# Analysis of Communication Patterns and Their Impact on the Performance of Koperasi Unit Desa Wargo Tani Makmur Employee

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**ABSTRACT:** This study's objective is to look into and assess how Koperati Unit Desa Wargo Tani Makmur employees' performance is affected by their communication styles. Quantitative methodologies are implemented in this investigation, population for this research are employee from Koperasi Unit Desa Wargo Tani Makmur which is about 30 people. Validity tests were implemented, reliability test, classic assumption test, good fit model test, simple linear regression function, t test. This research has demonstrated that communication pattern variables do indeed influence employee performance variables. It is corroborated by the t-test results, which show that the t-count exceeds the t-table. As such, Ha is approved and H0 is rejected.

**KEYWORDS:** Communication Pattern, Employee Performance, Koperasi Unit Desa

## I. INTRODUCTION

Companies need to use human resources to help them achieve these goals. The employees who are a contributing factor to the company's growth. Even as the spearheaded of implementation in the field, it has limitations in both terms of physical and spiritual abilities. Employee Motivation, Communication Patterns, and Work Stress greatly influence employee performance. Consequently, it is imperative that organizations prioritize the factors that impact employee performance within their organization.

Shared goals require a communication pattern to convey opinions or exchange ideas. Almost everyone agrees that communication pattern between themselves (employee) and between the environments are the source life and dynamic of the organization. The establishment of a collaborative relationship between leaders and employees, as well as between employees themselves, is contingent upon the effectiveness of communication pattern (Gudono, 2018). Handoko (2018) states that "*pola komunikasi adalah proses pemindahan pengertian dalam bentuk gagasan atau informasi dari seseorang ke orang lain*" which translates to "communication patterns" as the process by which ideas or information are transferred from one person to another.

Establishing a cooperative relationship between leaders and employees, as well as between employees themselves, requires effective communication patterns (Wibowo, 2018). Good comunication patterns will provide a good understanding of work which has implications for employee performance which tends to increase (Panggabean, 2017). Information is sent and received between individuals through communication patterns in general. Several obstacles to communication patterns in companies show that communication patterns within the company are not running optimally. Obstacles in conveying information from superiors to subordinates. The obstacle is that there are many channels that must be passed, for example information from superiors to employees still has to go through several managers and several heads of departments so that this can cause changes in the information provided.

Good communication patterns can improve employee performance. Highly motivates employees will feel happier and more willing to work for the organization. A process that encourages someone to do an activity is called motivation (Rivai, 2017). Drawing from the preliminary interviews that have been carried out, there are indications that cause a decrease in employee performance due to low communication from both leaders and coworkers. This arise due to a lack of work motivation from oneself and coworkers, the occurrence of work saturation which causes employees to have no passion in carrying out their work because they feel the work is boring and the same type of work, an uncomfortable working atmosphere such as noise caused by the company being adjacent to a motorbike company warehouse which can interfere with concentration on work and lack of recreational activities carried out.

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## II. LITERATURE REVIEW

### A. Employee Performance

The degree to which an employee fulfills their assigned responsibilities determines the quantity and quality of the work that they produce (Mangkunegara, 2018). Inadequate work will have a detrimental effect on performance. To evaluate and explain employee performance, intelligence and skills must be taken into account in addition to pay. The opportunity to perform is added even though an employee may be willing and able. This is to avoid high levels of performance that are partly a function and unknown obstacles that are obstacles for the employee concerned.

Factors that influence performance assessment according to Sutrisno (2018):

(1) Individual Factors: Effort, Abilities, Role/Task Perception
(2) Environmental Factors: Weather, Tools, Supplies, Time, Education, Supervision, Structure of Organization, Training, and Fortuity.

Employee performance indicators, according to Robbins (2018):

(1) Quantity
(2) Effectiviness
(3) Independence
(4) Punctuality
(5) Work Quality

### B. Communication Pattern

Transferring knowledge, concepts, and understanding from one person to another in the hopes that the recipient will interpret it for the intended purpose is known as communication patterning. Transmission of understanding, whether in the form of concepts or data, between individuals is known as communication pattern (Handoko, 2018). Beyond only the words used in a conversation, other nonverbal cues like vocal breakpoints, intonation, and facial expressions are also important in the transfer of understanding. According to Andrew E. Sikula in Mangkunegara (2018), transferring knowledge, concepts, and information from one person to another in the hopes that the recipient will interpret it for the intended purpose is known as a communication pattern.

