

THE INFLUENCE OF INTERPERSONAL COMMUNICATION AND MOTIVATION ON THE PERFORMANCE OF PT LOTTE SHOPPING AVENUE INDONESIA EMPLOYEES

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ABSTRACT

The purpose of this study is to analyze how the influence of interpersonal communication and motivation on employee performance partially, This research was conducted at PT. Lotte Shopping Avenue Indonesia. Data processing using the validity and reliability test and regression and correlation test using SPSS 19. The results showed in the partial test the influence of competence and career coaching on employee performance. Between Interpersonal Communication (X1) and Motivation (X2) on Employee Performance (Y) shows a positive relationship. This shows the two independent variables, Interpersonal Communication (X1) and Motivation (X2) have affected Employee Performance (Y). Through hypothesis testing it is possible to know that interpersonal communication and motivation to prove each have positive and significant effect on employee performance equal to 77.0%. This means that 77.% The dependent variable of employee performance can be explained by the independent variable that is interpersonal communication and motivation. It shows that there are still other factors equal to 23.0% to employee performance. The magnitude of this influence shows that interpersonal communication and motivation is an important element in improving the performance of employees of PT. Lotte Shopping Avenue Indonesia.

Keywords: Interpersonal Communication, Motivation, Employee Performance

INTRODUCTION

The business world is showing very rapid capabilities, followed by the emergence of various new companies operating in various fields. These existing companies always try to obtain profitable positions and conditions. Conditions like this will give rise to very tight competition between existing companies. Competition is also getting tougher with developments in information and technology Technology is increasingly improving, resulting in global and comprehensive competition.

The existence of human resources in a company plays a very important role. The workforce has great potential to carry out company activities. The potential of every human resource in the company must be utilized as well as possible, so that it can provide maximum results. Companies and employees are two things that need each other. If employees succeed in bringing progress to the company, the profits obtained will be reaped by both parties. For employees, success is the actualization of one's potential as well as an opportunity to fulfill one's life needs.

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Meanwhile, for companies, success is a means to the company's growth and development.

However, of the many factors that influence employee performance, in this study, researchers only focused on interpersonal communication and motivation factors.

Based on the limitations of the problems stated above, the aim of this research is to find out whether there is an influence of interpersonal communication and motivation on employee performance at PT Lotte Shopping Avenue Indonesia?

RESEARCH METHODS

In this research, the population is all staff employees of PT. Lotte Shopping Avenue Indonesia, Jakarta, totaling 100 employees. So, the total number of respondents studied was 100 people.

Operational Definition of Research Variables

Independent Variable / Interpersonal Communication (X1)

Interpersonal communication or interpersonal communication is the sending of messages from someone and received by other people with immediate effects and feedback. According to Hasibuan (2007), and has characteristics including:

- a) Openness
- b) Empathy
- c) Supportive Attitude
- d) Positive Attitude

Independent Variable/ Motivation (X2)

Motivation is a stimulus variable or variable that influences other variables. In this research the independent variable is work motivation. Employee motivation can be seen from the perceptions of PT employees. Lotte Shopping Avenue is represented by the following characteristics:

- a) Functional Requirements
- b) Safety Needs
- c) Social Needs
- d) Reward Needs
- e) Self-Actualization Needs

Dependent Variable/ Performance

Employee performance is the achievement of results achieved during a certain period of time in a certain field of work. Employee performance depends on a combination of ability, effort and opportunities obtained to produce high performance in order to achieve goals and objectives determined by the company. The indicators measuring this variable are Quality, Loyalty, Creativity and Honesty.

RESULTS AND DISCUSSION

Validity and Reliability testing results

Instrument Validity Test

The validity test was carried out on 100 respondents with 10 questions, consisting of 10 questions regarding Interpersonal Communication, 10 questions regarding Motivation and 10 questions on Employee Performance which were declared valid and reliable.

- 1) Results of the validity test of the Interpersonal Communication variable instrument. The validity test can be seen in table 1 as follows:

Table 1. Validity Results of the Interpersonal Communication Variable Instrument (X1)

Question	r Count	r Critical	Information
Item 1	0.396	0.30	Valid
Item 2	0.594	0.30	Valid
Item 3	0.565	0.30	Valid
Item 4	0.529	0.30	Valid
Item 5	0.636	0.30	Valid
Item 6	0.483	0.30	Valid
Item 7	0.504	0.30	Valid
Item 8	0.563	0.30	Valid
Item 9	0.321	0.30	Valid
Item 10	0.543	0.30	Valid

Source: Data processed from questionnaire results

Based on Table 1, the results of the validity test on the Interpersonal Communication variable above have a calculated $r > 0.3$, so it can be interpreted that all question instruments on the Interpersonal Communication variable are valid.

