

## The Influence Of Communication And Work Discipline On Job Satisfaction And Employee Performance (Study At PT.Omega Mas Pasrepan Pasuruan)

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### ABSTRACT

Human resources are one of the assets that play an important role in achieving company goals. Human resources are company assets that must be maintained. PT. Omega Mas is a company engaged in wood production by producing handmade wooden furniture and accessories. This study aims to determine the influence between the variables studied. These variables include work discipline, job satisfaction, and employee performance. This type of research uses quantitative methods. The sample in this study is the entire population of operational sites in the company as many as 193 employees/respondents. The analysis technique used is the Path analysis technique using the SPSS 25 application. The results show that work discipline has a positive and significant effect on employee performance with a coefficient of 0.156 and a p value of 0.049. And job satisfaction has no significant positive effect on employee performance with a coefficient of 0.139 and a p value of 0.105.

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### INTRODUCTION

Human resources are essentially one of the assets that play an important role in achieving company goals. Human resources are company assets that must be maintained. According to (Hamali, Yusuf 2016) states that human resources are one of the resources contained in the organization, including all people who carry out activities. One of the things that need to be considered in HR management is employee performance.

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 (Mangkunegara, 2013). Improving employee performance will automatically improve company performance. Performance is influenced by motivator factors which are manifested in success, appreciation, responsibility, work, and self-improvement (Herzberg in Ilyas 2002).

Efforts to improve employee performance are inseparable from employee discipline (Maharani 2010). Work discipline is a person's behavior in accordance with regulations, existing work procedures or attitudes and behavior and actions that are in accordance with organizational regulations, both written and unwritten (Sutrisno, 2016). Job satisfaction is a pleasant or emotionally positive condition that comes from a person's assessment of his work or work experience (Setiawan and Ghozali, 2006).

PT. Omega Mas is a company based in Pasuruan, Indonesia. This company started as CV. Omega Mas and was founded on March 23, 1995. CV. Omega Mas was formed due to demand for handmade wooden furniture from Australia, New Zealand and Europe. From 1995 to 1997 the company operated from a small workshop in Pohjentrek, Pasuruan, Indonesia with about 15 permanent workers and twice as many part time workers. As the demand for our company's products increases, so does the demand for production space. After careful planning and market research, we expanded to more than 250 full-time employees, and around 400 part-time employees and we moved to our new 11,000 Sq M facility in Dusun Winong Timur, Pohgading Village,

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Pasrepan District. During the expansion period the legal identity was changed to PT. Omega Mas, and currently employees at PT. Omega Mas decreased to 193 people.

On the other hand, the company, which was founded in 1995, has deficiencies in natural resource management, in terms of discipline and a lack of conveying information from leaders to one employee to another, resulting in disputes between employees. The work discipline that occurs at PT Omega Mas can be concluded that employees do not comply with regulations such as attendance, the number of employees who do not arrive on time during working hours. Employees who are often absent from work can cause their work to not be ready on time and to be irresponsible for their work. Communication that occurs between leaders and employees in this company is the lack of conveying detailed information to employees so that there is a miscommunication between one employee and another employee which makes employees not understand what has been conveyed. The lack of communication between leaders and employees also has a negative impact on employee job satisfaction so that PT Omega Mas employees do not comply with the regulations made by the Company.

### **METHOD**

The location of the research was carried out in the company PT. Omega Mas Jl. Raya Tebas, Poh Gading Lor, Pohgading, Kec. Pasrepan, Kab. Pasuruan, East Java 67175.

According to Suwarno in (Ridwan & Kuncoro, 2008) Variables are characteristics that can be observed in something (object) and are able to provide various values or several categories. The variables of interest in this research are the independent variables or independent variables, namely the communication variable (X1) work discipline (X2) and the dependent variable or dependent variable, namely the job satisfaction variable (X2) and employee performance (Y).

The population in this study are all members of the company organization PT. Omega Mas Pasrepan-Pasuruan with a total of 193 people including the Director and HRD. In this study using a census technique (saturated sampling) technique of determining the sample when all members of the population are used as samples (Sugiyono 2013). In this study, samples were used from the entire population with a total of 193 respondents.

According to Nasir in (Ridwan & Kuncoro, 2008) Data collection techniques are measuring tools needed in conducting research. The data collected can be in the form of numbers, written statements, oral information and various facts related to the focus of the research under study. The data taken in this study is primary data with data collection techniques using questionnaires. The questionnaire was prepared by following the Likert scale. According to (Ridwan & Kuncoro, 2008) the Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about events or social phenomena. In this study using attitude statements with five alternative answers Strongly Agree (SS), Agree (S), Less Agree (KS), Disagree (TS), and Strongly Disagree (STS).

According to (Priyatno, 2009) Item Validity Test is used to determine how carefully an item measures its object. Items are said to be valid if there is a correlation with the total score. Testing the validity of items in SPSS can use two analytical methods, namely Pearson Correlation or Corrected item Total Correlation. The technique of testing the validity of the items with the Pearson correlation was carried out by correlating the item scores with the total item scores, then the significance test was carried out using the r table criteria at a significance level of 0.05 with a 2-tailed test. If the value is positive and  $r \text{ count} \geq r \text{ table}$ , then the item can be declared valid (and vice versa). In this study the validity of using the Pearson Product Moment correlation technique by looking at the SPSS 25 arithmetic and r table of product moment values. According to (Priyatno, 2009) Reliability test to determine the consistency of measuring instruments that usually use a

questionnaire. The method that is often used in research to measure the spanning scale. The reliability test is a continuation of the validity test where the items included in the test are only valid items.

