

## THE EFFECT OF COMMUNICATION ON WORK EFFECTIVENESS

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**Abstract:** Communication is a part of human interaction activities. Effective communication has a direct effect on the results of work effectiveness. An intimate and open work atmosphere between colleagues, superiors, and subordinates is a step to achieve company and organisational goals. The purpose of this study is to determine the effect of communication on work effectiveness. This study used a qualitative method by collecting literature review data. The research results show that communication plays an important role in achieving work effectiveness in various contexts. Although there are variations in research results, there is a consensus that good and effective communication contributes to increased work effectiveness.

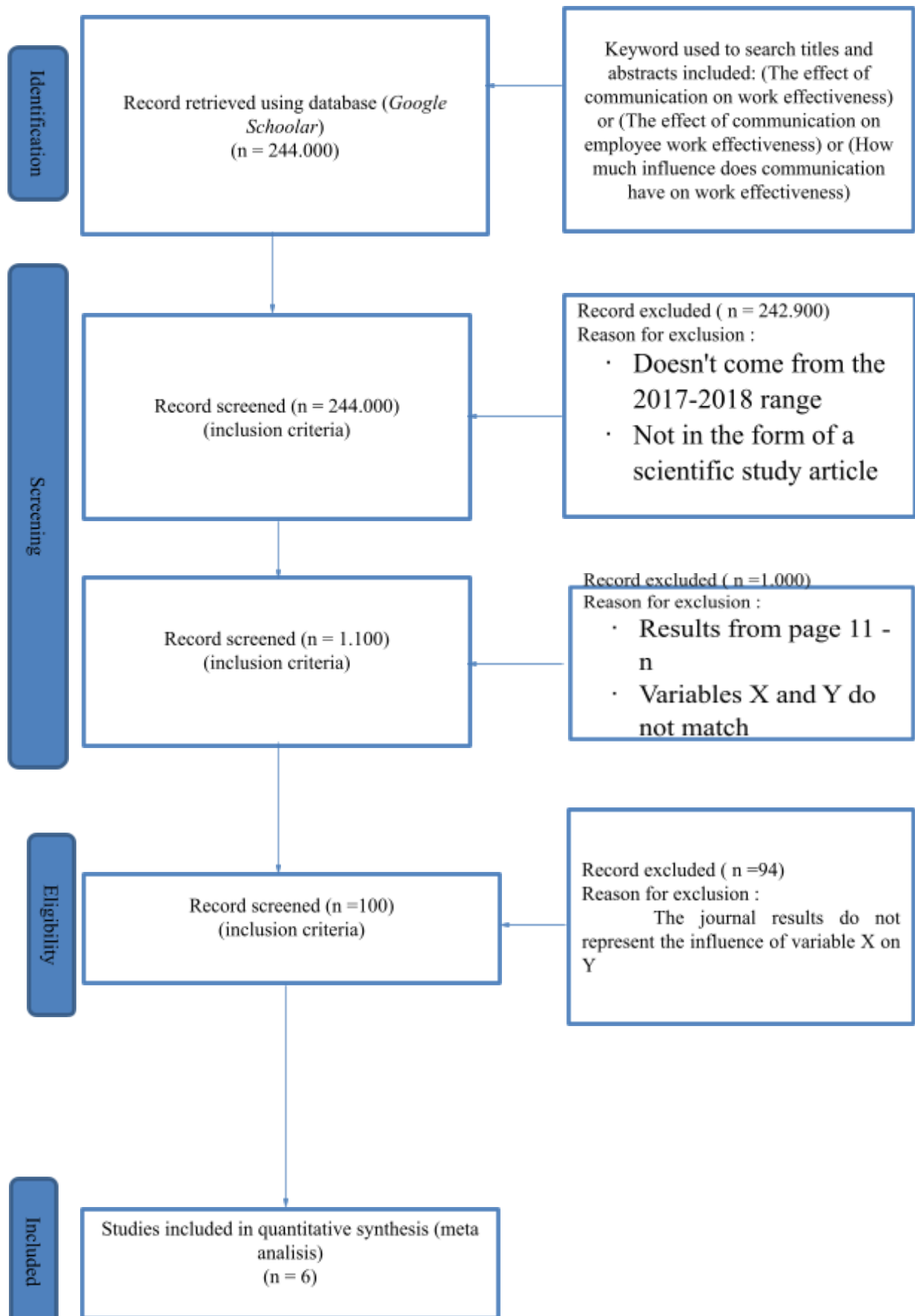
**Keywords:** Communication, Work Effectiveness, Organization.

