The Effect of Miscommunication on the Quality of Employee Performance

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Abstract: This study aims to determine how big the influence between Communication Barriers (Miscommunication) on Quality Performance of staff Polytechnic LP3I Medan. In this study using the saturated sample as many as 53 respondents and data collection using descriptive methods with quantitative data is through a questionnaire tested by using several methods of data analysis. The result of this research is provided by T Test, and Simple Linear Regression Test which shows that there is influence between Miscommunication to Quality of Employee Performance Polytechnic LP3I Medan. Which in the T test obtained value of T count > T table is 6.335 > 1.675, Ha accepted means there is a significant or tangible influence between variable X (Miscommunication) to the variable Y (Employee Performance Quality) and based on Simple Linear Regression Analysis obtained equation Y = 11.73 + 0.85 X, meaning that there is a significant influence between the independent variable (X) on the dependent variable (Y) and the rest is influenced by other factors such as discipline, honesty, responsibility, etc. but not discussed in this research method.

1 INTRODUCTION

In everyday life - even every day people always communicate. As we know that human is a man that who can not live alone. Thus, humans communicate to convey the contents of the statement to other humans. Without communication with other people, human life as a social being becomes meaningless. But there are times when the communication sometimes happens not in accordance with the intent and purpose to be delivered, so there was miscommunication between the one with the other. Therefore, with communication can cause human life can be developed and sustained.

According to previous research Jessica (2014), In the communication was allegedly a communication barrier in the division of Sales & Marketing, Finance & Accounting, Rooms and Food & Beverage Marketing. Researchers use the theory of organizational communication, communication barriers and employee performance. Elements of communication barriers consist of technical barriers, semantics and behaviors affecting the quantity of work, quality of work and job knowledge of employees. The results of this study indicate

communication barriers affecting employee performance Midtown Hotel Surabaya.

In any company that communication is indispensable for the creation of good social relations in the company, so the state of internal atmosphere in the company will be good too, and also with the communication, the vision of the company's mission can run as much as possible. But the fact, in Polytechnic LP3I Medan communication is not running well as it should, because it still encountered miscommunication between employees one with another employee, between one division with another division, and so on.

2 ORGANIZATIONAL COMMUNICATION

Organizational communication is the delivery and acceptance of information or messages made between individuals or groups within an organization or company that deals with all issues concerning the company or organization.

organizational communication is the study of how people working in an organization communicate within the organizational context, as well as the interaction and influence between the organizational structure and the organization. (Liliweri, 2014:365).

2.1 Communication Barriers

Misunderstandings in communication is the occurrence of errors in the communication process that is from the sender of the message to the recipient of the message or the communication process that runs less or not good so that it can cause information submitted not in accordance with the expected.

According to Liliweri (2014: 379) obstacles or impaired communication is the influence of the inside or outside of individuals or groups in the environment that can damage the contents of messages to be delivered or received. "Miscommunication is sometimes caused by improper use of words, in which words are connotative and denotative" Suryanto (2015 : 73).

A comfortable and peaceful work environment will be very easy to affect a performance within a company. But in reality the performance of a company can be hampered due to a less supportive work environment, such as the condition of the office or workplace located close to other factories resulting in noise / noise that interfere with the performance of the company, so that at the time of the information to be conveyed from the sender of the message an employee) who was very clear and accurate, but when received by the recipient of the message (other employees) the information becomes reduced or inaccurate, resulting in a misunderstanding in communicating and it affects the performance of the employee who was able to produce work in accordance with the intent and purpose of the boss will be not in accordance with the expectations of the leader.

2.2 Personality Disorder

Sociological and anthropological barriers constitute a personality disorder, which in either case will result in personal disturbance and from some of the different identities of individuals and groups. According to Liliweri (2014: 380) "the type of personality disorder may be a disturbance or a sociological and anthropological barrier. According to Suryanto (2015: 71) sociological barriers are disturbances that occur as a result of personal life, static and irrational that can occur because of social interaction in the community and in the office

environment. And anthropological obstacles, namely the existence of communication disruption of the target like who the intended person, the difference of identity such as race / ethnicity, gender, age and difference of position or status of each and educational background (Suryanto, 2015 : 71).

2.3 Work Experience

Work experience is a knowledge or skill that is known and controlled by a person as a result of a deed or work that has been done before for a certain period of time. Work experience in a company can be very influential in the quality of employee performance in the company. But sometimes also can lead to an obstacle in performance, one of which there is a barrier in communication or commonly called a miscommunication (miscommunication).

2.4 Semantic Disorder

Semantic barriers concerning aspects of the language used by communicators as a tool to channel thoughts and feelings to the communicant. Which is the disturbance caused by communicators who misspelling, such as talk too fast, stutter, panic and so forth (Suryanto, 2015 : 72) . Language can also create a barrier to communication or misunderstanding in communication. This can happen if the language used is less denotative in the sense that the language is conveyed is not in accordance with the common language as it should be in daily life in general by society. Companies create working conditions with language that is precise, clear, accurate so that it can easily be understood as the intent and purpose to be achieved from the information submitted so the quality of performance will increase.

