THE EFFECT OF INTERNAL COMMUNICATION, QUALITY OF WORK LIFE, AND WORKLOAD ON THE PERFORMANCE OF PT BAHTERA TUAIAN GLOBAL EMPLOYEES

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Abstract
The presence of human resources in the company is the driving force behind the company's operations; this factor also influences the quality of the company being built. Generally, companies monitor employee performance, such as organizational communication, quality of work life, and workload. This study aims to identify the impact of internal communication, quality of work life, and workload on the performance of employees at PT Bahtera Tuaian Global. The research method is quantitative and involves 101 respondents from all employees of PT Bahtera Tuaian Global, with data analyzed using SPSS software. The results show a partial influence between internal communication and the performance of employees at PT Bahtera Tuaian Global, a partial influence between the quality of work life and the performance of employees at PT Bahtera Tuaian Global, and a partial influence between workload and the performance of employees at PT Bahtera Tuaian Global. Simultaneous influence is also detected on internal communication, quality of work life, and workload on the performance of employees at PT Bahtera Tuaian Global.
Keywords: *Communication Internal, Quality Work of Life, Workload, Performance of Employees.*

Abstrak
Kehadiran sumber daya manusia di perusahaan adalah kekuatan pendorong di balik operasi perusahaan; Faktor ini juga mempengaruhi kualitas perusahaan yang dibangun. Umumnya, perusahaan memantau kinerja karyawan, seperti komunikasi organisasi, kualitas kehidupan kerja, dan beban kerja. Penelitian ini bertujuan untuk mengidentifikasi dampak komunikasi internal, kualitas kehidupan kerja, dan beban kerja terhadap kinerja karyawan di PT Bahtera Tuaian Global. Metode penelitian dilakukan secara kuantitatif dan melibatkan 101 responden dari seluruh karyawan PT Bahtera Tuaian Global, dengan data dianalisis menggunakan software SPSS. Hasil penelitian menunjukkan pengaruh parsial antara komunikasi internal dengan kinerja karyawan di PT Bahtera Tuaian Global, pengaruh parsial antara kualitas kehidupan kerja dan kinerja karyawan di PT Bahtera Tuaian Global, dan pengaruh parsial antara beban kerja dengan kinerja karyawan di PT Bahtera Tuaian Global. Pengaruh simultan juga terdeteksi pada komunikasi internal, kualitas kehidupan kerja, dan beban kerja terhadap kinerja karyawan di PT Bahtera Tuaian Global.
Kata kunci: *Komunikasi internal, kualitas kerja kehidupan, beban kerja, kinerja karyawan.*

INTRODUCTION

Human resources in the industry is a very crucial aspect because it acts as the driving force of the company and determines whether the company can achieve its goals successfully or not. Good quality human resources can increase productivity, encourage innovation, and create competitive advantage (Yuniarti, 2021). One of the main components in human resources is labor or employees, namely individuals who carry out the tasks assigned to achieve organizational goals, measured based on their performance by the position or position in the company. Companies need to pay attention to all factors that can affect employee performance because performance that does not meet company expectations can hurt company productivity and efficiency (Harahap & Tirtasya, 2020).

Communication is a basic step in understanding human nature because it involves various aspects and stages of activities. Although these stages are different from each other and can only be connected with time, the impact of communication has a very vital role in overall worker performance (Shinta & Mauli Siagian, 2020). Communication occurs through the synergy of three unique choices: the determination of information, the choice expression of that information, and the specific understanding or misunderstanding of explanations and information. Communication is a new reality, a sui generis situation, similar to life and consciousness. In this way, communication occurs when differences in explanation and information are understood (Luhman, 1992). According to (Pace, 2010), organizational communication is a process in which meaning is created through interactions that include creation, maintenance, and change in the organization. Effective internal communication plays an important role in forming a shared understanding between management and employees regarding goals, roles, and expectations in the organization. This can have a significant impact on employee motivation and level of engagement in work, ultimately affecting their performance. A good quality of work-life involves aspects such as job satisfaction, work-life balance, and support from management. Employees who feel satisfied with their jobs and have a good balance tend to be more motivated and deliver better performance.