Communication Pattern indicators, according to Wibowo (2018):

(1) Ease of obtaining information
(2) Intensity of communication pattern
(3) Effectiveness of communication pattern
(4) Level of message understanding
(5) Change in attitude

### C. THEORITICAL FRAMEWORK
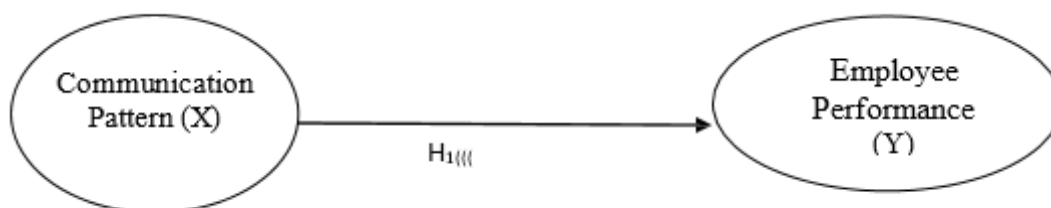


**Picture 1. Theoritical Framework**

The aforementioned image suggests that employee performance is impacted by communication style.

### D. HYPOTHESIS

Hypothesis (Sugiyono, 2019) is a provisional solution to the problem statement and requires further proof. Communication patterns as a means of conveying or dividing tasks in an organization are a solution to declining employee performance because with communication patterns we can learn a person's behavior. From th results of research (Rusmawati, 2016), (Erwantiningsih, 2017) and (Nurhidayat, 2022) that communication patterns affect employee performance at Koperasi Unit Desa Wargo Tani Makmur.

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$H_1$: Communication patterns have an effect on employee performance at the Koperasi Unit Desa Wargo Tani Makmur.

## III. RESEARCH METHODOLOGY

This study uses quantitative methods. The sample taken from the population of the Koperasi Unit Desa Wargo Tani Makmur is 30 employees from the production division. All populations are used as samples when employing the saturated/census sampling technique. This study uses saturated sampling techniques because the sample contains up to thirty members of the population (Djarwanto, 2018)

## IV. RESEARCH METHODS

### A. Respondent Description

Table 1
Respondent Characteristic Based on Gender

| Gender | Amount | Percentage (%) |
|--------|--------|----------------|
| Male | 22 | 73,33 |
| Female | 8 | 26,67 |
| Total | 30 | 100% |

The preceding table indicates that men made up the majority of the respondents, which consist of 22 people (73,33%)

Table 2
Respondent Characteristic Based on Age

| Ages | Amount | Percentage (%) |
|------|--------|----------------|
| < 30 year | 10 | 33,33 |
| 30 - 40 year | 16 | 53,33 |
| > 40 year | 4 | 13,33 |
| Total | 30 | 100,00 |

Source: Processed primary data, 2024

Table 2 shows that 16 respondents, or 53,33% of the total, were the majority of respondents between the ages of 30 and 40

Table 3
Respondent Characteristic Based on Time They Worked

| Time | Amount | Percentage (%) |
|------|--------|----------------|
| < 5 year | 7 | 23,33 |
| 5 - 10 year | 15 | 50,00 |
| > 10 year | 8 | 26,67 |
| Total | 30 | 100,00 |

Source: Processed primary data, 2024

The table above indicates that the greatest number of respondents with five to ten years of work experience is fifteen (50,00%).

### B. Validity Results Analysis

When the r-count and r-table are compared, the validity analysis results conducted using a computer, specifically the SPSS program version 21.00, are displayed. Although the Corrected Item Total Correlation in the SPSS software displays the value of the r-count. Decision are made if the r-count > r-table then the item or variable being studied is valid.

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1. **Validity Test Result on Communication Pattern Variable**

Table 4
Summary of instrument validity for Communication Pattern Variable (X)

| No Item | $r$count | $r$table | Desc |
|---------|----------|----------|------|
| K 1 | 0,874** | 0.361 | Valid |
| K 2 | 0,818** | 0.361 | Valid |
| K 3 | 0,880** | 0.361 | Valid |
| K 4 | 0,849** | 0.361 | Valid |
| K 5 | 0,593** | 0.361 | Valid |

Source: Processed Primary Data, 2024

Given that the values of each item in the table above exceed the r-table, it is possible to conclude that the question items pertaining to Communication Pattern Variable (X) are valid.

