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THE EFFECT OF COMMUNICATION AND TEAMWORK ON EMPLOYEE PERFORMANCE AT PT. RIAU ERAMEDIA INDONESIA PEKANBARU

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ABSTRACT

This study aims to test and analyze the influence of communication and teamwork on employee performance at PT Riau Eramedia Indonesia Pekanbaru. This study is a quantitative study. The population in this study were all employees of PT Riau Eramedia Indonesia Pekanbaru totaling 53 employees. The sampling technique used was the census method so that the number of samples was 53 respondents. The data collection technique in this study used a questionnaire. The data analysis technique in this study used quantitative descriptive analysis and used SPSS. The results of this study indicate that communication and teamwork partially and simultaneously have a positive and significant effect on employee performance at PT Riau Eramedia Indonesia Pekanbaru. The contribution of communication and teamwork to employee performance is 82% with the remaining 18% explained by other variables not discussed in this study.
Keywords: Communication, Teamwork and Employee Performance.

INTRODUCTION

Humans are the main resource when moving towards organizational success, human resources play an important contribution in an organization in achieving company goals. In the process of the sustainability of an organization, various forms of skills are needed so that a company can develop well and smoothly. These skills must be possessed by every employee. If there are new employees, then old employees must be able to teach them about the culture in a company. An organization or company employee performance is very important because the progress of a company or organization can be seen from the level of employee performance in the organization or company because performance is a picture of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of the organization which are outlined through the strategic planning of an organization. Some factors that influence employee performance are communication and teamwork factors. Communication affects the delivery of messages from the sender to the recipient of the message. If an employee does not communicate enough, it will affect his performance. In addition to communication factors that affect performance, teamwork factors also affect performance. If there is no good cooperation in an organization or company, it will affect the performance of the employee.

Employee performance that occurs at PT Riau Eramedia Indonesia, one of which is that there are several tasks given to employees and they do the tasks in a hurry with the aim of quickly completing the task but the results obtained do not

show any accuracy in working, so that good work quality is not obtained. In addition, employees are also late in sending reports, employees lack initiative in doing their jobs, and lack of cooperation between employees can affect the quality and quantity of employee performance at PT Riau Eramedia Indonesia.

The following are the performance results of PT Riau Eramedia Indonesia employees:

Table 1. Employee Performance Achievement Data 2018 to 2022 PT Riau Eramedia Indonesia

No	Performance Factors	Performance Assessment Score Percentage (With Target 100%)					Flat-flat
		2018 (30 Employee Media & Business)	2019 (33 Employee Media & Business)	2020 (37 Employee Media & Business)	2021 (40 Employee Media & Business)	2022 (46 Employee Media & Business)	
		Realization (%)	Realization (%)	Realization (%)	Realization (%)	Realization (%)	Realization (%)
1	Timeliness of Completion Job (Quality)	80	77	81	86	84	81.6
2	Performance Speed Completion Jobs (Quantity)	78	78	81	84	81	80.2
3	Diligence in Completing Work (Execution of Tasks)	82	76	84	86	85	82.6
4	Initiatives Towards Employment (Responsibility)	75	78	80	83	80	79.2

Source: PT Riau Eramedia Indonesia (2023)

Table 1.1 shows the data on employee performance achievement in the last 5 years at PT Riau Eramedia Indonesia. Where the performance was not carried out according to the target given by the company from the lowest performance assessment percentage occurred due to lack of initiative towards the work done (Responsibility), while from the results of the highest performance assessment table occurred because they were very careful in completing the work (Task Implementation), which is from the clarification of quality, quantity, implementation of tasks and responsibilities, for that in the coming years it is attempted so that the performance produced by PT Riau Eramedia Indonesia can increase again.

