
The Effect Of Internal Communication, Work Environment And Job Description On Employee Performance. (Study at PT Sinar Surya Alumindo)

¹Layarda Tarihoran, ²Ibnu Haris Nasution

^{1,2}Dian Nusantara University

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Email :
ibnu.haris.nasution@undira.ac
.id

ABSTRACT

The purpose of this study was to determine and analyze the influence of internal communication, work environment and job descriptions on employee performance at PT Sinar Surya Alumindo. The population in this study were all employees of PT Sinar Surya Alumindo, a total of 65 people and the sample set was 65 people using a saturated sample. Data collection techniques in this study used questionnaires and observation. Data analysis techniques in this study used multiple linear regression tests, classical assumption tests, hypothesis tests (t-test and F-test), and the coefficient of determination. Data processing in this study uses SPSS Version 26. Partially, internal communication has a significant influence on employee performance. Partially, internal communication, work environment and job descriptions have a significant influence on employee performance. Partially and simultaneously internal communication, work environment and job descriptions have a significant influence on employee performance at PT Sinar Surya Alumindo

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INTRODUCTION

In the current era of globalization, companies need to improve efficiency which is well managed to make companies excel. The advantages of a company can be put to good use so that it can compete with other companies. Human resources are one of the factors that play an important role in the company, if employees work effectively then the company's targets will be achieved in accordance with the goals set. Every organization within the company wants its employees to produce maximum performance to advance the company. Performance itself is the key to the success of the company as a whole so that business owners need employees who can do their jobs effectively. Managers need to understand the key benefits of employee performance so they can develop consistent and objective ways of evaluating employee performance. In doing so, managers can help determine the strengths, weaknesses and potential management gaps within a business organization. Although performance evaluation is not a pleasant job, it can assist managers in determining the performance level of each employee. It can be said that performance is a display of a company's overall condition within a certain period of time referring to the results or achievements of the company's operations in the use of its own resources. Performance is a term used to refer to some or all of an organization's activities over a period of time, usually according to a number of criteria such as efficiency, accountability, or management accountability with reference to past or projected costs. Meanwhile, according to Mulyadi performance is the determination of the operational efficiency of the organization, its parts, and its employees on a regular basis, against predetermined goals, criteria and criteria.

Good organizational performance also depends on the quality of human resources. Having quality human resources, organizational performance will also run well, conversely poor or inadequate quality human resources will cause the organization to become unhealthy. The growth

and development of an organization depends on human resources. Therefore human resources are assets that must be improved effectively and efficiently for optimal performance, therefore organizations need to pay attention to several things that affect performance. In general, employee performance in an organization does not always increase, sometimes employee performance decreases. This is due to the existence of several factors that can cause decreased employee performance, Communication is an absolute thing in establishing interaction and is a basic requirement to fulfill all forms of human activity. Humans cannot carry out their activities without communicating. Internal communication is a two-way communication activity that is specifically directed to internal parties in a community, organization or company. Internal communication includes a clarity of communication sources, the information provided is in accordance with the needs of both communication between superiors to subordinates, as well as from subordinates to superiors and also fellow employees. If a decrease in employee performance occurs, it is usually caused by ineffective communication between employees within the internal environment of the company's organization. Internal Communication is a very vital form of communication for individuals who 'live' in groups regardless of their size, whether family groups, community groups or organizational groups. Because with good internal communication through the right flow and flow, choosing polite and empathetic words will produce understanding, avoid conflict and strengthen relationships. As for the practice of internal communication, many use the theory of Interpersonal Communication, Persuasive Communication, Cultural Communication, Organizational Communication whose knowledge is in psychology, social science and communication science. choosing polite and empathetic words will produce understanding, avoid conflict and strengthen relationships. As for the practice of internal communication, many use the theory of Interpersonal Communication, Persuasive Communication, Cultural Communication, Organizational Communication whose knowledge is in psychology, social science and communication science. Choosing polite and empathetic words will produce understanding, avoid conflict and strengthen relationships. As for the practice of internal communication, many use the theory of Interpersonal Communication, Persuasive Communication, Cultural Communication, Organizational Communication whose knowledge is in psychology, social science and communication science.(Aselina Endang Trihastuti, 2019).