2. **Validity Test Result on Employee Performance Variable**

Table 5
Summary of Instrument Validity for Employee Performance Variable (Y)

| No Item | $r$count | $r$table | Desc |
|---------|----------|----------|------|
| KK 1 | 0,859** | 0.361 | Valid |
| KK 2 | 0,785** | 0.361 | Valid |
| KK 3 | 0,687** | 0.361 | Valid |
| KK 4 | 0,713** | 0.361 | Valid |
| KK 5 | 0,797** | 0.361 | Valid |

Source: Processed Primary Data, 2024

In table 5, questions about the employee performance variable (Y) shown that all questions item area valid because the value of r-count > r-table.

*C. Reliability Results Analysis*

**Table 6: Results of Reliability Test**

| Variable | $r$alpha | $r$table | Desc |
|----------|----------|----------|------|
| Communication Pattern (X) | 0,867 | 0,60 | Reliable |
| Employee Performance (Y) | 0,826 | 0,60 | Reliable |

**Source:** Data primer diolah, 2024

Table 6 shows that all variables, namely Communication Patterns (X) and Employee performance (Y), are reliable because they have Cronbach Alpha value >0.6, so they can be used to process further data.

*D. Classic Assumption Test*

1. Normality Test

**Table 7: Normality Test Result**

| Variable | Sig (2-*tailed*) | p-*value* | Description |
|----------|------------------|-----------|-------------|
| Undstadardized residual | 0,662 | P > 0,05 | Normal |

**Source:** Processed Primary Data, 2024

Based on the Kolmogorov-Smirov test computations, it is evident that the variable's 0.662 p-value is higher than α (0.05), so that all of the data is stated to have a normal distribution or has a normal data distribution.

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2. Multicollinearity Test

**Table 8: Multicollinearity Test Result**

| Variable | Tolerance | VIF | Description |
|---|---|---|---|
| Communication Pattern | 1,000 | 1,000 | There is no multicollinearity |

**Source:** Processed Primary Data, 2024

It is evident from the above table that VIF < 10, indicating the absence of multicollinearity.

3. Heteroscedasticity Test

**Table 9: Heteroscedasticity Test Result**

| Variable | Level of significance | Sig. | Description |
|---|---|---|---|
| Communication Pattern | 0,05 | 0,757 | No Heteroscedasticity |

Source: Processed Primary Data, 2024

The above table illustrates that when a probability value is greater than 0.5, heteroscedasticity is not present.

### E. Good Model Fit Test

1. F test

**Table 10: F test Result**

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|---|
| | Regression | 69,664 | 1 | 69,664 | 24,680 | ,000[b] |
| 1 | Residual | 79,036 | 28 | 2,823 | | |
| | Total | 148,700 | 29 | | | |

**Source:** Processed Primary Data, 2024

The computation results show that the F table is 4.196 and the F count value is 24.680. The fact that the F count is higher than the F table in this figure suggests that communication patterns, the independent variable, have a significant concurrent impact on employee performance at the Koperasi Unit Desa Wargo Tani Makmur.

2. Uji $R^2$

**Table 11 :Uji $R^2$**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | ,684[a] | ,468 | ,450 | 1,680 |

**Source:** Processed Primary Data, 2024

The determination coefficient value (R2) of 0.468 was obtained from the calculation results. This shows that 53.2% of the variation in Koperasi Unit Desa Wargo Tani Makmur is explained by variables or factors outside of the model, while 46.8% of the variation is explained by the independent variable in the model (communication pattern).

### F. Simple Linear Regression

**Tabel IV.12: Simple Linear Regression Result**

| Variable | Unstandardized Coefficients |
|---|---|
| (Constant) | 10,994 |
| Communication Pattern | 0,535 |

**Source:** Processed Primary Data, 2024

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Based on calculation obtained from SPSS computer program version 21.00 the results are:

Y = 10,994 + 0,535 X

The interpretation of each variable's coefficient is as follows, based on the regression equation above:

1) a = The constant of 10.994 states that if the communication pattern variable (x) is considered zero, then the performance of the Koperasi Unit Desa Wargo Tani Makmur employees is 10.994.

2) b = 0,535, The coefficient of the Communication Pattern variable (X) is 0.535, this coefficient shows that there is an influence between the Communication Pattern variable and Employee performance of the regression coefficient of 0.535. This indicates that, provided all other factors stay the same, employee performance will rise by 0.535 if the communication pattern increases by one point.

