

# EFFECTS OF COMMUNICATION, WORK CULTURE AND WORK ETHIC ON EMPLOYEE PERFORMANCE AT IMMIGRATION OFFICE CLASS I KENDARI IMMIGRATION CHECK POINT (ICP)

**Pangestu Kusuma Ardi**

Program Magister Of Management High School of Economic Science of Enam Enam Kendari, Indonesia

**Hasanuddin Bua**

Faculty of Economics and Business, Halu Oleo University, Indonesian

**Nofal Supriaddin**

Program Magister Of Management High School of Economic Science of Enam Enam Kendari, Indonesia

**Abstract**—This research was conducted in Immigration Office Class I Kendari ICP which aims to determine and analyze the effects of: 1) Communication, organizational culture and work ethic on employee performance 2) communication on employee performance, 3) organizational culture on employee performance, and 4) work ethic on employee performance. Populations in this research were all of the employees in Immigration Office Class I Kendari CPI, namely 55 people. Data analysis techniques used in this research were descriptive statistic analysis and multiple linear regression analysis. Results of the research show that: 1) Communication, organizational culture and work ethic have positive and significant effects on employee performance 2) Communication has positive and significant effects on employee performance, 3) Organizational culture has positive and significant effects on employee performance, and 4) work ethic has positive and significant effects on employee performance.

**Index Term**—Communication, Organizational Culture, Work Ethic and Employee Performance

## 1 INTRODUCTION

Performance is result of the work achieved by an individual which is adjusted to the individual role or tasks in an organization during certain period (Hakim, 2006). According to Guritno and Waridin (2005), performance is a comparison of result of the work achieved by an employee with the defined standards. Thus, performance is result of the work achieved by an individual which is adjusted to the individual role or tasks in a company in certain period of time related to a measurement of certain value or standard of the company where the individual works, so performance is a comparison between result of the work achieved by an employee with the defined standards.

The first factor which can improve employee performance is communication (Mochammad Syaiful Rizal, 2019; Didi Wandi, 2019; Ista Marsara Sijabat, 2018; Pranawati, et.al., 2016). By communication, human can express their ideas, feeling, expectation and impression to fellow human as well as understand other ideas, feeling, expectation and impression. There is an interaction in the form of cooperation which is realized by attitude of mutual assistance, relatedness and mutual dependence with others in the form of communication. Communica-

tion enables social cooperation, makes important agreements and others.

Further factor which can improve employee performance in a government institution is work ethic (Wahyu Firmansyah Hasing, dkk, 2019; Mochammad Syaiful Rizal, 2019; Winda, 2017). Work ethic has a very close relationship in improving employee performance since by the existence of good work ethic and being supported by cooperation among employees, then, it will achieve results which can improve employee performance.

In addition to communication and work culture, the following factor that can improve employee performance is work ethic (Ogi, 2019; Wahyu Firmansyah Hasing, et al, 2019; Artina Sari Lubis, 2019; Ista Marsara Sijabat, 2018; Rian Oztary Hardiansyah, 2017). According to Sinamo (2011), work ethic is a set of positive work behaviors rooted in strong cooperation, fundamental beliefs, accompanied by total commitment to an integral work paradigm. Work ethic is a fundamental attitude towards self that forms positive work behavior rooted in mental awareness, fundamental beliefs, accompanied by total commitment to an integral work paradigm.

## 2. PROBLEM FORMULATION

Based on the aforementioned background description, the problem formulations in this paper are:

1. Do communication, work culture and work ethic have effects on employee performance at the Immigration Office Class I of KendariCPI.
2. Does communication have effects on employee performance at the Immigration Office Class I of KendariCPI.
3. Does work culture have effects on employee performance at the Immigration Office Class I of KendariCPI.
4. Does work ethic have effects on employee performance at the Immigration Office Class I of KendariCPI.