Another factor that affects performance is the work environment. The work environment has a direct influence on employees in terms of completing responsibilities answer to the company. The work environment also includes the circumstances surrounding the workplace, both physical and non-physical. This statement is supported by Feel et al (2018) stating that the work environment has a significant influence on employee performance, the work environment can affect employee performance and is one of the factors in improving employee performance. The work environment is everything that surrounds the employee's workplace and can affect the way and work that is being done. As stated by Sunyoto (2015, p. 38) that the work environment is everything that is around the workers and which can affect them in carrying out the tasks assigned. Another factor that affects employee performance is the Job Description. Job description is an important role for job exposure in a systematic manner regarding the authority and responsibility of a particular position. The link between special ranks and other ranks in the scope of work and external influences on the organization to achieve work goals. Jobs that can be done or completed properly are largely determined by the job description which helps in determining work goals. The job description will provide firmness and standard assignments that must be achieved by each employee and detail the authorities and responsibilities separately. Authority shows the right to do or not do something while responsibility is the obligation of the office holder. Often an understanding of the job description and the contribution that is expected from the position is not considered by every organization, both government and private agencies so that we can see the process of carrying out

an irregular job, abandoned routine jobs and employees who are less responsible for their work because they do not understand what is the function of the description of the main tasks that must be carried out and the responsibilities that must be carried by the employee where he is placed. In addition, it also causes fatigue for employees at work because work feels complicated due to employees not understanding the job description in their position, this results in poor job performance.

This research is more focused on the employees of PT Sinar Surya Alumindo where this company requires its employees to achieve optimal performance by setting a target that must be achieved by employees working in the company. PT. Sinar Surya Alumindo is an experienced business entity working on national projects that currently has qualifications, in the field of services for building construction which is currently being developed, of course it is realized that communication, the environment and job descriptions are important factors that play a very important role in improving employee performance. . Every organization or company will always try to improve employee performance, with the hope that the company's goals will be achieved.

METHODS

The research approach used in this research is quantitative. Quantitative research methods are methods that rely on objective measurement and mathematical (statistical) analysis of sample data obtained through questionnaires, opinion polls, tests, or other research instruments to prove or test hypotheses (temporary allegations) proposed in research. The population in this study were all employees at PT Sinar Surya Alumindo, totaling 53 people. According to (Arikunto, 2010) suggested that if the total population is less than 100 people, then the whole is taken so that the research is a population study. Based on the opinion above, the sample in this study is the entire population of employees at PT Sinar Surya Alumindo, totaling 53 samples.

Internal Communications

Quoting the book Business Communication (2021) by Sunarno Sastro Adtmodjo, et al, internal communication is a communication process that occurs within a company. This form of communication occurs between employees, both as subordinates, fellow colleagues, and superiors. Communication can be defined as the transfer or exchange of information between senders and receivers aimed at changing behavior (Pace & Faules (2015, p. 28)). According to Agus M. Hardjana (Hope and Ahmad, 2014) argues that the term communication was adopted from English, namely "communication". This term comes from the Latin "communicare" which means sharing something with others, giving part to someone, exchanging, telling something to someone, conversing, exchanging ideas, relating, Argenti (2013) states that an organization needs internal communication between superiors and subordinates to maintain a mutually open relationship in terms of work. Good internal communication requires participation from subordinates to superiors to convey ideas, constraints and opinions. Therefore, at this time most employees demand participation in workplace dialogue that drives organizational change.

Basically internal communication is part of organizational communication. According to Zelko and Danced, organizational communication is an interdependent system consisting of internal communication and external communication. Internal communication within the organization is considered important by groups or organizations that are concerned with the success of achieving organizational goals through coordination. How big or small an organization such as a family or company really needs member interaction through internal communication (Aselina Endang Trihastuti, 2019).

