correspondence or make agreements Sometimes leaders provide wrong information, this communication can cause poor working relationships that result in disharmony between superiors and subordinates in a work unit. Researchers also found problems related to work motivation including, compensation or salary given sometimes not on time, no briefing to start work and no evaluation after doing work, no reward even though only limited to congratulations on work achievements that have been achieved by employees which results in decreased employee performance.

## METHOD

### Research design

**The author uses associative quantitative research methods.**

### Population, Sample, Sampling

The population in this study is employees of PT. Young Aviation Indonesia, with a sample of 64 people. While the sampling technique used in this study is saturated sample (non probability sampling).

### Intervention Procedure

The data sources used are primary data and secondary data, obtaining data by observation, interview, questionnaire and carried out gradually over a period of one month.

### Instrument

Validity Test, Reliability Test, Normality Test, Linearity Test, Multicollinearity Test Heteroskedasticity Test, Multiple Linear Regression Analysis, Coefficient of Determination Analysis, Partial Test (t Test), Simultaneous Test (F Test) and data analysis methods using SPSS V.26.

## RESULTS AND DISCUSSION

### 1. Validity Test

- The results of the validity test of the Interpersonal Communication variable ( $X_1$ ) show that the calculated value  $> r_{table}$  (0.361) and is positive. Thus, all these statements are declared **valid**.
- The results of the validity test of the Work Motivation variable ( $X_2$ ) show that the calculated value  $> r_{table}$  (0.361) and is positive. Thus, all these statements are declared **valid**.
- The results of the validity test of the Employee Performance variable (Y) show that the calculated value  $> r_{table}$  (0.361) and positive value. Thus, all these statements are declared **valid**.

### 2. Reliability Test

- Based on the results of reliability tests, it can be seen that Cornbach's Alpha value of  $0.648 > 0.600$ , it can be concluded that the Interpersonal Communication variable ( $X_1$ ) has high reliability.
- Based on the results of reliability tests, it can be seen that the value of Cornbach's Alpha is  $0.733 > 0.600$ , it can be concluded that the variable Work Motivation ( $X_2$ ) has high reliability.
- Based on the results of the reliability test, it can be seen that the value of Cornbach's Alpha is  $0.759 > 0.600$ , it can be concluded that the variable Employee Performance (Y) has high reliability.

### 3. Normality Test

The normality test results are known to have an Asymp.sig (2-tailed) value of 0.200 which states that the number is greater than the significance value of 0.05. So the data collected from the number of respondents is stated to have a normal distribution.

### 4. Linearity Test

- Shows that in the Interpersonal Communication variable ( $X_1$ ) the value is  $0.060 > 0.05$ . So it can be concluded that there is a significant linear relationship between the variables of Interpersonal Communication ( $X_1$ ) to Employee Performance (Y).
- Shows that in the variable Work Motivation ( $X_2$ ) the value is  $0.001 < 0.05$ . So it can be concluded that there is no significant linear relationship between the variables of Work Motivation ( $X_2$ ) and Employee Performance (Y).

### 5. Multicollinearity Test

The results of the multicollinearity test (VIF test) in table 16 show that  $VIF 1.158 < 10$  and tolerance  $0.863 > 0.10$  which means that the regression model does not contain multicollinearity and the regression model is feasible to use.

### 6. Heteroskedasticity Test

Based on the Scatterplot graph above, it can be seen that random spread points both above and below the number 0 on the Y axis, it is concluded that there is no heteroskedasticity in the regression model.

### 7. Multiple Linear Regression Test

A constant of 8.166, meaning that the consistent value of employee performance is 8.166. The interpersonal communication regression coefficient ( $X_1$ ) of 0.339 states that for every increase in one unit of interpersonal communication value, the employee's performance value will increase by 0.339. The coefficient regression of work motivation ( $X_2$ ) of 0.493 states that for every increase in one unit of work motivation value, the employee's performance value will increase by 0.493.

### 8. Coefficient of Determination Analysis

It can be seen that the variables of interpersonal communication ( $X_1$ ) and work motivation ( $X_2$ ) together contribute to Employee Performance (Y) by 51.6%, while the remaining 48.4%.

