The Influence of Internal Communication on The Performance of Banten Province Public Works and Spatial Planning Service Employees in the Educational

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Abstract

Human resources have an important role both individually and in groups because they are the main driving force for the smooth running of activities, even the back and forth of the organization is determined by the existence of human resources. Every agency will always try to improve the performance of its employees, with the hope that organizational goals will be achieved. The population in this study were all employees at the Department of Public Works and Spatial Planning (DPUPR) of Banten Province, totaling 200 employees. While the sample is part of the population, the sample taken in this study used 42 samples (PNS). The purpose of this study was to determine the effect of internal communication on employee performance through work stress at the Department of Public Works and Spatial Planning (DPUPR) of Banten Province.The results of this study indicate that: Internal communication has a positive and significant effect on employee performance, and work stress has no significant effect on employee performance at the Department of Public Works and Spatial Planning (DPUPR) Banten Province.

Keywords: Effect of Communication, Employee performance, Work Stress

Citation (APA):

Nurmala., Lala, dkk. (2024). The Influence of Internal Communication on The Performance of Banten Province Public Works and Spatial Planning Service Employees in the Educational. *Cendekia: Jurnal Pendidikan Dan Pembelajaran*, *17*(2), 351-363. https://doi.org/10.30957/cendekia.v17i2.875

1. Introduction

Human resources have an important role both individually and in groups because they are the main driving force for the smooth running of activities, even the forward and backward of the organization is determined by the existence of human resources. every agency will always try to improve the performance of its employees, with the hope that organizational goals can be achieved. According to Gary Dassler in (Al Dabouba, Al-Madadha, and Al-Adwan 2023) Human Resource Management (HRM) is the process of acquiring, training, and compensating employees, and for taking care of their work relationships, their health, safety, and matters related to justice In improving the quality of human resources in agencies or organizations, namely by improving employee performance. Performance is an indicator of the success or failure of the organization. In achieving predetermined goals, employee performance can affect how much they contribute to the organization itself. In achieving organizational goals, there are many elements that are important in fulfilling them, one of which is communication(Zaid et al. 2024).

Communication in an organization in particular and generally other organizations, usually occurs in two contexts, namely communication that occurs within the organization (internal communication) and communication that occurs outside the organization (external communication). In internal communication, both horizontally and vertically, there are often difficulties that cause communication problems or in other words miscommunication. Internal communication is a different communication in the organization, which is seen by the existence of an organizational structure. Communication is the main tool for perfecting relationships within the organization, if the lack of communication can result in misunderstanding and if left unchecked it will affect organizational life, both superiors and employees within the scope of the organization itself(Wongsansukcharoen and Thaweepaiboonwong 2023).

Internal communication is the exchange of ideas between administrators and employees in an organization or ministry complete with its distinctive structure (organization) and the exchange of ideas horizontally and vertically within the organization that causes the organization to take place (operations and management). Internal communication is a process of conveying information from one party to another in an organization to gain mutual understanding. According to Poppy Ruliana in (Suwanto et al. 2021) internal communication is the exchange of ideas between administrators and employees in an organization in order to realize organizational goals with its distinctive structure and the exchange of ideas takes place horizontally and vertically within the organization which causes work to take place. As for communication, internal communication in organizations is very important for groups or organizations that are interested in achieving organizational goals through collaboration(Agarwal and Kapoor 2023).

Internal communication is the exchange of ideas between administrators and employees in an organization in order to realize organizational goals with its unique structure and the exchange of ideas takes place horizontally and vertically within the organization which causes work to take place by means of effective communication, so as to improve employee performance(Montalvo-Falcón et al. 2023).

Employee performance is a result achieved by employees in carrying out assigned tasks and is based on skills, experience and intensity and use of time according to standards and criteria set by the organization (Putri, Sugianingrat, and Mahayasa 2022). The performance according to (Pahuja et al. 2024) is the result of work in quantity and quality achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

Stress is one of the problems that will always be faced by everyone in life. Stress that must be overcome, either by employees themselves without the help of others, or with the help of other parties such as specialists provided by the company where employees work.

