

"The Influence of Communication Factors, Work Experience and Job Training on Employee Productivity at the Karya Darma Makassar College Foundation".

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Abstract

This research uses a quantitative approach, namely an approach that emphasizes analysis of numerical data processed using statistical methods. Quantitative research is a type of research that produces discoveries that can be achieved (obtained) using statistical procedures or other means of quantification (measurement). In a quantitative approach, the nature of the relationship between variables is analyzed using objective theory. This research is associative research, namely research that aims to determine the relationship or influence between two or more variables. (Sugiyono, 2010). The subjects in this research were employees of the Karya Dharma Makassar College Foundation. Relations between employees can also be improved by giving feedback to one employee and another. Feedback is very useful for knowing strengths and weaknesses during the work process. A job can be said to be effective, if with certain sacrifices it can provide maximum results both in terms of quality and number of units of output. So maximum results in every job depend on effective working methods, thanks to effective communication efforts made by leaders with employees to achieve maximum results. The Influence of Work Experience on Productivity. By providing planned training from the company, employees will be trained to solve the problems they face in carrying out their work so that their work productivity will increase. "By raising the research title "The Influence of Communication Factors, Work Experience and Job Training on Employee Productivity at the Karya Darma Makassar College Foundation".

Keywords: "Communication, Work Experience and Job Training.



INTRODUCTION

Human resources for a foundation are the most valuable assets because human resources play the most important and potential role in the success of a foundation considering that human resources are the determinants of foundation activities, including planning, organizing and decision making. Human resource management is the management of human resources as the main resource or asset, through management functions and operational functions so that the organizational goals that have been set can be achieved well (Sinambela, 2016: 9)

Quality human resources provide opportunities for foundations to win the competition and achieve success and foundation targets. The success of a foundation is determined by the quality of the people within it. Human resources will work optimally if the foundation can support their career progress by looking at what their actual competencies are. Usually, competency-based human resource development will increase employee work productivity so that employee productivity is also higher and will result in satisfied customers and the organization will benefit. This is because employees have a direct role in carrying out various activities desired by the organization.

Improving the quality of human resources is really needed in a planned, directed manner and work productivity is the result of an employee's work. Employee work results are an employee's work process in producing goods or services. Increasing employee work productivity is a strategy that can be implemented by organizations or foundations to achieve goals. According to Hasibuan (2010:157) that productivity is the comparison between output (results) and input (input). If productivity increases, it is only possible by increasing efficiency (time, materials and energy) and work systems, production techniques and improving the work skills of employees of the workforce. If work productivity is high, it can contribute to the overall welfare of employees. Good work productivity is optimal work productivity, which is in line with foundation standards that support this achievement.

Communication is one of the most important but also complex aspects of human life. Humans are greatly influenced by the communication they do with other humans, both those they already know and those they don't know at all. Communication has a very vital role for humans, therefore everyone must pay careful attention to communication. Organizations in realizing their goals cannot be separated from individual communication within formal and informal groups of a foundation. Communication within the foundation allows each employee to carry out their work with more certainty. Communication can also anticipate and resolve problems or conflicts that



occur within a foundation.

Good communication between leaders and employees can increase the effectiveness and efficiency of performance within a foundation and will have a direct influence on other activities so that the overall process of activities within the foundation will be hampered. Conflicts often occur within foundations due to poor communication. As is the case at the Karya Dharma Makassar College Foundation, some of the employees are still less competent in carrying out their duties and responsibilities, this is due to the communication factor, so the service is less than optimal.

The next factor that plays an important role in increasing work productivity is the employee's work experience. The work experience possessed by employees, in this case an employee, can support the success of the foundation itself, the more skilled the salesperson is in their work, the better the output produced will be.

Work experience is a learning process and increased behavioral potential from formal or non-formal education which can be interpreted as a process that leads a person to a better pattern of behavior. Work experience can be seen from the employee's length of time or length of service in working at both the previous foundation and the current foundation. Foundations must have the ability to provide information about how employees at the foundation are performing. The employee department in the foundation will be more likely to choose applicants who have experience because they are seen as more capable and mature in carrying out the tasks that will be given later. What is also happening currently at the Karya Dharma Makassar College Foundation is that employees with long work experience or senior employees are able to complete the work that is their responsibility, but unlike employees with new work experience, they are less able to complete.

RESEARCH METHOD

This research uses a quantitative approach, namely an approach that emphasizes analysis of numerical data processed using statistical methods. Quantitative research is the type of research that produces possible discoveries achieved (obtained) using statistical procedures or other means of quantification (measurement). In approach Quantitatively, the nature of the relationship between variables is analyzed using using objective theory. This research is research associative, namely research that aims to determine relationships or the influence between two or more variables. (Sugiyono, 2010).



The research design used is research with method or approach through survey research which is used to collect information in the form of opinions from a large number of people on a particular topic or issue. On Survey research uses questionnaires as an instrument in conducting research (Sugiyono, 2015).

RESULT AND DISCUSSION

Results

Respondent characteristics are what criteria will be given to research subjects so that the source of information in the research or experiment can be targeted appropriately and according to expectations. In this case it also depends on the type and method used. The characteristics in this research, namely the identity of Karya Dharma Makassar College Foundation employees, are identified from the aspects of Gender, Age, Length of work and level of education along with the characteristic table below.

1. By gender

Based on primary data processing (Questionnaire), the respondent profile according to gender is obtained as explained in table 4.1. In detail, based on the explanation in table 4.1, it shows that 55% of the respondents were male and 25% female. This composition illustrates that the gender of employees at Karya Dharma Makassar College Foundation, which is the research site, is dominated by men.