### 1 INTRODUCTION

Communication is a part of human interaction activities. Communication is a way to unite various forms of voices and ideas to other people or groups. Communication can be interpreted as a form of delivering information or messages from one party to another. Communication always includes three indicators starting from the communicator or someone who conveys the message, the message itself, and the communicator or party who receives the information. To communicate itself there are various techniques and media used. According to Damayanti & Efrina (2021) stated that communication is a process that includes physical action, concepts and ideas, entertainment and even something mysterious. It is further explained if communication has three definitions, firstly communication as a real behavior that is shown, secondly communication as an ongoing process, and finally communication is the result of evolution and culture. Communication as a form of behavior can be understood in that in the delivery process a concrete activity is displayed such as speaking, writing, gesturing through body language which can be done directly or through media liaisons. By communicating helps create a climate of healthy interaction, including within the scope of work relations. Effective communication has a direct effect on the results of work effectiveness. Delivery and an intimate and open work atmosphere between colleagues, superiors and subordinates is a step to achieve company and organizational goals. Work effectiveness is the completion of work in a timely manner according to a predetermined plan, this means that in carrying out the task it is considered good or not depending on the process the task is completed (Siagian, 1996; Ambia, 2018).

Referring to the background above, communication plays an important role in completing tasks in the realm of work. In the journal Communication and Its Role in The Workforce, which was published in 2018, it explains the important function of communication that can increase work effectiveness. Having an open conversation or discussion can help provide clear information and understanding regarding the duties, goals and expectations of the company. In line with this statement, communication allows for good collaboration and cooperation, sharing ideas and establishing strong relationships between colleagues and teams. In addition to work effectiveness, communication can also be a means of problem solving and decision making through discussion, negotiation and even persuading others. Specifically, communication is also able to help work effectiveness to reduce and even prevent conflict. There are parties who talk and listen to each other, equal opportunities to express opinions are constructive efforts that can provide solutions and much more. Therefore, based on a review of the important role of communication for the sustainability of the world of work, this research will examine more deeply, specifically and in detail related to communication in work effectiveness.

## 2 MATERIALS AND METHODS



### 3 RESULTS

Following an exhaustive examination of six distinct scholarly articles, each of which meticulously examined the intricate connection between communication and work effectiveness, a compelling and unanimous revelation emerged. Without exception, every one of these scholarly works unequivocally ascertained the presence of a definitive relationship between the efficacy of communication and work performance. This robust consensus underscores the irrefutable importance of communication in the context of professional success.

Diving deeper into the wealth of information provided by these six studies, it is evident that the scope of their research extended across a broad spectrum of organizational landscapes. The sampled employee populations represented a diverse cross-section of society, spanning the realms of government institutions, non-government organizations, the hallowed halls of hospitals, and even the bustling domain of restaurants. This comprehensive approach serves as a testament to the broad applicability and relevance of the communication-work effectiveness nexus, demonstrating its profound impact across a multitude of work environments and industries.

