

# Effect of Organizational Communication and Job Satisfaction on Employee Achievement at Central Bureau of Statistics (BPS) Binjai City

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## ABSTRACT

The purpose of this study was to determine the organizational communication and job satisfaction to performance at Central Bureau of Statistics (BPS) Binjai City. To obtain the data in the preparation of this paper, the authors use the instrument; Study the documentation, observations, questionnaires (questionnaire). In analyzing the data using multiple regression, F test, T test and a test of determination. Based on the results of the discussion in mind that organizational communication and job Satisfaction to performance affect simultaneously (simultant) performance. The results of simultaneous hypothesis indicates  $F_{Counts} 246,216 \text{ count} > F \text{ table value of } 3,183$  and a significant probability  $0,000 < 0,05$ , then reject  $H_0$  (thank  $H_1$ ) while the value of  $t, 4,961 > 1,675 \text{ t table}$ , and a significant probability value  $0,001 < 0,05$ , then reject  $H_0$  (thank  $H_1$ ). ). there are positive and significant influence simultaneously and partial organizational communication and job Satisfaction to performance at Central Bureau of Statistics (BPS) Binjai City, hypothesis  $H_1$  previously accepted, in other words, organizational communication and job Satisfaction good variable to explain the performance at, Central Bureau of Statistics (BPS) Binjai City but only in this study only.

**Keywords:** Organizational Communication, Job Satisfaction and Performance.

## INTRODUCTION

Based on pre-survey observations, communication relationships between superiors and subordinates are rarely or never given to subordinates to act alone, to

take initiative and make decisions. This is because the communication made by the boss to subordinates is formal where there is a distant organizational structure between the superior and subordinate. So the consequence of this behavior is that its underlining is not utilized as a source of information, ideas, and advice, while communication with colleagues is quite good because each employee helps each other in the completion of tasks given by the boss.

Central Bureau of Statistics (BPS) Binjai City is one of the Rating Agencies that serves as social and population statistics, social statistics, trade economy in Binjai city for the assessment and preparation of national policies in the field of statistic activities. There are negative factors that can decrease the employee's work performance, among others are the motivation in the form of rewards for good-performing employees that are given less suitable employees so that employee performance is decreasing, the number of employees is not disciplined i.e. willingness in complying with all the rules and norms that exist in performing their duties as a form of responsibility so that the employee's work performance is not achieved, the lack of communication between leaders to subordinates because it is formal where there is a distant organizational structure between the boss and subordinates so that the employee there is no initiative to do its job and the employee's work on the completeness of facilities and facilities is

less supportive of the work so that the employee's work performance decreases.

## **LITERATURE REVIEW**

### **Organizational Communication**

According to Mangkunegara (2011:145) communication is the process of transferring information, ideas, understanding from a person to another person can interpret it according to the intended purpose. Based on the above description can be concluded that communication is the process of sending or exchanging information to others directly or using the media so that the person can act, in accordance with the purpose of the messenger.

According to Mangkunegara (2011:148) There are two reviews of affecting factors, namely factors from the sender or so-called communicators, and factors on the part of the receiver or communion.

### **Job Satisfaction**

Job satisfaction is the result of employees' perceptions of how well their work delivers what is considered important (Luthans 2006:243). According to Handoko (2008:193) stated job satisfaction is a pleasant or unpleasant emotional state with which employees view their work.

Based on the definition of job satisfaction, it can be concluded that job satisfaction is the level of a person's feelings about his/her liking and dislike in view of his work, meaning that an employee will like or dislike his work can be seen from his attitude towards the job and everything faced in his work environment.

According to Luthans (2008: 171), there are six factors of job satisfaction, namely:

- a. The work itself,
- b. Salary.
- c. Promotion.
- d. Supervision.
- e. Working group/ co-workers.
- f. Working Conditions.

### **Work Performance**

According to Handoko (2008:135) performance assessment (Performance Appraisal) is a process through the managers of organizations evaluating employee work performance. This activity can improve personnel decisions and provide employees with feedback about the implementation of their work. Based on some of the above opinions, it can be concluded that the employee's work performance is the result that the employee achieves in completing a task that can be seen from one's abilities and prowess. According to Mangkunegara (2011:67), factors that influence the achievement of work achievement are ability factor and motivation factor.

