

# Efforts To Improve Employee Performance Through Communication And Leadership Style In Pt J&T Express Medan

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## **Abstract**

*PT J&T Express is a service company engaged in the delivery of goods. Decreased employee performance can be seen from the decreased ability of employees to meet delivery targets which is influenced by inefficient communication among fellow employees and the lack of a leader's role in motivating employees to work more optimally. The method used in this research is a quantitative approach, this type of research is descriptive quantitative. Methods of collecting data were interviews, questionnaires, and documentation. The data analysis method used is multiple regression. The population and research sample amounted to 157 employees of PT J&T Express. The results of research on communication and leadership style simultaneously and partially have a positive and significant effect on employee performance at PT J&T Express. The leadership style variable has a more dominant influence than communication in improving employee performance. Finally, the magnitude of the coefficient of determination is 0.587. This means that 58.7% of employee performance can be explained by Communication and Leadership Style while the remaining 41.3% is explained by other variables.*

**Keywords:** *Communication, Leadership Style, Employee Performance*

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## **I. INTRODUCTION**

Organizational activities certainly have goals to be achieved, but the achievement of organizational goals cannot be separated from the performance provided by human resources within the organization [1]. Then it is necessary to manage human resources which can then be directed to achieve organizational goal [2]. So it is very important for companies to properly manage their human resources. Losing good human resources is a big loss for an organization [3]. Performance is seen as an employee's ability. Improving the performance of employees is important for companies to be able to survive in an unstable competitive business environment. Employees will be able to achieve maximum performance if they have high achievement motives [4]. Performance implementation is carried out by human resources who have the ability, competence, motivation and interests. How the organization respects and treats its human resources will affect its attitudes and behavior in carrying out performance [5]. Furthermore, performance appraisal has the aim of motivating employees in achieving organizational goals and in complying with predetermined behaviors, in order to produce the desired actions and results. [6].

Communication is one of the factors that affect the quality of employee performance [7]. Organizational communication has an important role in achieving an organizational goal. Communicating the vision, mission and values contained in the company verbally and also holistically, through activities and implicit signs. Elements of strategic planning and specific objectives need to be communicated at all levels at units, teams and individuals [8]. Often times, poor communication tends to make a decision wrong in the calculation. On the one hand, managers often misguide their subordinates. While on the other hand, subordinates also misinterpret what is directed by the manager. The basis for evaluating an employee's performance includes the quality produced, the quantity produced, working time and cooperation [9].

Leadership style also affects employee performance [10]. Leadership is the power to influence someone to do or not do something. For this reason, leadership requires the active use of abilities to influence others and in realizing the goals of the organization that have been set [11]. By applying the right leadership style, a

leader can motivate group members to work optimally and can be used to assist in making the right decisions for problems encountered in organizational activities. [12]. Leaders can influence morale and job satisfaction, security, quality of work life and especially the level of achievement of an organization [13].

PT. J&T Express Medan, as a service company engaged in the delivery of goods that has been established since 2015 PT. J&T Express Medan focuses on the accuracy of delivery and service delivery to consumers. PT. J&T Express Medan provides easy and convenient access for all customers such as free on-site package pick-up, free hotlines, application and website facilities, real time tracking systems, insurance claim facilities, sms waybills, affordable prices and coverage areas throughout Indonesia, but in operational activities. The company continues to experience problems that result in decreased performance. This can be seen from the decrease in the ability of employees to meet the target of delivering goods. The achievement of inappropriate targets is influenced by inefficient communication within the company. There are consumer complaints about packages that take too long to arrive, company procedures that are not understood by the delivery department (sprinters), late collection of receipt numbers (waybills), late submission of information to the pickup department are problems that arise due to poor communication.

Leaders also play an important role in improving employee performance at work. Leaders must be able to influence employees so that they can work according to their wishes in achieving the targets to be achieved. Employees need motivation from a leader in order to work optimally. If the leader is rarely present, the leader will find it difficult to be a role model for employees who become subordinates.

## II. METHODS

The research approach used in this study is a quantitative approach. Furthermore, this type of research is a type of quantitative descriptive research. The population in this study were all employees who worked at PT. J&T Express Medan, totaling 157 people. In this study, the sampling technique used was simple random sampling. Where the researcher determines the number of samples by calculating the Slovin formula where the sample used by the researcher is the entire population of 157 people. To determine the number of samples, the researchers used the slovin formula as follows:

$$n = \frac{N}{1 + Ne^2}$$

Where:

n = sample size

N = population size

e = *Error tolerance*

$$n = \frac{157}{1 + (157)(0,05)^2}$$

n = 112,9

n = 113

so the sample of this study was 113, where 30 people were taken from outside the sample as a validity test, while 113 people were taken to test the research sample.

Data Analysis Techniques Researchers used multiple linear regression analysis to determine the effect of independent variables on the dependent variable. Researchers use the help of Statistical Product and Service Solution (SPSS) software so that the results obtained are more focused.

## III. RESULT AND DISCUSSION

### The Effect of Communication on Employee Performance

The hypothesis of this study states that communication partially affects the performance of employees at PT. J&T Express Medan. From the research results prove that communication partially has a positive and significant effect on employee performance at PT. J&T Express Medan with a tcount value of 2.054, the value of tcount > ttable (2,054 > 1.983) with a significant value of 0.042 < 0.05. Based on these results, it can be stated that the hypothesis tested in accordance with the statement that communication plays a very

important role in a social interaction, the workplace is a social community that focuses on the role of communication, so that work activities can be optimized [6]. The results of the study are in line with the results of previous studies which state that communication has a positive and significant effect on employee performance [14][15][16].

#### **The Influence of Leadership Style on Employee Performance**

The hypothesis of this study states that the leadership style partially affects the performance of employees at PT. J&T Express Medan. From the research results prove that leadership style partially positive and significant effect on employee performance at PT. J&T Express Medan with a tcount value of 6.337, the value of tcount > ttable (6.337 > 1.983) with a significant value of 0.000 < 0.05. Based on these results, it can be stated that the hypothesis tested in accordance with the leadership statement requires the active use of abilities to influence other parties and in realizing the goals of the organization that have been set [17]. The results of this study are in line with the results of previous studies which state that leadership style has a positive and significant effect on employee performance [18][19][20].

#### **The Effect of Communication and Leadership Style on Employee Performance**

Based on the results of data analysis shows that the Fcount value is 80,752 while Ftable at = 0.05 is obtained from the available probability sources Ftable, namely 3.08 from this result it is known that Fcount > Ftable or 80,752 > 3.08 with a significance of 0.000 < 0.05, so the results of the study rejected H0 and accepted H1. Thus it can be concluded that the variables of communication and leadership style simultaneously have a positive and significant effect on employee performance at PT. J&T Express Medan. These results are in line with previous research which states that communication and leadership style have a positive and significant effect on employee performance [21][22].

#### **IV. CONCLUSION**

Based on the results of research and discussion, it can be concluded that:

1. The communication variable partially has a positive and significant effect on employee performance at PT. J&T Express Medan.
2. The leadership style variable partially has a positive and significant effect on employee performance at PT. J&T Express Medan.
3. The variables of communication and leadership style simultaneously have a positive and significant effect on employee performance at PT. J&T Express Medan.

#### **V. ACKNOWLEDGMENTS**

The author would like to thank profusely, especially member authors who have helped a lot in data collection, data tabulation and data analysis.

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