Therefore, communication barriers in this study will be measured through: environmental disturbances, personality disturbances, work experience and semantic disorders.

2.5 Performance Quality

Performance quality is part of the productivity of work, which means something that contains achievements to be explored and achieved. Therefore, the quality of work can be done and improved by doing the best job possible according to the rules and orders given by improving the quality of life, creative work and innovation.

According Mangkunegara (Jessica, 2014: 4) that employee performance (work performance) is the result of work in quality and quantity achieved by an

employee in performing their duties in accordance with the responsibilities given to him.

2.6 Performance Quality Indicators

Indicators to measure the quality of employee performance individually or individually, there are some of them as follows:

a. Quality

Quality of work can be measured from the employee's perception of the work done and produced and the ability to employee skills. According to Simanjuntak (Widodo, 2015: 133) states that: the quality and ability of employees / employees ie matters relating to education / training, work ethic, work motivation, mental attitude and physical condition of employees.

b. Productivity

According to Widodo (2015: 218) states that productivity is the development of industrial planning in particular and national economic development planning in general, which is more linked to the view of production and economics and even sociological outlook. Productivity can be said a process of activities that are structured to explore the potential that exists in a corporate object. Productivity is also a quality work relationship resulting where the success of a company in improving productivity will be very influential and support in the ability to compete, because with more productive companies can sell products / services with a more competitive price. Therefore, to develop and improve productivity within the company then employees in the company must work harder and smarter.

c. Effectiveness

Effectiveness relates to a reality to know whether or not the expected results of each level of expenditure are achieved (Widodo, 2015 : 219). Effectiveness is a level in the use of organizational resources (energy, money, and technology) which are maximized for the purpose of increasing the yield of each part in resource use.

d. Efficiency

With the efficiency in the work it will give effect or a good impact also for the company. For efficiency in work will make the ability or effort to minimize the possible in the use of resources to provide more work in the period that can be minimized or minimized.

e. Effective Communication

Effective communication is the delivery of all information about the intent and content of the heart professionally in accordance with the

capabilities and competencies shown in appropriate language and clearly (Liliweri, 2014 : 394). Effective communication is the relationship created in the process of delivering an information between individuals or between groups of one with another both in accordance with its own division and between divisions with the intent and purpose in accordance with the vision of the company's mission with good conditions also (right and clear).

2.7 Performance Aspects

According to Manullang (2012: 151) said that an individual performance, motivation and retention of employees is a major factor for a company in maximizing the effectiveness of human resources. Meanwhile, According to Hasibuan (2016: 95) argued that the aspects assessed on the quality of the performance include the following:

a. Loyalty, namely the willingness of employees in maintaining and defending and the existence of devotion to the company in the work or outside the work.

b. Job performance, is a form of work of the quality and quantity generated employees of his work.

c. Honesty is a form of sincerity of one's employees in carrying out their duties and abilities to not abuse the authority given to him.

d. Discipline, the psychological attitude of a person who is always disciplined in following all the rules in completing his work.

e. Creativity, whereby a person creates something new and original, which was not previously known and known to the public.

f. Cooperation, namely the ability of a person to be able to work together with other people or the team in completing a task or job received / determined.

g. Leadership is the ability of a person to convince others so that they can be directed to the maximum to carry out the main task.

h. Personality is a character, attitude and character that someone has as background or identity to a behavior.

i. Initiatives are the ability of an employee to make decisions, the necessary steps in carrying out his main tasks without waiting for orders from superiors.

j. A skill, which is the cleverness of an employee in doing things both before and after directed.

k. Responsibility, is where the ability of an employee to finish every job submitted to him with the best and timely in solving it and he dare to bear and bear any risk to a decision taken.

Therefore on the quality of performance in this study will be measured through: quality, productivity, effectiveness, efficiency and effective communication.

3 METHOD

The research location is in the Office of Polytechnic Directorate LP3I Medan, which is located at Jl. Amaliun, No. 37 Medan. The population in this study is that all staff and employees in Polytechnic LP3I Medan in Amaliun campus which amounted to 53 people. Data collection is done that is by giving a set of written questions to the respondent to be answered as the object to be examined / observed. Beside that, literature research is done by collecting data obtained from references of literature from reading books, Journals, Theses and data from the internet.

3.1 Hypothesis

The hypothesis of this study are illustrated with the following assumptions:
a. H_0: There is no significant influence between independent variable (Miscommunication) with the dependent variable (Quality Performance).
b. H_a: There is a significant influence between the independent variables (Miscommunication), with the dependent variable (Performance Quality).

If $H_0 = 0$, then Miscommunication has no effect on Employee Performance Quality.

Data analysis methods used to measure the results of research that is by using descriptive methods quantitative. The data analysis method used for measurement scale using the Likert scale method.

