THE EFFECT OF INTERNAL COMMUNICATION, RESPONSIBILITY, AND WORK LOYALTY ON EMPLOYEE PERFORMANCE

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Abstract

This study aims to determine the influence of Internal Communication, Responsibility, and Loyalty on Employee Performance at Daar-Huda Islamic Boarding School. The sample of this study amounted to 60 respondents with a descriptive approach using quantitative methods, with the help of SPSS software version 26. Sampling using saturated sampling techniques using the entire population as a sample. The results showed that: 1) Internal Communication has a positive and significant effect on Employee Performance. 2) Responsibility has a positive and significant effect on Employee Performance. 3) Work Loyalty has a positive and significant effect on Employee Performance. 4) Internal Communication, Responsibility and Work Loyalty have a positive and significant effect on employee performance. The implications of this study show that Internal Communication, Responsibility and Work Loyalty can improve Employee Performance at Daar El-Huda Islamic Boarding School.

Keywords: Internal Communication, Responsibility, Work Loyalty

1. Introduction

This section describes the background to the issue or problem as well as the urgency and rationalization of the research. This section also describes the purpose and contribution of research and the organization of article writing (if deemed necessary).

Daar El-Huda Islamic Boarding School is an educational institution that carries out formal education. Basically, Daar El Huda Islamic boarding school continues to strive to provide maximum education to students. Education plays a very important role in the process of improving the quality of human resources. Including in the world of education, the human element greatly determines the success of the learning process, the importance of employee performance in the success of the school in achieving the vision and mission makes employees as human resources who must contribute. One of the employees can participate in achieving educational success is to improve the performance of their employees.

Improving the quality of education is a process that is integrated with the process of improving the quality of human resources themselves. Realizing the importance of the process of improving the quality of human resources. To achieve education, it must improve the performance of its employees in order to provide services to the community, especially in the field of better education and provide the best results in achieving educational goals for students. Employee performance is basically influenced by many factors, including internal communication, responsibility and work loyalty.

Every human being must have a sense of responsibility, where the sense of work responsibility must be adjusted to what is done. Every job requires responsibility, attention, contribution, and care. Employees who have a sense of responsibility and total contribution to work, will definitely become a person who is totally dedicated to work,

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many factors affect performance some of which are effectiveness and efficiency, authority, work responsibility. The person in charge must not only answer, but must answer in the sense that he must give an explanation and cannot avoid the actions he does. To achieve higher performance, the Daar El-Huda foundation must pay attention to the responsibilities of each employee. Work responsibility is a mental attitude that can provide encouragement for someone to be able to work hard, quickly, and well. The work responsibilities of these employees are very significant to the effectiveness and efficiency of work. If employees are not responsible for the tasks given by the leader, it will be able to reduce the efficiency and effectiveness of work.

In this study, researchers took on "Daar El-Huda Islamic Boarding School", this company is one of the foundations engaged in education. Based on the description above, So the problems that will be examined in this final project are: 1). Is there any influence of internal communication on employee performance? 2). Is there any effect of responsibility on employee performance? 3). Is there any effect of loyalty on employee performance? 4) Is there any influence of internal communication, responsibility and work loyalty on employee performance at Daar El-Huda Islamic boarding school

2. Theoretical Background

2.1 Internal Communication Literature Review

Internal Communication is the exchange of ideas among administrators and employees in an agency/organization, in a typical complete structure accompanied by horizontal and vertical exchange of ideas within the agency, so that work runs well (Tombokan et al., 2019).

2.2 Responsibility

Responsibility is the necessity to perform all obligations or duties imposed on him as a result of the authority he receives or has (Akila, 2020).

2.3 Work Loyalty

Work loyalty is a devotion, trust and also loyalty given to an individual or an agency, with full responsibility and always behaving well. Employee loyalty is needed in every organization, but this loyalty does not arise by itself, but is formed by the organization / agency. (Rasimin and Pranita 2016).