| NO | Journal Identity  | Methods, Sample, and Results  |
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| 1. | <p><b>Title :</b> “Pengaruh Komunikasi, Budaya Organisasi Dan Kemampuan Sumber Daya Manusia Terhadap Efektivitas Kerja Pegawai Kantor Kecamatan Kalumpang Kabupaten Mamuju”</p> <p><b>Journal :</b> Jurnal Magister Manajemen Nobel Indonesia (JMMNI)</p> <p><b>Aurthor :</b> Abram , Maryadi , Sylvia Sjarlis</p> <p><b>Date :</b> 05 / October / 2022</p> <p><b>Indeks :</b> Google scholar</p> | <p>Based on research conducted by Abram, Maryadi, and Sylfia, it was found that there was a positive but less significant effect between the variables Influence of Communication partially on Employee Work Effectiveness in Kalumpang sub-district, Mamuju district. The research population consists of all employees in Kalumpang Sub-district, Mamuju Regency, totaling 55 individuals. The study utilizes a survey research approach and questionnaires as the primary data collection tool. The researchers also highlighted that of the three variables studied, namely work culture, communication, and human resources, work culture has a more significant influence on employee effectiveness. A positive and conducive work culture creates a work environment that supports collaboration, innovation and good performance. Organizational culture is identified as the dominant variable affecting employee performance. In this context, although communication also plays a role in work effectiveness, its influence on work effectiveness is considered to be relatively small when compared to the other factors involved.</p>  |
| 2. | <p><b>Title :</b> “The Use Of Whatsapp Communication Media To The Effectiveness Of Worker Performance”</p> <p><b>Journal :</b> Jurnal Komunikasi</p> <p><b>Aurthor :</b> Amelia Anjani, Ike Atikah Ratnamulyani, Ali Alamsyah Kusumadinata</p> <p><b>Date :</b> 28 / July /2018</p> <p><b>Indeks :</b> S4, Google scholar</p>   | <p>The results of research conducted by Andjani, Ratna Mulyani, and Kusuma Dinata show that the use of WhatsApp communication media at PT. Oase Nusantara Ekaprima has shown a high success rate and made a positive contribution in increasing performance effectiveness. The author took a research sample of 50 employees from PT, and the research method used in this study to examine the relationship between WhatsApp usage and worker performance is the explanatory quantitative research method (analytic). This research also found a very strong relationship between the use of social media, including WhatsApp, and employee performance, Based on the interpretation of the correlation coefficient, the level of the relationship falls into the 'Strong' category with a value of 0.756 and a standard deviation of 1 percent. Implementation of WhatsApp communication media at PT. Oase Nusantara Ekaprima effectively influences employee performance improvement by facilitating faster communication, better collaboration, and easier access to relevant information. This provides significant benefits in the context of work productivity and efficiency.</p> |
| 3. | <p><b>Title :</b> “Pengaruh Komunikasi Internal dan Koordinasi Terhadap Efektivitas Kerja pada Pegawai Rumah Sakit Prasetya Bunda Tasikmalaya”</p> <p><b>Journal :</b> JIMFE (Jurnal Ilmiah Manajemen Fakultas Ekonomi)</p> <p><b>Aurthor :</b> Yuyun Rachma Yuniawati</p> <p><b>Date :</b> 15 / September / 2018</p> <p><b>Indeks :</b> S3, Google scholar</p>                                   | <p>From the results of research conducted by Yuyun Rachma Yuniawati, it is known that the combination of the independent variables of communication and coordination together has an influence of 50.8% on employee work effectiveness. The sample in this research consists of 82 employees of Prasetya Bunda Hospital in Tasikmalaya, including both medical and non-medical staff, who were selected as the sample. This quantitative study used a questionnaires as the primary data collection tool. This research reveals that effective communication and synergistic coordination play an important role in increasing work effectiveness. Clear, open and directed communication allows employees to understand each other and work well together, while good coordination ensures that tasks are well coordinated and there is no overlap or work overload. However, the remaining 49.2% is</p>   |

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|    |   | influenced by other factors not involved in the study. This indicates that there are still other variables that can influence employee work effectiveness and need to be considered in a more comprehensive analysis, such as motivation, leadership, and contextual factors that affect the work environment.  |
| 4. | <p><b>Title :</b> “Pengaruh Komunikasi Dan Semangat Kerja Terhadap Efektivitas Kerja Karyawan Di Glos Bakery And Resto Pamekasan”</p> <p><b>Journal :</b> Makro, Jurnal Manajemen &amp; Kewirausahaan</p> <p><b>Aurthor :</b> Zef Rizal</p> <p><b>Date :</b> Mey / 2016</p> <p><b>Indeks :</b> Google scholar</p>         | <p>From the results of research conducted by Rizal, it was found that there was a significant influence on the work effectiveness of employees at Glos Bakery and Resto, namely through the variables of communication and morale, there are a total of 40 employees as a subject for this research. The research method used in this study is quantitative research, and the data collection techniques used include preliminary surveys, field research through interviews and questionnaires, as well as literature review. The ANOVA test results state that communication and work motivation significantly influence employee job effectiveness. This study also reveals that in the context of Glos Bakery and Resto employees, the morale variable has a more positive and stronger influence than the communication variable. Rizal found that employee morale has a greater impact on increasing work effectiveness, indicating that high motivation and enthusiasm in carrying out work tasks has a more significant role than communication factors. Although communication is still important in achieving work goals effectively, this study highlights that strong morale can be the main key in achieving optimal work effectiveness at Glos Bakery and Resto. This provides a deeper understanding of the factors influencing employee effectiveness in the industry and provides insights for improving overall performance.</p>  |
| 5. | <p><b>Title :</b> “Pengaruh Komunikasi Dan Kemampuan Sumber Daya Manusia Terhadap Efektivitas Kerja Pegawai Kantor Camat Sibolga Sambas Kota Sibolga”</p> <p><b>Journal :</b> Jurnal Warta</p> <p><b>Aurthor :</b> Fauziah Nur Simamora</p> <p><b>Date :</b> January / 2018</p> <p><b>Indeks :</b> S6, Google scholar</p> | <p>The results of research conducted by Fauziah show that there is an influence between communication and work effectiveness, the research sample was taken from the entire population, starting from section heads to staff employees in the Sibolga Sambas Sub-district Government Unit, except for position holders totaling 65 individuals. However, similar to Rizal's research, research conducted by Fauziah also found that communication is not the variable that has the most significant influence on work effectiveness, when compared to other variables. The findings indicate that Communication has an impact on work effectiveness, with a regression coefficient of 0.304. Fauziah found that there are other factors that have a more dominant influence on work effectiveness than communication. The results of this study provide additional understanding that although communication is still important in the context of work effectiveness, there are other factors that need to be considered to achieve an optimal level of work effectiveness. These factors can include individual factors, such as motivation, skills, and competencies, as well as organizational factors, such as leadership, corporate culture, and resource management. These findings provide a basis for looking at other variables that play a role in increasing work effectiveness and encouraging more focused improvement efforts in the work environment. By paying attention to the research conducted by Fauziah, a broader and deeper understanding can be formed regarding the importance of variables other than communication that play a role in work effectiveness. This can be a basis for companies or organizations to identify and optimize these factors, so that the overall effectiveness of employees can be improved.</p> |
| 6. | <p><b>Title :</b> Pengaruh Komunikasi Organisasi Terhadap Efektivitas Kerja Pegawai Pdam Tirta Meda Sumedang</p> <p><b>Journal :</b> Journal of Regional Public Administration (JRPA)</p> <p><b>Aurthor :</b> Arip Rahman Sudrajat, Muhamad Dony Ardiansyah, Yayat</p> <p><b>Date :</b> 18 / December / 2019</p>          | <p>In research conducted by Arip Rahman, et al it was found that there was a significant relationship between supervisory communication styles and employee work effectiveness At PDAM Tirta Meda in Sumedang Regency, there are a total of 40 employees as a subject for this research. The researchers used survey research methods and collected data through library research, observation, and distributing questionnaires. This study shows that effective supervisory communication styles, such as open, clear, and supportive communication, contribute to increasing employee effectiveness, because the coefficient of determination test concludes that organizational communication significantly influences the work effectiveness of employees, accounting for 56.15% of the variance. A good supervisory</p>  |