Work environment

Afandi's work environment(2018) is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, cleanliness of the workplace, and the adequacy of work equipment. According to EA Hasibuan & Afrizal (2019) The work environment is one of the important things that must be considered by the company, because the work environment has a direct influence on employees who are carrying out the tasks given by the company. According to Jimmy Manuel Lumban Tobing (2019) The work environment is everything that is around employees at work, whether physical or non-physical, directly or indirectly, which can affect themselves and their work while working Types of Work Environment. Then According to Lulu Novena Sitinjak (2018) The work environment is everything that is around the worker, it can be in the form of all the tools and materials encountered, the surrounding environment where a person works, his work methods,

Job Descriptions

Dale Yoder (2015:14) argues that "a job description is *asystematic summaries of information gained from notes taken and recorded in the job analysis process*". Job description is a description of everything that is done by incumbent in carrying out the duties of office.(Sedarmayanti, 2016)stated, "Job descriptions are recordssystematic and orderly regarding the duties and responsibilities of a position, based on the facts of what, how, why, when and where the work is carried out, and the qualifications of the person who will occupy the position" According to Fajar Nur'Aini DF, 2021 Job description is a brief description of duties and responsibilities of a position. Then according to Dina Fridayanty (2018) job descriptions are guidelines, instructions and directions for action for workers to carry out work in accordance with their duties and responsibilities. Therefore, with a job description it is expected that employees can carry out their duties properly in order to create optimal performance.

Employee Performance

Deep performanceorganization, is the answer to the success or failure of the organizational goals that have been set. Bosses ormanageroften don't notice unless it's really bad or things are going awry. Too often managers don't know how badly performance has degeneratedcompany/ agencies facing a serious crisis. Bad organizational impressions result in and ignore the warning signs of poor performance.Performance comes from performance or actual performance, work performance or actual achievements achieved by a person. The definition of performance is the performance of work in quality and quantity presented by an employee in carrying out his duties in accordance with the responsibilities given to him.(Lawu et al., 2019). According to Afandi (2018) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law, and not contradicting morals and ethics, according to Abdurrahman (2019) Performance is the result of work achieved by a person in carrying out his duties based on skill, effort and opportunity. Performance is the result of someone's work that describes the quality and quantity of work that has been done. Performance from one person to another may differ, due to different driving factors. Employee performance is very important because the performance of an employee in an institution will determine the effectiveness of the institution's performance(Frimayasa & Lawu, 2020).

Then according to Yusniar Lubis, Bambang Hermanto & Emron Edison (2019) Performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions, standards or agreements.

Conceptual Framework

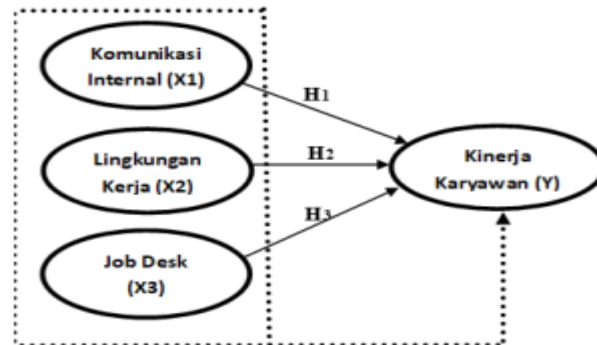


Figure 1 Conceptual Framework

The hypothesis proposed in this study is as follows:

H1: Internal Communication has a significant effect on Employee Performance.

H2: Work Environment has a significant effect on Employee Performance.

H3: Job Description has a significant effect on Employee Performance.

RESULT AND DISCUSSION

Instrument Validity and Reliability Test

To test the validity and reliability of the instrument, the authors use SPSS analysis. Following are the results of validity testing. For the level of validity, a significance test was carried out by comparing the calculated r value with the r table value. For degree of freedom(df) = nk in this case n is the number of samples and k is the number of constructs. In this case the magnitude of df can be calculated as 65-2 or df = 63 with an alpha of 0.05 to get r table 0.244; if the r count (for each question item can be seen in the total correlation question corrected item column) is greater than the r table and the r value is positive, then the question item is said to be valid.