On the other hand, excessive workload can interfere with the quality of work life and cause stress. This stress can hurt employee performance. Therefore, it is important to find the right balance between the workload carried by employees and the support and resources provided by the organization. PT Bahtera Tuaian Global Batam was established on March 1, 2013, with the leadership of Mrs. Vivi Febriani Wongso. At first, this company focused on catering services and selling bread with the method of selling around. However, over time, the Global Harvest Ark expanded by establishing bakeries and restaurants. Based on the observations made, problems related to internal communication were identified. There are situations where there is a misunderstanding in the two-way communication process between leaders and subordinates within a company or institution. In addition, another problem is the high level of work stress caused by high workload and pressure to achieve targets, being one of the main problems. Employees find it difficult to maintain a balance between work and personal life, so time with family or for recreation is limited. Lack of support from management in solving problems or dealing with changes in the work environment is also a concern. This includes a lack of recognition and constructive feedback, which can affect employee motivation and overall well-being.

Table 1. PT Bahtera Tuaian Global Employee Performance Appraisal Data for 6 Months (April-September) in 2023

No	Assessed elements	Target (%)	April	Mei	Juni	Juli	Agust	Sept
			Score	Score	Score	Score	Score	Score
1	Task area skill assignment	100	75	70	65	80	75	70
2	Honesty	100	80	75	65	70	80	65
3	Ability to accept tasks	100	70	65	70	70	65	70
4	Teamwork capabilities	100	70	65	70	65	70	75
5	Ability to work quality and quantity	100	70	70	65	70	70	80
6	Morale	100	70	65	65	75	80	70
7	Compliance with rules	100	70	65	70	65	80	70
8	Maintain corporate image	100	75	70	65	70	75	70
9	Responsibility for duties	100	75	70	70	70	80	70
10	Appearance	100	75	70	65	65	80	70
Average Total			73	68,5	67	70	75,5	71

Sumber: HRD PT.Bahtera Tuaian Global (2023)

Based on these data, it can be seen that monthly performance appraisals have a target of 100%, but there is a decrease every year. In June 2023, the average assessment reached a low score of 67 out of a target of 100%. Effective management involves careful assessment of employee workload, managing priorities, and providing support when needed. In this way, companies can ensure that employees' workloads match their capacity, which can improve employee well-being and the overall performance of the organization. In managing workloads, companies need to consider policies that support work-life balance and avoid prolonged burnout.

PT Bahtera Tuaian Global needs to improve its competitiveness, and one way to achieve this is by paying special attention to the labor aspect. Many corporations use various techniques to maintain and increase their competitiveness in the business market. Companies also realize that competitive advantage can be gained through effective human resource (HR) management. Based on the table below, the number of employees is divided into several departments.

Table 2. Data on the Number of Employees of PT Bahtera Tuaian Global

No	Department	Total
1	Staff Office	13 people
2	Marketing	9 people
3	QC	7 people
4	Driver	5 people
5	Mekanik	6 people
6	Operator Produksi	91 people
	Total	131 people

Sumber: HRD PT Bahtera Tuaian Global (2023)

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RESEARCH METHOD

This research is quantitative research with a descriptive approach that aims to describe certain objects and explain population facts in a special field. The population that is the focus of this study is employees of PT Bahtera Tuaian Global, with a total of 101 respondents. Data collection is done through Google Forms forms, which will then be analyzed using SPSS software. Data analysis includes descriptive tests, validity tests, reliability tests, multicollinearity tests, heteroskedasticity tests, determination coefficient tests, t-tests, and F tests to provide a comprehensive understanding of the factors studied.