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|  | <b>Indeks : Google scholar</b> | communication style can provide clear instructions about work assignments and expectations, provide constructive feedback, and create a supportive and motivating work environment. This study also highlights the important role of supervisors in building good communication relationships with employees. Supervisors who are able to communicate well and facilitate the proper flow of information can help create an effective and productive work climate. Thus, this study provides a deeper understanding of the role of supervisory communication in increasing employee effectiveness and shows the importance of the role of leaders in building effective communication in the workplace. |
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## 4 DISCUSSIONS

Based on the six previous research tables, all of them reported results that show a positive relationship between communication and work effectiveness. Therefore, the better the communication within an organization, the higher the work effectiveness. However, upon closer examination, these findings can be divided into two categories: significant and less significant effects. Abram et al. (2022) stated that their research resulted in a less significant relationship between the variables of communication and work effectiveness. On the other hand, they found another variable, namely the organizational culture, which had a more significant impact compared to communication. The study by Simamora (2018) supported this, as it revealed that communication does indeed influence work effectiveness, with a regression coefficient of 0.304.

In contrast, four other studies found a significant impact of communication on work effectiveness. Anjani et al. (2018) reported that the use of the social media platform WhatsApp had a substantial impact on work effectiveness. This was supported by a correlation coefficient falling into the 'Strong' category with a value of 0.756 and a standard deviation of 1 percent. Rachmayuniawati (2018) also obtained consistent results in her study, finding that the influence of communication on work effectiveness was at 50.8%. Another study indicated that both communication and morale significantly affected the work effectiveness of employees at Glos Bakery and Resto (Rizal, 2016). Sudrajat and Ardiansyah. also concurred with three other researchers, and their findings concluded that organizational communication significantly influenced employee work effectiveness at the Regional Revenue Management Agency of Sumedang, with a percentage of 56.15% (Sudrajat & Ardiansyah, 2019). It is evident from these results that communication has a considerable impact on work effectiveness, even if its effects may not always be statistically significant. Therefore, it is regrettable if companies do not prioritize effective communication within their teams.

## 5 CONCLUSIONS

Through research conducted by Abram et al., Andjani et al., Rachmayuniawati, Rizal, Fauziah, Rahman & Djaeni, it can be concluded that communication plays an important role in achieving work effectiveness in various contexts. Although there are variations in research results, there is a consensus that good and effective communication contributes to increased work effectiveness. However, it is important to remember that communication is not the only factor affecting work effectiveness. Factors such as work culture, morale, motivation, coordination, and supervisory communication style also play an important role. Therefore, in improving work effectiveness, it is necessary to look at other interrelated variables and pay attention to contextual factors that exist within the organization. With a comprehensive and diverse approach, organizations can create a work environment that supports and enhances the overall effectiveness of employees.

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