
***Influence Of Communication In Organizations
For Smooth Working In The Department Of
Manpower Bone District***

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Abstract

This study discusses "The Influence of Communication in the Organization for the Smoothness of Work in the Department of Manpower, Bone Regency". The purpose of this study was to obtain an objective picture of the effect of communication in order to improve the performance of the employees of the Bone Regency Manpower Office. This research uses field research methods (field research) namely the method used by conducting research on the object under study with the method of interview, observation and documentation. The data source in this study were employees of the Bone Regency Manpower Office. The data that has been collected from the research results were analyzed using qualitative descriptive analysis techniques. The results showed that, 1). The conditions of the implementation of organizational communication in supporting the smooth implementation of tasks in the Bone District Manpower Office, 2). the effectiveness of the communication carried out, and what factors underlie its implementation. 3). the relationship between the implementation of communication with the smooth completion of organizational tasks.

Keywords: *Influence Of Communication; Organizations; Smooth Working.*

INTRODUCTION

The new paradigm of government implies that leaders must always pay attention to the interests of government organizations, and proactively communicate with government organizations, and leaders of government organizations are required to be able to understand the needs of society and work together to achieve common goals.

The success of a government organization in achieving the goals of government organizations efficiently depends on various factors. Human resources (HR) owned by members of government organizations have a lot of influence in achieving the goals that have been set.

To achieve this goal, one of the factors obtained is communication that is well developed and regulated in government organizations, the existence of good communication in

a government organization will provide good service as well. Therefore communication needs to be applied in every government organization.

This is what encourages researchers to research the "Effect of Communication in Organizations for the Smoothness of Work at the Office of Manpower in Bone Regency", as the subject of this study.

RESEARCH METHODS

1. Type of Research

In this study the authors used a descriptive type of research, focused on the factors that influence the communication of government organizations in order to improve employee performance.

2. Population and Sample

To obtain the data needed for data processing in an effort to answer the problems studied in a study, it is absolutely necessary to have a population as the research target.

3. Research Technique

a. Library Research (library research)

Research carried out by reading literature books, documents, instructions And brochures that related to research.

b. Field Research (field research)

Is a direct research to the place / location of research under study, namely in the Department of Manpower Bone Regency

Data collection technique

a. Observation

Namely making direct observations about the communication of government organizations and the factors that influence the object of research.

b. Interview

This is done to obtain more complete data and information on respondents at the research location.

c. Questionnaire

Done by asking a list of questions and a list of matches to the respondent.

d. Documentation

Namely the technique of collecting data through documentation which is intended to obtain data about organizational communication in supporting the smooth running of work at the Bone Regency Manpower Office.

e. Analysis Technique

The data that has been collected is then processed by tabulation method into a frequency table and analyzed in order to determine the condition of organizational communication that occurs at the research location.

THEORITICAL REVIEW

a. Organizational Communication

Almost everyone agrees that communication between them and between them and their environment is the source of life and organizational dynamism, (Chester Barnard p. 175-181):

"Every completed organizational theory, communication will occupy a major place, because of its structure, breadth and scope the organization as a whole is defined by the communication technique: "

Furthermore, according to Kantz and Kahn (2001: 79) it is emphasized that communication is a social process that has broad relevance in the functioning of any group, organization or society.

Meanwhile, Herbert Simon (1997: 36) reviews the decisions made in organizations that: Meanwhile, Herbert Simon (1997: 36) reviews the decisions made in organizations that:

"A question that must be asked in every administrative process is how can a decision affect everyone? he replied, without communication the decision could not affect them. "

From the opinions mentioned above, it is clear that communication plays a very important role in an organization. The organization itself is a collection of people who always need to communicate with each other.

According to Everett Rogers (1995: 102), organization is a stable system of individuals who work together to achieve common goals through a hierarchical structure and division of labor. The relationship between members of the organization is relatively stable; stability of the organizational structure makes the organization function effectively in achieving certain goals. The structure of the organization stabilizes and can predict the communication between people, and thus makes it easier to achieve administrative tasks.

To distinguish organizational communication from communication that exists outside the organization is a hierarchical structure that is characteristic of every organization. The behavior of people outside the organization in communicating is not binding because there is no hierarchical structure.

An organizational structure tends to influence the communication process: thus communication from subordinates to the leader is very different from communication between peers. Traditionally, the organizational structure is seen as a network through which information flows. Therefore, in relation to a network, the contents of the communication will consist of the following:

- Instructions and orders to do or not to do are always communicated down the chain of command from one person to the person directly under the hierarchy.
- Reports, inquiries, requests are always communicated upward through the chain of command from a person to his direct superior.

If in an organization there are formal and informal organizational structures, then the communication is known as formal and informal communication. Formal organizational communication follows the path of formal relationships that are reflected in the structure or structure of the organization. As for informal organizational communication, the flow of information is in accordance with the interests and wishes of each individual in the organization.

