

## THE INFLUENCE OF INTERPERSONAL COMMUNICATION AND TEAMWORK ON EMPLOYEE PERFORMANCE IN THE FOOD SECURITY SERVICE DELI SERDANG REGENCY

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### Abstract

The formulation of the problem in this study is what is the effect of Interpersonal Communication on employee performance. What is the effect of Teamwork on employee performance. What is the effect of Interpersonal Communication and Teamwork on Employee Performance. This study aims to determine and analyze the Effect of Interpersonal Communication and Teamwork on Employee Performance at the Food Security Service of Deli Serdang Regency. This research was conducted at the Food Security Service of Deli Serdang Regency located in the Deli Serdang Government Area, Lubuk Pakam District. The objects in this study are Interpersonal Communication as variable X1 and Teamwork as variable X2 on Employee Performance as variable Y. The research time was conducted from November 2024 to April 2025. The population and sample in the study amounted to 50 employees. Data collection techniques are questionnaires (questionnaires), interviews, document studies and literature studies. Data are processed using SPSS version 27. Data analysis in this study uses data quality tests, classical assumption tests, multiple linear regression tests, and hypothesis tests. Based on the results of the study, it can be concluded that Interpersonal Communication has a positive and significant effect on employee performance. Teamwork has a positive and significant impact on employee performance. Interpersonal communication and teamwork have a positive and significant impact on employee performance.

**Keywords:** *Interpersonal Communication, Teamwork, Employee Performance*

### INTRODUCTION

Human resources are the potential and capacity possessed by employees in carrying out various tasks within an agency. Human resources are very important for an agency because they are the main factor that determines whether an agency can function effectively and efficiently to achieve its vision and mission. Employee performance can be measured by the quality and quantity of work achieved in accordance with the responsibilities given in an agency. Employees who have good performance demonstrate a high level of professionalism, which is very important in improving the quality of service and building a bureaucratic system that is responsive, innovative, and able to adapt to the needs of the community. In the context of government agencies, employee performance greatly influences public service, which in turn will increase public satisfaction and strengthen public trust in the agency.

Various factors influence employee performance, including motivation, the work environment, interpersonal communication, and teamwork. Work motivation plays a crucial role in encouraging employees to work enthusiastically, ultimately improving the quality and productivity of their work. Furthermore, good interpersonal communication between employees is key to creating clear understanding, reducing misunderstandings, and increasing job satisfaction and performance. Open and transparent communication can strengthen relationships between employees and build a sense of fairness, potentially improving both individual and team performance. Teamwork also plays a crucial role in improving employee performance. In an agency, effective teamwork can expedite task completion and increase productivity. Conversely, a lack of teamwork can lead to problems such as internal conflict, unclear tasks, and decreased motivation, all of which can negatively impact overall performance.

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Various previous studies have also shown that interpersonal communication and teamwork have a significant positive influence on employee performance. Research by Kristison Tobeoto et al. (2022) and Marisi Butarbutar et al. (2021) shows that good interpersonal communication can improve employee performance. Furthermore, research conducted by Fatahuddin et al. (2024) and at PT. Lion Superindo (2021) also revealed that good teamwork contributes positively to improved employee performance. Through observations of the Food Security Agency of Deli Serdang Regency, located in the Deli Serdang Government area, there is an expectation that employees will continue to develop their abilities and skills. Good cooperation between employees, leaders, and related parties is also expected to support the achievement of organizational goals effectively. By considering the importance of factors that influence this performance, this study aims to analyze the influence of interpersonal communication and teamwork on employee performance in government agencies, specifically at the Food Security Agency of Deli Serdang Regency. It is hoped that this study can provide insights to improve employee performance, as well as create a more productive and efficient work environment.