RESULTS and DISCUSSION

Realibilitas test

Table 3. Reliability Test Results

No	Variable	Cronbach Alpha	Border	Note
1	Komunikasi Internal (X1)	0,689	0,60	Reliabel
2	Kualitas Kehidupan Kerja (X2)	0,733	0,60	Reliabel
3	Beban Kerja (X3)	0,656	0,60	Reliabel
4	Kinerja Karyawan (Y)	0,631	0,60	Reliabel

Sumber: Data Primer diolah 2023

Based on the reliability test results contained in the table above, it can be concluded that the statement related to the internal communication variable (X1) has a Cronbach Alpha value of 0.689. Meanwhile, quality of work life (X2) showed a Cronbach Alpha value of 0.733, workload (X3) had a Cronbach Alpha value of 0.656, and employee performance (Y) had a Cronbach Alpha value of 0.631. The reliability assessment criterion is that if the value of the Cronbach Alpha coefficient is > 0.60, it is considered reliable. From the above, it can be concluded that no Cronbach Alpha value is below 0.60. Therefore, it can be concluded that the questionnaire items used in this study can be considered reliable or reliable as variable measuring devices.

Classical Assumption Test

Normality Test

Table 4. Kolmogrov-Smirnov test

One-Sample Kolmogorov-Smirnov Test		
N		101
Normal Parameters[a,b]	Mean	.0000000

	Std. Deviation	1.34484830
Most Extreme Differences	Absolute	.083
	Positive	.048
	Negative	-.083
Test Statistic		.083
Asymp. Sig. (2-tailed)[c]		**.084**
a. Test distribution is Normal. b. Calculated from data. c. Lilliefors Significance Correction. d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 2000000.		

Sumber: Output SPSS 25

Referring to the above Table attached, it can be noticed that in the Kolmogorov-Smirnov column, the significance value of Asymp. Sig. (2-tailed) has a number that exceeds 0.05, which is 0.084. With this information, it can be suggested that the research data have a normal distribution. In addition, a regression model is considered to follow a normal distribution if the data plot (dots) reflecting the actual data follows a diagonal line. A graph of the normality test of the results can be found in the figure below:

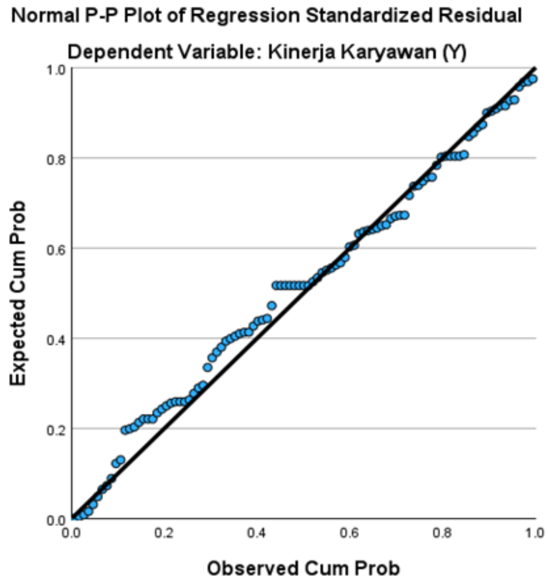

Figure 1. P-Plot Test
Sumber: Hasil Olah Data SPSS 25

Multicollinearity Test

Table 5. Multicollinearity Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	4.382	1.192		3.677	<.001		
	Komunikasi Internal	.310	.097	.353	3.214	.002	.310	3.221
	Kualitas Kehidupan Kerja	.204	.083	.280	2.451	.016	.288	3.476
	Beban Kerja	.224	.062	.275	3.605	<.001	.645	1.551

a. Dependent Variable: Kinerja Karyawan

From the data listed in Table 5 above, it can be observed that the Tolerance value for the internal communication variable (X1) is 0.310 (greater than 0.10), the Tolerance value for quality of work life (X2) is 0.288 (greater than 0.10), and the Tolerance value for the workload (X3) is 0.645 (greater than 0.10). In addition, the VIF value for the internal communication variable (X1) is 3.221 (less than 10), the VIF value for quality of work life (X2) is 3.476 (less than 10), and the VIF value for workload (X3) is 1.551 (less than 10). With this assessment, it can be concluded that there is no indication of significant multicollinearity in this regression model.