Communication is the most important aspect in teamwork to improve employee performance. Communication is the delivery of messages from the sender to the recipient of the message with the hope that the message delivered can be received and understood well. Employee communication must be effective, meaning that both parties communicating must have the same meaning about the message delivered. So that the message exchange process produces clear input. Lack of communication between members will give bad results or not achieve the targets that have been set, maximum employee performance can be achieved if there is effective communication. If the company has a good level of

communication, it will create a lot of performance, because motivation can arise in the employee's personality while carrying out the correct activity actions, so that the expected target can be created. In addition to communication, teamwork is also very emphasized in developing the company to be even better. The phenomenon that occurred at PT Riau Eramedia Indonesia related to communication, one of which was the lack of providing task information between employees. Employees did not receive an explanation regarding the assignment, so that the tasks completed were not in accordance with the time. Problems in communication also occur in achieving these targets, one of which is punctuality in completing work, initiative towards work, and employees also lack sharing of information with other employees regarding the work to be done and the task is not completed on time.

Teamwork is a factor that affects employee performance, through effective and coordinated cooperation can achieve better performance and work achievements and cooperation is considered the best organizational solution, because organizational research will not be done properly if it is not aligned. A strong team is able to provide efficient performance so that employees can achieve the predetermined organizational goals. The company must certainly have good and solid teamwork to develop the vision and mission of a company. If employees or employees do not develop good communication or teamwork, each employee must also be able to work in groups by accepting input, suggestions, and criticism from various colleagues to produce products that are satisfactory in terms of effectiveness, so that there can be a process of exchanging ideas between one individual and another. The phenomenon related to teamwork is the lack of cooperation between team members and the lack of coordination in the process of completing tasks. Team members who have free time do not help their colleagues so that what is given is completed immediately so that they can meet the given targets. Teamwork also affects the achievement of targets that have been determined each year, namely the lack of a sense of responsibility to complete tasks together so that the speed of performance, accuracy in completing work greatly affects teamwork. In addition, there is less than maximum direction for the abilities of each employee so that the cooperation carried out is of poor quality. The absence of effective communication is also a factor that causes a lack of teamwork because it can determine the success of teamwork and obligations in completing tasks.

In this achievement, it can be seen that there are still many obstacles originating from within the organization to achieve the company's targets every year, such as the lack of communication and teamwork carried out towards each member concerned.

THEORETICAL REVIEW

Performance

Performance is the work results in terms of quality and quantity that can be achieved by an employee in carrying out tasks in accordance with the responsibilities given to him.

According to Lawasi & Triatmanto (2017:49) performance is the capacity of

workers to carry out the completeness of obligations as their responsibility. Performance can also be measured by the quantity that has been completed by employees in a certain period so that it can be seen how far the improvement has been achieved by employees in doing their jobs. Performance is also one of the variables to assess the ability of an employee to complete tasks.

According to Ghofar (2018:33) the definition of performance is a record of the results of tasks or operations given in a certain period of time, so performance is the quality of work and test results obtained and related to something that is done and how to do it in a certain time.

According to Hamiruddin (2019:142) performance is a character or action related to the target of the institution where the assessment criteria reflect the assessment of expert evaluation. Assessment can be done by measuring the quantity and quality of an employee when doing a job that has been assigned to him, so that it can be known to what extent an employee's performance is in completing his work.

Communication

In communication, ideas, information or thoughts are exchanged in a conversation with the intention of achieving the same goal. Accurate contact will not occur if the sender does not distribute it well and the recipient does not receive it if it is deviant.

According to Sugeng (2016:312) communication is the act of conveying messages to different individuals, as verbally and not simultaneously through devices, to say or update beliefs, thoughts, or characters. The message that was previously delivered to the recipient will have a response or reply to the message received.

According to Toha & Darmanto (2016:64) communication is a method of delivering messages to recipients from senders with the hope that they can be interpreted and accepted so that mutual understanding occurs, with feedback the communication process can continue continuously when both parties understand the things being discussed.

According to Lawasi & Triatmanto (2017: 50) communication is a method of sending notes with a mode or transmission method that can be changed to achieve the importance of the message and form a verbal or non-verbal note transition. The meaning in the message is not received well, then there will be no feedback from the recipient of the message. Effective communication is needed to avoid miscommunication between the sender and the recipient of the message.

Teamwork

Teamwork requires team members to work together, communicate efficiently, anticipate and respond to each other's interests, and build self-confidence in organized joint action. Good coordination among team members makes a team effective.