2. According to the age factor

According to Robbins (1996), prolonged boredom and lack of intellectual stimulation all contribute to reduced performance. So there is a growing belief that an individual's performance will decline or decrease as a person gets older. The age factor will influence the level of speed, dexterity, physical or strength will decrease. Based on the results of primary data processing (questionnaire), the characteristics of respondents according to age were obtained as explained in table 4.1. This composition illustrates that the overall age of the employees of the Karya Dharma Makassar College Foundation, which is the research site, is dominated by a relatively young age group, an average of 20 - 35 years, so they still have a relatively long working period.

3. Long time working

Work period shows the time, experience, abilities and skills a person has acquired while working in an agency. According to Robbins (1996), length of service can be used



as an indicator to explain employee turnover rates, the longer a person works, the more experienced the person will be in their work. Respondent characteristics based on length of service are as explained in table 4.1. This composition illustrates that the working period of employees of the Karya Dharma Makassar College Foundation which is the research site is between 1 - 5 years, so they still have a relatively long working period to increase knowledge and experience to improve performance.

4. Education level

The results of processing based on primary data (questionnaires) obtained the characteristics of respondents according to education level as explained in table 4.1, showing that the average education level of employees of the Karya Dharma Makassar College Foundation is more dominant at the Bachelor's Degree (S1) level.

Based on descriptive analysis, it is intended to provide an overview of the indicators that build the overall research model concept from the variables following the characteristic table of mean values.

The descriptive analysis model of research variables is based on the average values of indicator variables as follows

1. Communication (X1)

This research variable model uses 5 indicators, x1.1 understanding, x1.2 enjoyment, x1.3 influence on attitude, x1.4 good relationship and x1.5 action. Based on the results of 80 employee respondents, we obtained a frequency distribution of the mean scores for each variable which can be described as follows:

Based on the distribution frequency data shown in table 4.3, respondents gave the highest score to the indicator related to indicator X1.2, namely the Pleasure indicator with a mean value of 4.41 so that this indicator strengthens and can form variable X1.

2. Work Experience (X2)

This research variable model uses 4 indicators where x1.1 Length of Work, x1.2 level of knowledge, x1.3 Mastery, and X1.4 Type of Work. Based on the results of 80 employee respondents, a frequency distribution of mean scores for each variable was obtained which can be described as follows:

Based on the frequency distribution data shown in table 4.4, respondents gave the highest scores on indicators related to indicator X2. Namely the Length of Work indicator and the x1.3 Mastery indicator with a mean value of 4.31 so that these indicators



strengthen and can form the variable X2.

3. Training (X3)

This research variable model uses 5 indicators where x1.1 Instructor, x1.2 Training Participants, x1.3 Method, X1.4 Material and X1.5 Objective. Based on the results of 80 employee respondents, a frequency distribution of mean scores for each variable was obtained which can be described as follows:

Based on the distribution frequency data shown in table 4.5, respondents gave the highest scores to indicators related to indicator X3. namely the x1.2 Trainee indicator with a mean value of 4.45 so the ter indicato.

DISCUSSION

The Effect of Communication on Productivity

The first hypothesis was rejected, namely that communication has no significant positive effect on the work productivity of Karya Dharma Makassar College Foundation employees, which can be seen from the P-Values significance test of $0.613 > 0.05$. The results of the research questionnaire regarding Communication so that in the company it was identified that the relationship between employees was relatively disharmonious, which can be seen from the smallest average value in the process of 4.01.

Relations between employees can also be improved by giving feedback to one employee and another. Feedback is very useful for knowing strengths and weaknesses during the work process. A job can be said to be effective, if with certain sacrifices it can provide maximum results both in terms of quality and number of units of output. So maximum results in every job depend on effective working methods, thanks to effective communication efforts made by leaders with employees to achieve maximum results.

The Influence of Work Experience on Productivity

The second hypothesis is accepted, namely that work experience has a positive effect on employee work productivity, namely by looking at the results of the smart PLS significance test with a P-Values value of $0.00 < 0.05$. The presence of this significant and positive number indicates that the more employees have a lot of work experience or high will have an effect on increasing employee work productivity at Karya Dharma Makassar College Foundation employees.



The Effect of Training on Work Productivity

By providing planned training from the company, employees will be trained to solve the problems they face in carrying out their work so that their work productivity will increase. This research is not in line with research conducted by Endang Kustini, Novita Sari (2020) which states that training has a positive and significant effect on employee work productivity.

CONCLUSION

This research aims to determine the influence of communication factors, work experience and job training on employee productivity at the Karya Dharma Makassar College Foundation.

Based on the results of Smart PLS analysis and data processing, it can be concluded that:

1. The communication factor does not have a significant positive effect on employee work productivity at the Karya Dharma Makassar College Foundation. Hypothesis rejected. This means that maximum results in every job depend on effective working methods, thanks to effective communication efforts made by the leadership with employees to achieve maximum results.
2. Work experience has a significant positive effect on employee work productivity at the Karya Dharma Makassar College Foundation. This proves that having work experience will increase employee work productivity which will have an impact on increasing company production.
3. Job training does not have a significant positive effect on employee work productivity at the Karya Dharma Makassar College Foundation. Hypothesis rejected. This proves that some employees think that the job training system provided by the company is not comfortable for employees.

So it can be concluded that the factors that most influence the productivity of employees working at the Karya Dharma Makassar College Foundation is work experience.

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