Heterokedaticity Test

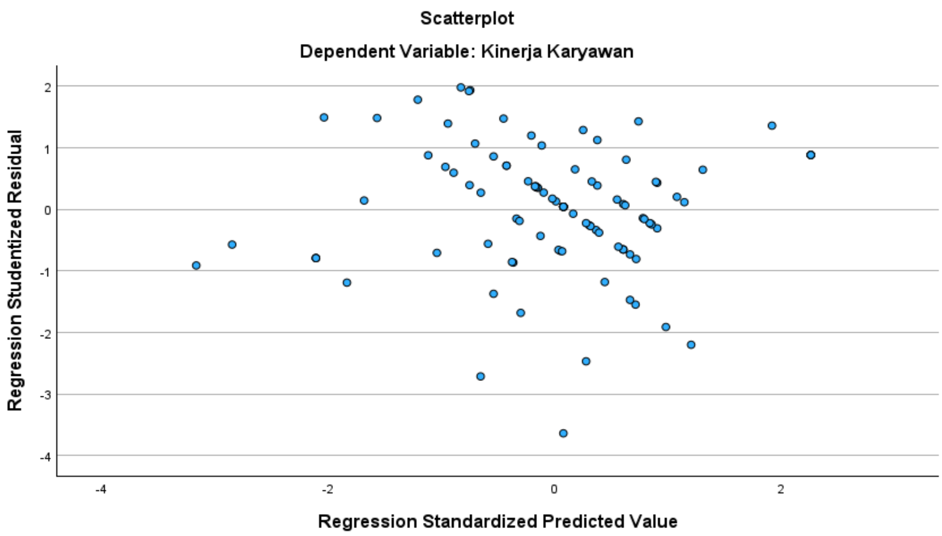

Figure 2. Scatterplot Chart
Sumber: Hasil Olah Data SPSS 25

Based on the information from Figure 2, the visible scatter plot shows that the dots on the chart do not form a clear pattern. The points are scattered randomly and evenly both above and below the number 0 on the Y-axis. Thus, it can be concluded that there is no indication of heteroscedasticity problems in the regression model. A random and even spread of points indicates that the regression model is functioning properly and satisfies the assumption of homoscedasticity.

Table 6. Heterokedaticity Test Results (Glejser Test)

Coefficients[a]						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	.309	.117		2.648	.009
	LNX1	.111	.061	.316	1.822	**.072**
	LNX2	-.133	.063	-.382	-2.122	**.036**
	LNX3	-.057	.040	-.169	-1.428	**.157**
a. Dependent Variable: AbsRes2						

Sumber: Hasil Olah Data SPSS 25

Based on the information from Table 6 above, it can be observed that the significance value for the internal communication variable (X1) is 0.072 (greater than 0.05), the significance value for the work-life quality variable (X2) is 0.36 (greater than 0.05), and the significance value for the workload variable (X3) is 0.157 (greater than 0.05). This assessment shows that the significance value for all independent variables exceeds the critical limit, which is 0.05. Therefore, it can be concluded that there is no indication of heteroscedasticity in the regression model.

Influence Test

Multiple Linear Analysis

Table 7. Multiple Linear Analysis Test Results

Coefficients[a]			
		Unstandardized Coefficients	
Model		B	Std. Error
1	(Constant)	4.382	1.192
	Komunikasi Internal	.310	.097
	Kualitas Kehidupan Kerja	.204	.083
	Beban Kerja	.224	.062