According to Lawasi & Triatmanto (2017:51) Teamwork is a grouping of two or more people who are related and harmonized about an activity and effort to achieve a specific goal. Teams can make work between members better so that

organizational goals will be achieved. Work can be completed more easily by communicating and complementing each other.

According to Panggiki (2017:30) teamwork is a team of people with different skills and who are organized to collaborate with management. Leaders can form a team with members with different skills so that it can facilitate the process of completing a job.

According to Adi (2018:69) The definition of teamwork requires team members to work together, communicate efficiently, anticipate and respond to each other's interests, and increase self-confidence in organized joint action. Good coordination among team members makes a team effective.

METHOD

This study took samples from employees of PT Riau Eramedia Indonesia Pekanbaru. Each respondent was given a questionnaire to fill in each statement that had been provided. And the total questionnaire used was 53 questionnaires, which was as many as the respondents studied. The questionnaires that had been distributed were processed using SPSS version 20 with data from 53 people.

The types of data used in writing for the purposes of this research are as follows: Qualitative data, namely descriptions of sentences obtained, in the form of research information through interview activities with respondents. Quantitative data, namely data in the form of numbers obtained through the distribution of research questionnaires to respondents.

The data sources used in this study are as follows: Primary Data, namely data collected from primary sources, such as interviews, or questionnaire results. Researchers observe directly in the company and distribute questionnaires to employees in the company environment. Secondary data is data obtained from literature studies, both from writings, relevant references, related journals, and from companies and other sources.

In this study, the author used the method of data collection by interview. According to Kriyantono (2020:291) in-depth interviews are a way of collecting data and information that is carried out face-to-face with informants in order to obtain complete and in-depth data. According to (Morissan, 2017:143) Observation or observation is a daily human activity using the five senses as its main tool. In other words, observation is a person's ability to use their observations through the results of the work of the five senses. After that, distribute questionnaires in the form of questionnaires. According to Sugiyono (2017:142) a questionnaire is a method of data collection that is carried out by giving a set of written questions or statements to respondents to answer.

RESULTS

1. Validity Test Results

Validity test is used to measure whether a questionnaire statement item is valid or not. This can be seen from the test results carried out by looking at the calculated r value which is greater than the r table, so that the statement item used is declared valid.

r valuecount is seen through the Corrected Item-Total Correlation column

and rtable at a significant level of 5% (0.05). The results of the validity test of the communication, teamwork and employee performance variables in this study: it is known that all items of the communication variable statement (X1) are declared valid because the rcount value of each statement is greater than rtable (0.2706), then the teamwork variable statement item (X2) is declared valid because the rcount of each statement is greater than rtable (0.2706), and the statement item can be a reference for further research. And the employee performance variable statement item (Y) is declared valid because the rcount of each statement is greater than rtable (0.2706), and the statement item can be a reference for further research.

2. Reliability Test

In research, reliability testing is used to measure the reliability of research instruments distributed to respondents to see whether the instrument is stable/consistent. If the answers given are consistent, then the research instrument or questionnaire is said to be reliable. The way to test reliability is by using Cronbach Alpha with a coefficient of 0.60. The statement item is declared reliable if the Cronbach alpha value is > 0.60 and is said to be unreliable if the Cronbach alpha value is <0.60. The following is a table of reliability test results for this study:

Table 5.4 Reliability Test Results

Variables	***Cronbach Alpha***	**Coefficient**	**Information**
Communication (X1)	0.927	>0.60	Reliable
Teamwork (X2)	0.940	>0.60	Reliable
Employee Performance (Y)	0.935	>0.60	Reliable

Source: Processed Data, 2024

Based on the table above, it is known that the Cronbach Alpha value for the communication variable (X1) is 0.927 > 0.60. The Cronbach Alpha value for the teamwork variable (X2) is 0.940 > 0.60. The Cronbach Alpha value for the employee performance variable (Y) is 0.935 > 0.60. It can be concluded that the Cronbach Alpha value of all tested variables is above 0.60. So it can be interpreted that all variables in this study are declared reliable.