2.4 Performance

The definition of performance comes from English which means performance. The concept of performance stands for work energy kinetics. Employee performance is a result of work achieved by a person in carrying out his duties imposed on him based on ability, experience and sincerity and time (Girsang et al., 2021),
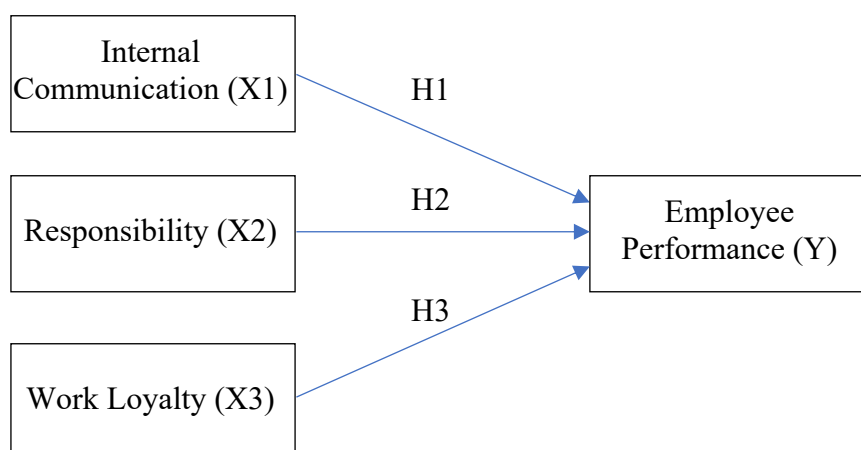
2.5 Conceptual Framework

Figure 1. Conceptual Framework

2.6 Research Hypothesis
    H1: There is an influence of internal communication on employee performance
    H2: There is an influence of responsibility on employee performance
    H3: There is an influence of work loyalty on employee performance

3. Methods
    This research uses a quantitative approach, which is research that uses numerical data analysis or numbers processed by statistical methods. By using quantitative methods, significant group differences or significant relationships between the variables studied will be obtained. The data are processed by statistical method using SPSS 26. And this method is carried out in the framework of submitting hypotheses that state the relationship between the variables studied.

4. Results and Discussion
4.1 Validity Test
    Validity tests are carried out to determine the feasibility of each item in a list of statements. This test is carried out to measure the data that has been obtained after the study. Each item is said to be valid if the calculated r value is greater than the table r.

Table 1. Variable Validity Test Results X1 (Internal Communication)

Item Total Statistics			
Statement	**Corrected Item Total Correlation (r count)**	**R Table**	**Information**
X1.1	0,581	0,254	Valid
X1.2	0,670	0,254	Valid
X1.3	0,552	0,254	Valid
X1.4	0,634	0,254	Valid
X1.5	0,595	0,254	Valid
X1.6	0,416	0,254	Valid
X1.7	0,490	0,254	Valid
X1.8	0,464	0,254	Valid
X1.9	0,451	0,254	Valid
X1.10	0,667	0,254	Valid

Table 2. Variable Validity Test Results X2 (Responsibility)

Item Total Statistics			
Statement	Corrected Item Total Correlation (r count)	r table	Information
X2.1	0,576	0,254	Valid
X2.2	0,469	0,254	Valid
X2.3	0,530	0,254	Valid
X2.4	0,433	0,254	Valid
X2.5	0,635	0,254	Valid
X2.6	0,677	0,254	Valid
X2.7	0,662	0,254	Valid
X2.8	0,587	0,254	Valid
X2.9	0,495	0,254	Valid
X2.10	0,691	0,254	Valid

Table 3. Variable Validity Test Results X3 (Employment Loyalty)

Item Total Statistics			
Statement	Corrected Item Total Correlation (r count)	R Table	Information
X3.1	0,505	0,254	Valid
X3.2	0,486	0,254	Valid
X3.3	0,692	0,254	Valid
X3.4	0,588	0,254	Valid
X3.5	0,608	0,254	Valid
X3.6	0,567	0,254	Valid
X3.7	0,577	0,254	Valid
X3.8	0,751	0,254	Valid
X3.9	0,543	0,254	Valid
X3.10	0,683	0,254	Valid

Table 4. Validity Test Results of Variable Y (Employee Performance)

Item Total Statistics			
Statement	Corrected Item Total Correlation (r count)	R Table	Information
Y.1	0,639	0,254	Valid
Y.2	0,509	0,254	Valid
Y.3	0,744	0,254	Valid
Y.4	0,705	0,254	Valid
Y.5	0,638	0,254	Valid
Y.6	0,618	0,254	Valid
Y.7	0,609	0,254	Valid
Y.8	0,601	0,254	Valid
Y.9	0,590	0,254	Valid
Y.10	0,551	0,254	Valid

4.2 Reliability Test

Research instruments are said to be reliable if respondents' answers are consistent. This test is carried out by comparing the Cronbach Alpha number with the provision that the minimum Cronbach Alpha value is 0.60. So, if the value of Cronbach Alpha > 0.60 then it is concluded that the instrument is reliable, on the other hand if Cronbach Alpha < 0.60 then the instrument is said to be unreliable.

