

Effect Of Communication On Employee Performance In The Middle Of Pandemic Covid-19

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ABSTRACT: Communication is something that can never be separated from a person's life. Communicating well will help achieve goals. The communication that will be discussed here is the importance of good communication in the office environment, as well as how it affects employees. Sometimes people don't pay much attention to communication, but actually without good communication, work in the office will be hampered. The flow of communication in the office has vertical and horizontal flows. Vertical flow is the flow of communication carried out from superiors to subordinates or vice versa, while horizontal flow is the flow of communication carried out with colleagues or equivalent. What includes communication in the vertical flow is orders, tasks, suggestions, opinions, and complaints, while what includes horizontal communication is sharing feelings, and solidarity of cooperation. This study aims to determine and see the effect of good communication on improving employee performance, especially in the office. This research uses library research method. The office is a place for data processing activities so that it becomes more useful information, while performance is the result of work or how the work process takes place. From the data that has been collected, it explains that communication has a very meaningful relationship for employees. Because if the information is conveyed properly, the employees will carry out their duties well too.

Keywords: Communication, Office, Office Communication, Employee Performance.

1. Introduction

Human resources are an important factor in organizations and companies. Because it is with the human factor that all goals, processes, system improvement, system concepts are all carried out by humans. This means that human performance in an organization is an important factor and a big influence. Without an agreement regarding the standardization of performance, it will be impossible to measure the performance of a company.

In establishing cooperation between people within the organization, a communication is needed provided that communication between employees is another important factor in running the organization or company. Communication will help them to convey and receive what is delivered according to its purpose. However, not all communications can run effectively, sometimes some errors are called misscommunication. Mistakes that usually occur in communication include feelings of selfishness, a sense of non-openness between someone, and there are misunderstandings. Without communication in the office, office goals will not work or there will be no progress. Office work is related to one another. So if there is one error in receiving information, it will be able to hinder everything. In communicating in the office, of course, good cooperation is needed, so as not to cause misunderstandings between members and cause differences in perceptions. If misunderstandings often occur in a company, it will cause disharmony. This disharmony will lead to reduced employee performance, so that organizational goals cannot be achieved optimally.

In the midst of the Covid-19 pandemic, which has turned one year in March, many companies have made adaptations by communicating through information technology, via voice messages, social media and others. This is done as a result of the existence of government regulations prioritizing distribution by physical distancing methods, so that these regulations require all office sectors, organizations and companies to limit their activities by reducing workers in one area.

This is what ultimately causes all organizations and companies to use various methods to keep in touch between the company and its employees. The problem is that when working as usual in an office without a communication channel via or an intermediary, there are often communication errors, during a pandemic like this you are required to communicate using an intermediary device or communication network.

2. PROBLEM FORMULATION

Does communication affect employee performance in the office

BENEFITS

1. Providing information as a contribution of thought
2. As additional insight and reference in the field of human resources, especially the effect of communication on employee performance in the office.

3. Literature review

1. Communication

According to John R. Wenburg and William W Wilmot, in their book " Communication Studies An Introduction to Communication "Stating that communication is an effort made by someone to obtain meaning. Communication is not always written and oral, communication can also be done using body language.

The most important thing about communication is not how we communicate or what media we communicate with, but how someone can understand the information conveyed by the sender of the message. As humans, we certainly will not be separated from communication, since waking up every week to sleep again, of course in our daily lives we will interact with people, not only in the office, even in the work environment. If communication is done well, there will be a harmonious relationship between a person.

Fiske (2012: 01) "Communication is one of the human activities that is recognized by everyone but very few can define it satisfactorily."

According to Kallaus and Kelling, office is a function where technology systems, procedures, and people depend on each other for work to manage one of the most important company resources, namely information. Office activities are inseparable from taking notes, writing, reading, speaking, and listening. This activity contains information or information that has a meaning and use for office purposes. Therefore, office communication activities are a way of conveying information that has meaning in office activities.

Communication is very important to improve the smooth running of office activities. Below is a description of the importance of communication in the office.

1. Creating a sense of solidarity and loyalty between:
 - a. Subordinates and superiors
 - b. Subordinates to subordinates
 - c. Bosses and superiors
 - d. Employees with the office
2. Can increase the sense of passion / enthusiasm for work of employees
3. Can increase morale and discipline for employees
4. Employees can know clearly about policies, regulations, the provisions that have been set by the leadership.
5. Information needed by employees can be obtained quickly
6. Can increase a sense of responsibility towards employees
7. Will lead to mutual understanding and respect among employees
8. Employees will have a sense of cooperation
9. As a tool to deal with irrelevant information
10. As a tool for working together.