3. Classical Assumption Test Results

3.1 Normality Test

The normality test is a test of whether a set of data is distributed in a manner consistent with a normal or abnormal distribution. The normality test in this study was carried out using the One Sample Kolmogorov Smirnov test, namely with the provision that if the sig. value > 0.05 then the data has a normal distribution. Conversely, if the sig. value < 0.05 then the data is not normally distributed. The data desired by the researcher is data that is normally distributed. The following table shows the results of the data normality test using the One Sample Kolmogorov Smirnov method:

Table 5.5 Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		53
Normal Parametersa,b	Mean	0E-7
	Std. Deviation	9.38847213

	Absolute	.076
Most Extreme Differences	Positive	.076
	Negative	-.047
Kolmogorov-Smirnov Z		.555
Asymp. Sig. (2-tailed)		.917

a. Test distribution is Normal.
b. Calculated from data.
Source: SPSS Processed Data, 2024

Based on table 5.22 above, it can be concluded that the variables of communication, teamwork and employee performance have an acceptable level of significance, because the Asymp. Sig. (2-tailed) value is 0.917, which means the significance value is > 0.05, thus the variables are normally distributed.

3.2 Multicollinearity Test

in multicollinearity testing aims to determine whether the regression model finds a correlation between independent variables. The expected result is that there is no correlation/multicollinearity between independent variables. To determine whether or not there is a correlation between independent variables is to look at the variance inflation factor (VIF) value <10, then there is no multicollinearity. In this study, the results of the multicollinearity test can be seen in table 5.23 below:

Table 5.6 Multicollinearity Test Results

Coefficientsa

Model		Sig.	Collinearity Statistics	
			Tolerance	VIF
1	(Constant)	.046		
	Communication	.001	.268	3,730
	Teamwork	.000	.268	3,730

a. Dependent Variable: Performance
Source: SPSS Processed Data, 2024

From table 5.23 above, it is obtained that the Communication variable X1 VIF < 10, namely 3.730 < 10, so there is no multicollinearity and the Teamwork variable X2 < 10, namely 3.730 < 10, so there is no multicollinearity.

4. Multiple Linear Regression

Multiple linear regression analysis aims to predict how the condition (rise and fall) of the dependent variable is, so it is seen whether there is a strong relationship between the independent variable and the dependent variable. The results of the multiple linear regression analysis in this study which were processed in the SPSS version 20 program, namely seeing the influence of communication and teamwork on the performance of PT Riau Eramedia Indonesia employees, are as follows:

Table 5.8 Multiple Linear Regression Test

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14,552	7.111		2,047	.046
	Communication	.467	.137	.388	3.417	.001
	Cooperation Team	.634	.130	.555	4.893	.000

a. Dependent Variable: Performance

Source: SPSS Processed Data, 2024

From the table above, a regression equation can be formulated as follows:

:

Y = 14.552 + 0.467 X1 + 0.634 X2

From the equation above it can be explained as follows:

1. The constant value (a) of 14.552 means that if communication and teamwork at PT Riau Eramedia Indonesia is assumed to be 0 (zero), then employee performance at PT Riau Eramedia Indonesia will increase by 14.552 units.
2. The regression coefficient value of 0.467 indicates that communication at PT Riau Eramedia Indonesia has increased by 1 (one) unit, so the performance of PT Riau Eramedia Indonesia employees has increased by 0.467.
3. The regression coefficient value of 0.634 indicates that the teamwork of PT Riau Eramedia Indonesia has increased by 1 (one) unit, so the employee performance of PT Riau Eramedia Indonesia has increased by 0.634.

5. Hypothesis Test Results

In this study to test the hypothesis and problem formulation, the researcher used the T test on each independent variable against the dependent variable. Furthermore, the researcher also conducted an F test to see the joint influence of the independent variables on the dependent variable.

5.1 Significant Test Results of Personal Parameters (t)

In this study, the t-test was conducted to determine the magnitude of the influence of the independent variables individually on the dependent variable. This test was conducted by comparing the calculated t value and the t-table value, the t-test has a significant level of 5.

