

The Role of Competency and Interpersonal Communication In Improving Performance

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Abstract

This study aims to examine and analyze the effect of competence and interpersonal communication on the performance of PKB employees of the Maluku Province BKKBN Representatives. This type of research is a quantitative research, using a questionnaire as a research instrument. The sample selection technique used simple random sampling. The population of this research is the PKB representative of the Maluku Province BKKBN, totaling 100 employees with a total sample of 50 employees. The results of the study stated that competence and interpersonal communication partially or simultaneously had a positive and significant influence on the performance of PKB employees of the Maluku Province BKKBN Representatives. The variable of competence and interpersonal communication explains the variable of employee performance by 78.2%, this means that competence and interpersonal communication are two factors that must be considered

Keywords: competency, interpersonal communication, improving performance

1. Introduction

An organization is a consciously coordinated entity, with a relatively identifiable boundary, that works on a relatively continuous basis to achieve a common goal or set of goals (Robbins, 1994). The units of the organization consist of people or groups of people who interact with each other. The interaction is consciously coordinated, meaning that it is managed in an effort to achieve its goals (Wirawan, 2007). Apart from being a place for humans to interact and actualize themselves, organizations certainly have goals to be achieved. Each organization has its own goals based on the wishes to be achieved. The goal itself is an end result (Handoko, 2000).

Government organizations, of course, need real work to be able to directly contribute to the welfare of the people. So that optimal employee performance is required to be able to create maximum public services to the community. The lack of success in achieving the targeted achievement of a PKB employee (Family Planning Counselor) is influenced by various factors, both internal and external factors. From internal factors, the current phenomenon is that the competencies possessed by PKB employees in the Maluku Province BKKBN Representatives still have weaknesses and it is necessary to optimize the performance of PKB employees so that they can be better.

In addition, there are also external factors from within the community that do not support the Population Family Planning and Family Development (KKBPK) program. This is influenced by the phenomenon that occurs where there is still a strong ancestral paradigm that is still embedded in society which assumes that many children have a lot of sustenance. There are also those who think that the Family Planning program is against the religious values they believe in. In addition, the understanding of the importance of family planning to various stakeholders has not resulted in a strong commitment to support the implementation of family planning. Then the Communication, Information and Education (KIE) activities carried out to the community have not been able to change the value of the desired ideal number of children and the behavior of the community in obtaining contraceptive services as needed.

Thus, as an extension worker, the ability to be able to provide socialization and communicate directly with the community is very important, not just carrying out socialization that is one-way communication because this can be a determining factor for public awareness to achieve organizational goals. Thus, how important is Interpersonal

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Competence and Ability for a PKB BKKBN employee to improve organizational performance.

2. Literature Review

2.1 Competence

One of the important factors in improving employee performance is the competence possessed by employees who work in the organization. This is also one of the factors that determine a person to be accepted to work in an organization. Every employee needs the appropriate competence to complete each task in their job. However, competence itself is not possessed by a person from birth. Competence can also be created through trainings and courses organized by various parties. According to (Robbins, 2007) Competence is an ability or a person's capacity to do various tasks in a job, where this ability is determined by two factors, namely intellectual ability and physical ability. In research conducted by (Cahyaningrat et al., 2016) at the Denpasar City Library, Archives and Documentation Agency, it was found that competence had a positive and significant effect on employee performance. Other research results are research from (Irmawati and Adda, 2017) regarding the Effect of Competence and Motivation on the Performance of Family Planning Field Officers (PLKB) in the Management of the Family Planning Program in Palu City and research from (Manani and Ngui, 2019) regarding “Effects of Employee Competencies on Employee Job Performance In Humanitarian Organizations; A Case Study of The World Food Program, Kenya” empirically proves that the influence of competence on employee performance is positive and significant.

2.2 Interpersonal Communication

The characteristics of social life require each individual to build a relationship with others, so that a bond of reciprocal feelings will be established in a pattern of relationships called interpersonal relationships (Faidha, 2020). According to (Hardjana, 2003) Interpersonal communication is a face-to-face interaction between two or more people, where the sender can convey the message directly and the recipient of the message can receive and respond directly as well. The results of research conducted by (Gumay and Hermani, 2018) at PT. Euro Management Indonesia, found that interpersonal communication has a significant, strong and positive effect on employee performance. Other research results are research from (Faidha, 2020) regarding “The Influence of Interpersonal Communication on the Performance of Family Planning Instructors (PKB) in the BKKBN of Southeast Sulawesi Province” and research from (Abdurrahman, 2018) regarding “The Effect of Interpersonal Communication Skills and Work Motivation on Performance of Marketing Employee” empirically proves the influence of interpersonal communication on employee performance is positive and significant.