## **METHODOLOGY**

### **Research Approach**

The research approach implemented in this study is quantitative associative. According to Sugiyono (2009:12) associative research is a study that aims to know the influence or relationship between two or more variables, where this research serves to explain, predict and control a symptom. While quantitative associative research is research by obtaining numbers or qualitative data that is suspected.

### **Population and Sample/ Type and Data Source**

#### **Population**

Population is a generalized region consisting of: subjects or objects of a certain quality and characteristic stipulated by researchers to be studied and then drawn conclusions (Sangadji and Sopiah, 2010:185). The population in this study was an employee at Central Bureau of Statistics Binjai of 35 people.

#### **Sample**

Samples are part of the number and characteristics possessed by the population (Sangadji and Sopiah, 2010: 186). In this study the authors. Conducted census research because the population is over 30 and under 100 people. So the population of 35 respondents is entirely sampled.

## Data Analysis Techniques

### a. Multiple Linear Regression

$$Y = a + b_1X_1 + b_2X_2 + a$$

Description:

Y= Work Performance (Dependent Variable)

X1= Organization Communication (Independent Variable)

X2= Job Satisfaction (Independent Variable)

a = Constants

b = Multiple Linear Regression Coefficients  
- Error Term / Error Rate

### b. Hypothesis Test

1. Test F
2. Test t
3. Determination Coefficient (R<sup>2</sup>)

## RESULTS AND DISCUSSION

### Multiple Linear Regression Analysis

Multiple Linear Regression Test Tables Coefficients<sup>a</sup>

Coefficients <sup>a</sup> Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	-.698	1.122		-.622	.538					
	Communication (X1)	.480	.097	.494	4.961	.000	.944	.659	.217	.192	5.209
	Job Satisfaction (X2)	.366	.073	.500	5.018	.000	.944	.664	.219	.192	5.209

a. Dependent Variable: Work performance (Y)  
Source: SPSS processing results version 19.00

Based on table it obtained multiple linear regressions as follows:

$$Y = -0,698 + 0,480 X_1 + 0,366 X_2 + \varepsilon.$$

### Hypothesis Testing

#### F test (Simultant)

Simultaneous Test Results Table (Test f)  
ANOVA<sup>b</sup>

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2384.906	2	1192.453	246.216	.000 <sup>a</sup>
	Residual	154.979	32	4.843		
	Total	2539.886	34			

a. Predictors: (Constant), Job Satisfaction (X2), Communication (X1)  
b. Dependent Variable: Work Performance (Y)  
Source: SPSS processing results version 19.00

#### T Test (Partial)

T (Partial) Test Results Table

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	-.698	1.122		-.622	.538					
	Communication (X1)	.480	.097	.494	4.961	.000	.944	.659	.217	.192	5.209
	Job Satisfaction (X2)	.366	.073	.500	5.018	.000	.944	.664	.219	.192	5.209

a. Dependent Variable: Work Performance (Y)  
Source: SPSS processing results version 19.00

#### Determination Test

Determination Test Results Table

Model Summary <sup>b</sup>				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.969 <sup>a</sup>	.939	.935	2.201

a. Predictors: (Constant), Job Satisfaction (X2), Communication (X1)  
b. Dependent Variable: Work Performance (Y)

## CONCLUSION

1. Simultaneous analysis shows that F counts at 246,216 while table F is 3,183 and the probability of significant is much smaller than 0.05 which is 0.000 < 0.05, then there is a positive and significant influence together (simultaneous) organizational communication and job satisfaction on the work performance of BPS employees of Binjai city.
2. Partial analysis shows that t counts 4,691 > t tabel 1,676 and significant 0,000 < 0.05, then there is a positive and significant influence on the organization's communication on the work performance of BPS Binjai City employees.
3. Partial analysis results show that t count 5,018 > t table 1,676 and significant 0.000 < 0.05, then there is a positive and significant influence on (partial) job

satisfaction on the work performance of BPS Binjai City employees.

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