## THEORITICAL REVIEW

Employee performance is the result of an employee's work according to the criteria set by the organization in carrying out the responsibilities assigned to them. According to Fahmi (2017:188), performance is a process that refers to and is measured over a certain period of time based on previously established provisions or agreements. Interpersonal communication is a form of human communication that is typically transactional, based on mutual influence (feedback), and aimed at managing relationships between people. According to Suwatno (2023:2), interpersonal communication is a unique and transactional form of human communication, in which there is reciprocal influence between individuals. The purpose of this communication is to manage relationships with one another, usually involving direct or planned relationships. Teamwork is a group of two or more people with expertise who collaborate to achieve a common goal. According to Wahjono et al. (2020: 216), teamwork is a group that strives for individuals to achieve greater performance than the sum of their individual inputs.

## RESEARCH METHODOLOGY

This research was conducted at the Food Security Service of Deli Serdang Regency located in the Deli Serdang Government Area, Jl. Mahoni No. 2, Tj. Garbus Satu, Lubuk Pakam District, Deli Serdang Regency, North Sumatra 20551. The objects in this research are Interpersonal Communication as variable X1 and Teamwork as variable X2 on Employee Performance as variable Y.

## DATA ANALYSIS TECHNIQUES

### Partial Test (t-Test)

According to Ghozali (2021:148), the purpose of the t-test is to evaluate the extent to which an individual independent variable influences the variation in the dependent variable. The test format is as follows:

If  $t_{\text{count}} > t_{\text{table}}$ , then  $H_0$  is rejected and  $H_1$  is accepted.

If  $t_{\text{count}} < t_{\text{table}}$ , then  $H_0$  is accepted and  $H_1$  is rejected.

### Simultaneous Test (F Test)

According to Ghozali (2021:148), the purpose of the F-test is to determine whether the regression model used can identify the influence of the independent variable on the dependent variable. The hypothesis of an influence between the independent and dependent variables can be determined using the F-test.

If  $F_{\text{count}} > F_{\text{table}}$  then  $H_0$  is rejected and  $H_1$  is accepted.

If  $F_{\text{count}} < F_{\text{table}}$  then  $H_0$  is accepted and  $H_1$  is rejected.

### Coefficient of Determination Test ( $R^2$ )

According to Sugiyono (2019:257), the coefficient of determination is used to determine whether or not there is an influence between the independent variable and the dependent variable.

## RESULTS AND DISCUSSION

In this study, the population was 29 ASN employees and 21 non-ASN employees, so the total population was 50 people.

## DATA NORMALITY TEST RESULTS

The normality test is performed to determine whether the residual values are normally distributed. A good regression model usually has a normally distributed residual value. A good regression model has a normal distribution or close to normal values. To test whether the data is normally distributed or not, one method uses the normal probability plot method which is used to conclude whether the analysis model meets the normality assumption. With the distribution of data around the diagonal line and following the direction of the diagonal line, the data meets the normality assumption in the analysis model, as can be seen in the following figure:

Figure 5.1

One-Sample Kolmogorov-Smirnov Test			
Unstandardized Residual			
N			50
Normal Parameters <sup>a,b</sup>	Mean		.0000000
	Standard Deviation		1.9074696
Most Extreme Differences	Absolute		.121
	Positive		.121
	Negative		-.109
Test Statistics			.121
Asymp. Sig. (2-tailed) <sup>c</sup>			.066
Monte Carlo Sig. (2-tailed) <sup>d</sup>	Sig.		.063
	99% Confidence Interval	Lower Bound	.057
		Upper Bound	.070

Source: Data processed by researchers, 2025

## MULTICOLLINEARITY TEST

Multicollinearity testing is performed to determine whether a regression model is determined by the presence of correlation between independent variables. A good regression model should not have correlation between independent variables, as a high correlation between the independent variables and the dependent variable will be disrupted. Multicollinearity testing is performed by examining the VIF between independent variables. A VIF value less than 10 indicates no multicollinearity. Conversely, a regression model is said to exhibit multicollinearity if the VIF value between independent variables is greater than 10.