The process of informal communication relations does not follow the formal structural path of being at the bottom, communicating with someone at the leadership level. The formal structure as above is characteristic of organizational communication. Therefore, discussing organizational communication implicitly is talking about the communication process within the formal structure. In essence, the communication process in this formal structure can be divided into three dimensions:

- (1) The vertical dimension is a communication dimension that flows from above downward and vice versa from bottom to top, as illustrated in the organizational structure that describes the working relationship between superiors and subordinates.
- (2) Horizontal dimension, namely sending and receiving news or information carried between various officials who have the same position. The purpose of this communication is to coordinate. Part of this communication with horizontal dimension can be done in writing and some can be done orally.
- (3) The dimension outside the organization, this communication dimension arises as a result from the fact that an organization cannot live alone. He is part of the environment. Therefore, the organization needs to talk or communicate with outsiders who are in its environment. This dimension is not a comparison of the two dimensions above. This dimension does not follow the system organizational status as seen in the previous two dimensions. In this dimension, information enters an

organization from outside and vice versa, information is sent from an organization to outside parties.

b. Performance Concept

Performance terminology is very popular among the public and is generally understood and clearly defined. Prawirosentono (1999) states that performance means something that has been done and is a work result that can be achieved by a person or group of people in the organization in accordance with their respective authority and responsibilities in order to achieve organizational goals.

According to Lulu Husni (2003: 15) that: "Labor is the attitude of a person who is able to do work both inside and outside a work relationship in order to produce a work productivity".

Furthermore, Imam Soepomo (1999: 27) explains that: "Workers are all people who are able and allowed to do work".

Meanwhile, Article 1 point 2 of Law Number 13 Year 2003 is: "Everyone who is capable of doing work to produce goods or services to meet the needs of the community".

From the above definition, it appears that there is a difference in the formulation of the definition of Manpower in Law Number 13 of 2003 which no longer contains words both inside and outside the work relationship that the addition of sentences meets the needs of society. The reduction of the word is very reasonable because it can confuse the meaning of the labor itself as if there are some who are inside and some are outside the work relationship and do not conform to the concept of labor in a general sense. Likewise, the addition of words to the sentence fulfills the needs of themselves and the community because the goods or services produced by labor are not only for society but also for themselves, thereby at the same time eliminating the impression that so far the workforce has only worked for other people and forgets themselves.

Likewise the meaning of the meaning of labor and people. In relation to Labor is the object of the worker, while the subject of presentation. Therefore, attention to labor must be strengthened by understanding the meaning of people. Labor is the potential that is contained in humans not used as an object of service goods. Meanwhile, the person as the presentation subject becomes the supporter of the rights and obligations.

Meanwhile, according to Payman J. Simanjuntak (1995: 2) that: "Workforce includes people who have or are currently working are looking for work and who do other work such as school and taking care of the household ". So here it can be seen that from the age limit, for the purposes of this census in Indonesia uses a minimum limit of 15 years and a maximum age limit of 55 years.

In connection with definition these The Liang Gie (1991: 73) states:

"Work is whole implementation activities physically and spiritually done by humans to achieve certain goals, or contain a specific purpose, especially those related to survival ".

Work, which is often called an activity, is actually a human physical action that has a specific purpose, which is what the person doing it wants.

According to SP Siagian (1985: 112):

"Activity is something that is done within an organization, including lags and deviation-deviations, as well as various operations and every move in a procedure ".

This understanding can provide an overview that activity is a pattern of actions carried out in a series of work, to show details of the activities of an organizational unit, which can be the basis for achieving a balanced division of labor among the organizational units concerned.

In line with this, work productivity is generally defined as the relationship between tangible and physical results and actual inputs. For example, productivity is a measure of the productive efficiency of a ratio between output and input. Input is often measured in terms of labor, while output is measured in terms of physical form and value.

c. Factors Affecting Communication

Communication is a very important factor in supporting the relationship between leaders and employees. Therefore, in an institution, effective communication is needed.

In general, the factors that influence organizational communication are divided into personal abilities in conveying messages or the ability to adapt to communication situations. For example, communication in an office is certainly different from the communication carried out in the public / community, in addition to the situation factor, communication skills are also adjusted to the conditions / circumstances that occur in society.

A person's ability to communicate what is the problem is a form of interpersonal communication. Mutual understanding and giving feedback is a way to measure the extent of the weaknesses and strengths that are owned.

Kertz, Spitberg and Cupact in Muslim (2002: 16) revealed that "the ability of personal communication in addition to developing organizational relationships can also significantly cope with more conducive organizational conditions".

So personal communication is communication that occurs between two objects that have a clearly visible relationship, for example communication made by husband and wife, a pair of friends or between leaders and subordinates.