*G. Uji t*

**Table 13: T test**

| Keterangan | tcount | ttable | Sig. | Description |
|---|---|---|---|---|
| Communication Pattern | 4,968 | 2,048 | 0,000 | H1 accepted |

The description of the t-test results is as follows:

a. T-table value     = t $</2$; (n-k-1)

                      = t 0,025; 30-1-1

                      = 2,048

     Ho is accepted if the value of  $-t_{tabel} \leq t_{hitung} \leq - t_{tabel}$

     Ho is rejected if the value of  $t_{hitung} > t_{tabel}$ or $-t_{hitung} < -t_{tabel}$

b. T-count value

     From the results of the SPSS computer calculations version 21.00, the calculated t value was 4.968.

c. Conclusion

     When the computation yields the result tcount = 4.968> ttable = 2.048, Ho is rejected, indicating a substantial impact of communication patterns on worker performance. The first hypothesis—that is, "Communication Patterns have a significant influence on the performance of Koperasi Unit Desa Wargo Tani Makmur Employees"—is supported by the analysis's findings.

**V. RESULTS REVIEW**

**1. Communication Patterns Influence the Performance of Employees of the Koperasi Unit Desa Warga Tani Makmur**

The analysis's findings indicate that communication patterns have an impact on workers' productivity. These results indicate that the more Communication Patterns increase, the more it will affect the increase in employee performance. These results support the hypothesis that "communication patterns have a significant influence on the performance of employees of the Koperasi Unit Desa Wargo Tani Makmur" and have been shown to be accurate. This is in accordance with research conducted by (Rusmawati, 2016), Erwantiningsih, 2017) and (Nurhidayat, 2022) that Communication patterns affect employee performance at the Koperasi Unit Desa Wargo Tani Makmur. The findings from the results of this study are the influence of Communication Patterns on Employee performance. The positive value of the regression coefficient of the Communication Pattern variable indicates that the more it increases, the more it will affect Employee performance. This shows that Communication Patterns are very significant so that they remain a consideration for Koperasi Unit Desa Wargo Tani Makmur to be further improved.

Communication patterns as a means of delivering or dividing tasks in an organization are a solution to declining employee performance because with communication patterns we can learn a person's behavior. Communication patterns are closely related to performance. While performance is a form of effort that produces organizational goals, consumer satisfaction, and contributes economic value. Performance is individual, and each employee has different abilities in carrying out the tasks given. Performance is a mental attitude that assumes that there must always be improvements every day in living life. This attitude is seen as being able to prevent someone from being satisfied quickly, so that he will always try to improve his abilities and make improvements to his work and find ways to develop himself. Effective communication occurs in the Koperasi Unit Desa Wargo Tani Makmur as a result of leaders using formal and informal communication patterns, processes, and forms of communication. A good leadership communication pattern will affect the performance of Koperasi Unit Desa Wargo Tani Makmur employees themselves. An

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effective communication pattern can positively influence the management function of Koperasi Unit Desa Wargo Tani Makmur, thereby facilitating the achievement of the organization's vision, mission, goals, and objectives.

So, if the rules of communication patterns are broken, then the message cannot be conveyed properly, and this means that there has been an obstacle/disruption to achieving maximum performance. Language differences in an organization can hinder communication which then has an impact on employee performance.

## VI. CONCLUSION & SUGGESTION

### a. Conclusion

As demonstrated by the t-test results, which show that t count = 4.968> t table = 2.048, the study's findings show that communication patterns have a significant impact on employee performance at the Koperasi Unit Desa Wargo Tani Makmur. As a result, the hypothesis that "Communication Patterns have a significant effect on the performance of Employees at Koperasi Unit Desa Wargo Tani Makmur" is confirmed to be true.

### b. Suggestion

The writer will provide beneficial suggestions predicated on the aforementioned findings:
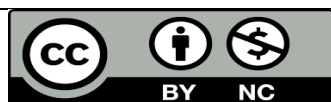
1. It is hoped that the Koperasi Unit Desa Wargo Tani Makmur will improve the Communication Pattern variable by creating effective and simple communication or relationships between leaders and employees so that it can improve employee performance.
2. The study's limited variable set hinders its ability to measure performance comprehensively. Additional variables are required to account for the lack of coverage in several Communication Pattern and performance variables.
3. Researchers must extend research observation time because the results of the relatively short observation period may not be consistent with those of earlier studies.

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