Inter-Personal Communication on the Work Discipline of Employees of Diskominfo Sinjai Regency

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Abstract. Talks within the organization can lead to contention. This is caused by a lack of understanding communicator of the character of the communicant. As a result, the work atmosphere becomes uncomfortable and affects employee discipline of work. Therefore, leaders need to have interpersonal communication skills to create a conducive organization to work with higher discipline. This study aims to determine leadership interpersonal communication's effect on improving employee discipline of work in the Information and Encoding Communication Office (DISKOMINFO), Sinjai Regency. This study is a survey research using a quantitative approach. The data collection method used a questionnaire and documentation, while the data analysis was quantitative analysis with descriptive statistics. Interpersonal communication is carried out by leaders who greatly influence creating employee work discipline in the Information and Encoding Communication Office (DISKOMINFO), Sinjai Regency.

Keywords: Leadership interpersonal communication, employee work discipline

1 Introduction

Human Resources (HR) is the key to organizational development because they are movers, thinkers, and planners to achieve organizational goals. However, to establish different human resources in an organization, communication is one factor that determines the achievement of organizational goals effectively and efficiently. The creation of effective communication will give comfort and a harmonious effect for all parties. So it can increase the discipline of employees. In contrast, when communication does not work well will be inconvenient between the individuals.

Communication depends on the ability of humans to understand each other. Even though communication is done can meaningful ambiguous. But, the main goal of communicating understands. Communication is not certain for all social problems. But failure in communication can be causing a large loss for the parties involved. This means that communication is a very important skill in human life. Besides, communication can occur in every human step. Human life cannot be separated from communication activities so that communication is an integral part of the system and order of human social life.

Therefore, in work, communication occupies an important role as an employee's motivation at work. A supportive work atmosphere will make employees or humans productive. One form of communication that needs attention in organizations is interpersonal communication. Interpersonal communication does not have to be done with words or greetings, but body language will also be effective interpersonal communication. This is because interpersonal

communication, whether done verbally or in body language, is an indicator of concern, especially interpersonal communication built between leaders and employees.

An organization will not develop without smooth and dynamic communication between leaders and employees. If a leadership organization ignores interpersonal communication with its employees and only focuses on work and results, the organization will experience decreased productivity because employees will feel bored and uncomfortable at work. Saturation and discomfort at work will have an impact on employee discipline. Decreased employee discipline will result in work not being completed on time, even neglected.

The Department of Communication, Informatics, and Encoding (DISKOMINFO) Sinjai Regency is one of the bureaucratic organizations with human resources with different character backgrounds. Thus, it is not uncommon for problems to occur due to misunderstanding among employees who initially only had the small talk, but the communicator did not understand the communicant's character, there was a dispute. Nur, Makmur Jaya also stated the same thing., Et al., "This is due to differences in the midst of a society which has the potential to turn into disputes. Small and very trivial events quickly escalated to the point of fighting and even war between citizens [1]. As a result, the work atmosphere becomes uncomfortable and affects employee work discipline. To avoid this, building a relationship that places each individual in the same position to create togetherness, complement each other, protect each other, defend and protect each other is very important [2]. Therefore, leadership interpersonal communication is needed to make the organization conducive to work with high discipline.

Several studies have been carried out; however, the point of emphasis of interpersonal communication is not on discipline. For example, research conducted by Sukadamai Gea [3]. This study emphasizes the process of interpersonal communication between leaders and employees in improving KFC Suzuya Binjai employees' performance. This research also uses a qualitative approach. Also, Baraney Nicolas Londa's research focuses on interpersonal communication applied by the leadership to members of the Sparkle Organizer work team in carrying out employee duties. This study also uses a qualitative approach [4]. Furthermore, research was conducted by Alice Tjandralila Rahardja [5]. This study emphasizes the process of interpersonal communication using a correlational survey research approach. The results of his research revealed a positive relationship between teacher interpersonal communication and teacher work motivation and teacher performance and better interpersonal communication, so higher teacher motivation and teacher performance increase. Tine Agustin Wulandari also researched interpersonal communication [6]. The correlational method is used to determine the extent of the relationship between AIESEC members' self-concept and the effectiveness of interpersonal communication. The results showed a very close relationship between AIESEC LC Bandung members' self-concept and the effectiveness of interpersonal communication. The better self-concept of the AIESEC LC Bandung members, the higher effectiveness of interpersonal communication. Although several studies on interpersonal communication have been carried out, interpersonal communication on discipline has not been popular, especially in the Sinjai District Government, even though discipline is a decisive factor in achieving an organization's effectiveness and efficiency.

