

Research article

The Effect of Organization Communication, Work Environment and Work Discipline to Employee Performance at Tourism, Young and Sport Board of Pesisir Selatan District

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ABSTRACT

This Study aims to find the influence of organizational communication, work environment and work discipline on employee performance of the Department of Tourism, Youth and Sports Pesisir Selatan District. The method used in this study is quantitative research with a descriptive approach. The population in this study were all government employees of Tourism, Youth and Sports in the Pesisir Selatan District which amounted to 51 people. The sample used was 51 people by using a non-probability sampling technique with a type of saturated sampling. The data analysis technique is multiple linear regression. The results of the study show that: (1) Organizational communication has a positive and significant effect on employee performance of the Department of Tourism, Youth and Sports Pesisir Selatan District. (2) Work environment has a positive and significant effect on employee performance of the Department of Tourism. (3) Work discipline has a positive and significant effect on employee performance of the Department of Tourism. **Copyright © ajhsr.com, all rights reserved.**

Keywords: Employee Performance, Organizational Communication, Work Environment and Work Discipline

INTRODUCTION

Tourism is the mainstay sector for the Pesisir Selatan district and gained more attention by the central and local governments. Various tourism potential owned by Pesisir Selatan district, such as natural tourism, environment, and event became the focus of the development of tourism area to support and improve the regional economy. The main destinations of Pesisir Selatan district tourism include Carocok Painan, Mandeh, Rumah Gadang Mandeh Rubiah and Pasir Putih.

Some of these attractions are under the coordination of Tourism department, Youth and Sports district South coast. The tourism sector in Pesisir Selatan district has played an important role as the center of Development and

economic growth in creating a healthy and dynamic climate through the management of business activities and tourism in the area Increase regional revenue. Based on the initial observation in general, the performance of employees still need to be improved, this can be seen from the decline in the number of tourists in the Pesisir Selatan district in the last three years. The occurrence of a decline in tourists is suspected as a result of low employee performance impacting low organizational performance. Here are the number of tourists in 2015-2017, namely.

Table 1: Summary Growth Tourist Data Pesisir Selatan district years 2015-2017

Prime Performance indicators	Years	Target (person)	Realization (person)	Achievement (%)
Sum of Local tourist	2015	2.200.000	1.980.000	90,00
	2016	2.400.000	2.350.000	97,92
	2017	2.600.000	2.478.700	95,33
Sum of Foreign Tourist	2015	1.680	1.500	89,29
	2016	2.200	1.700	72,27
	2017	2.530	1.955	77,27

Sourcer: Dinas Pariwisata, Pemuda Dan Olahraga Kabupaten Pesisir Selatan Tahun 2018

From table 1, in 2015 the realization of the number of tourists Nusantara (Wisnu) who came to the Pesisir Selatan district about 1,980,000 people who originally targeted 2.2 million people (90%), while for the realization of the number of foreign tourists (Wisman) That came to the Pesisir Selatan district about 1,500 people who originally in the target was about 1,680 people (89.29%). Year 2016 number of tourists Nusantara (WISNU) that at the beginning in the target of 2.4 million people can be realized about 2,350,000 people (97.92%), while for the realization of the number of foreign tourists (Wisman) around 1,700 people who originally in the target is about 2,200 people (72.27%). While in the year 2017 the target number of tourists Nusantara (WISNU) set increased by 2.6 million people but the Realization only 2,478,700 people (95.33%), while for the realization of the number of foreign tourists (Wisman) around 1,955 people who The target was about 2,530 people (77.27%), with an increase in the number of tourists visiting Nusantara from earlier in because by the opening of Mandeh tourist area as a new destination in Pesisir Selatan district.

The factors that allegedly influenced the decline in the performance of tourism officers, youth and Sports District of the south Coast were brought on the way by the communication of less effective organizations. The existence of employee dissatisfaction on the opportunity to communicate information in the organization because of lack of openness in the information that some employees feel and lack of coordination between parts and divisions (interview results in July 2018).

Employee performance issues are also due to a less conducive working environment. Some problems of work environment are in the condition of the narrow work room to make the movement of staff become limited, the circulation of air is not good, lighting, the relationship of colleagues who need to be upgraded by employees to support Better work activities (observation results in July 2018).

Another factor that affects employee performance is employee work discipline. It is seen that the employee absence was present in June 2018 by 11%, while the employee absence in February 2018 is only 2%. There are still some employees who are often at work and employees who are less responsible for their work. The absence of officers becomes very important because it can lead to the neglected work tasks. Low working discipline can degrade employee performance.