Sumber: Hasil Output SPSS 25

$$Y = 4{,}382 + 0{,}310X1 + 0{,}204X2 + 0{,}224X3 + e$$

Based on the results of the table description above, the multiple linear analysis equation can be described as follows: The constant value (α) of 4.382 in the multiple regression model shows that when all independent variables, namely internal communication (X1), quality of work life (X2), and workload (X3), have a value of zero, then employee performance at PT. The Global Harvest Ark has a value of 4,382. The internal communication variable (X1) has a beta coefficient of 0.310. This means that if there is an increase of 1 (unit) in internal communication variables, then employee performance at PT. The Global Harvest Ark will increase by 0.310, assuming that the other independent variables remain constant or unchanged. In other words, each one-unit increase in internal communication variables was positively correlated with an increase in employee performance of 0.310, according to the regression model used in this analysis. The variable quality of work life (X2) has a beta coefficient of 0.204. This means that if there is an increase of 1 (unit) in the variable quality of work life, then the performance of employees at PT. The Global Harvest Ark will increase by 0.204, assuming that the other independent variables remain constant or unchanged. In other words, each one-unit increase in the work-life quality variable was positively correlated with an increase in employee performance of 0.204, according to the regression model used in this analysis. The workload variable (X3) has a beta coefficient of 0.224. This means that if there is an increase of 1 (unit) in the workload variable, then the performance of employees at PT. The Global Harvest Ark will increase by 0.224, assuming that the other independent variables remain constant or unchanged. In other words, each one-unit increase in the workload variable was positively correlated with an increase in employee performance of 0.224, according to the regression model used in this analysis.

Coefficient of Determination Analysis

Table 8. Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.798[a]	.637	.626	1.365
a. Predictors: (Constant), Beban Kerja, Komunikasi Internal, Kualitas Kehidupan Kerja				

Sumber: Hasil Output SPSS 25

Based on the information from Table 8 above, it was found that the value of the Adjusted R Square coefficient of determination was 0.626 or 62.6%. This shows that the ability of the independent variables consisting of internal communication (X1), quality of work life (X2), and workload (X3) together affect the performance variable (Y) by 62.6%. Furthermore, the remaining

Adjusted R Square value, which is 37.4%, reflects the influence of other variables that were not included in this study.

T Test

Table 9. Partial Test Results

Coefficients[a]						
Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	4.382	1.192		3.677	<.001
	Komunikasi Internal	.310	.097	.353	3.214	.002
	Kualitas Kehidupan Kerja	.204	.083	.280	2.451	.001
	Beban Kerja	.224	.062	.275	3.605	<.001
a. Dependent Variable: Kinerja Karyawan						

Sumber: Output SPSS 25

The internal communication variable (X1) has a calculated t value greater than the table t value, which is 3.214 > 1.984, and obtains a significance value of 0.02 < 0.05. The variable quality of work life (X2) has a calculated t value greater than the table t value, which is 2.451 > 1.984, and obtains a significance value of 0.01 < 0.05. The workload variable (X3) has a calculated t value greater than the table t value, which is 3.605 > 1.984, and obtains a significance value of 0.01 < 0.05.

F test

Table 10. Simultaneous Test Results

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	317.178	3	105.726	56.703	.001[b]
	Residual	180.862	97	1.865		
	Total	498.040	100			
a. Dependent Variable: Kinerja						
b. Predictors: (Constant), Beban Kerja, Komunikasi Internal, Kualitas Kehidupan Kerja						

Sumber: Output SPSS 25

Based on Table 10 above, the calculated F value obtained is 56.703. To determine the F value of the table, use the formulas df1=k-1 or 3-1=2, and df2=n-k or 101-3=98. Thus, the F value of the table can be seen in the probability distribution of 5% (0.05), with df numerator in column 2 and df denominator in column 98. As a result, the F value of the table is 3.94. In this context, since the calculated F value (56.703) is greater than the table F value (3.94), and the significance value of 0.01 is less than 0.005, it can be concluded that the independent variables together or simultaneously have a significant effect on the dependent variable (Employee Performance).

CONCLUSION

Internal communication variables are partially proven to have a significant influence on employee performance, as evidenced by t-count values that are greater than t-table values, which are 3,214 > 1,984. The variable quality of work life was partially proven to have a significant influence on employee performance, as evidenced by a t-count value greater than the t-table value, which is 2,451 > 1,984. Workload variables partially have a significant influence on employee performance. Evidenced by a calculated value greater than the t table value (3,605 > 1,984), internal communication, quality of work life, and workload simultaneously, have a significant influence on the performance of PT BAHTERA TUAIAN GLOBAL employees. The Adjusted R Square coefficient of determination of 0.626 or 62.6% shows that the ability of the independent variables, consisting of internal communication, quality of work life, and workload together affect the performance variable by 62.6%. Furthermore, the results of the F test show that the calculated F value is greater than the table F (56.703 > 3.94) and the significance value is 0.01 < 0.05.

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