2 Theoretical Review

2.1 Interpersonal communication

2.1.1 Definition of communication

Communication comes from the Latin language communicate, which means speaking, conveying messages, information, thoughts, ideas, and opinions carried out by someone to others by expecting answers, responses, or feedback [7]. In this context, Rundengan in Suriati emphasized that communication is a process that involves individuals in relationships and interactions [8]. Of course, the interaction process delivers a statement by one person to another to inform or change attitudes, opinions, and behavior, either directly orally or indirectly through the media. Thus, it can be said that someone who communicates means expecting other people to participate or act by the message content's goals and expectations. So, those involved in communication activities must have the same meaning and must both know what is being communicated; otherwise, the communication activities will not take place properly and are not effective.

2.1.2 Interpersonal communication

Interpersonal communication is a communication process between two or more people face-to-face where the sender of the message can convey the message to the recipient of the message directly and respond directly. Interpersonal communication is not just a series of stimuli, responses, stimulus-responses, but also a series of mutual acceptance processes and the delivery of responses that each party has processed [9].

Burhan Bungin argued that communication between people is face-to-face, allowing each participant to capture others' reactions directly, both verbally and nonverbally, directly [10]. Furthermore, A.W. Wijaya argues that interpersonal communication or interpersonal communication is the process of exchanging information and transferring understanding between two or more people from a small group of people with various effects and feedback [11].

Based on this understanding, it can be understood that interpersonal communication is the communication of two or more people face to face (face to face) to foster mutual acceptance by delivering responses that each party has processed. This interpersonal communication generally begins with shallow introductions and then continues to intimacy. Interpersonal communication in its application is seen as a feedback process produced through self-affirmation in dealing with others, resulting in openness, empathy, support, a positive feeling, and equality because they feel they are inequality.

2.1.3 Leader's interpersonal communication indicator

Interpersonal communication indicators include the following:
− Openness. Open to people who want to interact, our willingness to respond to Others honestly and frankly about something they say.
− Empathy. Empathy is feeling something like someone is experiencing it.
− Attitude support. Effective interpersonal relationships are relationships where there is mutual support.

– Positive Attitude. Interpersonal communication is established when people have a positive attitude towards themselves and other people and various communication situations.
– Similarity. Interpersonal communication will be more effective if communication actors have the same values, attitudes, behaviors, and experiences [12].

In essence, interpersonal relationships will be established effectively if both parties meet the following conditions:
– Meet each other personally,
– Empathy equitably towards other persons and communication that can be understood by one another,
– Respect for each other, be positive and fair without judging or objection.
– Taking each other's experiences seriously, being receptive and empathetic to one another,
– Feeling that maintaining mutual openness and a favorable climate and reducing the tendency for interference,
– Demonstrate confident behavior and reinforce feelings of security towards others [13].

If these conditions are maintained and maintained, either by communicators or communicants, interpersonal communication can be successfully developed.

2.2 Work discipline

2.2.1 Definition

Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and as an effort to increase one's awareness and willingness to comply with all company regulations and prevailing social norms [14]. Meanwhile, Malayu P. Hasibuan argued that discipline is the awareness and desire of a person to obey all company regulations and prevailing social norms [15].

Based on this definition, it can apply that work discipline, attitude, behavior, and actions of an employee are following the organization, both written and unwritten regulations, and if they violate, they will be given sanctions for their permission.

2.2.2 Work discipline indicators

According to Stephen P. Robbins et al., There are three aspects of work discipline, namely:
– Time discipline. Time discipline here is defined as an attitude or behavior that shows adherence to working hours, including attendance and compliance of employees during working hours, employees carrying out their duties in a timely and correct manner.
– Regulatory discipline. Written and unwritten rules and regulations are made so that an organization's goals can be achieved properly. For this reason, it requires a loyal attitude from employees to this predetermined commitment. Loyalty here means obedience and obedience in carrying out orders from superiors and regulations and rules set. The obedience of employees in using the completeness of uniforms that the organization or company has determined.
– The discipline of responsibility. One form of employee responsibility is the best possible use and maintenance of equipment to support office activities running smoothly. The ability to face the work is their responsibility as an employee [16].