FOUNDATION THEORY AND HYPOTHESES

1. Employee performance

Sinambela (2016:480) reveals performance is the ability of employees to perform skills (jobs) and to complete the work charged to him. Robbins and Judge, (2013:198) mentions the definition of performance as a comparison between employees' work evaluation and the pre-defined provisions of the organisation. The same opinion is also expressed by Mangkunegara (2014:9), which mentions employee performance is the quality and quantity of employee work in the execution of tasks according to the responsibilities given by the Organization.

2. Communication Organization

According to Mulyana (2013:68) communication can be the act of transferring information, in the form of ideas, emotions, skills and others that use symbols, words, drawings and graphics and others. Communication is also in the form of sending messages and receiving messages to others more than one in an effective way so that the message conveyed is understandable (Firmansyah and Syamsudin, 2016:31). Liliweri (2014:359) states that communication is also a series of transfer of information from one person to another who has a particular intent. While the opinion of Sinambela (2016:511), the process of forming, delivering, receiving, and processing of messages that occur to a person or more with a specific purpose is interpreted as communication.

3. Working environment

Nitisemito in Sangki (2014:541) issued an opinion that the working environment is all around the workers who exerted the influence of workers in carrying out the tasks given by the company. Sedarmayanti (2012:21) argues that the working environment is all equipment and materials around the worker can be the worker itself, the existing working methods, as well as the arrangement of work both individually and in groups. Another opinion expressed by Sunyoto (2015:38) states that working environment is a major component that supports employees' work activities. If the work environment is created conducive and able to improve the motivation of employee work, the employees will be more optimal work.

4. Working discipline

Sutrisno (2013:86) states that working discipline reflects the attitude of officers who are willing and willing to obey and adhere to the norms and rules that apply in the organization. Hasibuan (2012:193) mentions the definition of working discipline as a sense of conscious and willingness to obey the rules and norms of the organization, in which case violations of the rules of an employee will have consequences in the form of an agreed penalty. Another opinion stating that discipline is a tool for leaders or managers to communicate with employees who aim to change employee behaviour as well as an effort to increase the awareness and willingness of employees to obey the rules set forth by Organization (Rivai, 2011:825).

Hypothesis

Based on the foundations of the theory and conceptual frameworks that have been submitted earlier, the hypotheses that can be developed in this study are as follows:

1. Organizational communication affects the performance of tourism, youth and sports officers of the Pesisir Selatan district.
2. The work environment affects the performance of tourism, youth and sports officers of the Pesisir Selatan district.
3. Working discipline affects the performance of tourism, youth and sports officers of the Pesisir Selatan district.

RESEARCH METHODS

Types of research: methods used in this study are quantitative research with a descriptive approach. Data types use primary data and secondary data. Data from research samples i.e. organizational communication data, work environment, work discipline and employee performance. Secondary data is derived from the related literature in the form of research journals, literature studies, documentation and others. The technique used in collecting data in research is the questionnaire compiled using the Likert scale.

The population in this study was all civil servants in the tourism office, Youth and Sports district south coast which amounted to 51 people. The sample withdrawal technique using the selected Nonprobability sampling technique is a saturation sampling (census) of the sample withdrawal method when all population members are used as samples. Based on the explanation, the number of samples in this study was 51 civil servants at the Department of Tourism, Youth and sports South Coast district.

Analytical techniques used:

1. Descriptive statistical analysis
2. Multiple Linear regression analysis
3. Hypothesis Test

RESULTS AND DISCUSSION

Using Multiple Linear regression analysis to find out how large the regression coefficient of each independent variable is and how it affects the dependent variable, it can be seen from the analysis of multiple regression data obtained using SPSS program version 21 As in the following table:

Table 2: Result of Multiple Regression Research Variable

Variable	Koefisien Regression	t _{hitung}	Significance
Organization Communication	0,170	2,200	0,033
Workplace Environment	0,107	2,797	0,007
Work Discipline	0,397	3,740	0,000
constant		12,550	
R		0,825	
F _{hitung}		33,432	

Source: Data primer yang diolah, 2019

Based on the regression results from table 2 above, it can be determined the equation of multiple linear regression in this study as follows:

$$Y = 12.550 + 0.170 X_1 + 0.107 X_2 + 0.397 X_3$$

The interachievements over the regression equations acquired are as follows:

A. The value of constants of 12.550 with a positive sign means that even though there is no organizational communication, work environment and work discipline that support employees ' activities, the performance of tourism service officers, youth and Sports District of coastal districts The south remained at 12.550.