Table 5. Validity Test Results of Variable Y (Employee Performance)

Variable	Cronbach's Alpha	N Of Item	Information
Career Development	,806	10	Reliable
Organizational Culture	,653	10	Reliable
Performance	,729	10	Reliable

4.3 Multiple Regression Test

In multiple regression analysis in addition to measuring the strength of the relationship between two or more variables, it also shows the direction of the relationship between independent variables, the dependent variable is assumed to be random / stochastic which means it has a probabilistic distribution. The independent variable is assumed to have a fixed value (in repeated sample billing)

Table 6. Validity Test Results of Variable Y (Employee Performance)

Coefficients[a]						
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
Type					t	Sig.
1	(Constant)	-2.342	2.081		-1.125	.265
	Communication	.281	.089	.260	3.147	.003
	Responsibility	.210	.085	.204	2.479	.016
	Loyalty	.566	.072	.554	7.894	.000

Based on the table above, the constant value is -2.342 and the regression coefficient of variable X 1 is 0.281, variable X 2 is 0.210 and variable X 3 is 0.566.

4.4 Coefficient of Determination Test

The coefficient of determination is one of the statistical values that cant be used to determine the percentage of influence of all independent variables on the value of the dependent variable.

Table 7. Coefficient of Determination Test Results

Model Summary				
Model				Std. Error of the Estimate
	R	R Square	Adjusted R Square	
1	.949[a]	.901	.895	1.186
a.Predictors: (Constant), WORK LOYALTY, RESPONSIBILITY, INTERNAL COMMUNICATION.				

Based on the table 7 we can see Adjusted R Square of 0.895 which means the influence of Internal Communication variables (X 1), responsibility (X 2), and Work Loyalty (X3) to the Employee Performance variable (Y) of 89.5%, and the remaining 10.5% was influenced by other variables that were not studied in this study.

4.5 Hypothesis Test

The t test is used to test the effect of the independent variable on the partially or individually bound variable, the t test is carried out by comparing the two sides of the t count with t table at a significant level of 5%, as for the rules of decision making as follows:

If the value of t is calculated > t table then Ha is accepted and Ho is rejected. If the value of t is calculated < t table then Ho is accepted and Ha is rejected.

Table 8. Test Results of Coefficient of Determination

Coefficients[a]					
Type		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.342	2.081		-1.125	.265
	communication	.281	.089	.260	3.147	.003
	Responsibility	.210	.085	.204	2.479	.016
	Loyalty	.566	.072	.554	7.894	.000

a. Dependent Variable: Employee performance
Source: Questionnaire data that has been processed SPSS 26
Based form the table 8 the result is:

a. From the table above, it can be obtained t count of 3.147 and known t table 2.002. Because t counts > from the table t, H0 is rejected and Ha is accepted, which means that it can have a significant influence between Internal Communication on Employee Performance.
b. From the table above, it can be obtained t count of 2.479 and known t table 2.002. Because t counts > from the table t, H0 is rejected and Ha is accepted, which means that it can have a sign effect between Internal Communication on Employee Performance.
c. From the table above, it can be obtained t count of 7.894 and known t table 2.002. Because t counts > from t table, H0 is rejected and Ha is accepted, which means that it can have a significant influence on Internal Communication on Employee Performance.
d. From the table above, it can be obtained t count of 7,894, because t table > from t table, H0 is rejected and Ha is accepted, so it means that it can have a significant influence between Work Loyalty on Employee Performance.

5. Conclusion

The conclusion contains a brief summary of the research results and a discussion that answers the research objectives.

This study is intended to determine the effect of Internal Communication, Responsibility and Work Loyalty on employee performance at Daar El-Huda Islamic Boarding School either partially or simultaneously. Based on the results of the description, it can be concluded that: the results of the Internal Communication t test on Employee Performance are obtained and the sign value is 0.003 which means it is smaller than 0.05 which means there is a positive influence and significant Internal

Communication to Employee performance. The results of the Responsibility for performance t test obtained the results of the calculated t value of the Responsibility Handle g of 2.479 which means greater than the table t which is 2.002 and the sign value of 0.000 which means smaller than 0.05 which means there is a positive influence and significant Responsibility for Employee performance. The results of the Work Loyalty t test on Employee performance were obtained from the t value of calculating Work Loyalty of 7.894 which means greater than t table which is 2.002 and the sign value of 0.016 which means smaller than 0.05 which means there is a positive and significant influence on Work Loyalty to the performance of Employees.

For further researchers to be able to conduct further research on career development, organizational culture that affects performance at PT. Arya Putra Prima and conducted a deeper search on the problems that occurred in the company, especially regarding career development and organizational culture on performance and expanded the distribution of questionnaires referring to variables and indicators researched.

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