% (0.05). To see this effect, namely if tcount > ttable with significant < 0.05 then the hypothesis is accepted. Conversely, if tcount < ttable with significant value > 0.05 then the hypothesis is rejected. In this study, the results of the t-test were obtained as follows:

Table 5.9 t-Test Results

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

1	(Constant)	14,552	7.111		2,047	.046
	Communication	.467	.137	.388	3.417	.001
	Cooperation Team	.634	.130	.555	4.893	.000

a. Dependent Variable: Performance
Source: SPSS Processed Data, 2024

Based on table 5.26 it can be concluded that:

1. The communication variable has a t valuecount > ttable or 3.417 > 2.008 with a significant value of 0.01 < 0.05, thus the hypothesis is accepted, meaning that communication has a positive and significant effect on the performance of PT Riau Eramedia Indonesia employees.
2. The teamwork variable has a t valuecount > ttable or 4.893 > 2.008 with a significant value of 0.00 < 0.05, thus the hypothesis is accepted, meaning that teamwork has a positive and significant effect on the performance of PT Riau Eramedia Indonesia employees.

5.2 Simultaneous Significance Test Results (F Test)

To find out the magnitude of the influence between the independent variables and dependent variables together, by comparing Fcount and Ftable, with a significant value of 5% (0.05). To see the influence, namely if Fcount> Ftable with a significant <0.05 then Ho is rejected and Ha is accepted. The results of the F test in this study can be seen in the table below:

Table 5.10 F Test Results

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21957.675	2	10978.837	119,766	.000b
	Residual	4583.457	50	91,669		
	Total	26541.132	52			

a. Dependent Variable: Performance
b. Predictors: (Constant), Teamwork, Communication
Source: SPSS Processed Data, 2024

Based on table 5.27 above, it can be concluded that the communication and teamwork variables have F count > F table or 119,766 > 3.18 with a significant value of 0.000.

< 0.05 thus the hypothesis is accepted meaning that communication and teamwork have a joint or simultaneous effect on the performance of PT Riau Eramedia Indonesia employees. Determination coefficient (R2)

The coefficient of determination (R2) essentially measures how far the ability or contribution of the independent variable (X) to the dependent variable (Y). The results of the coefficient of determination (R2) in this study can be seen in the Summary model table below:

Table 5.11 Results of the Determination Coefficient (R2)

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate

1	.910a	.827	.820	9,574

a. Predictors: (Constant), Teamwork, Communication

Based on table 5.28, it is known that the Adjusted R Square (R2) value is 0.820 presented as 82%. This means that communication and teamwork have an effect on the performance of PT Riau Eramedia Indonesia employees by 82.0% while the rest is influenced by other variables not examined in this study by 18.0%.

DISCUSSION

1. Based on the results of descriptive analysis of the recapitulation after conducting testing on 53 respondents, communication (X1) is known that the highest average value on the Information sharing indicator where this indicator has an average value of 3.54 at PT Riau Eramedia Indonesia in sharing Information has gone well, because some employees have done what was directed by the leader but there are also in the work, employees do not carry out what is ordered as stated in the Indicator with the lowest average value is wise and politeness with an average value of 3.18 with good criteria, this means that some employees are not wise in making decisions and also lack politeness towards seniors and co-workers so that in the recapitulation the lowest value falls on the wise and politeness indicator.
2. Based on the results of descriptive analysis of the recapitulation of teamwork statements (X2), it is known that the highest average value on the indicator of focus on team goals where this indicator has an average value of 3.43 at PT Riau Eramedia Indonesia in teamwork has been running well, because this illustrates that employees have increased their focus on team goals, which is to improve employee performance, which comes from goal alignment, all team members understand and accept the common goals that have been set, this alignment ensures that all individual efforts contribute to the same goal. The indicator with the lowest average value is establishing cooperation among team members with an average value of 3.10 with good criteria, this means that the lack of establishing team cooperation can be a significant obstacle in achieving common goals and can cause various problems in work, can be caused by a lack of communication and cooperation so that it becomes a decrease in efficiency and productivity because the work done is not in accordance with the right time, towards other team members so that it is less effective in carrying out work resulting in not being in accordance with the company's achievements. Based on the results of descriptive analysis of the recapitulation of employee performance questions (Y) it is known that the highest average value on the highest indicator is the attendance indicator with an average value of 3.65 and the lowest indicator is quality with an average value of 3.39. Based on the conclusion above, it can be interpreted that employee attendance is good, but the quality of employee work needs to be improved to be better
3. From the results of the research of the partial test (t-test) of communication conducted, it can be seen that the t-count value> t-table or (3.417> 2.008) which can be interpreted that communication (X1) has a positive effect on employee performance (Y) to improve employee performance, leaders must provide

