

# The influence of Communication Skills and HR Competence on Employee Work Effectiveness at the Gowa Regency Education Office

Resky Fitriana Nur<sup>1</sup>, Ahmad<sup>1</sup>, Zalkha Soraya<sup>1</sup>

<sup>1</sup>Universitas Muhammadiyah Makassar

Email: [reskyfn@gmail.com](mailto:reskyfn@gmail.com), [ahmad@unismuh.ac.id](mailto:ahmad@unismuh.ac.id), [zalkha.soraya@unismuh.ac.id](mailto:zalkha.soraya@unismuh.ac.id)

\*Correspondence: Resky Fitriana Nur  
Email: [reskyfn@gmail.com](mailto:reskyfn@gmail.com)

Published: Januari, 2024



**Copyright:**© 2024 by the authors. Submitted for possible open access publication under the terms and conditions of the Creative Commons Attribution (CC BY) license (<http://creativecommons.org/licenses/by/4.0/>).

**Abstract:** This research aims to determine and analyze the influence of communication skills and human resource competencies on employee work effectiveness at the Gowa Regency Education Office. The type of research used in this research is a quantitative approach. The population in this research is employees of the Gowa Regency Education Office. The sample used in this research was 63 respondents. Data collection techniques use questionnaire techniques. The data analysis technique used to test the hypothesis is multiple linear regression analysis and the t test (Partial Test) which is processed using statistical calculations via the Statistical Package for the Social Science (SPSS) version 26. The results of the study show that Communication Skills and HR Competence have a positive effect and significant to the Work Effectiveness of Employees at the Gowa Regency Education Service.

**Keywords:** communication, human resource competency, work effectiveness

## INTRODUCTION

Communication and organization are two concepts that are interconnected and cannot be separated. As a social system, organizations can be formed and maintained through communication. Communication will help maintain good relationships and coordination between members in achieving organizational goals. Communication is an important part of an organization, how organizational messages about how to carry out tasks are distributed, of course through communication.

To achieve organizational goals, human resource competence is needed. Competency which includes mastery of 3 areas of ability, namely knowledge, ability and attitude, will be able to demonstrate employee characteristics and professionalism.

Basically, human resource competency will be able to create reliable human resources in every job. The influence of human resource competence on work effectiveness can be seen from the existence of competence so that every job assigned can be carried out in accordance with what is assigned by an organization/government institution. In this way, the organizational goals that have been set can be achieved. From all this, there is a clear relationship that when employees tend not to have competence, their work effectiveness will not be visible and goals will never be achieved.

According to Gie (2012:26). Achieving employee work effectiveness cannot be separated from the employee's abilities. Efforts to achieve organizational goals require human resources who have high work effectiveness and high work morale. High work morale is influenced by competence. Employee competency

is the knowledge, skills and abilities or capabilities possessed by an employee that have become part of him and thus color his behavior in carrying out the tasks he carries out.

The Gowa Regency Education Service office has different resources so the effectiveness of its work is also different. As a government agency, it must be able to serve the public well so that organizational goals can be achieved as expected. Employee communication also greatly influences work effectiveness, this communication does not only occur between superiors and subordinates but also between co-workers, so that each employee can work optimally. Based on the description above, researchers are interested in research by choosing the title "**The Influence of Communication Skills and HR Competencies on Employee Work Effectiveness at the Gowa Regency Education Office**".

### METHOD

This type of research uses quantitative research. According to (Muhammad Ramdhan, 2021) quantitative data is data that is present or expressed in the form of numbers obtained from the field, or it can also be called qualitative data which is expressed in the form of numbers obtained by changing qualitative values into values. quantitative value.

Sugiyono (2013:117), states that population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. The population of this research is the entire number of Gowa Regency Education Office employees. The population in this study was all employees of the Gowa Regency Education Service, totaling 63 people.

Based on this research, because the population is not greater than 100 respondents, the author took 100% of the population in the Gowa District Education Office, totaling 63 people. Thus, the use of the entire population without having to draw a research sample as a unit of observation is called a census technique or saturated sample.

According to Sugiyono (2017), data collection methods or techniques can be carried out using documentation, questionnaires, observations and a combination of the three. The data collection method is carried out to obtain relevant data for solving and analyzing problems.

### RESULTS AND DISCUSSION

The t test is used to determine the magnitude of the influence of each independent variable individually (partially) on the dependent variable. It is known that the t-table is 2,000. This value is obtained from the formula  $df = n - k - 1 = 2,000$ . The results of the t test in this study can be seen in the table below.

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.923	12.578		.789	.433
	Kemampuan Komunikasi	.549	.270	.251	2.032	.047
	Kompetensi SDM	.412	.199	.256	2.070	.043

a. Dependent Variable: Total\_Y

The results of testing with SPSS for the communication ability variable (X1) on employee work effectiveness (Y) obtained a tcount value of 2,032 > t-table 2,000 and a sig value. 0.047 < 0.05. This means that the communication ability variable (X1) has a positive and significant influence on employee work effectiveness (Y).

The results of testing with SPSS for the HR competency variable (X2) on employee work effectiveness (Y) obtained a t-count value of 2,070 > t-table 2,000 and a sig value. 0.043 < 0.05. This means that the HR competency variable (X2) has a positive and significant influence on employee work effectiveness (Y).

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.411 <sup>a</sup>	.169	.141	4.202
a. Predictors: (Constant), Total_X2, Total_X1				

Based on the output value in R Square of = 0.169, this means that the influence of the variables communication ability (X1) and HR competency (X2) on employee work effectiveness (Y) at the Gowa Regency Education Service is 16.9% and the remaining 83.1% is influenced by other variables that are not included in this research model like other variables outside of this research.

## CONCLUSION

Based on the data analysis and discussion explained above, the following conclusions can be drawn:

1. Based on the results of the t test and significant values, it can be seen that the Communication Ability variable (X1) has a tcount greater than ttable, namely tcount 2,032 > t-table 2,000 with a sig value. 0.047 < 0.05. So it can be concluded that partially the communication ability variable (X1) influences the work effectiveness of Gowa Regency Education Service employees.
2. Based on the results of the t test and the significant value of the HR Competency variable (X!), the tcount value is greater than ttable, namely tcount 2,070 > t-table 2,000 and the sig value. 0.043 < 0.05. So it can be concluded that partially the HR Competency variable (X2) has an influence on the Work Effectiveness of Gowa Regency Education Service Employees.

## REFERENCES

- Adam, M. R. and M.O. moss.(2000).Food Microbiology. Second Edition.The Royal Society of Chemistry.Ombrigde.UK
- A.F. Stoner James, DKK, (2002), Management, Indonesian Edition, Publisher PT. Prenhallindo, Jakarta
- Gibson, James.(2004).Organisasi danManajemen, Prilaku Struktural,Proses.Erlangga. Jakarta.
- Gie, The Liang, (2003), Organization, Behavior, Structure, Process Erlangga, Jakarta
- Hasibuan, Melayu SP. (2003), Human Resource Management. Bumi Aksara, Jakarta
- Sugiyono. (2013). Metode Penelitian Kuantitatif, Kualitatif Dan R&D. Bandung: Alfabeta.CV
- Sugiyono. (2017). Metode Penelitian Kuantitatif, Kualitatif, Dan R&D. Bandung : Alfabeta, CV.