Table 1 Instrument Validity Test Results

Variable	Statement Items	Corrected Item Statement Total Correlation	r table	Ket
Internal Communication (X1)	X1.1	0.743	0.244	Valid
	X1.2	0.639	0.244	Valid
	X1.3	0.827	0.244	Valid
	X1.4	0.789	0.244	Valid
	X1.5	0.699	0.244	Valid
Work Environment (X2)	X2.1	0.738	0.244	Valid
	X2.2	0.698	0.244	Valid
	X2.3	0.745	0.244	Valid
	X2.4	0.647	0.244	Valid
	X2.5	0.734	0.244	Valid
Job Descriptions (X3)	X3.1	0.678	0.244	Valid
	X3.2	0.631	0.244	Valid
	X3.3	0.684	0.244	Valid
	X3.4	0.836	0.244	Valid
	X3.5	0.801	0.244	Valid
	Y1	0.424	0.244	Valid

Employee Performance (Y)	Y2	0.649	0.244	Valid
	Y3	0.705	0.244	Valid
	Y4	0.790	0.244	Valid
	Y5	0.677	0.244	Valid
	Y6	0.700	0.244	Valid
	Y7	0.702	0.244	Valid

From table 1 above it can be seen that each question item has r count $>$ from r table (0.244) and is positive. Thus the question item is declared valid.

Table 2 Instrument Reliability Test Results

Variable	Reliability Coefficient	Cronbach Alpha	Ket
Internal Communication (X1)	5 Statement Items	0.789	Reliable
Work Environment (X2)	5 Statement Items	0.757	Reliable
Job Descriptions (X3)	5 Statement Items	0.780	Reliable
Employee Performance (Y)	7 Statement Items	0.763	Reliable

From the description of the table above it can be seen that each variable has a Cronbach Alpha $>$ 0.60. Thus the variables (Internal Communication, Work Environment, and Employee Performance) can be said to be reliable.

Classic assumption test

The classical assumption test aims to find out and ensure that the data used in the research contains classical assumption problems or not. To analyze the data by performing multiple regression analysis assisted by SPSS 26

Normality test

The Normality Test aims to determine whether the residual values are normally distributed or not. A good regression model is to have residual values that are normally distributed, where the basic decision making is:

- If the Significance value is $>$ 0.05, then the residual value is normally distributed
- If the significance value is $<$ 0.05, then the residual value is not normally distributed

The normality test in this study was the Kolmogorov-Smirnov normality test. The Kolmogorov Smirnov normality test is a test of difference between the data tested for normality and standard normal data

Table 3 Normality Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		65
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.44311939
Most Extreme Differences	Absolute	.074
	Positive	.066
	Negative	-.074
Test Statistic		.074
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Based on Table 3 from the results of the normality test using the Colologrov Smirnov method, the normality test results were 0.200, which was greater than the significance level of 0.05 so that it could be concluded that the data tested were normally distributed.

Multicollinearity Test

If the VIF value is less than 10 and or the Tolerance value is more than 0.01, it can be concluded emphatically that there is no multicollinearity problem. And conversely, it can be concluded emphatically that multicollinearity has occurred in the model

**Table 4 Results Multicollinearity Test
Coefficients**

Model	Collinearity Statistics	
	tolerance	VIF
1. (Constant) Internal Communication (X1)	0.437	2,287
2. (Constant) Work Environment (X2)	0.526	1,903
3. (Constant) Job Descriptions (X3)	0.426	2,346

a. Dependent Variable: Employee Performance (Y)

From the results of the multicollinearity test conducted, it is known that the value of the variance inflation factor (VIF) for both variables is less than 10, so it can be assumed that there is no multicollinearity between the independent variables in the regression model.