## 3. THEORETICAL STUDY

### A. Communication Concept

According to Widjaja (2010:5), communication is a process of delivering information, opinions, ideas, conception, knowledge, feeling, attitude, actions and others to fellow human reciprocally, both as communication conveyor and acceptor. Communication according to Muhammad (2009:2) is a process taken by an individual to send stimulus which is commonly in the form of verbal to change other behavior. Stimulus can be called as a role which is commonly in the form of verbal, in which the delivering process is taken by communication channels and there are also changes or responses to the delivering messages.

#### Indicators of Communication

The indicators in communication according to Effendy (2007:10), are:

1. Message is a request that the communicator wants to convey to the communicant which has meaning.
2. Service is an activity or sequence of activities that occur in direct interaction between a person and others.
3. Understanding is a person's ability to define, interpret, translate, or state something with the knowledge he has received.
4. Professionalism of duties is a form of optimal efforts made to fulfill what has been said, in a way that is not detrimental to other parties, so that all related elements can accept their actions.
5. Hospitality, namely delivering messages (communicating) to others by speaking polite words, easy to smile, being humble and respectful of people.

### B. Work Culture Concept

Work culture is a philosophy based on views of life as values to be attitude, habits and also stimulus which is cultivated in a group and reflected in attitude to be behavior, goals, opinions, vies as well as actions which are realized as work. This is stated by Moeljonoin Assagaf (2012) stating that work culture in general is philosophy statement which can be functioned as a requirement binding employees since it is practiced formally in the forms of company regulations and provisions.

#### Indicators of work culture

The indicators of work culture according to Robbins in Ich-

san Nugraha (2016) are:

1. Innovation and risk-taking
2. Attention to details
3. Result orientation
4. Human orientation
5. Team orientation
6. Aggressiveness
7. Stability

### C. Concept of Work Ethic

According to Sinamo (2011), Work Ethic is a set of positive work behaviors rooted in strong cooperation, fundamental beliefs, accompanied by total commitment to an integral work paradigm. He thought that if one in an organization or a community embrace work paradigm, trust and commit to the work paradigm, all of which will create unique work attitude and behavior. This is called as work ethic.

#### Indicators of Work Ethic

According to Salamun (Zufrie, 2015), he stated the indicators used to measure work ethic, namely: (a) Work hard, (b) Discipline, (c). Honesty, (d). Responsibility, (e). Diligence and (f). Persevering

### D. Concept of Employee Performance

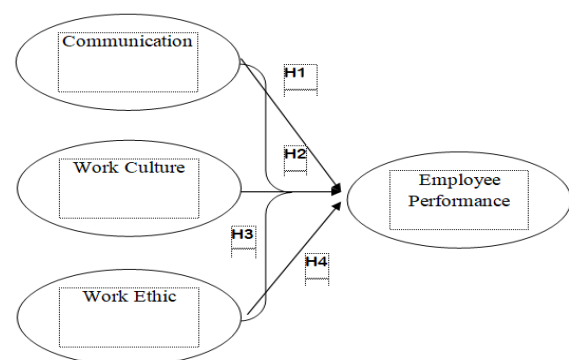
Notoatmodjo (2013:23) defined performance as a measurement in a company to determine the level of employee loyalty to their work and to determine the level of rewards given by the company in the context of human resource development. So that employee performance is result of the work achievement of an employee in carrying out the defined duties and obligations (Mangkunegara, 2013: 68). Performance is a work result that is achieved by a person or organization in quantity or quality in order to achieve the expected goals in the appropriate way and does not violate existing norms (Moehariono, 2012: 97).

#### Indicators of Employee Performance

Indicators of employee performance refer to (Regulation of Government Number 30 of 2019) are: (a). Quality, (b). Quantity, (c). Time, (d). Cost, (e). Orientation of service, (f). Work initiative, (g). Cooperation, (h). Leadership and (i) Commitment

## 4. CONCEPTUAL FRAMEWORK

Scheme1. Conceptual Framework



## 5. RESEARCH METHOD

The objects of this study are the effects of communication, work culture, work ethic on employee performance at the Immigration Office Class I Kendari ICP. Respondents of this study were all employees at the Class I Immigration Office of TPI Kendari, namely 55 employees, because the sampling technique was a census or saturated sample which the entire populations were seen as the research respondents. The analysis tools used were descriptive analysis and multiple linear regression analysis using the SPSS 21 application.

