



Impact of Interpersonal Communication on Increasing Employees Job Satisfaction PT. PJS Palembang

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ABSTRACT

Susi Handayani conducted research with the aim of knowing the impact of interpersonal communication and compensation on job satisfaction of employees of PT. PJS Palembang. This study uses a quantitative method approach with a sample of 90 respondents who are employees of PT. PJS Palembang. After being tested partially and simultaneously, it was stated that interpersonal communication and compensation had an impact on increasing job satisfaction, as indicated by the $f_{count} 82.321 > f_{table}$ and $0.000 < 0.05$. The results of the study stated that interpersonal communication and compensation had an impact on increasing job satisfaction of PT. PJS Palembang is 65.4%.

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INTRODUCTION

The existence of the organization is expected to bring together all its members to interact and socialize with leaders or co-workers. As social beings, humans have the nature to communicate, interact and socialize with other humans. Organizations that have employees as human resources have a variety of different traits and characters. Leaders are expected to be able to apply the position of communication that is applied by using the nature of the company's openness even though open communication does not necessarily provide the best guarantee for the company. PT. PJS Palembang is a company that was founded in 2000, started its business activities in the field of contractors and suppliers and has a motto of providing job satisfaction to relationships. After observations and interviews, there is a phenomenon that there are still frequent miscommunications or misunderstandings in the delivery of information by the leadership to employees so that it has an impact on employee job satisfaction. In terms of giving compensation to PT. PJS uses a fee system with the stipulation that if the existing project can be completed on time, then 20% of the existing profits will be distributed to all employees in the hope that it can lead to employee job satisfaction. The decrease in job satisfaction occurs because there is still miscommunication among co-workers, and if miscommunication continues without any improvement it will be fatal, namely the work does not go well so that it has an impact on delays in the implementation of work and the company so that it will cancel the compensation.

This research was conducted to determine the extent to which interpersonal communication and compensation have an impact on job satisfaction of employees of PT. PJS Palembang. Hasibuan

(2010) suggests a pleasant emotional attitude accompanied by a love of work is said to be job satisfaction. Tunjung Sari (2011) argues that job satisfaction is the dominant factor which determines the success of organizational activities.

Hantula (2015) states that job satisfaction is the responsibility of the leader to retain employees and their organization, creating an organization that can psychologically satisfy its employees. Seeing and carrying out work, accompanied by feelings of pleasure or displeasure with work, is usually called job satisfaction (Sutrisno, 2017).

The level of self-pleasure of an employee towards the role as well as work in a company is influenced by the level of satisfaction accompanied by reciprocity according to expectations called job satisfaction. The opportunity for a speaker and listener to use messages as an effort to achieve the same meaning is said to be interpersonal communication (Judy C. Pearson, et al, 2001). Verbal and non-verbal interactions between two or more people as well as one and another interdependence are said to be interpersonal communication (Joseph A. Devito, 2013).

Interpersonal communication is communication that is carried out aimed at achieving the same meaning as formally arranged between two or more people. Agus Sunyoto (2000:75) suggests compensation as a goal that is obtained as an employment relationship in the form of services and in the form of finance. Hasibuan (2003:117) suggests that compensation is a company expense. The remuneration given for the contributions made by employees to the organization is said to be compensation (Mutiara S. Panggabean, 2004:75). Compensation is calculated and given and is an object of income tax without exception, which is all that is received by workers in physical or non-physical forms.

RESEARCH METHOD

The population of 90 respondents is all employees of PT. PJS, non-probability sampling used at the time of sampling, is the entire population, a total of 90 respondents. The analytical tools used are: Validity Test, Reliability Test, Normality Test, Partial Test (T-test), Simultaneous Test (F-test), Multiple Linear Regression Analysis, Coefficient of Determination (R²). The validity test is used as a tool to determine the feasibility of each question item from the questionnaire. The reliability test can be carried out together on all questions if the Alpha value > 0.60 then it can be said to be reliable. The normality test as a tool to determine the residual data in the study is normally distributed or not by looking at the histogram of the residuals. The t-test was used to determine the effect of each independent variable on the dependent variable.

RESULTS AND DISCUSSIONS

From the research that has been carried out, several research results were obtained which were processed in the following statistical tests:

Table 1: t test results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,725	,277		2,619	,010
K1	,183	,043	,268	4,238	,000
K	,630	,051	,788	12,448	,000

a. Dependent Variabel KK

The F test is used as a tool to determine the overall impact of the independent variable on the dependent variable.

Table 2: f test results

ANOVA ^a						
Model		Sum of Squares	Df	Mean Squares	F	Sig
1	Regression	10,718	2	5,359	82.321	.000 ^b
	Residual	5.663	87	.065		
	Total	16.381	89	,788	12,448	,000

a. Dependent Variabel KK

b. Prediktots: (Constant), Komunikasi Interpersonal, Kompensasi

Multiple linear regression analysis was used to analyze the effect of the independent variable on the dependent variable. Multiple linear regression equation can be arranged $Y = 0.725 + 0.183X_1 + 0.630X_2$. As an analytical tool, the coefficient of determination is used as a tool to determine how much the independent variable is able to influence the dependent variable.

Table 3: Coefficient of determination test results

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the estimate	Durbin Watson
1	.809 ^a	.654	.646	.2551	1.711

a. Prediktots: (Constant), Komunikasi Interpersonal, Kompensasi

b. Dependent Variabel: Kinerja Karyawan

The influence of interpersonal communication on job satisfaction of employees of PT. PJS Palembang. The results of the hypothesis test show that interpersonal communication has a positive and significant effect on job satisfaction with $t_{\text{count}} 4.238 > t_{\text{table}} 1.662$ and $0.000 < 0.05$. From the results of the tests that have been carried out, it can be concluded that there is a significant influence arising from interpersonal communication on job satisfaction. The effect of compensation on job satisfaction of employees of PT. PJS Palembang. The results of the t-test that have been carried out in this study indicate that there is a positive and significant effect caused by compensation on job satisfaction with $t_{\text{count}} 12.448 > t_{\text{table}} 1.662$ and $0.000 < 0.05$. The results of the F test that have been carried out have a significance value of 0.000 from 0.05, it is stated that the interpersonal communication and compensation variables together have an impact on increasing job satisfaction of PT. PJS Palembang. The results of this study are in line with research conducted by Yulia Pertiwi, Efendi, Andy Wijaya, Sudung Simatupang (2019) with the research title The Effect of Interpersonal Communication and Compensation on Job Satisfaction, stating that job satisfaction is simultaneously and partially influenced by compensation and interpersonal communication.

CONCLUSION

Based on the results of the study accompanied by the data analysis that has been carried out, the following conclusions can be drawn:

Interpersonal Communication has an impact on increasing job satisfaction of employees of PT. PJS Palembang, which is indicated by the value of $t_{\text{count}} 4.248 > t_{\text{table}} 1.662$ and $0.000 < 0.05$. Compensation has an impact on increasing job satisfaction of employees of PT. PJS Palembang, indicated by the value of $t_{\text{count}} 12.448 > t_{\text{table}} 1.662$ and $0.000 < 0.05$, Interpersonal Communication and Compensation have an impact on increasing job satisfaction of employees of PT. PJS Palembang, indicated by $f_{\text{count}} 82,321 > f_{\text{table}}$ and $0.000 < 0.05$ and Rsquare value of 0.654, it can be seen that interpersonal communication and compensation have an impact on increasing job satisfaction of PT. PJS Palembang 65.4%.

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