



THE INFLUENCE OF INTERNAL COMMUNICATION, WORK ATTITUDES, AND WORK ETHICS ON EMPLOYEE PERFORMANCE AT THE KENDARI CITY OF LAND OFFICE

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ABSTRACT

This study aims to determine: 1. Influence internal communication, work attitudes, and work ethics on employee performance. 2. Influence internal communication, against employee performance. 3. Influence work attitude towards employee performance. 4. The effect of work ethics on employee performance. The design of this research is associative explanatory research. The population of this study was all employees of the Kendari City Land Office, namely as many as 37 people. The sample of this research was determined by the census. Data collection using a questionnaire. Data analysis using multiple linear regression analysis. The results showed that all the relationships between variables had a positive and significant effect so that all hypotheses could be accepted.

Keywords: *Internal Communication, Work Attitude, Work Ethics, Employee Performance*

INTRODUCTION

The performance of an organization is largely determined by the performance of each individual. In organizational performance, the achievement of results lies at the level or organizational unit so that it includes all elements that exist within the organization, one of which is an individual/individual. Employee performance according to Bintoro and Daryanto (2017: 106) is the result or overall level of success during a certain period in carrying out each task or job. Performance at this level is influenced by job objectives, job design, and job management as well as individual characteristics. So it can be concluded that individual performance is a determinant in achieving organizational goals or organizational units. If the organization has good individual performance, then automatically the performance produced by the organization will be good too. And vice versa, if the individual's performance is less or bad.

Employee performance is influenced by internal communication, work attitudes, and work ethics. Internal communication is the process of delivering messages that take place between members of the

organization, can take place between leaders and subordinates, leaders with leaders, and subordinates with subordinates (Muhyadi: 2000). Internal communication indicators used in this study according to Effendi (2005: 122) vertical communication and horizontal communication.

Work attitude is an assessment of the suitability of the work tools used by workers in work with anthropometric measurements of workers with predetermined sizes (Rahayu, 2005). Blum and Nylon (in Amanto, 2011), indicators for measuring individual work attitudes are as follows: working conditions, supervisory supervision, opportunities for advancement, security, and facilities Work.

Ethics can be interpreted as morals, society often associates morality with good customs or habits that apply in society. According to Asifudin quoted by Alwiyah (2007: 98) indicators of work ethics are responsibility, positive work, work discipline, diligence, and education.

These values have not been fully implemented by employees at the Kendari City National Land Office. This is based on the author's preliminary observations and information from many people that there are phenomena that occur. The results obtained from interviews with the community admitted that they were not helped in terms of obtaining information and services provided by employees when they were arranging certificates, and other information so many people experienced confusion in fulfilling the required requirements.

On the other hand, several departments still have weaknesses professionally, including employees who arrive late, often leave the office outside of working hours, and there are employees in the finance department who do not provide good service at work. The problems that occur are an indication of employee dissatisfaction with what they get from the organization, the lack of justice felt by employees in the organization, causing employees to do whatever they want which in the end will have a negative impact such as less optimal performance for the organization and less optimal service provided. Given to students so that it becomes an obstacle for the organization in achieving its goals.

Several studies were used as references in this previous study that the influence of internal communication variables, work attitudes, and work ethics on employee performance is still consistent, such as research conducted by Gita Lestari and Kasmirudin, (2017) and Kristina Munthe and Ermina Tiorida, (2017) shows that internal communication has a positive and significant effect on employee performance. Furthermore, the results of research conducted by Dinaria br Sembiring (2018) show that work attitude has a positive and significant effect on lecturer performance. Next, the results of research conducted by Bernard Rum, et al, (2019) and Dinaria Br Sembiring, (2018) show that work ethics have a positive and significant effect on employee performance.

LITERATURE REVIEW

Internal Communication Concept

Communication comes from the word "communicate" which means participating or informing and "communis" which means shared property. The communication contains several meanings, namely: (1) Exchange of thoughts or information to create a sense of mutual understanding and mutual trust to create good relations between one person and another; (2) Exchange of facts, ideas, opinions, or emotions between two or more people, and (3) A relationship that is carried out through letters, words, symbols, or messages that aim so that every human being involved in the process can exchange meanings and understanding of something (Liliweri: 2004).

(Robbins: 2002) emphasized that communication must also be understood, therefore communication must include both, namely conveying and understanding meaning. Communication is an important element in organizational life, both in terms of administrative and management processes and the involvement of all parties in an organization (Siagian: 2003).

Internal communication is defined by Lawrence D. Brennan as the exchange of ideas between administrators and employees by a company or service that causes the company or service to be complete with its distinctive structure (organization) and the exchange of ideas horizontally and vertically within the company or service that causes ongoing work (management operations) (Uchjana: 2004).

Internal communication is the process of conveying messages that take place between members of the organization, which can take place between leaders and subordinates, leaders and leaders, or subordinates and subordinates (Muhyadi: 2000). While other opinions say that internal or internal communication is a communication sent to members in an organization. In other words, internal communication or internal message recipients are people within the organization (Arni: 2001).

Work Attitude Concept

Work attitude is an action taken by workers and everything that must be done by these workers whose results are proportional to the effort made (Purwanto, 2008). Work attitude is also interpreted as a tendency to have thoughts and feelings of satisfaction or dissatisfaction with their work (Purwanto, 2008).

