

The Influence of Communication, Teamwork, and Leadership on Employee Performance at PT Syncore Indonesia

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ABSTRACT (9 pt)

General Background: Effective communication, teamwork, and leadership are pivotal elements influencing employee performance in contemporary organizations. **Specific Background:** However, there is limited empirical evidence on the distinct and combined impacts of these factors in specific organizational contexts. **Knowledge Gap:** The literature lacks focused studies on how these variables interact to affect employee performance, particularly in Indonesian companies. **Aims:** This study aims to examine the effect of communication, teamwork, and leadership on employee performance at PT Syncore Indonesia using a quantitative approach. **Results:** Utilizing SPSS for data analysis, the study found that communication, teamwork, and leadership are positively and significantly correlated with employee performance. Specifically, effective communication enhances task clarity and reduces misunderstandings, improving performance. Good teamwork fosters efficiency and innovation, while supportive leadership boosts motivation and commitment. **Novelty:** The research contributes novel insights by demonstrating the individual and interactive effects of these variables in a specific organizational setting, thereby filling a gap in the existing literature. **Implications:** The findings underscore the importance for PT Syncore Indonesia to continuously develop communication strategies, foster teamwork, and implement supportive leadership practices to enhance overall employee performance. This study provides practical implications for management to formulate strategies and policies aimed at improving productivity and organizational effectiveness.

INTRODUCTION

In the era of turbulent globalization and intensifying business competition, PT Syncore Indonesia, a growing information technology company, understands that achieving optimal and superior performance requires serious efforts in developing key aspects within the organization (Mia & Sigit, 2020). A focus on effective communication

among employees to facilitate the exchange of ideas and information, as well as promoting strong and synergistic teamwork, is key to the company's success. In addition, strong and visionary leadership is the foundation that guides companies towards achieving their goals. With these aspects in mind, PT Syncore Indonesia is poised to win the global competition and maintain sustainable growth in an increasingly dynamic market (Ramdhan, 2023).

PT. Syncore Indonesia also understands the importance of investing in human resource development, by providing training and continuing education to employees (Putri, & Ratnasari, 2019). This not only improves their skills and knowledge, but also fosters a sense of loyalty towards the company. Skilled and knowledgeable employees are valuable assets in achieving long-term success. Through this combination of efforts, PT Syncore Indonesia is preparing to face the challenges of globalization and strengthen its position in the ever-changing and evolving information technology industry.

Low levels of teamwork are also a significant problem at PT Syncore Indonesia. Teams that cannot work synergistically often have difficulty completing complex projects or meeting set deadlines. This can be due to a lack of trust between team members, a lack of open communication, or unresolved conflicts.

Another factor that impacts employee performance at PT Syncore Indonesia is poor leadership. Managers or leaders who are unable to inspire or provide clear direction to their team are likely to lead to low morale and motivation. Lack of support and coaching from management can also make employees feel unappreciated, which in turn can have a negative impact on productivity and the quality of work produced.

The researchers in these studies identified several important gaps. First, the 2019 study on the effect of communication, teamwork, and organizational commitment on employee performance at PT Seroja Lukindo Lestari Surabaya was limited to one company and an ancient research time. Second, the 2021 study on leadership, teamwork, and employee engagement at PT Attaraya Jaya Perkasa Madiun did not consider external variables that affect performance. Third, the 2021 study at PT Herfinta Farm and Plantation only centered on the agriculture industry, while the 2021 study at PT Telkom Indonesia lacked in cross-industry comparisons. Lastly, the 2023 study on transformational leadership and work communication at PT FCC Indonesia is still limited in the literature supporting their findings. Further research is needed to fill these gaps and deepen the understanding of the factors that influence employee performance

RESEARCH METHOD

This research is a type of quantitative research, which can be explained as a process used to gain knowledge by utilizing data in the form of numbers as a tool to analyze information related to the research subject (Kasiram, 2018). Data analysis using SPSS version 25.00, carried out by multiple regression methods. Data collection in this study was carried out by distributing questionnaires or questionnaires. A questionnaire is a number of written questions used to obtain information from respondents, in this case,

reports on personal or other matters. "Questionnaire is a data collection technique that is done by giving a set of questions or statements that will be given to respondents to answer."

1. Population and Sample

Population refers to the totality of individuals, events, or entities of the research focus to be explored. This research refers to a set of individuals, events, or elements that are the subject of the researcher's interest with the aim of formulating conclusions. The sample refers to a small part of all the elements and attributes contained in the population that is the object of research (Sugiyono, 2018). The population in this study is from employees at PT Syncore Indonesia. The number of samples used in this study amounted to 66 people, where the entire population was used as a research sample using the saturated sample method.