Table 1: Likert Scale Instrument

No	Answer	Scor
1	Strongly agree / always / very positive	4
2	Agreed / often / positively	3
3	Disagree / almost never / negative	2
4	Strongly Disagree / Never	1

Source: Sugiyono (2015: 135)

3.2 Determination Coefficient Test

3.2.1 Product Moment Correlation Analysis (r)

In this product moment correlation analysis sought is the correlation coefficient of the data questionnaire research that states the degree of relationship between independent variables with dependent variable which is to determine the strength or weak relationship between two variables the author uses the help of software applications SPSS 22. The results of the product moment move between -1 to +1. If the result of product moment correlation calculation > +1 or -1 then the calculation is stated wrong.

3.2.2 Determination Coefficient Analysis (R2)

The coefficient of determination shows how much the percentage of influence of all independent variables in the value of the dependent variable that can be explained in the resulting regression equation. The magnitude of the coefficient of determination (R2) is 0 to 1, which is closer to 0 then the smaller the influence of independent variables to the value of the dependent variable and vice versa, the more the effect 1 then the influence of all independent variables on the dependent variable. The coefficient of determination (R2) can be calculated by the following formula:

$$D = (r_{xy})^2 \times 100\%$$

Information:
D = Determination
$(r_{xy})^2$ = Coefficient of correlation squared

3.2.3 T Test (Partial Coefficient Test)

T test model to find out how big the influence of coefficient X to Y. If $T_{count} > T_{tables} \rightarrow$ "Reject H_0 (any real effect). If $T_{count} \leq T_{tables} \rightarrow$ "Accept H_0" (Influence is not real). T_{count} can be determined by using the help of computer software application that is application SPSS 22, if $T_{count} > T_{table}$ then H_0 rejected.

3.2.4 Simple Linear Regression Analysis

Used to know the extent to which a variable influences with other variables. With simple linear regression coefficient formula as follows (Sunyoto, 2012 : 237):

$$Y = a + bX$$

Information:
X = Miscommunication
Y = Performance Quality
a = Constants
b = Regression Coefficient

4 RESULT

Determination test conducted on questionnaire data 53 respondents. Test determination done with the help of computer software application that is SPSS 22.

4.1 Product Moment Correlation Analysis (r)

Table 2: Product Moment Coefficient (r)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,664ᵃ	,440	,429	3,098

a. Predictors: (Constant), MISCOMMUNICATION

(Source: Primary data processed, 2017)

From the table above obtained the value of correlation coefficient r on the table is used to see how big the relationship of variable X to variable Y. The results shown are = 0.664 or 0.66, meaning the relationship of miscommunication to the quality of performance is very strong that is equal to 0.66.

4.2 Determination Coefficient Analysis (R^2)

Tabel 3: Determination Coefficient (R^2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,664ᵃ	,440	,429	3,098

a. Predictors: (Constant), MISCOMMUNICATION

(Source: Primary data processed, 2017)

Column R Square used to see how big the influence of Variable X to Variable Y. The result of the analysis shows R Square equal to 0,440 or 44%. This means that miscommunication influences 44% on the quality of performance, and the rest is influenced by other variables.

4.3 T Test (Partial Test)

Table 4: T Test (Partial Test)

Coefficientsᵃ					
Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	11,728	3,290		,565	)1
MISCOMMUNICATION	,847	,134	,664	6,335	)00

a. Dependent Variable: QUALITY OF PERFORMANCE

(Source: Primary data processed, 2017)

On column T can be seen the value of T arithmetic is 6.335 or 6.34.

$$(dk) = n-k-1$$

Information:
 k = Number of independent variables
n = Number of samples.
Namely 53-1-1 = 51
Then it can be seen that T table value is 1,675. Therefore the value of Tcount > T table, that is with the result 6.335 > 1.675, meaning there is a significant or tangible influence.

4.4 Simple Linear Regression

Table 4: Simple Linear Regression

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	11,728	3,290		3,565	,001
MISCOMMUNICATION	,847	,134	,664	6,335	,000

a. Dependent Variable: QUALITY OF PERFORMANCE
(Source: Primary data processed, 2017)

In column B can be seen the value of Constant (constant) of 11.728 or 11.73 and the value of miscommnucation of 0.847 or 0.85. Constant value is a value, and the value of miscommnucation is value b. So obtained simple regression equation as follows:
Y = a + bX, Thus, Y = 11.73 + 0.85 X.
Information:
X = Miscommunication
Y = Performance Quality
a = Constants
b = Regression Coefficient

Based on the result of the simple linear regression equation above, then obtained the result of miscommunication equal to 0,85 and quality of performance value equal to 11,73. However, performance quality may increase if assumed with a reduction of 1 miscommunication, it will provide an increase in the quality of employee performance.

5 CONCLUSIONS

From the results of the whole research by the method of data analysis known that the Semantic Disorder indicator has greater effect on the performance of employees with a percentage of 35.8%. That the independent variable (Miscommunication) has a significant effect on the dependent variable (Employee Performance Quality). Judging from T test result that is T count> T table with result 6,335> 1,675, hence Ha accepted, meaning there is significant or real influence between

Miscommunication to Employee Performance Quality. And the rest is influenced by other factors such as discipline, honesty, responsibility, etc., but not discussed in this research method.

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