## 6. RESULTS OF DATA PROCESSING AND HYPOTHESIS TESTING

Based on the data description of the effects of communication, work culture and work ethic on employee performance at the Immigration Office Class I Kendari ICP.

Table 1.1. Results of Multiple Linear Regression Analysis

Variables	Regression Coefficient (b)	Tarithmetic (db =96)	Significance value
1. Communication (X <sub>1</sub> )	0,771	11,410	0,000
2. Work Culture Kerja (X <sub>2</sub> )	0,146	2,800	0,007
3. Work Ethic (X <sub>3</sub> )	0,107	2,020	0,049
Constanta (a)	0,250		
R Value	0,971		
Determination Coefficient (R square)	0,943		
F Value	281,076		
Sig. F	0,000		

Source: results of Data processing of SPSS 2021

Based on the results of the analysis using a computer program (SPSS version 21.0), the results are as shown in the table above:

### Regression equation

Based on the results of the regression analysis in Table 5.8.above, the double linear regression line equation can be seen as follows:

$$Y = a + b_1X_1 + b_2X_2 + \dots + b_nX_n + e$$

$$Y = 0,250 + 0,771X_1 + 0,146X_2 + 0,107X_3.$$

The regression equation can be described as follow:

a = 0.250 means that if the effects of communication, work culture and work ethic do not change, the employee performance at the Immigration Office Class I Kendari CPI is positive.

b<sub>1</sub> = 0.771 means that if communication has improved, it will improve the employee performance at the Immigration Office Class I Kendari CPI with a positive value assuming that the work culture and work ethic are considered constant.

b<sub>2</sub> = 0.146 means that if the work culture has improved, it will improve the employee performance at the Immigration Office Class I Kendari CPI with the assumption that communication and work ethic are considered constant.

b<sub>3</sub> = 0.107 means that if the work ethic has improved, it will

improve the employee performance at the Immigration Office Class I Kendari CPI with the assumption that communication and work culture are considered constant.

### Discussion

Discussion of these research results is based on the results of hypothesis testing and theoretical supports as well as results of previous studies.

a. Communication, work culture and work ethic have positive and significant effects on Immigration Office Class I Kendari.

Testing results of the first hypothesis confirm that communication, work culture and work ethic have positive and significant effects on employee performance at the Immigration Office Class I Kendari. This means that changes in improved communication, work culture and work ethic will have effects on improving employee performance at the Immigration Office Class I Kendari. The underlying logic of thought is that effective communication between employees, good work culture and high level of employee work ethic will improve employee performance as observed from quality, quantity, time, cost, service orientation, work initiative, cooperation, leadership and commitment.

The challenge faced by the Immigration Office Class I Kendari is the time indicator which is perceived to be the lowest if compared to other performance indicators. Therefore, it is necessary for the management of the Immigration Office Class I Kendari to improve the time indicator by providing supervision so that the employees can use their work time effectively as well as providing rewards and punishment so that employees can complete their works based on the defined period of time. Any late employees in completing their works will be given sanctions and any successful employee in completing their works will be given rewards.

Results of this research are in line with studies put forward by (WahyuFirmansyahHasing, et al, 2019; DidiWandi, 2019; IstaMarsaraSijabat, 2018) which stated that communication, work culture and work ethic have positive and significant effects on employee performance. This means that better communication, work culture and work ethic of employees will have effects on improving employee performance at the Immigration Office Class I Kendari.

b. Communication has positive and significant effects on Immigration Office Class I Kendari.

Testing results of the second hypothesis confirm that communication has positive and significant effects on employee performance at the Immigration Office Class I Kendari. This means that changes in improved communication will have effects on improving employee performance at the Immigration Office Class I Kendari. The underlying logic of thought is that effective communication between employees will improve employee performance as observed from quality, quantity, time, cost, service orientation, work initiative, cooperation, leadership and commitment.

