

THE INFLUENCE OF INTERPERSONAL COMMUNICATION LEADER OF PERFORMANCE MOTIVATION TALKSHOW IN THE PUBLIC RELATIONS DIVISION OF THE GOVERNMENT OF THE CITY OF TANGERANG

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ABSTRACT

Interpersonal communication is the process of the exchange of information between a person with another man. The process of information exchange can take place between two or more people and can be directly known lead visioning. expertise in communicating interpersonal skills must be owned by a leader in an organization to increase the maximum performance employees so that the success of leaders can be seen from the results of the work and the motivation of employees. But the fact is still many leaders who below understand how do communication interpersonal skills. So the purpose of this research is to know how much influence interpersonal communication leader of performance motivation in employees in the division of public relations Peremerintahan Tangerang City Indonesia. This research uses the method quantitativ quota samples technique with the census to 14 employees in the establishment of public relations in the reign of Tangerang city. The benefits of this research is the result of this research can be set as the basis for providing communication audit program leader as the business improve the results of the work of the maximum for employees. The results of this research prove that there is a massive influence interpersonal communication leader of performance motivation employees in the establishment of public relations the reign of Tangerang city of 4,232 or 42,32% and 57,68% influenced by other factors that are not examined in this research.

Key Words: Communication, Interpersonal, Motivation, Performance

Introduction

The organization is a social system that complexity is clearly visible through the type of, stages, the form and the amount of interaction that apply. The process in the organization is one of the determining factors in achieving an effective organization. The communication process is always there in the organization because the organization is part of the communication process. The organization is a planning process that includes the arrangement, development and maintenance of a structure or work hubungan pattern of the people In a working group. The determining factors in achieving an effective organization is the process of communication. According To William J. Sella proposed that the communication process is a process in which the symbol of *verbal* and *non-verbal* sent, accepted and given the meaning. Communication is established in order to grow the same understanding between the parties to the other so that both can work together with good. Therefore interpersonal communication is one of the important aspects in the relationship between the individual in the scope of their work, both between employees with the same positions and with different positions. Interpersonal communication is the communication between the people as a face-to-face that allows each participant to catch the reaction of other people directly verbal and *non-verbal* (Mulyana, 2014). An organization consists of leadership and staff or employees who help the implementation and the achievement of the purpose of the activities of the organization. In waged a cooperation activities required good interpersonal communication between the leaders and employees. Employees is an important part in supporting the success of an organization, carry out a program of work in an organization. According to Muhammad (2011) proposed that interpersonal communication is the process of the exchange of information between the person with the most other kurang seorang or usually between two people that can be directly known return it. While Bungin (2007) holds interpersonal communication is the communication between individuals and private good that happened directly or indirectly (Eka Nopera, 2014:1).

If in an organization leader or fellow employees are able to communicate with the good, then the purpose of the organization will be achieved because between the leader and his servants can mutual assisting one another. But if an organization inside the communication occurs not smoothly or communication only occurs between the direction of with his servants, there is no feedback or feedback and in the process of pencapai organizational goals will not be accomplished with effective, because the communication that occurs only in one direction (Eka Nopera, 2014:1). The City of Tangerang, Banten, successfully achieved a number of awards from the ministry to the President OF THE REPUBLIC OF INDONESIA related to the program of work and the field of public service. All achievement award that has been reached, is a form of commitment from Tangerang Municipality against the improvement of public services to the community aihan crafted achievement during the time frame of the last five years, made Tangerang City as the superior area in Banten Province.

Various achievements which was awarded the City of Tangerang in the field of government and public services such as Indonesia Award Road Safety Award (Irsa) 2013 category Metropolitan City vehicles berkeselamatan pillars from the Ministry of Transportation. The award Plaques sphere of Good Governance from the Ministry of Transportation RI Nugraha as Metropolitan City with good transportation system implementation 2013. Urban management Innovation Award (IMP) Award from the Ministry in the land of 2013. The award Best Regional Government Performance Based on National reports of the

Regional Government (LPDD) 2013. Healthy city award categories swasti saba wiwerda from the Ministry of Health of 2013. The award *Nod Government Award* (IGA) category of public services from the Ministry in the land of 2012. Rated National best in the performance of the city of regional autonomy 2012 based on the performance of the implementation of the regional government of 2011 (<http://www.antaraneews.com/berita/410498/kota-Tangerang-berhasil-raih-sejumlah-penghargaan-nasional>). The award was received by the include three categories namely as Management Staffing Best national level, the Best First National Level for the category of the implementation of the assessment of the performance and as Innovative BKD. increased staffing management in the scope of the regional government voiced through the Management Information System of Staffing Areas (SIKDA) which has a high accuracy rate and integrated with other information systems and the implementation of the implementation of the performance evaluation is done by the treasurer of the Tangerang which is considered very applicative and is based on the Government Regulation Number 46 Year 2011 about work achievement assessment of Civil Servants and toward on the implementation of the single salary according to the mandate of the Constitution of the state of civil apparatus (ASN). This is shown to have made a comparative study materials and reference by several government agencies and local government in the whole of Indonesia. In addition, pemensiunan service availability of the door so that the employees who will be entering retirement period does not need to bother doer. Stay received the decision letter and all her pension rights. The existence of the unit of competency assessment or assessing center in the assessment of the competence of which supported the existence of six (6) assessor candidates. The existence of innovation through some applications built for service faster and easier staffing (<https://Tangerang online.id/2016/05/27/kota-Tangerang-raih-tiga-penghargaan-bkn-award-2016/>).