2.3 Performance

Performance is the result of a process that refers to and is measured over a certain period of time based on pre-determined terms or agreements (Edison et al., 2017). High employee performance will have an impact on increasing organizational productivity, so this must be the main concern of organizational leaders to be able to always pay attention to their human resources for the sake of increasing organizational progress. (Robbins, 2007) defines performance, namely a result achieved by employees in their work according to certain criteria that apply to a job. Another opinion expressed by (Mangkunegara, 2010) which states that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is also the ability of employees to complete their obligations according to the time and plan or as expected (Abdullah, 2014).

3. Methods

The type of research used is explanatory research. Explanatory research is a type of research whose purpose is to find an explanation of why an event or symptom occurs. In this study, the population was all employees of the PKB Representatives of the Maluku Province BKKBN, totaling 100 people.

In this study, researchers used probability sampling. According to (Sugiyono, 2017), probability sampling is a sampling technique that provides equal opportunities or opportunities for each element or member of the population to be selected as a sample. Sampling in this study using “Simple Random Sampling”. Simple random sampling is taking a sample from a population that is done randomly without regard to the strata that exist in the population (Sugiyono, 2017).

To draw the number of samples using the Slovin formula because in the sampling the number is representative so that the research results can be generalized with simple formulas and calculations. The Slovin formula for determining the sample is as follows:

$$\begin{aligned}
 n &= \frac{N}{1+N.(e)^2} \\
 &= \frac{100}{1+100.(0.1)^2} \\
 &= 50
 \end{aligned}$$

4. Result and Discussions

4.1 Multiple Linear Regression Analysis Results

Table 1. Multiple Linear Regression Analysis Results

Model		Coefficients ^a				Sig.
		Unstandardized B	Coefficients Std. Error	Standardized Coefficients Beta	t	
1	(Constant)	3.880	2.869		1.352	.183
	Competence (X ₁)	.647	.135	.598	4.782	.000
	Interpersonal Communication (X ₂)	.442	.170	.325	2.600	.012

Source: SPSS Output Results

Based on the results in the table 1, the following multiple regression equation is obtained:

$$Y = 3.880 + 0.647X_1 + 0.442X_2 + e$$

From the multiple regression, it shows several things, namely as follows:

- Constant, in the equation above, the constant value is obtained at 3.880 which means that if it is not influenced by the independent variables, namely competence and interpersonal communication, the employee performance is 3.880.
- Competence (X₁), for the competency variable, the coefficient value is 0.647, which means that if the competency variable has an increase of one percent, then the employee's performance will increase by 0.647. Assuming other independent variables are fixed.
- Interpersonal communication (X₂), for the interpersonal communication variable, the coefficient value of 0.442 is obtained, which means that if the interpersonal communication variable has increased by one percent, the employee's performance will have increased by 0.442. Assuming other independent variables are fixed.

4.2 Coefficient of Determination Test Results

Table 2. Coefficient of Determination Test Results (R²)

Model	Model Summary ^b			
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.889 ^a	.791	.782	2.699

Source: SPSS Output Results

From the table 2, it is known that the coefficient of multiple determination (Adjusted R Square) is 0.782 or 78.2%. Based on this, it can be interpreted that the independent variables, namely competence and interpersonal communication, can explain the employee performance variable by 78.2%. While the remaining 21.8% is explained by other factors not tested in this study.

4.3 Partial Test Results (t Test)

Based on the results of the calculations in table 3, the following results are obtained:

- The t-test coefficient of the competency variable is 4.782 > t table 1.677 while the significance value is 0.000. These results can be interpreted that the significance value is less than 0.05. This means that the influence of competence on employee performance is significant, or there is a positive influence of competence on employee performance so

that the first hypothesis is accepted.

- b. The t-test coefficient for interpersonal communication variables is $2,600 > t$ table $1,677$ while the significance value is $0,012$. These results can be interpreted that the significance value is less than 0.05 . This means that the influence of interpersonal communication on employee performance is significant, or there is a positive influence of interpersonal communication on employee performance so that the second hypothesis is accepted.