Work attitude is an assessment of the suitability of the work tools used by workers in work with anthropometric measurements of workers with predetermined sizes (Rahayu, 2005). At work, it is very necessary to pay attention to where the work attitude must be in a state of balance to work comfortably and last longer (Merulia, 2010). Natural work attitude or normal posture, namely the attitude or posture in the work process that is under the anatomy of the body, so that there is no shift or emphasis on important parts of the body such as organs, nerves, tendons, and bones so that the situation becomes relaxed and does not cause MSDs and systemic complaints. another body (Merulia, 2010).

Work Ethics Concept

According to (Keraf 2009: 13), ethics comes from the Greek "ethos" which means character, decency, or custom. In this sense, ethics is related to good living habits, both in a person and in a society or group of people. This means that ethics is related to values, good ways of life, good rules of life, and all the habits adopted and passed down from one person to another, these habits are then revealed in patterns of behavior that are continuously repeated as a habit. Thus ethics is a reflection of what is called "self-control" because everything is made and applied from and for the benefit social group (profession). In Kant's language, ethics seeks to upload human consciousness to act autonomously and not heteronomously. Ethics intends to help humans to act freely but can be accounted for, freedom and responsibility are the main elements of moral autonomy which are one of the main principles of morality including work ethics as will be discussed.

Employee Performance Concept

The definition of employee performance according to Hasibuan (2007:93), performance is a result of work achieved by someone in carrying out the tasks assigned to him based on skills, experience, sincerity, and on time.

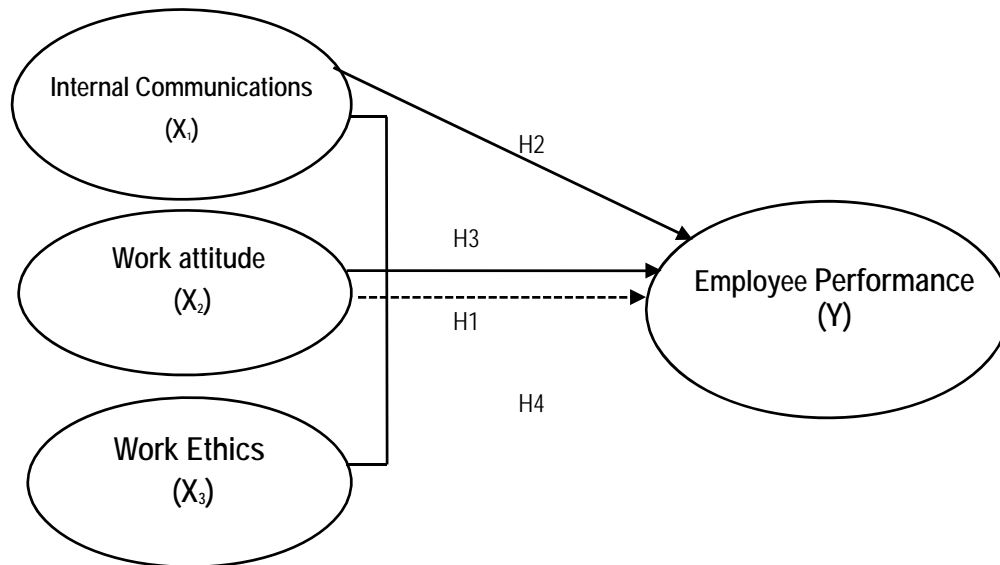
According to Mangkuprawira and Hubeis (2007:153), the notion of employee performance is the result of certain planned work processes at the time and place of the employee and the organization concerned. Meanwhile, according to Robbins (2008), performance is work behavior that is shown by people involved in a company and can be explained through a work evaluation system or performance appraisal.

Mathis and Jackson (2006) state that performance is basically what employees do or don't do. Yuniarsih, Tjuju, and Suwatno (2008) argue that performance is a real achievement displayed by someone after the person concerned has carried out his duties and roles in the organization. Productive performance is a level of achievement that shows high efficiency.

Conceptual Framework

Based on the understanding and theories put forward in the literature review, a conceptual framework can be developed that will examine several variables, namely internal communication variables (X1), work attitudes (X2), work ethics (X3), and employee performance variables (Y). This study will examine and analyze the effect of internal communication, work attitudes, and work ethics on employee performance at the Kendari City Land Office. The framework for the flow of thought in this study was built based on the problems and objectives of the study, theoretical and empirical studies as a basis for formulating hypotheses.

Figure 1. Research Conceptual Framework



Note:

Partial Influence
Simultaneous Influence

Hypothesis

Based on the problem formulation and literature review that has been described previously, the hypotheses in this study are as follows:

1. Internal communication, work attitudes, and work ethics simultaneously have a positive and significant effect on employee performance.
2. Internal communication has a positive and significant effect on employee performance.
3. Work attitude has a positive and significant effect on employee performance.
4. Work ethics have a positive and significant effect on employee performance

RESEARCH METHODS

Research Design

This study uses a quantitative approach to test the hypotheses that have been prepared. According to Arikunto (2002), quantitative research is required to use numbers, starting from data collection, interpretation of these numbers, and the appearance of the results. This study aims to find whether or not there is an influence between two or more of the variables to be measured.

Population and Research Respondents

Population refers to the entire group of people, events, or things of interest that you want to study (Sekaran, 2006). The census method is a research method by collecting information from all members of the population to obtain general conclusions (Paturochman, 2005). The population in this study were all employees at the Kendari City Land Office with a total of 37 employees. The research sample used the saturated/census sample method, namely taking the entire population as a sample.