To start communication activities, the first must have some information sent to the parties who need it. In a communication there are elements that must be present.

1. Communicator

Communicator is someone who delivers a message to the communicant (message recipient). The communicator must try to express the things that are on his mind clearly, so that it is easily understood by the communicant.

2. Message

Messages can be conveyed in several forms, it can be in the form of instructions, orders, suggestions or suggestions, form of announcements, circulars, which can be presented in the form of writing, pictures, or other forms. The content of the message must be clear, so that the message conveyed can be understood by the recipient of the message.

3. Communicant

Communicants must be able to interpret what is conveyed by the communicator.

4. Feedback

Feedback or it can be called feedback is a response or reaction made by the recipient of the message or the communicant. So that the communicator can find out whether the news is understood by the communicant. If feedback occurs, this will lead to two-way communication.

In addition, in order for the purpose of communication to become clear, the things that must be considered are as follows:

1. Who is the communicant?
2. How will the communicant interpret the message.
3. What is the atmosphere between the communicator and the communicant.
4. How is the quality of the communication.

According to Charley Broaded in the book *Essentials Of Management From Supervisor* in 1947, generally oral commands are only good if:

1. What is ordered is a simple task The
2. subordinate has done
3. it. The order will be completed in a short time.
4. Mistakes that may occur do not have major consequences .

So it can be concluded that office communication is communication carried out in an office that is conveyed from one party to another. This communication can be done orally or in writing.

The purpose of office communication is to inform the data needed by the office, evaluate the results of work, to provide instructions and greet both superiors and subordinates or with fellow colleagues. Communication is one of the most important things in an office because an office is a place where people work together to do office activities. The office is a place for processing information, a place for people to gather to discuss everything to achieve office goals, where employees perform administrative work.

An office leader must be able to communicate effectively to office employees, both vertically, horizontally, and diagonally. Effective communication will also create a healthy, kind and open work atmosphere. This is very important in improving employee performance, dedication and creativity.

Good communication within an office or organization is characterized by a job well done. If some problems occur in the office, they must be resolved by improving communication relations between employees, which problems may occur without realizing it.

Good communication will provide a good relationship between employees which can affect their performance. Communication is at the core of building social relationships between employees in the office. Top management needs an information to determine an organizational policy and solve some problems that occur in a company, while lower management needs information to carry out their work. In an office, a superior must be able to convey information to subordinates that can be understood and carried out by subordinates, while subordinates must have certainty regarding instructions regarding what rules to do and what not to do.

For the delivery of communication, a superior can convey it in formal and non-formal forms. Examples of formal forms include newsletters and bulletin, while non-formal ones can include conversations at rest, sports competitions, or excursions.

For now, problems that often arise in the work environment are caused by dropping fellow employees or employees. This is due to jealousy and feeling unfairly treated by their superiors. So that this results in a conflict that greatly affects employee performance. If this is allowed, it will cause disharmony in the organization and make employees uncomfortable working in the office. Usually the problem that often occurs in the office is the difference in position status between one another, then there is misunderstanding among employees, the lack of facilities that serve as support in work, such as telephone, and a lack of understanding of how to communicate properly in an office environment. Apart from that, there are several factors of job satisfaction that affect employee performance, namely the work done, the salary received, the appropriateness of the information received, how to communicate with colleagues, satisfaction with the quality of information media, and satisfaction with the attitudes of superiors.

Office communication can be divided into:

- 1) Internal Communication Internal

communication is a communication that occurs within a company and is carried out by members of the company concerned. Internal communication consists of 3 types, namely:

- a. Vertical

communication Vertical communication is communication carried out by superiors and subordinates or vice versa.

a) Downward

communication Downward communication is communication that occurs or is conveyed from the highest levels of superiors to their subordinates, or also from top management to middle management or whatever is under it. There is a downward classification of communication according to Arni Muhammad, namely:

- Task instructions

This information is in the form of things given by superiors to subordinates such as tasks, procedures, and direct orders.

- Rational work

That includes the purpose of the activity and how to make it happen. This is determined by the assumption of the leader to his subordinates.