Meanwhile, according to Sutrisno, there are four indicators of work discipline, namely:

- Obey the rules of time. Judging from the hours to come to work, hours to go home, and rest hours according to the company's rules.
- Compliance with company regulations. Basic rules about how to dress and behave at work.
- Obeying the rules of conduct at work. Shown by ways of doing jobs by the position, duties, and responsibilities and how to relate to other work units.
- Compliance with other regulations in the company. Rules about what can and should not be done by employees in the company [17].

Therefore, the direction and purpose of work discipline is the harmony and reasonableness of a group or organization's life, both formal and non-formal organizations. Harmony or fairness in the organization's life will only be possible if the relationship between members of the group or organization is carried out on mutually agreed-upon measures and values with full awareness. Thus, discipline is expected to make work effective and as efficient as possible in achieving organizational goals.

2.3 Hypothesis

Based on the background explanation and theoretical framework, the hypotheses in this study are:

Ha: There is an influence of leadership interpersonal communication on the work discipline of employees at the Communication, Informatics and Encryption Service, Sinjai Regency.

H0: There is no effect of interpersonal communication of leadership on the work discipline of employees at the Communication, Informatics and Encryption Service, Sinjai Regency.

3 Method

This research uses a survey research type. Robert M. Groves in F.C. Susila Adiyanta argues that survey research seeks to ask several respondents about their beliefs, opinions, characteristics, and behaviors that have occurred or are currently happening [18]. This study's variables were interpersonal communication of the leader as the independent variable (variable X) and employee work discipline as the dependent variable (variable Y). This research is located at the Department of Communication, Informatics, and Encoding (DISKOMINFO), Sinjai Regency. In this study, researchers applied population research, so the number of respondents was 65 people. The data collection methods in this study were questionnaires and documentation. The research instrument used was a questionnaire with a Likert scale of measurement and documentation. Data analysis used Pearson Correlation Coefficient and Linear Regression to determine the effect of variable X on variable Y, namely $Y = a + bx$. The interpretation of the size or size of the correlation coefficient is based on the following Table 1.

Table. 1. The interpretation of the size or size of the correlation coefficient

Coefficient Interval	Relationship level
0,00 – 0,199	Very low
0,20 – 0,399	Low
0,40 – 0,599	Moderate
0,60 – 0,799	Strong
0,80 – 1,000	Very Strong [19]

A regression formula was used with the Determination Coefficient (KD) method to determine the effect, namely KD = R2 X 100%. Assumption of acceptance of the hypothesis If the t-count statistic <t-table statistic, then H0 is accepted (Ha) is rejected If t-count statistics> t-table statistics then H0 is rejected (Ha) is accepted.

4 Result

Based on the research and data analysis that has been done, it is found that there is a positive and significant influence between the X variable (Personal Interpersonal Communication with Employees) and the Y variable (Employee Work Discipline). The value of a strong relationship is 0.711. The influence of interpersonal communication carried out by leaders and employees contributes 51.4% to create employee work discipline in the Office of Communication, Informatics, and Encoding, Sinjai Regency. The remaining 48.6% is formed due to several other factors.

It is known that the Sig value for the influence of X on Y is 0.012> 0.05 and the count value is 8.162 <1.668 t-table, so that it can be concluded that there is an influence of interpersonal communication among leaders on work discipline. The analysis results show that (H0) is rejected and (Ha) is accepted, which states that; there is a significant influence of interpersonal communication of the leader on the work discipline of employees at the Information and Encoding Communication Office (BAKOMINFO), Sinjai Regency.

5 Conclusion

By referring to the results of the analysis and previous discussion, it can be concluded from the results of this study, namely the intensity of interpersonal communication carried out by the leadership to employees has a significant influence on employee work discipline. Therefore, leaders should intensify interpersonal communication with their employees, both verbally and nonverbally. This is because the intensity of interpersonal communication between leaders and employees can improve employee work discipline, especially in the Information and Encoding Communication Office (DISKOMINFO), Sinjai Regency.

Acknowledgements

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