Table 3. Partial Test Results (t Test)

Variable	t count	t table	Sig.	Results
Competence	4,782	1,677	.000	accepted
Interpersonal Communication	2.600	1,677	.012	accepted

Source: SPSS Output Results

4.4 Simultaneous Test Results (F Test)

Table 4. Simultaneous Test Results (F Test)

		ANOVA ^a				
		Sum of Squares	df	Mean Square	F	
Model					Sig.	
1	Regression	1294.844	2	647.422	88.875	.000 ^b
	Residual	342.376	47	7.285		
	Total	1637.220	49			

Source: SPSS Output Results

Based on the test results in the table 4, it can be seen that the calculated f value is 88.875 with the f table value is 3.19 so that the calculated f value $>$ f table or $88.875 > 3.19$ and the significant level is $0.000 < 0.05$ so it can be concluded that the variable Competence (X_1) and Interpersonal Communication (X_2) simultaneously have a positive and significant effect on the performance of PKB employees of the Maluku Province BKKBN Representatives. So the third hypothesis is accepted.

4.5 The Influence of Competence on Employee Performance

Results of testing the first hypothesis: the influence of competence on employee performance is known that competence has a positive and significant influence on the performance of PKB Representatives of the BKKBN Maluku Province seen from the coefficient value of 4.782 with a significance level of $0.000 < 0.05$. These results prove that the competence factor has a positive and significant influence on employee performance.

Thus, representatives of the Maluku Province BKKBN must pay more attention to the competence of their PKB employees to be more optimized so that they can improve the performance of their PKB employees which also has an impact on improving the performance of the Maluku Province BKKBN agencies for the benefit of community service goals carried out by BKKBN.

This research is aligned and consistent with research conducted by (Cahyaningrat, et al., 2016), (Irmawati and Adda, 2017) and than (Manani and Ngui, 2019) where in the study the results show that competence has a positive and significant effect on employee performance.

4.6 The Influence of Interpersonal Communication on Employee Performance

Results of testing the second hypothesis: the influence of interpersonal communication on employee performance is known that interpersonal communication has a positive and significant influence on the performance of PKB Representatives of the Maluku Province BKKBN seen from the coefficient value of 2.600 with a significance level of $0.012 < 0.05$. These results prove that interpersonal communication factors have a positive and significant influence on employee performance.

Thus, representatives of the Maluku Province BKKBN should pay more attention to the interpersonal communication built by their PKB employees to be more optimized so that they can improve the performance of their PKB employees in service tasks in the community which will also have an impact on improving the performance of the Maluku Province BKKBN agencies for the benefit of better public service goals carried out by the BKKBN.

This research is aligned and consistent with research conducted by (Gumay dan Hermani, 2018), (Faidha, 2020) and than (Abdurrahman, 2018) where in the study the results show that interpersonal communication has a positive and

significant effect on employee performance.

4.7 The Influence of Simultaneous Interpersonal Communication and Competence on Employee Performance

Results of testing the third hypothesis: the influence of competence and interpersonal communication simultaneously on employee performance, it is known that competence and interpersonal communication simultaneously have a positive and significant effect on the performance of PKB employees of the Maluku Province BKKBN as seen from the *f* test coefficient value of 88.875 with a significance level of $0.000 < 0, 10$. These results prove that the factors of competence and interpersonal communication simultaneously have a positive and significant influence on employee performance.

5. Conclusions

Competence has a positive and significant influence on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that with the good competence possessed by PKB employees, it can have a positive and significant impact on PKB employees in improving the performance of PKB employees of the Maluku Province BKKBN Representatives for the better. Interpersonal communication has a positive and significant impact on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that with the implementation of the interpersonal communication process carried out by PKB employees in carrying out their duties and responsibilities, it can have a positive and significant impact on PKB employees in improving the performance of PKB employees of the Maluku Province BKKBN Representatives for the better. Competence and interpersonal communication simultaneously have a positive and significant impact on the performance of PKB employees of the Maluku Province BKKBN Representatives. This means that with the good competencies possessed by PKB employees and the application of the interpersonal communication process carried out by PKB employees in carrying out their duties and responsibilities, applied simultaneously, it can have a positive and significant impact on PKB employees in improving the performance of PKB employees. Maluku province is better than being implemented separately.

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