An activity that is quite important in the whole research is data processing. With data processing, the meaning of the data that has been collected can be known. In this study, the type of data analysis used is descriptive quantitative and statistical techniques using simple regression tests, correlation coefficients, and coefficients of determination. The regression equation is formulated:  $\hat{y} = a + bx$

Where :

$\hat{Y}$  = projected dependent variable subject

X = independent variable that has a certain value to be predicted

a = price constant value Y if X = 0 direction value as a determinant of predictions (predictions) that show value

b = increase (+) or decrease (-) variable Y

## RESULTS AND DISCUSSION

### Characteristics of Respondents

The profiles of the respondents asked in the questionnaire were gender, age, years of service, and last education of each respondent. The following is a table and explanation of the characteristics of these respondents:

#### 1. Gender

**Table 1. Gender of Respondents**

Respondent's gender	Amount	Percentage (%)
Man	100	51,81%
Woman	93	48,19%
<b>Amount</b>	<b>193</b>	<b>100%</b>

Based on the table results, it can be concluded that male employees are bigger than female employees. This can be seen from the number of respondents based on male sex which is 51.81% greater than the female sex which is 48.19%.

#### 2. Age

**Table 2. Respondent Age**

Age of respondent	Amount	Percentage (%)
15 – 30	150	77,72%
30 – 45	32	16,58%
Over 45	11	5,70%
<b>Amount</b>	<b>193</b>	<b>100%</b>

Based on the table results, it can be seen that the highest age of employees is at the age of 15-30 years with a total of 150 employees at 77.72%, the second most is age 30-45 years with a total of 32 employees at 16.58%. At the age above 45 years, the total number of employees is 11 employees, which is 5.70%.

### 3. Education

**Table 3.** Respondent Education

Respondent Education	Amount	Percentage (%)
Junior high school	12	6,22%
Senior High School	125	64,77%
D3	14	7,25%
S1	42	21,76%
<b>Amount</b>	<b>193</b>	<b>100%</b>

Based on the table data, it can be seen that the education level of the most respondents is high school education with a total of 125 employees of 64.77%, employees with an undergraduate degree with a total of 42 employees of 21.76%, for D3 education level there are 14 employees of 7.25%, while for junior high school education it was 6.22%.

### 4. Working Period

**Table 4.** Respondent's Working Period

Length of working	Amount	Percentage (%)
Less than 5 years	75	38,86%
More than 5 years	118	61,14%
<b>Amount</b>	<b>193</b>	<b>100%</b>

Based on the table it can be seen that the characteristics of the respondents based on their length of service are length of work less than 5 years with a total of 55 employees of 38.86%, length of service of more than 5 years with a total of 118 employees of 61.14%.

### Validity Test and Reliability Test

The validity test can be said to be valid if the significant value is  $<0.05$  and the person correlation value ( $r_{count}$ ) is  $>r_{table}$ .

**Table 5.** Validity Test

Variabel	Item	Person Correlation			Keterangan
		( $r_{hitung}$ )	$r_{tabel}$	Sig	
Communication	X1.1	0,731	0,16665	0,000	Valid
	X1.2	0,793	0,16665	0,000	Valid
	X1.3	0,770	0,16665	0,000	Valid
	X1.4	0,793	0,16665	0,000	Valid
	X1.5	0,740	0,16665	0,000	Valid
Work discipline	X2.1	0,835	0,16665	0,000	Valid
	X2.2	0,787	0,16665	0,000	Valid
	X2.3	0,802	0,16665	0,000	Valid
Job satisfaction	Y1.1	0,673	0,16665	0,000	Valid
	Y1.2	0,736	0,16665	0,000	Valid
	Y1.3	0,754	0,16665	0,000	Valid
	Y1.4	0,779	0,16665	0,000	Valid
	Y1.5	0,707	0,16665	0,000	Valid

	Y2.1	0,471	0,16665	0,000	Valid
	Y2.2	0,662	0,16665	0,000	Valid
Employee performance	Y2.3	0,761	0,16665	0,000	Valid
	Y2.4	0,730	0,16665	0,000	Valid
	Y2.5	0,674	0,16665	0,000	Valid

Tool to measure reliability is cronbach alpha. According to (Ghozali 2009) a variable is said to be reliable if the result  $\alpha > 0.60$  = reliable and if the result  $\alpha < 0.60$  = not reliable.

**Table 6.** Reliability Test

Variable	Cronbach's Alpha	Information
Communication	0,820	Reliabel
Work discipline (X1)	0,735	Reliabel
Job satisfaction (X2)	0,786	Reliabel
Employee performance (Y2)	0,673	Reliabel

Based on the table, the results of the reliability test show that each variable, both work discipline, job satisfaction and employee performance, is reliable because the Cronbach's Alpha value is  $> 0.60$ . Based on the validity and reliability calculations that have been carried out, the indicators of work discipline and employee performance are all valid and reliable so they can be used for research.

## CONCLUSION

The resulting regression equation shows work discipline has a positive and significant effect on employee performance. The resulting regression equation shows employee satisfaction has a positive and significant effect on employee performance. Employee Performance of PT. Omega Mas in general has shown good. This is shown from the total number of respondents' answers.

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