### 9. Test Hypothesis t (Partial)

- Interpersonal Communication ( $X_1$ ) on Employee Performance (Y)

**Table 1**

**Results t Test of Interpersonal Communication ( $X_1$ ) on Employee Performance (Y)**

Model	Coefficients <sup>a</sup>				t	Sig.	Collinearity Statistics	
	Unstandardized Coefficients	Std. Error	Standardized Coefficients	Beta			Tolerance	VIF
1 (Constant)	13.661	5.305			2.575	.012		
KomunikasiInterpersonal	.578	.128	.498		4.527	.000	1.000	1.000

a. Dependent Variable: KinerjaKaryawan

Determines the significant level of  $\alpha = 5\%$  or 0.05.

$\alpha = 5\%$  or 0.05.

$$t_{table} = (a/2 : n-k)$$

$$t_{table} = (0.05/2 : 64-2)$$

$$t_{table} = (0.025 : 62)$$

$$t_{table} = 1.998$$

Based on table 1, It can be seen that the calculated value is  $4.527 > t_{table}$  is 1.998. Thus  $H_0$  rejected  $H_a$  accepted. So it can be concluded that there is a positive and significant influence between interpersonal communication ( $X_1$ ) on Employee Performance (Y) in PT employees. Young Aviation Indonesia.

b. Work Motivation ( $X_2$ ) On Employee Performance (Y)

**Table 2**  
**Results t Test of Work Motivation ( $X_2$ ) on Employee Performance (Y)**

		Coefficients <sup>a</sup>				Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
Model		B	Std. Error	Beta			VIF
1	(Constant)	19.239	2.649		7.262	.000	
	MotivasiKerja	.589	.084	.664	7.001	.000	1.000

a. Dependent Variable: KinerjaKaryawan  
 $\alpha = 5\%$  or 0.05.

$$t_{table} = (a/2 : n-k)$$

$$t_{table} = (0.05/2 : 64-2)$$

$$t_{table} = (0.025 : 62)$$

$$t_{table} = 1.998$$

Based on table 2, It can be known that the value of  $t_{count} 7.001 > t_{table} 1.998$ . Thus  $H_0$  rejected  $H_a$  accepted. So it can be concluded that there is a positive and significant influence between work motivation ( $X_2$ ) on Employee Performance (Y) in PT. Young Aviation Indonesia.

10. Test hypothesis F (Simultaneous)

**Table 3**  
**Results f Test of Interpersonal Communication ( $X_1$ ) and Work Motivation ( $X_2$ ) on Employee Performance (Y)**

		ANOVA <sup>a</sup>				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	535.942	2	267.971	32.465	.000 <sup>b</sup>
	Residual	503.496	61	8.254		
	Total	1039.438	63			

a. Dependent Variable: KinerjaKaryawan

b. Predictors: (Constant), MotivasiKerja, KomunikasiInterpersonal

Source: SPSS 26 Output Data, Data Processed 2023

Determine the  $F_{table}$  with the following formula:

$$F_{table} = (k ; n-k-1)$$

$$F_{table} = (2 ; 64-2-1)$$

$$F_{table} = (2 ; 61)$$

$$F_{table} = 3.15$$

Based on table 3, The calculation results obtained a value of  $F_{calculate} 32.465 > F_{table} 3.15$ , then it was concluded that  $H_0$  was rejected and  $H_a$  was accepted, meaning that there was a significant influence together from the variables interpersonal communication ( $X_1$ ) and work motivation ( $X_2$ ) on employee performance (Y) PT. Young Aviation Indonesia.

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## CONCLUSION

The purpose of this study is that the author wants to know the influence of interpersonal communication and work motivation on employee performance PT. Young Aviation Indonesia. And the conclusions in this study are There is a positive and significant influence between Interpersonal Communication ( $X_1$ ) and Work Motivation ( $X_2$ ) together (simultaneously) on Employee Performance (Y) of PT. Young Aviation Indonesia, this can be known and proven by the value of  $F_{\text{calculate}} 32.465 > F_{\text{table}} 3.15$  with a significant value of 0.000 ( $\text{sig } 0.000 < \alpha 0.05$ ). So it can be concluded that Interpersonal Communication ( $X_1$ ) and Work Motivation ( $X_2$ ) simultaneously have a positive influence on Employee Performance (Y) of PT. Young Aviation Indonesia. Based on the value of the coefficient of determination, the variables Interpersonal Communication ( $X_1$ ) and Work Motivation ( $X_2$ ) on Employee Performance (Y) have a simultaneous effect of 51,6% and the remaining 48,2% are epsilon (factors that are not studied but affect variable Y). Then the company should have a translator to help the leader in communicating to subordinates so that there are no misunderstandings and messages or orders delivered by the leader are right on target.

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