Bad stress usually results in a person's inability to interact positively with his environment, both in the sense of the work environment and outside it. This means that the employee concerned will face various negative symptoms in turn affecting his work performance (Khanal et al. 2023). (Shafiulalam 2024) states that high levels of stress can reduce employee performance, the performance of stressed employees will generally decrease due to mental strain. There are 5 indicators of work stress according to Hasibuan, namely: workload, leader attitude, working time, conflict and communication.

2. Review of Literature
2.1. Work Stress

Stress is one of the problems that everyone will always face in life. Bad stress usually results in a person's inability to interact positively with his environment, both in the sense of the work environment and outside of it. States that high levels of stress can reduce employee performance, the performance of stressed employees will generally decrease due to mental strain. There are 5 indicators of work stress according to Hasibuan, namely: workload, leader attitude, working time, conflict and communication(Nawaz et al. 2024).

2.2. Internal Communication

Good internal communication creates a pleasant climate, and has an impact on work enthusiasm, comfort with high performance as a result. Internal communication refers to any delivery and receipt of information carried out by communicators which contains ideas and ideas to help each employee in doing work. Internal communication is communication that occurs within the organization itself. For example, the exchange of ideas between administrators and employees within a company, in a typical complete structure accompanied by horizontal and vertical exchanges of ideas within the company, so that work goes on(Park and Kim 2023). Internal communication is usually carried out reciprocally has several indicators, namely: Downward communication, Upward communication, and Sideways communication(Yahia et al. 2024).

3. Methods

The research approach taken in this study is a quantitative research method in the form of numbers and can be explained verbally and in writing.(Sakib, Tabassum, and Uddin 2023) quantitative research requires a researcher to explain how a variable affects other variables. The object of this research was conducted at the Banten Province DPUPR office at KP3B palima serang Banten. The population in this study were 42 people obtained from the Banten Province DPUPR office where the data were data from Banten Province DPUPR employees. The sample used in this study was 42 people, where the sampling technique used in this study was the Total Sampling technique, which is a sampling technique where all members of the population are used as samples (Sugiyono, 2017). The type of data in this study is quantitative data because it formulates a hypothesis by processing research data in the form of statistical development software, namely SPSS. The data sources collected in this study are primary data because the sources and research are obtained directly from the original source (not through intermediary media). The primary data that the author collects is data in the form of the results of distributing questionnaires related to the effect of Internal Communication on Employee Performance through Work stress at DPUPR Banmten Province. Data collection techniques used in this study are observation, questionnaires and literature studies.

This study has 3 variables, namely the dependent variable and the independent variable. The dependent variable in this study is employee performance (Y) and the independent variables are Internal Communication (X1) and work stress (X2). The data analysis technique

uses a research instrument test, validity test, reliability test, normality test, descriptive analysis, and hypothesis testing (t-test).

4. Findings and Discussion

Validity Test

According to (Gu et al. 2023)suggests that the validity test of a questionnaire is said to be valid or there is a significant relationship if the Corrected item-Total Correlation ≥ 0.30 and if ≤ 0.3 means that the data or questionnaire being measured is invalid or there is no significant relationship. The Corrected item-Total Correlation value of each statement item is generated by processing data using the SPSS 24 program. The complete validity test can be seen in the following table:

Tabel.1

Internal Communication Research Variable Validity test results

Item –Total Statistics

Corrected Item-Total Correlation		Critical value	Description
Item-1	0,584	0,30	Valid
Item-2	0,859	0,30	Valid
Item-3	0,737	0,30	Valid
Item-4	0,761	0,30	Valid
Item-5	0,556	0,30	Valid

Source: Processed SPSS 24 Data

From Table 1, it can be seen from the results of data processing, that the 5 question items have a Corrected item total Correlation value between 0.556 to 0.859 or in other words that the 5 question items used in measuring internal communication variables have a corrected item total correlation value greater than the critical value of 0.30. Thus it can be concluded that the 5 question items are valid, so that valid questions can be continued in further data processing.

Tabel 2

Results of Validity Test of Research Variables work stress

Item –Total statistics

Corrected Item-Total Correlation		Critical value	Description

	Corrected Item- Total Correlation	Critical value	Description
Item-1	0,627	0,30	Valid
Item-2	0,495	0,30	Valid
Item-3	0,763	0,30	Valid
Item-4	0,777	0,30	Valid
Item-5	0,611	0,30	Valid

Source: Processed SPSS 24 Data

From Table 2, it can be seen from the results of data processing, that the 5 question items have a Corrected item total Correlation value between 0.495 to 0.777 or in other words that the 5 question items used in measuring work stress variables have a Corrected item total Correlation value greater than the critical value of 0.30. Thus it can be concluded that the 5 question items are valid, so that valid questions can be continued in further data processing.