With the existence of the award on the management of staffing and researchers are interested to examine the interpersonal communication guidance that is on the division of the Government PR Pemkot Tangerang. so that the formulation of the research problem this research is: "How big the influence of interpersonal communication leadership to motivate employee government pr didevisi Tangerang city?" this research using quantitative methodology with a population of 14 people thus sampling techniques in this research using non-probability techniques using sampling saturated samples or the census means that all employees in take as respondents in this research. The Variables X in this research namely interpersonal communication leadership while the variables Y namely motivation and performance of employees related to the research object penelitian done as a reference to Comparison of the analysis in this research results. The research carried out among others. The research done by Felicia Setyono 2013 in E-Journal Communication Communication Science Study Program Petra Christian University, Surabaya with the title of the influence of the quality of Interpersonal Communication Cell Group Leaders against the commitment of the organization the members of the group of cells in Yunnan Satellite Church of the Rose of Sharon Surabaya. This research done in groups of cells in Yunnan Satellite Church of the Rose of Sharon Surabaya this research carried out using survey methods. Furthermore the data obtained were collated, discussions took place and analyzed with descriptive statistics in the form of frequency table. Data analysis techniques used is the technique of quantitative analysis using correlation analysis and linear regression analysis simple. This research findings indicate that there is the influence of interpersonal communication quality between the leaders of the group of cells and the commitment of the organization members of the group of cells. This influence is clockwise, it means that when the quality of interpersonal communication improved, then the commitment of member organizations groups of cells in Yunnan Satellite Church of the Rose of Sharon has also improved, vice versa. further research done by Marjianto 2015 in the Journal online Widya" Volume 6. Number 1. Mei 2015, with the title of the influence of Interpersonal Communication on the performance of the servants of the High School in Buddhism the land (Stabn) Raden Wijaya Wonogiri Central Java. This research this research aims to find out the influence of Interpersonal Communication on the performance of the servants of the High School in Buddhism the land (STABN) Raden Wijaya Wonogiri Central Java. The population of 58 people decided to all made respondents. The data collected through questionnaires directly answered by respondents, then analyzed statistically with simple regression analysis techniques. Multiple regression analysis results showed that: (1) the influence of interpersonal communication (x_1) on the performance of the officer (y) produce numbers t observation of $14,925 > 1,672$ (t table). Because t count ($14,925$) $>$ t table ($1,672$), then H_0 rejected, means significant regression coefficient, means t count greater than t table. Because t count greater than t table then interpersonal communication has an impact on the performance of civil servants. Its decision to reject the zero Hypothesis and accept the alternative hypothesis. This means that the value of interpersonal communication regression coefficient (X) differs with zero. The conclusion that interpersonal communication affect the performance of the employees of 79.9%. This interpersonal communication variable has a strong influence on the performance of the employees. This can be understood because interpersonal communication in an organization based on the characteristics of the employees who is different from the background (education or social) affect the performance of the individual and the impact on the quality of the performance.

INTERPERSONAL COMMUNICATION LEADER

Mulyana (2008: 81) defines that, interpersonal communication is the communication between the people as a face-to-face that allows each participant to catch the reaction of other people directly either through verbal and nonverbal while according to R. Wayne Pace in Hafiaed Cangara (2007) in quotation marks in the Retno Iswati (2015: 21) explained that: "*Interpersonal communication is communication involving two or more in a detachable face to faxy setup*". Advancing communication feedback directly, so that those who send a message or information can be more quickly and directly know whether a message is intended can be clearly understood by those who receive the message. And when not understand can immediately accentuate or repeat back to the message disampakan really can be understood clearly. From the understanding can be deduced that interpersonal communication is the process of sending and receiving messages between two or more people that comes with the effect or feedback. Interpersonal communication can be said as the most effective communication for quick feedback given and if the communication took place with a face-to-face can view the *feedback* form of communication non verbal.

Devito (2011: 286-290) said that the effectiveness of interpersonal communication begins with five common quality that considered namely openness (*openness*), the empathy (*empathy*), attitudes support (*supportiveness*), positive attitude (*positiveness*), and equality (*equality dan*)