- 2) Motivation variable instrument validity test results. The validity test can be seen in table 2 as follows:

Table 2. Validity Results of the Motivational Variable Instrument (X2)

Question	r Count	r Critical	Information
Item 1	0.730	0.30	Valid
Item 2	0.678	0.30	Valid
Item 3	0.598	0.30	Valid
Item 4	0.780	0.30	Valid
Item 5	0.750	0.30	Valid
Item 6	0.569	0.30	Valid
Item 7	0.687	0.30	Valid
Item 8	0.643	0.30	Valid
Item 9	0.582	0.30	Valid
Item 10	0.776	0.30	Valid

Source: Data processed from questionnaire results

Based on Table 3, the results of the validity test on the Motivation variable above have a calculated $r > 0.3$, so it can be interpreted that all question instruments on the Motivation variable are valid.

- 3) Result of validity test of Employee Performance variable instrument. The validity test can be seen in table 3 as follows:

Table 3. Validity Results of Employee Performance Variable Instruments (Y)

Question	r Count	r Critical	Information
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Item 1	0.517	0.30	Valid
Item 2	0.511	0.30	Valid
Item 3	0.630	0.30	Valid
Item 4	0.813	0.30	Valid
Item 5	0.723	0.30	Valid
Item 6	0.585	0.30	Valid
Item 7	0.583	0.30	Valid
Item 8	0.647	0.30	Valid
Item 9	0.645	0.30	Valid
Item 10	0.814	0.30	Valid

Source: Data processed from questionnaire results

Based on Table 3, the results of the validity test on the Employee Performance variable above have a calculated $r > 0.3$, so it can be interpreted that all question instruments on the Employee Performance variable are valid.

Instrument Reliability Test

The results of the reliability test based on data processing with the SPSS 17.0 program can be seen as follows:

Table 4. Tabulation of Instrument Reliability Tests for Interpersonal Communication Variables (X1), Motivation (X2) and Employee Performance (Y)

No.	Instruments	Cronbach's alpha	Cronbach's alpha standard	informati on
1.	Interpersonal Communication	0.827	0.7	Reliable
2.	Motivation	0.913	0.7	Reliable
3.	Employee performance	0.898	0.7	Reliable

Source: Data processed from questionnaire results

Based on table 4 above, it can be seen that Interpersonal Communication, Motivation and Employee Performance have quite large Cronbach's Alpha values, namely 0.827, 0.913 and 0.898 respectively, thus showing that Interpersonal Communication, Motivation and Employee Performance are reliable because each of them has a reliability coefficient or alpha. more than 0.7 which has been used as a benchmark.

Classic assumption test

Normality test

The normality test is used to test whether in the regression model, the two variables (independent and dependent) have a normal distribution or at least close to normal. Normality test was carried out using the Kolmogorov-Smirnov test.

Table 5. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		100
Normal Parameters,, b	Mean	.0000000
	Std. Deviation	2.03936553
Most Extreme Differences	Absolute	.211
	Positive	.211
	Negative	-.148
Kolmogorov-Smirnov Z		.206
Asymptotic Significance (2-tailed)		.570

a. Test Distribution is Normal

b. Calculated from data

Based on table 5, it shows the value. The Sig is as big as 0.570. This result is greater than 0.05, which means the data is normally distributed.

Multicollinearity Test

The multicollinearity test is used to determine whether or not there are deviations from the classic assumption of multicollinearity, namely the existence of a linear relationship or independent variables in the regression model. The multicollinearity test can be seen from the Variance Inflation Factor (VIF) value < 10 and the tolerance value > 0.10, so it can be said that multicollinearity does not occur.

Table 6. Multicollinearity Test

Coefficients ^a		Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics	
Model		B	Std. Error	Beta	Q	Sig.	Tolerance VIF
1	(Constant)	1,567	2,461		,637	,526	
	Interpersonal Communication	,249	,059	,226	4,194,000	,780	1,281
	Motivation	,713	,051	,754	13,97,000	,780	1,281

a. Dependent Variable: employee_performance

Source: Data processed from questionnaire results

Based on table 6, it can be seen that Interpersonal Communication (X1) has a VIF value of 1.281 < 10 and a tolerance value of 0.780 > 0.10, indicating that multicollinearity does not occur. Motivation (X2) has a VIF value of 1.281 < 10 and a tolerance value of 0.780 > 0.10 indicating that there is no multicollinearity.

Autocorrelation Test

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The autocorrelation test is useful for finding out whether in a linear regression model there is a strong positive or negative relationship between two research variables.