Tabel 3

Results of the Employee Performance Variable Validity Test

Item-Total Statistics

	Corrected Item- Total Correlation	Critical value	Description
Item-1	0,850	0,30	Valid
Item-2	0,572	0,30	Valid
Item-3	0,812	0,30	Valid
Item-4	0,846	0,30	Valid
Item-5	0,856	0,30	Valid

Source: Processed SPSS 24 Data

From Table 3, it can be seen from the results of data processing, that the 5 question items have a Corrected item total Correlation value between 0.572 to 0.850 or in other words that the 5 question items used in measuring work stress variables have a Corrected item total Correlation value greater than the critical value of 0.30. Thus it can be concluded that the 5 question items are valid, so that valid questions can be continued in further data processing.

Normality Test

The Normality test is carried out in the form of the Klomogrov-Smirnov test which aims to determine the normal distribution. A data is said to be normally distributed if the result is ≥ 0.05 and if it is abnormal if the result shows ≤0.05. (Nugroho, 2005). For details can be seen in table 4.

Tabel 4

Research Normality Test of Internal Communication Variables on Employee Performance

One- Sample Kolmogorov-Smirnov Test

	Unstandardized Residual
N	42
Kolmogorov-Smirnov Z	2,253
Asymp,Sig(2-tailed)	.200
a. Test distribution is Normal	

Source: Processed SPSS 24 Data

Based on Table 4, it can be seen that the test results show that the data is normally distributed, this can be seen from the Asimp Sig value of 0.200, which is greater than alpha (0.05). This shows that the data is normally distributed, thus the next data processing stage can be done.

Tabel 5

Research Normality Test Work stress variables on Employee Performance

One- Sample Kolmogorov-Smirnov Test

	Unstandardized Residual
N	42

Kolmogorov-Smirnov Z	3,070
Asymp,Sig(2-tailed)	.200

a. Test distribution is Normal

Source: Processed SPSS 24 Data

Based on Table 4, it can be seen that the test results show that the data is normally distributed, this can be seen from the Asimp Sig value of 0.200, which is greater than alpha (0.05). This shows that the data is normally distributed, thus the next data processing stage can be done.

Reliability Test

After the validity submission is made, the testing stage is continued by using the Realiability test, to determine the reliability of the variable is carried out using Cronbach Alpha. The Cronbach Alpha coefficient ≥ 0.60 indicates the reliability of the instrument (if repeated research is carried out with different times and dimensions, it will produce the same conclusion) and if the Cronbach Alpha coefficient ≤ 0.60 indicates less reliable instrument (if the variables are researched with different times and dimensions, it will produce different conclusions).

Tabel 6

Reliability Testing Results

Item-Total Statistics

Variabel	Cronbach's alpha	Critical value	Conclusion
Internal communication (X1)	0,864	0,60	Reliabel
Work Stress (X2)	0,699	0,60	Reliabel
Employee Performance (y)	0,876	0,60	Reliabel

Source: Processed SPSS 24 Data

Based on Table 6, it can be seen from the results of data processing that the Cronbach Alpha value for internal communication variables, work stress and employee performance is greater than the critical value of 0.60. So it can be concluded that the valid statement items are reliable, so that the next data processing stage can be carried out.

Hypothesis Test

To determine the effect of internal communication on employee performance through employee work stress, the hypothesis is carried out through the t test using a significant level of 5% (a = 0.05).

Test t :

1. If the sign value ≤0.05 or the t-count value ≥t-table, then there is an influence of variable X on variable Y.

2. If the sign value ≥0.05 or the t-count value ≤ t-table then there is no effect of variable X on variable Y.

t-tabel: t(α;n-k)t=(α;42-3)/t = (0.05 ; 39) = 1,95

NO	Variabel	t-count	t-tabel	sign	Conclusion
1	Internal communication (X1)	3,459	1,95	0.000	H1 Accepted
2	work stress (X2)	0.940	1,95	0,353	H2
					Rejected

Source: Processed SPSS 24 Data

Based on the results of the partial t test table above, it can be done as follows:

a. The effect of internal communication on employee performance (H1).