Table 5.10  
Multicollinearity Test

Variables	Collinearity statistics	
	Tolerance	VIF
Interpersonal Communication	0.772	1,295
Teamwork	0.772	1,295

Source: Data processed by researchers, 2025

Based on table 5.10, it can be seen that the VIF value of the Interpersonal Communication variable (X1) and the Teamwork variable (X2) is  $1.295 < 10$  and the Tolerance value is  $0.772 > 0.1$ , so it can be concluded that there is no multicollinearity.

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## Multiple Linear Regression Analysis

Multiple Linear Regression Analysis: The data analysis in this study used multiple linear regression analysis. Multiple linear regression analysis was applied to examine the influence of independent variables on the dependent variable. The table below shows the results of the SPSS analysis:

### t-Test Results

Partial tests are conducted to determine the partial influence between independent variables on the following dependent variables:

**Table 5.11**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,884	2,169		.869	.389
	Communication Interpersonal	.227	.105	.261	2.155	.036
	Cooperation Team	.588	.137	.519	4,282	.000

Source: Data processed by researchers, 2025

Based on the table above, the regression equation is analyzed for the influence of interpersonal communication and teamwork on employee performance, namely:

$$Y = a + \beta_1 x_1 + \beta_2 x_2$$

$$Y = -1.296 + 0.452X_1 + 0.461X_2$$

From the results of multiple linear regression it can be concluded:

- Constant (a) = 1.884 shows the constant value where if all independent variables have a value of zero (0), then employee performance is 1.884.
- The regression coefficient of Interpersonal Communication (X1) is 0.227, meaning that if Interpersonal Communication is increased by one unit, then employee performance will also increase by 0.227.
- The regression coefficient for Teamwork (X2) is 0.588, meaning that if Teamwork is increased by one unit, employee performance will also increase by 0.588.

### f Test Results

This test is used to analyze how independent variables simultaneously influence dependent variables. The results of the regression test in this study using SPSS version 25 are as follows:

**Table 5.14. Results of the f-test**

ANOVA						
Model	Sum of Squares	Df	Mean Square	F	Sig.	
1	Regression	156,196	2	78,098	20,589	.000b
	Residual	178,284	47	3,793		
	Total	334,480	49			

- Dependent Variable: Total.K
- Predictors: (Constant), Total.KT, Total

Source: Data processed by researchers, 2025

Based on the SPSS "Anova" output table above, it is known that  $F_{count} > F_{table}$  ( $7,552 > 3.1951$ ) and a significance value of  $0.00 < 0.05$ , so  $H_0$  is rejected and  $H_1$  is accepted. This means that the variables Interpersonal Communication and Teamwork have a positive and significant effect on Employee Performance.

### Determinant Coefficient Test (R<sup>2</sup>)

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.683a	.467	.444	1.94763

a. Predictors: (Constant), Total.KT, Total

b. Dependent Variable: Total.K

Source: Data processed by researchers, 2025

Based on the SPSS “Model Summary” output table above, the SPSS “Model Summary” above obtained the Rsquare (R<sup>2</sup>) value of 0.467. This value means that the influence of the Interpersonal Communication and Teamwork variables in the Deli Serdang Regency Food Security Service is 46.7%, while the remaining 53.3% (100% - 46.7%) is influenced by other factors not examined in this study. In other words, the Interpersonal Communication variable in the Deli Serdang Regency Food Security Service can be explained by the Teamwork variable on Employee Performance by 46.7%, while the remaining 53.3% is caused by variables outside this study.

### CONCLUSION

Based on the analysis of the previous sub-data and the results of the hypothesis in the previous sub-data, the following conclusions can be drawn:

1. The Interpersonal Communication variable has a positive and significant effect on Employee Performance at the Food Security Service of Deli Serdang Regency.
2. The Teamwork variable has a positive and significant effect on Employee Performance at the Food Security Service of Deli Serdang Regency.
3. The variables of Interpersonal Communication and Teamwork have a positive and significant effect on Employee Performance at the Food Security Service of Deli Serdang Regency.

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