Table 7. Autocorrelation Test

Model Summary b

Durbin-Watson
2,255

Source: Data processed from questionnaire results

Based on table 7, the Durbin Watson (DW) value is 2.255. The du value can be seen in the Watson durbin table, $n=100$, $k=2$, then the du value is 1.7128. If it is included in the criteria if DW is located between du and $4 - du$, it means that if 2.255 is located between 1.7128 and 2.287 ($4 - 1.7128$) then there is no autocorrelation.

Heteroscedasticity Test

The heteroscedasticity test is carried out to determine whether in a regression model there is an inequality in the variance of the residuals of other observations. A good regression should not have heteroscedasticity.

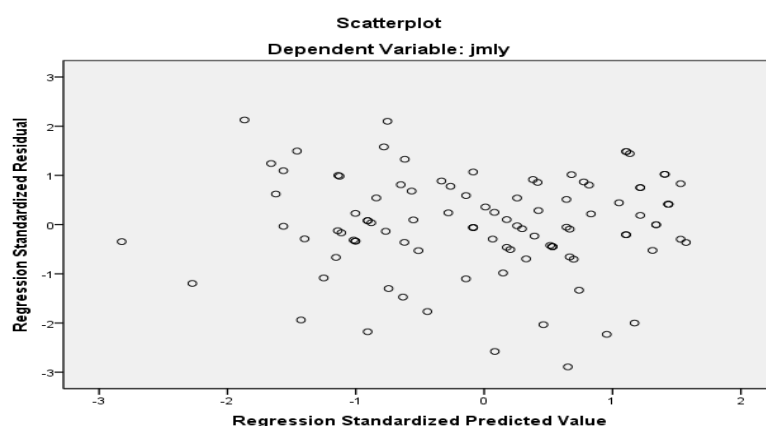


Figure 1. Heteroscedasticity test

Based on the picture above, it shows that the data is spread above and below the number 0 on the Y axis and there is no clear pattern, so heteroscedasticity does not occur.

Multiple Linear Regression and Multiple Correlation Analysis

Multiple Linear Regression

Multiple linear regression analysis is a form of analysis that discusses the extent of the influence of the independent variable (X) on the dependent variable (Y). where the independent variables are Interpersonal Communication (X1), Motivation (X2) and the dependent variable is employee performance (Y)

In calculating the regression coefficient in this study, SPSS version 17.0 was used. Multiple linear regression analysis is used to find out whether a variable can predict or predict other variables. The calculation results are as follows:

Table 8. Regression Model Coefficients on the influence of Interpersonal Communication, Motivation on Employee Performance

Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics		
		B	Std. Error	Beta	Q	Sig.	Tolerance VIF
1	(Constant)	1,567	2,461		,637	,526	
	interpersonal_ommunication	,249	,059	,226	4,194	,000	,780 1,281
	Motivation	,713	,051	,754	13,97	,000	,780 1,281

a. Dependent Variable: jmly

Based on table 8 regarding the regression coefficients, it can be seen that the linear regression equation is as follows:

$$Y = 1.567 + 0.249 X_2 + 0.713 X_3 + e$$

Information:

Y = Employee Performance

X1 = Interpersonal Communication

X2 = Motation

e= error

The results obtained based on the description above can be explained as follows:

- A constant of 1.567 means that if the Interpersonal Communication (X1), Motivation (X2) value is 0, then the employee performance (Y) value is 1.567.
- The Interpersonal Communication regression coefficient (X1) is 0.249, meaning that if the value of other independent variables remains constant and Interpersonal Communication increases by 1 unit, employee performance (Y) will increase by 0.249. The coefficient has a positive value, meaning that there is a positive influence between Interpersonal Communication on Employee Performance, the higher the Interpersonal Communication, the greater the increase in Employee Performance.
- The Motivation regression coefficient (X2) is 0.713, meaning that if the value of other independent variables remains constant and Motivation increases by 1 unit, Employee Performance (Y) will increase by 0.713. The coefficient is positive, meaning that there is a positive influence between Motivation on Employee Performance, the higher the Motivation, the greater the increase in Employee Performance.

Multiple Correlation Analysis Between Interpersonal Communication, Motivation and Employee Performance

Correlation coefficient analysis is to determine the strength or weakness of the relationship between the variables Interpersonal Communication (X1), Motivation (X2) and Employee Performance (Y), so correlation calculations are used.

Table 9. Correlation Between Interpersonal Communication (X1), Motivation (X2) and Employee Performance (Y)

Model Summary b

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Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,883a	,780	,775	2,461	2,255

a. . Predictors: (Constant) amount X2, amount X1

b. Dependent Variable: amount of Y

Source: Data processed from questionnaire results

Based on the results of table 9, it can be seen that the multiple correlation coefficient is $R = 0.883$. This shows that the variables Interpersonal Communication (X1), Motivation (X2) on Employee Performance (Y) have a strong influence.