Organizational communication is communication that occurs between two recipients and the giver or communicant which affects the relationship, this is in accordance with De

Vito's opinion in Tenri (2003: 21) which states that "organizational communication is the process of sending and receiving messages between two institutions. or a group of people with some effect and between how much feedback ". So when communicating with the organization, expect feedback between the communicant and the communicator. Furthermore, Hal De: Vito (1989: 4) also suggests factors related to communication as follows (a) openness, (b) empathy, (c) a supportive attitude, (d) a positive attitude, (e) equality.

1. Openness

The quality of openness refers to 2 aspects, namely, the communicator must be open to the people he is interacting with, the willingness to react honestly against *stimulus* that comes and the possession of feelings and thoughts. Aspects of the desire to be open to everyone who interacts with others, and aspects of responding to all stimuli that come to him. Thus it can be said to be effective if openness in communication is realized.

The role of openness in improving employee performance depends on the ability of the employee itself. An employee must be able to communicate openly, to create an atmosphere of openness, employees must be familiar with each other. This means that employees must understand the impression of being friendly, understanding and sympathetic and far from being angry, the leadership should give freedom to subordinates to express their feelings, opinions, suggestions and questions.

is by looking at the way in which employees are performing. With the superiors' open attitude, the performance of their subordinates can run smoothly, subordinates become active at work and employees become more comfortable in carrying out their duties. With an open attitude of superiors and subordinates in communicating, the work atmosphere becomes more qualified. One way to measure the creation of openness in communication.

2. Empathy.

Empathy is essentially the ability to know what other people are experiencing, empathic people will be able to understand the condition of other people so as to adapt its communication to the condition of the person we communicate with.

In order for communication to take place well, the communicator must be able to evaluate, assess, interpret and criticize. This is intended so as not to hinder understanding.

Empathy is generally the ability to know what another person is going through. Able to understand the condition of other people so that they can adapt their communication to the condition of the person they are communicating with.

3. Attitude Support

The relationship runs well if there is mutual support by acting *descriptive* not *evaluative*, spontaneous isn't it *strategic*, and professional. *Descriptive* and *evaluative* will be able to help create a supportive attitude both in explaining what happened to feelings and other related matters.

Communication will work well if the communicant and the communicator create mutual support. A supportive attitude in communication is very important because it can provide motivation and eliminate the rigidity that may arise when the leader and subordinates are communicating.

4. Positive Attitude

There are two ways of having a positive attitude in communication, namely expressing a positive attitude and positively encouraging people to become friends interact . A positive attitude refers to at least two self-aspects in communication, namely fostered communication if people have a positive attitude towards themselves.

In essence, a positive attitude in communication is the ability to see positively what is on the interlocutor and to yourself where this positive attitude can be manifested in the form of encouragement. This positive attitude is sometimes spontaneous.

5. Similarities

Thoha, in Rakib (2002: 17) Homophily or similarity shows a degree of similarity in meaning between the parties involved in communication, between the news announcer and the recipient of the information.

In various situations, aspects of equality really need to be considered, meaning that there must be recognition that both parties are equally valuable and valuable and that each party has something important to contribute.

Similarity or equality is very useful for creating effective communication. Equality / equality is an acknowledgment that the two communicating parties are equally valuable and valuable.

Thereby also in implementation communication in increase work motivation a leader must realize that they cannot work properly without employees and vice versa.

One aspect of this attitude of equality / equality is a sense of trust between one another, nothing is the most painful thing except communicating with people who don't believe what is being communicated.

Based on the above opinion, communication can run effectively if there is a desire between the two parties to communicate well based on the ability to understand each other in communicating thoughts and feelings, mutual acceptance and mutual support.

CONCLUSION

Based on the research results regarding the role of organizational communication in Upgrade performance employees in Service. Employment in Bone Regency, it can be concluded that:

- a. The role of communication in improving the performance of employees at the Manpower Office of Bone Regency is classified as a very important role in terms of openness, empathy, supportive attitudes, positive attitudes, equality / unity which of course will have an impact on employee performance both in terms of effectiveness and efficiency. authority and responsibility, discipline and initiative.
- b. The factors that support communication at the Bone Regency Manpower Office are the existence of a good relationship between superiors and subordinates as well as subordinates and subordinates, the cohesiveness of employees in carrying out tasks, awareness of assigned duties and responsibilities. The inhibiting factor is that there are still employees who do not understand the importance of interpersonal communication in improving employee performance.

SUGGESTION

Based on the above conclusions, the following suggestions are proposed:

- a. To employees at the Bone Regency Manpower Office, it is likely to increase the role of interpersonal communication in increasing employee motivation to achieve effective and efficient results.
- b. Hopefully, employees should be more open, empathetic, mutually supportive, positive in assessing a problem and maintaining common ground.

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