Employee Performance motivation

Chung and Meggison as quoted Fahmi (2013: 107) stated that "Motivation is defined as/goal-directed behavior. It asked that UK the level of effort one exerts in pursuing a goal ... it's closely performance". So the motivation to formulated as behavior aimed at the target. The motivation related to the level of the efforts made by a person in the pursuit of a particular purpose. The motivation itself has a close relationship with the customer satisfaction and the performance of the work. On the other hand according to Stokes as quoted Kadarisman (2012: 278) holds that, "work motivation is the impetus for a person to do his work with better, is also a factor that makes the difference between success and failure in many things and is the emotional energy that is very important for a new work". The theory of hierarchical needs based on that man is being unlimited desire and the motivation is the customer satisfaction that has not been met and the needs of others that institute. The hierarchy of human need according to Maslow in Siagian (2012: 146) is as follows: physiological needs (*physiological needs*), needs a sense of secure (*safety needs*), the needs of the *social needs*), the needs of the award (*esteem needs*), aktualitas needs themselves (*self actualization needs*). The concept of the motivation of the various literature often stressed on the stimuli that appear from a person from both in himself (intrinsic motivation), as well as from outside himself (motivation extrinsic components). According to Amabile (1994: 950), elements of intrinsic motivation among others: (1) *self-determination*, (2) *Task involvement*, (3) *Competence*, (4) *Curiosity*, (5) *Interest*. These factors included in the motivation and extrinsic components according to Manullang (2001) is : (1) Salary (2) Policy (3) working relationship (4) working environment (5) supervise (Fachrian, 2015: 3-4).

Analysis of THE RESULTS

Based on the results of the calculation is shown on the output result calculation SPSS.22 then get simple regression results from the influence of the variables X namely interpersonal communication leader against the variables Y namely motivation employees performance so it can be concluded based on the Model Table Summary correlation values or relationships (R) amounting 0,774. From the output obtained koefesien determination (R Square) of 0,599, which contains the sense that the influence of the free variable (communication interpersonal leadership) against the influence of employees performance motivation bound in the PR division of City Government Tengerang is 5.99%. While from the table Coofesien in can the value of the constant (a) of 4,645. While the value of interpersonal communication (b/koefesien) of 0,228 regression so that similarities regresinya can be written: $Y = a + bX$ $Y = 0,228 + 4,645X$ means (1) Planck of 4,645, meaning that the value of consistent motivation variable performance of 4,645 employees. (2) Koofesien variable regression X of 0,228 states each adding 1 percent the value of interpersonal communication leader, then the value of performance motivation to rise by 0,228 employees. Regression Koefesien is positive, so that it can be said that the direction of the influence of the variables X against Y variable is positive. (1) based on the value of the significance : from 4.28 coefficients table above obtained the value of the significance of $001 < 0,005$, so that it can be concluded that the variables X (communication interpersonal leadership) affect the Y variable is the motivation the performance of employees in the PUBLIC RELATIONS City Government Tengerang. (2) based on the value of the count of 4,232 $t > t-2.148$ table so that it can be so that it can be concluded that the variables X (interpersonal communication) influential leaders of 4,232 or 42,32% against the variables Y namely motivation employees performance in HUMAS City Government Tengerang while 57,68% influenced by other factors that are not examined in this research.

The influence of the variables X (interpersonal communication) influential leaders of against the Y variable is the motivation the performance of employees in the PUBLIC RELATIONS City Government Tengerang can be interpreted that the influence of interpersonal communication direction of motivation employees performance effect on the level of correlation between strong enough or the influence of strong enough this is based on the value of the drag coefficient Kontingensi Interpretation Table in Chapter III where value 0,401-0,600 Located on the assessment of the correlation between strong enough. This can also explained that communication interpersonal relationships that is done by the management because of the leadership and employees who know each other means that each party knows well about the pain of zigzags live other parties, mind and knowledge, his feelings and respond to the behavior between the leaders and employees.

The results of this research also supports the results of previous research conducted by 1. The research done by Reindy Gustyawan, Yuliani Rachma Putri, Early Salmiyah Fithrah Ali in their journal entitled the influence of interpersonal communication on the performance of the employees in the division of the Corporate Secretary PT Dirgantara Indonesia (Persero). The results of the research finds that interpersonal communication has a significant impact on the performance of the employees in the division of the Corporate Secretary PT Dirgantara Indonesia (Persero) of 47,2%, while the remaining 52.8 percent influenced by other factors that are not examined in this research.

Conclusion

Based on the process of the research carried out so it can be deduced from the pre-research, do research until the end of the research and research haisl found can be summarized as follows:

1. Based on the results of the frequency distribution of each indicator -each variable the variable X interpersonal communication and leadership indicator frequency distribution of the variables Y is used in this research in this research.
2. For the sequence of the value of the indicator from the highest to the lowest indicator value is obtained from the average value per-indicator of a variable X interpersonal communication is leadership tertinggi indicator is skor empathy indicator of 18,93%, skor supports indicator of 15,79%, skor positive attitude of 11,57 and lowest skor is ckor openness indicator of 11,07.
3. For the sequence of the value of the indicator from the highest to the lowest indicator value is obtained from the average value per-indicator of the variables Y namely motivation employees performance is skor tertinggi indicator is intrinsic motivation indicator of 18,86% and skor motivation indicator extrinsic components of 3,64%

4. Based on the results of the research and the hypothesis H0 that there is no scale relationship between interpersonal communication variable direction of interpersonal communication officer in decline and the hypothesis H1 accepted that there is a massive relationship between the variables Y there is a massive relationship between interpersonal communication variable direction of interpersonal communication officer

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