direction to employees to improve good communication, so that there is clarity in the tasks to be carried out which can increase contributions in effective work and work efficiency, then be wise to employees in improving feedback so that employees feel they tend to be appreciated and also recognized for their contributions, provide task information in building trust to increase employee loyalty and commitment to work, and also politeness at PT Riau Eramedia Indonesia, it can be concluded that by paying attention to and improving communication, the company can create a more productive, harmonious and supportive environment, which ultimately improves employee performance, so that good communication between employees is needed so that the message conveyed can be understood and received well so that what is the company's goal can be quickly implemented and achieve the expected target.

4. From the results of the research of the partial test (t-test) of teamwork conducted, it can be seen that the t-value> t-table or (4.893> 2.008) with a significant value of 0.02 <0.05, thus the hypothesis is accepted, meaning that teamwork has a positive and significant effect on employee performance at PT Riau Eramedia Indonesia. To improve employee performance, teamwork must work well, good teamwork can produce good work quality, by building good cooperation, setting clear common goals, and inviting all employees to be involved in decision making and contributing to improving cooperation skills, because work done together will feel lighter, in addition teamwork can also motivate employees to have a sense of responsibility for their work, by paying attention to and improving aspects of teamwork, the company can create a more productive, innovative and enjoyable work environment, which ultimately improves overall employee performance.
5. Based on the results of simultaneous testing, it can be seen that the F valuecount > Ftable or 23.364 > 3.18 with a significant value of 0.000 < 0.05 means that communication and teamwork together have a significant effect on employee performance (Y). Good communication can improve employee performance by delivering messages better and information obtained not only to several employees but also to all employees. Teamwork also affects performance because with cooperation the work done will feel faster and easier to complete. The results of this study are in line with research conducted by Husni Adam Najati (2022) in which communication and teamwork have a significant effect on employee performance.
6. Communication and Teamwork on Employee Performance at PT Riau Eramedia Indonesia The Determination Coefficient (R2) in this study shows that the Adjusted R Square (R2) value is 0.820 presented as 82%. These results indicate that the dependent variable of employee performance at PT Riau Eramedia Indonesia can be explained by independent variables consisting of communication (X1) and teamwork (X2) by obtaining a value of 82.0% while the rest is influenced by other variables not examined in this study by 18.0%. This shows that communication and teamwork have a strong influence on employee performance at PT Riau Eramedia Indonesia. Communication affects employee performance because if the leader is able to communicate

well, employees will receive feedback that will be applied well by all employees, as well as teamwork if employees get information, contribute to each other and also coordinate, it will improve the performance of the employees.

CONCLUSIONS AND RECOMMENDATIONS CONCLUSIONS

Based on the results of the research that has been conducted, the following conclusions can be drawn:

1. Communication has a partial influence on employee performance at PT Aneka Warna Indah.
2. Teamwork partially influences employee performance at PT Aneka Warna Indah.
3. Communication and teamwork have a simultaneous effect on employee performance at PT Aneka Warna Indah.
4. Communication and teamwork contribute 82% to employee performance. The remaining 18% is explained by other variables not observed in this study.

RECOMMENDATIONS

After conducting research and knowing the conclusions from the research results, the author provides the following suggestions:

1. There are still some employees at PT Riau Eramedia Indonesia who do not understand the company's vision, mission and goals and few employees feel that they are given the freedom to give their opinions, therefore the company is expected to conduct socialization related to the company and also understanding to employees so that employees receive feedback.
2. For the company, it is expected to maintain good communication among employees of PT Riau Eramedia Indonesia, both with leaders, subordinates, fellow co-workers and related parties in carrying out their respective tasks because communication has a positive influence on employee performance and also provides an overall briefing in order to provide enthusiasm and motivation in working.

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