2. Definisi Operasional dan Pengukuran Variabel

Tabel 1. Definisi Operasional dan Pengukuran Variabel

Variable	Operational Definition	scale	Indicator
Communication	Communication is the process of exchanging information, ideas, or messages between individuals or groups using various media or methods. The purpose of communication can vary, including to share information, convey ideas, influence, entertain, or build relationships between individuals (Kurnia, 2023).	Internal scale	<ol style="list-style-type: none"> 1. Message delivery 2. Clarity of message meaning 3. Message compatibility with communication objectives 4. Responsiveness of communicants 5. Satisfaction of communicator and communicant
Teamwork	states that Teamwork is a group of individuals who strive to produce higher performance than the sum of their individual inputs. teamwork is an activity carried out in groups to	Internal scale	<ol style="list-style-type: none"> 1. Express an opinion 2. Appreciate input 3. Providing encouragement 4. Building

	determine goals in the organization together in an effort to realize more effective and efficient work (N. Phina, 2018).		group spirit
Leadership	leadership is an activity of influencing other people so that these people want to work together (collaborate and collaborate their potential) to achieve predetermined goals. (Andayani & Tirtayasa, 2019)	Internal scale	<ol style="list-style-type: none"> 1. Be fair 2. Giving advice Supporting the goal 3. Catalyst 4. Creates a sense of security 5. As a representative of the organization 6. Source of inspiration 7. Appreciative
employee performance	According to defining that employee performance is "about doing work the results achieved from the work and about what is done and how to do it (Bahasoan, & Abubakar, 2023).	Internal scale	<ol style="list-style-type: none"> 1. Number of results achieved 2. Quality of work achieved 3. Employee initiative 4. Time utilization

RESULTS AND DISCUSSION

Discussion

1. Validity Test

The validity test according to Sugiyono (2017) is to compare r count and r table with degree of freedom (df) = n - 2, where n is the total respondents. The number of respondents in this study were 66 and the value of the degree of freedom (df) was 64 with a significance of 0.05 or 5%, so the r table value was obtained as 0.242.

Table 2. Validity Testing Results

Variable	Item statement	R count	R table	Description
Communication (X1)	X1.1	0,875	0.242	Valid
	X1.2	0,875	0.242	Valid
	X1.3	0,890	0.242	Valid
	X1.4	0,878	0.242	Valid
	X1.5	0,846	0.242	Valid
Teamwork (X2)	X2.1	0,777	0.242	Valid
	X2.2	0,734	0.242	Valid
	X2.3	0,776	0.242	Valid
	X2.4	0,444	0.242	Valid
Leadership (X3)	X3.1	0,265	0.242	Valid
	X3.2	0,420	0.242	Valid
	X3.3	0,285	0.242	Valid
	X3.4	0,545	0.242	Valid
	X3.5	0,526	0.242	Valid
	X3.6	0,285	0.242	Valid
	X3.7	0,724	0.242	Valid
	X3.8	0,517	0.242	Valid
Employee Performance (Y)	Y1.1	0,771	0.242	Valid
	Y1.2	0,754	0.242	Valid
	Y1.3	0,621	0.242	Valid
	Y1.4	0,663	0.242	Valid

Source: Primary data processed by SPSS 25.00

The results of obtaining r count of all items are declared valid because all variable statement items have a greater value or $r \text{ count} > r \text{ table}$, therefore all indicators are suitable for use in this study.

2. Reliability Test

According to Sugiyono (2017) The reliability test is the extent to which the measurement results use the same object and will produce the same data.

- 1) If Cronbach Alpha (α) > 0.60 (significance level) then it is declared reliable.
- 2) If Cronbach Alpha (α) < 0.60 (significance level) then it is declared unreliable.

Table 3. Reliability Test Results

Variable	Cronbach alpa	Criteria	Description
Communication (X1)	0,921	0,600	Reliabel
Teamwork (X2)	0,627	0,600	Reliabel
Leadership (X3)	0,721	0,600	Reliabel
Employee			

Performance (Y) 0,739 0,600 Reliabel

Source: Primary data processed by SPSS 25.00

The reliability test results state that all independent and dependent variables are worth Cronbach Alpha > 0.60. It can be concluded that all variables have acceptable reliability. The higher the reliability value, the more reliable the research instrument is. Each question item used is able to obtain a consistent answer, meaning that if the given question item is submitted again to the respondent, it will get relatively the same answer.

3. Multiple Linear Regression Analysis

Regression model to determine the relationship between communication, teamwork, and leadership variables on employee performance.

Table 4. Multiple Linear Regression Analysis Results

Model	Unstandardized		Standardized	T	Sig
	B	Std. Error	Beta		
1 (Constant)	4.808	1.390		3.458	.001
X1	.221	.040	.404	5.515	.000
X2	.254	.028	.542	4.521	.001
X3	.264	.027	.726	9.846	.000

Source: Primary data processed by SPSS 25.00

The regression results summarized in the table can be made the following regression equation:

$$Y = a + b_1 x_1 + b_2 x_2 + b_3 x_3 + e_1$$

$$Y = 4.808 + 0.221 X_1 + 0.254 X_2 + 0.264 X_3 + 1.390$$

The equation can be translated into the following analysis:

- a. Constant value (a) = 4,808

This value indicates that when the communication, teamwork, and leadership variables are equal to 0, the amount of employee performance is constant at 4,808 units and this value is the influence of other variables that are not included in the regression model.