- Ideology

Bosses will seek support from their subordinates to increase loyalty, motivation, and morale.

- Information

Describes the organizational rules that are not related to rational instruction.

- Feedback

The leadership will provide evaluation and criticism of employees whose work is not very satisfying.

b) Upward

communication Upward communication is the flow of communication in the form of information conveyed by subordinates to their superiors. Examples are reports, suggestions, opinions and complaints.

b. Communication is not in the form of an order.

Communication is carried out on the basis of office work.

c. Personal communication.

Personal communication is communication made by two or more people who have nothing to do with office work.

d. Horizontal Communication

Horizontal communication is commonly referred to as parallel communication. This communication can provide benefits to employees and to the company. Each employee can communicate with other employees regarding work problems or other problems. This can create a harmonious relationship and can earn the trust of other employees. In addition, the benefits obtained by the company are in the form of employee performance which can improve the quality of work for the better.

In doing internal communications there are some media commonly used are:

1. Media Writing

- a) job descriptions
- b) noticeboard
- c) memo
- d) annual report
- e) handbook execution of tasks

2. Media

- a) Meetings
- b) Meetings work
- c) Interviews
- d) Phone
- e) Conference

2) External Communications

External communications are communications that do not fellow members in the office but it is done by member companies with other company members or also known as clients.

The communication function consists of a supervisory function, a motivation function, a social disclosure function, and an information function. With communication, companies can get positive results.

There are two processes in a communication, namely primary and secondary, according to Effendy (2004: 11) states that the communication process is perimer "the process of conveying one's thoughts or feelings to others by using the symbol as a medium" while the secondary communication process is the delivery of information from from one person to another using the media.

In a communication, there are several elements, namely:

- 1) Who
Who will convey information.
- 2) What
will be conveyed by the communicator to the communicant.
- 3) Media
What tools will be used in conveying messages from the communicator to the communicant.
- 4) For who
does the receiving the information is a person, or a group of people or audience.
- 5) Impact
What impact is caused after the communicant receives a message from the communicator.

2. Employee

Performance Performance comes from the word Performance, which means performance or work results. The performance of a person in the office is not all the same, this is because employees in the office have different personalities and the size of the job and the type of position are also different. The performance itself is very influential on the success of the company and the achievement of a goal, in addition to external communication, good communication can provide satisfaction to consumers and clients. With communication within the company, employees can find out their respective main tasks and functions. With clarity in the main tasks and functions, employees will be responsible for their work.

In a company there are three standard indicators of employee performance:

1. Functional
tasks Functional tasks are seen from how effective and well an employee is in performing and completing his work. In this case there are the following indicators:

- a. Authority and responsibility
- b. Effectiveness and efficiency
- c. Initiative and creativity

2. Behavioral tasks Behavioral
tasks can be seen from how well a person communicates with other people in the company, how an employee can solve problems in a healthy and fair manner, how employees can empower other people, how employees can work together in a team to achieve a company goal.

3. Ethical Duties

According to Mangkunegara (Prabawa, 2013: 63) Employee performance is the result of work in quality and quantity achieved by an employee in achieving his duties in accordance with the duties and responsibilities assigned to him.

So from some of the descriptions above, communication does have an influence on employee performance, because with communication, the relationship between employees will run well which can make them safe and comfortable when in the office. That way employees will be able to help the company achieve a goal. In addition, communication can also improve the quality of an employee. The quality of one's communication reflects the quality of a person. This will certainly give someone confidence. If the quality of one's communication is lacking, the quality that is in someone is also considered to be less. Then, communication can also prevent misunderstandings that occur in an office. Because with communication we can check whether the information is correct. If someone is sure then he can do a good job.

4. Conclusion good

communication within the company is one way to improve the company to be of good value. Communication is very influential on employee performance because good communication will give employees a sense of job satisfaction. That way employees will pursue work in accordance with the assigned task without any misunderstanding.

The factors that provide job satisfaction to employees are the salary received, the work done, the accuracy of receiving information, and good relationships with superiors and colleagues. Conversely, if communication is bad, the company's goals will be hampered because the driving force of the company is human resources, the company's progress depends on how human resources manage the company.

5. Suggestion

1. Communication must be carried out regardless of social status, for example differences in position.
2. Superiors must pay more attention to the conditions of their subordinates.
3. Use information channels to communicate more effectively.

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