The internal communication variable (X1) has a positive and significant effect on employee performance with a sign value smaller than 0.005 (0.000 ≤0.005) and a t-count value greater than the t-table (3.459 ≥ 1.95), so the first hypothesis (H1) in this research is accepted.

b. Effect of work stress variables on employee performance (H2)

The Work Stress variable (X2) has no positive and significant effect on Employee Performance, with a sign value greater than 0.05 (0.353≥0.05) and the t-count is smaller than the t-table (0.940≤1.95) then, the second hypothesis (H2) in this study is rejected.

DISCUSSION

The Effect of Internal Communication on Employee Performance at the Public Works and Spatial Planning Office of Banten Province. Managerial Implication

Based on the results of testing the second hypothesis, it is found that the Internal Communication variable has a positive and significant effect on Employee Performance at the Banten Province Public Works and Spatial Planning Office. The internal communication variable (X1) has a positive and significant effect on employee performance with a sign value smaller than 0.005 (0.000 ≤0.005) and a t-count value greater than the t-table (3.459 ≥ 1.95), so the first hypothesis (H1) in this research is **accepted**.

This research(Ahmad et al. 2023)); (Ahmed et al. 2023), (Ammirato et al. 2023),(Huang et al. 2023) and (Yang and Li 2023) which states that internal communication affects employee performance. This research proves that good communication can improve harmonious relationships between employees, both with superiors and subordinates, with good communication all work can be understood and carried out properly and achieve targeted goals. Good internal communication will make employees feel more valued through opinions that are listened to, and feel involved in the company through work coordination between employees. This can make employees feel more comfortable working in the company and have more responsibility. Therefore, it can be concluded that internal organizational communication has a positive and significant effect on organizational commitment(Kokkaew et al. 2022).

The results of this study state that internal communication has a positive and significant effect on employee performance. This means that the better the internal communication owned by employees, the better employee performance will be. In other words, employee performance can be formed by good internal communication in the company/agency, such as coordinating the work of fellow employees, submitting official memos, and submitting complaints that are listened to by superiors. This research reveals that the more effective internal communication is, the higher employee productivity will be. In carrying out work, employees will always interact with other people so that good cooperation is needed to make a maximum contribution to the goals or objectives of the task(Khan, Mehmood, and Kwan 2024).

The Effect of Job Stress on Employee Performance at the Public Works and Spatial Planning Office of Banten Province.

Based on the results of testing the first hypothesis, it was found that the effect of work stress variables on employee performance had no effect and was significant on employee performance, with a sign value greater than 0.05 (0.353≥0.05) and t-count smaller than t-table (0.940≤1.95) then, the second hypothesis (H2) in this study was rejected.

These results are in line with research conducted by (Mustafa et al. 2023), and (Alqudah, Carballo-Penela, and Ruzo-Sanmartín 2022) which state that work stress has a negative effect on employee performance. The existence of the influence of work stress on employees can be seen from the stress experienced by an employee in achieving targets, frustration, feeling that there is unfair competition, feeling treated unfairly, but that does not interfere with employees in getting better results. Stress is a feeling of pressure experienced by employees in dealing with work, where excessive work stress will have a negative and significant effect on employee performance (Noor et al. 2023). This study proves that work stress experienced by employees does not make employee performance worse. (Tran 2023) which says that excessive, prolonged, unsolvable stress will have a negative effect on health and performance. Meanwhile, employees who are free from stress will feel a high level of satisfaction, so that their work motivation increases and their performance also increases. This research also proves that work stress has no effect on employee performance. If employees experience excessive work stress, it will greatly affect their performance, such as not realizing the work that has been scheduled and determined. Thus, employees who do not work optimally will have an impact on the running process of an agency/company. But on the contrary, if employees do not experience work stress, the work will be completed at the schedule time and the agency will run according to its target and objectives(Younis and Hussain 2023).

5. Conclusion

Based on the results of research on the effect of Internal Communication on Employee Performance through Work Stress at the Banten Province Public Works and Spatial Planning Office, it can be concluded that the Internal Communication variable (X1) has a positive and significant effect on employee performance, and the stress variable (X2) has no positive and significant effect on employee performance.

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