The challenge faced by the Immigration Office Class I Kendari is the hospitality indicator which is perceived to be

the lowest if compared to other communication indicators. Therefore, it is necessary for the management of the Immigration Office Class I Kendari to improve the hospitality between superiors and subordinates as well as communication among the employees. It is also necessary to create communication between the employees and the community using polite language so that the community having interest of processing immigration issue will feel to be respected by the employees

Results of this study are in line with the studies conducted (Mochammad Syaiful Rizal, 2019; DidiWandi, 2019; Ista Marsara Sijabat, 2018) which concluded that communication has positive and significant effects on employee performance. This means that better communication at the Immigration Office Class I Kendari will have effects on improving employee performance. By communication, humans can express ideas, feelings, expectation and impressions to others as well as understand the ideas, feelings and impressions of others. There is an interaction in the form of cooperation that is realized through mutual assistance, relatedness and mutual dependence with others in the form of communication.

c. Work culture has positive and significant effects on Immigration Office Class I Kendari.

Testing results of the third hypothesis confirm that work culture has positive and significant effects on employee performance at the Immigration Office Class I Kendari. This means that changes in improved work culture will have effects on improving employee performance at the Immigration Office Class I Kendari. The underlying logic of thought is that good work culture will improve employee performance as observed from quality, quantity, time, cost, service orientation, work initiative, cooperation, leadership and commitment.

The challenge faced by the Immigration Office Class I Kendari is the innovation indicator which is perceived to be the lowest if compared to other work culture indicators. Therefore, it is necessary for the management of the Immigration Office Class I Kendari to improve the innovation indicator by giving space for sharing their creative ideas in order to promote the Immigration Office Class I Kendari and the employees are given chances to complete any risk-jobs.

Results of this study are in line with the studies conducted (Wahyu Firmansyah Hasing, et al, 2019; Pranawati, et al, 2016) which concluded that work culture has positive and significant effects on employee performance. Work culture is closely related in improving employee performance, because achieving a good work culture and supported by cooperation with fellow employees will achieve results that can improve employee performance.

d. Work ethic has positive and significant effects on Immigration Office Class I Kendari.

Testing results of the fourth hypothesis confirm that work ethic has positive and significant effects on employee performance at the Immigration Office Class I Kendari. This means that changes in improved work ethics will have effects on improving employee performance at the Immigration Office Class I Kendari. The underlying logic of thought is that high level of work ethic will improve employee performance as observed from quality, quantity, time, cost, service orientation,

work initiative, cooperation, leadership and commitment.

The challenge faced by the Immigration Office Class I Kendari is the discipline indicator which is perceived to be the lowest if compared to other work culture indicators. Therefore, it is necessary for the management of the Immigration Office Class I Kendari to improve any socialization related to applicable regulations in the Immigration Office Class I Kendari as well as giving rewards and punishment for employees, so if there are any employees making violations, then they will be given sanctions and for achieved employees, they will be given rewards in the forms of financial or non financial benefits.

Results of this study are in line with the studies conducted (Wahyu Firmansyah Hasing, et al, 2019; Artina Sari Lubis, 2019; Ista Marsara Sijabat, 2018; Rian Oztary Hardiansyah, 2017) which stated that work ethic has positive and significant effects on the employee performance at Immigration Office Class I Kendari CPI. This means that higher level of employee's work ethic will lead to improved employee performance.

### Research Limitation

The limitation of this research is that this research only focuses on the employees of the Immigration Office Class I Kendari ICP so that it cannot be generalized to all Immigration Offices in Southeast Sulawesi. In addition, this study also did not analyze the reciprocity between the research variables.

## 7. CONCLUSION

Based on the results of analysis and discussion, it can be concluded that communication, work culture and work ethic simultaneously or partially have positive and significant effects on the employee performance of the Immigration Office Class I Kendari ICP. This means that improved communication, work culture and work ethic will improve the employee performance of the Immigration Office Class I Kendari ICP. Further researchers can develop this research by adding other variables that can improve employee performance, namely work motivation.

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