Model Feasibility Test

F test

The F test is a joint regression coefficient test (F Test) to test the significance of the influence of the independent variable on the dependent variable.

Table 10. Model Feasibility Test

ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1457,218	2	728,609	171,649	,000a
	Residual	411,742	97	4,245		
	Total	1868,960	99			

a. Predictors: (Constant), sumx1, sumx2

b. Dependent Variable: jmly

Based on table 10, it can be seen that the significance level ($0.000 < 0.05$) shows that the model used to predict the independent variable against the dependent variable is suitable for use.

R2 Test (Coefficient of Determination)

Analysis of the coefficient of determination (R²) is used to provide an understanding of how large the percentage influence of the independent variable is on the dependent variable.

Table 11. R2 Test for Determination Coefficient

Model Summary ^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,883a	,780	,775	2,461	2,255

a. Predictors: (Constant), sumx1, sumx2

b. Dependent Variable: jmly

Source: Data processed from questionnaire results

strong relationship between the independent variable and the dependent variable.

$$KP = R^2 \times 100\%$$

$$= 0.8832 \times 100\%$$

$$= 0.77 (77.0\%)$$

Based on the results above, it shows that 77.0% of employee performance is influenced by interpersonal communication and motivation, while the remaining 23% is influenced by other factors which are not the focus of this research.

Hypothesis Testing Research Results

The t test is used to prove whether the independent variable partially influences the dependent variable.

Table 12. T test

Coefficients^a		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	t
1	(Constant)	1,567	2,461		,637
	Interpersonal_Communication	,249	,059	,226	4,194
	Motivation	,713	,051	,754	13,977
					Sig.
					,526
					,000
					,000

a. Dependent Variable: employee_performance

Source: Data processed from questionnaire results

1) **Interpersonal Communication Variables**

Based on table 12, it shows that the significant level is 0.05 ($0.000 < 0.05$), which means that Interpersonal Communication partially has a positive and significant effect on Employee Performance at PT. Lotte Shopping Avenue Indonesia This also proves that the hypothesis stating this is accepted.

2) **Motivational Variables**

Based on table 12, it shows that the significant level is 0.05 ($0.000 < 0.05$), which means that motivation partially has a positive and significant effect on employee performance at PT. Lotte Shopping Avenue Indonesia This also proves that the hypothesis stating this is accepted.

Discussion

There is a Positive and Significant Influence of Interpersonal Communication on PT Employee Performance. Lotte Shopping Avenue Indonesia

Based on the results of hypothesis testing in the analysis, it was found that the level was significant ($0.000 < 0.05$), which means that interpersonal communication has a positive and significant effect on employee performance. The findings of this research are similar to the results of previous research. This positive influence means that Interpersonal Communication at PT is getting better. Lotte Shopping Avenue Indonesia, the greater the opportunity for employees to improve their performance. The linkages between Interpersonal Communication on Performance. If communication is effective, it can encourage better performance (achievement) and job satisfaction Davis and Newstrom (2005: 151).

Apart from that, the results of this research are in accordance with the results of previous research conducted by Sukwadi (2014). Interpersonal communication has a positive and significant effect on employee performance.

There is a positive and significant influence of motivation on employee performance at PT. Lotte Shopping Avenue Indonesia

Based on the results of hypothesis testing in the analysis, it was found that the level was significant ($0.000 < 0.05$), which means that motivation has a positive and significant effect on employee performance. The findings of this research are similar to the results of previous research. This positive influence means that it gets better Motivation at PT. Lotte Shopping Avenue Indonesia, the greater the opportunity for employees to improve their performance. Thus it can be said that Motivation that is truly managed as a management tool will have an influence and become a driving force for employees to be positive, dedicated and productive. Motivational values are invisible, but are the force that drives behavior to produce effective employee performance (Nugroho, 2011).

Apart from that, the results of this research are in accordance with the results of previous research conducted by Hasibuan (2010). Motivation has a positive and significant effect on employee performance.

Conclusion

Based on the research results and discussions described previously, it can be concluded that; (1) the results of research conducted involving 100 respondents at PT. Lotte Shopping Avenue Indonesia. Based on validity and reliability tests, it is known that each item in the questionnaire statement for the Interpersonal Communication, Motivation and Employee Performance variables has met the validity and reliability requirements, (2) the results of the Interpersonal Communication regression coefficient (X1) show that there is a positive influence between Interpersonal Communication on Employee Performance, (3) the results of the Motivation regression coefficient (X2) show that there is a positive influence between Motivation on Employee Performance, and (4) based on the results of the t test, Interpersonal Communication shows a significant level ($0.000 < 0.05$), which means it has a positive and significant effect on employee performance. The t test results show that motivation has a significant level ($0.000 < 0.05$), which means it has a positive and significant effect on employee performance.

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