B. Variable regression coefficient of organizational communication shows a positive relationship to the performance of tourism, youth and Sports District of Pesisir Selatan districts with a value of 0.170 meaning that each addition of a unit variable Organizational communication will increase the employee's performance by 0.170.

C. Working environment variable regression coefficient shows positive relationship to the performance of tourism, Youth and sports Department of Pesisir Selatan District with a value of 0.107 means that each addition of one unit of environmental variables Work will increase the employee's performance by 0.107.

d. variable regression coefficient of work discipline shows a positive relationship to the performance of tourism officer, Youth and Sport district South Coast with a value of 0.397 means that each addition of a unit variable of work discipline Will increase the employee's performance by 0.397.

Uji Hipotesis

1. Test T (partial)

In table 2 above, you can see the test result from each independent variable of the dependent variable as follows:

A. From processed data obtained by organizational communication (X1) has significant effect on personnel performance (Y). Based on table 2, the value of sig. $0.033 < 0.05$ is obtained. This means H_0 is rejected and H_a is accepted. It can be concluded that the Organization's communication is significant to the performance of tourism, youth and sports officers of the Pesisir Selatan district.

B. Results processed data acquired work environment (X2) significantly affect the performance of employees (Y). Based on table 2, the value of sig. $0.007 < 0.05$ is obtained. This means H_0 is rejected and H_a is accepted. It can be concluded that the working environment has a significant effect on the performance of tourism, youth and sports officers of the Pesisir Selatan district.

C. From processed data also showed that working discipline (X3) has significant effect on personnel performance (Y). Based on table 2, the value of sig. $0.000 < 0.05$ is obtained. This means H_0 is rejected and H_a is accepted. So it can be concluded that the work discipline is significant to the performance of tourism officers, Youth and Sports district South coast.

2. Test F (in unison)

The F test is used to determine the influence of independent variables together against employee performance. In table 2, you can see the f calculate value of 33.432 with a significance of $0.000 < 0.05$ (Alpha). This means that the organization's communication variables, work environment and work discipline jointly have a significant influence on the performance of tourism officers, youth and Sports District of Pesisir Selatan districts. In this case the given influence is positive. It can be known from the value of the regression coefficient indicated by B1, B2 and B3, which is positive value. The presence of positive values indicates that if these variables are improved, it will increase employee performance.

Discussion

Organizational communication has a positive and significant influence on employee performance, the research results for the testing of the influence of organizational communication on employee performance shows the value of sig. of 0.033 which means less than the α value of sig. 0.05, thus it can be concluded that the first hypothesis was received. A regression coefficient of organizational communication variables demonstrates a positive relationship to employee performance. It can be said that the Organization's communication is positively and significantly affected by the tourism, youth and sports officers of the Pesisir Selatan district. From this research can be said that the Organization's communication has a role in improving employee performance.

The results of this study are in line with the research conducted by Ernika (2016) where the research results show that organizational communication has an influence on employee performance. Similarly, the results of research conducted by Kiswanto (2010) that found that communication has a positive and significant effect on the employee's performance.

Working environment has a positive and significant influence on employee performance

Based on the results of data processing, it is known that the value of GIS. Working environment to employee performance indicates a value of 0.007. Due to the value of sig. $0.007 < 0.05$, it can therefore be concluded that the second hypothesis is acceptable. The work environment variable regression coefficient shows a positive relationship to employee performance. It can then be said that the working environment affects positively and significantly towards the performance of tourism officers, Youth and Sports district South coast. The more conducive work environment the employees' performance is increasing.

Working discipline has a positive and significant influence on employee performance

The research results for the testing of the influence of work discipline on employee performance showed the value of sig. of 0.000 which means less than the α value of sig. 0.05, thus it can be concluded that the third

hypothesis is acceptable. Then it can be said that the work discipline is positively and significantly affect the performance of tourism officers, Youth and Sports district South coast.

CONCLUSIONS

Based on the data analysis and interpretation that have been submitted in the previous chapter, it can be expressed several conclusions from the results of the study as follows:

1. Organizational communication is positive and significant to the performance of tourism, youth and sports officers of the Pesisir Selatan district.
2. The work environment is positive and significant to the performance of tourism, youth and sports officers of the Pesisir Selatan district.
3. The discipline of the work is positive and significant to the performance of tourism officers, Youth and Sports district South coast.

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