- b. The regression coefficient value of communication (X1) = 0.221
The data analysis shows that the regression coefficient value for the communication variable is 0.221. This value can be interpreted that if all items or indicators of the communication variable increase by 1 unit, it will have a positive influence in the form of an increase in employee performance by 0.221. this assumes that the other variables in the study are zero.
- c. Regression coefficient value of teamwork (X2) = 0.254
The analysis results show that the regression coefficient value for the teamwork variable is 0.254. This value can be interpreted that if all items or indicators of the teamwork variable increase by 1 unit, it will have a positive influence in the form of an increase in employee performance by 0.254. With a note that other variables in the study are assumed to be zero.
- d. The regression coefficient value of the leadership variable (X3) = 0.264
The results of this analysis show that the regression coefficient value for the leadership variable is 0.264. This value can be interpreted that if all items or indicators of the leadership variable increase by 1 unit, it will have a positive influence in the form of an increase in employee performance by 0.264. With a note that other variables in the study are assumed to be zero.

4. Coefficient of Determination (R²)

The coefficient of determination according to Sugiyono (2018) is an analysis used to measure the extent to which the model's ability to explain variations in the dependent variable (Y) and the coefficient of determination is 0-1. A small coefficient of determination (R²) value means that the ability of the independent variable to explain a variation in the dependent variable is very limited.

Table 5. Coefficient of Determination (R²)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.819 ^a	.670	.654	1.04089

Source: Primary data processed by SPSS 25.00

Based on the R Square value of 0.670. This value is the percentage of the contribution of the independent variable to the dependent variable. The value of R Square when converted in percent form is 67%. This percentage explains that the variables of communication, teamwork, and leadership are able to influence the employee performance variable by 51% and the rest is influenced by other variables outside the study, which is 49%, so there is still a chance that variables outside the study will affect employee performance. This means that the coefficient of determination of this one

model is in another high category, so that communication, teamwork, and leadership are able to clearly explain variations in employee performance.

5. Test t (Partial Test)

If $t_{count} > t_{table}$ with a significance value < 0.05 , it is stated that it has a significant effect, and if $t_{count} < t_{table}$ with a significance value > 0.05 , it is stated that it has no significant effect. Based on the data from the total number of each respondent's response to the questionnaire which was then processed with SPSS 25.00, the t test results were found as follows:

Table 6. T Test Results

Model	Unstandardized		Standardized		T	Sig
	B	Std. Error	Beta			
1 (Constant)	4.808	1.390			3.458	.001
X1	.221	.040	.404		5.515	.000
X2	.254	.028	.542		4.521	.001
X3	.264	.027	.726		9.846	.000

Source: Primary data processed by SPSS 25.00

Based on the t value of 5,515 ($5,515 > 1,998$) and a significant value ($0.000 < 0.05$) so that H_0 is rejected and H_a is accepted, the conclusion is that communication on employee performance is significant. Based on the t value of 4,521 ($4,521 > 1,998$) and a significant value ($0.000 < 0.05$) so that H_0 is rejected and H_a is accepted, the conclusion is that teamwork on employee performance is significant. Based on the t value of 9,846 ($9,846 < 1,990$) and a significant value ($0.000 < 0.05$) so that H_0 is rejected and H_a is accepted, the conclusion is that leadership on employee performance is significant.

6. Test F

Based on the F test coefficient obtained of 26.565. The value of f table with a significant level or $\alpha = 0.05$ and $df = (4-1); (66-4) = 3;62$ is 2.520. The calculation shows that the significant value of $0.000 < 0.05$ and the value of f count $42,040 > f_{table} 2,520$ thus it can be concluded that H_0 is rejected and H_a is accepted. This means that the independent variables, namely communication, teamwork, and leadership simultaneously have a significant effect on the dependent variable, namely employee performance.

CONCLUSION

Fundamental Finding: This study concludes that support from colleagues, leadership style, and communication positively and significantly impact productivity at MPM Motor Ponorogo Dealer. These factors collectively enhance employee performance, demonstrating the importance of fostering a supportive work environment, effective leadership, and clear communication channels. **Implication:** For MPM Motor Ponorogo Dealer, the findings suggest that improving colleague support, leadership practices, and communication strategies can lead to enhanced productivity. This insight should guide future management practices and employee development programs, emphasizing the need for a cohesive work culture and skillful leadership. **Limitation:** The study's limitations include the absence of direct supervision during questionnaire completion, which may have led to misunderstandings among respondents. Additionally, the research focused solely on colleague support, leadership style, and communication, overlooking other potential productivity influences. **Further Research:** Future studies should explore additional variables such as work motivation and employee competencies to provide a more comprehensive understanding of productivity determinants. Including diverse factors could offer deeper insights into how various elements collectively affect organizational productivity.

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