Heteroscedasticity Test

Heteroscedasticity test method with Spearman's rho correlation is correlating variables independent with unstandardized residual values. The test uses a significance level of 0.05 with a 2-tailed test. If the correlation between the independent variables and the residuals has a significance of more than 0.05, it can be said that there is no heteroscedasticity problem in the regression model. where the basis for decision making is:

- If the Significance value is > 0.05 , Heteroscedasticity does not occur
- If the Significance value is < 0.05 , Heteroscedasticity occurs

The results of the heteroscedasticity test can be seen in Table 5 below:

Table 5 Heteroscedasticity Results

Variable	Unstandardized Residuals	Sig	Information
Internal Communications	0.667	0.05	Free of Heteroscedasticity
Work environment	0.724	0.05	Free of Heteroscedasticity
Job Descriptions	0.495	0.05	Free of Heteroscedasticity

SPSS 26 Output Analysis:

Value of Sig 2-tailed X1 : $0.667 > 0.05$

Value of Sig 2-tailed X1 : $0.724 > 0.05$

Value of Sig 2-tailed X1 : $0.495 > 0.05$

Based on the results of the heteroscedasticity test above, it can be seen that for all probability variables the significance is above the 5% confidence level ($\alpha = 0.05$), it can be concluded that the data used is free from symptoms of heteroscedasticity because the significance value obtained is greater than 0.05 (statistical confidence level of 95% or 0.05)

Multiple Linear Regression Analysis

Table 6 Multiple Linear Test Results

Model	Unstandardized Coefficients	
	B	std. Error
1. (Constant)	3,415	2,211
Internal Communication (X1)	0.218	0.81
Work Environment (X2)	0.243	0.70
Job Descriptions (X3)	0.734	0.84

From the results of the study, it can be obtained that the multiple regression equation is as follows:

$$Y = 3.415 + 0.218 X1 + 0.243 X2 + 0.734 X3$$

Information:

Y = Employee Performance

X1 = Internal Communication

X2 = Work Environment

X3 = Job Descriptions

From these equations it can be explained that:

- The constant a is 3.415, a constant number which has meaning if the Internal communication variable (X1), Work Environment (X2) and Job Description have a value of 0 then the Employee Performance variable (Y) is worth 3.415.
- X1: The regression coefficient of the Internal Communication variable (X1) is 0.218. This means that if the Internal Communication variable (X1) increases by one, Employee Performance (Y) will increase by 0.218
- X2 : The regression coefficient of the Work Environment variable (X2) is 0.243. This means that if the Work Environment variable (X2) increases by one, Employee Performance (Y) will increase by 0.243.
- X3 : The regression coefficient of the Job Description variable (X3) is 0.734. This means that if the Job Description variable (X2) increases by one, the purchasing decision (Y) will increase by 0.734.

Hypothesis testing

The coefficient of determination

The coefficient of determination R^2 basically measures how far the model's ability to explain the variation of the independent variables

Table 7 Results of the Coefficient of Determination of R^2

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.790 ^a	.625	.606	2.502
a. Predictors: (Constant), Job Description, Lingkungan Kerja, Komunikasi Internal				

From table 7, the coefficient value of R Square (R^2) is 0.625 (62.5%), which means that employee performance variables can be influenced by 62.5% by Internal Communication, work environment, and job descriptions. while the remaining 37.5% is generated by other factors that affect employee performance that are not discussed in this study.

Partial t test & Simultaneous F test

T-test (Partial Test)

this is used to show how far the influence of the variable partially independent of the dependent variable. To test this hypothesis, the T test has criteria in making decisions, namely comparing the calculated T values with the value of T table. This T-test is used to show how far the influence of the independent variable is partially on the dependent variable. To test this hypothesis, the T test has criteria in making decisions, namely comparing the calculated T value with the table T value.

$$t \text{ table} = t (\alpha/2 ; nk-1)$$

$$= t (0.025 ; 65-3-1)$$

$$= t (0.025 ; 61)$$

$$= 1,999$$

Table 8 T Test Results (Partial Test)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
1. (Constant)	3,415	1,211		2,821	0.006
Internal Communication (X1)	0.218	0.081	0.189	2,703	0.009
Work Environment (X2)	0.243	0.070	0.221	3,456	0.001
Job Descriptions (X3)	0.734	0.084	0.622	8.78	0.000

Based on the results of table 8, it can be seen how much influence each independent variable partially (individually) has on the dependent variable is as follows:

- The sig value is known. For the effect of the Internal Communication Variable (X1) on employee performance (Y) is $0.009 < 0.05$ and the t count is $2.703 > t \text{ table } 1.999$ so it can be concluded that H1 is accepted which means there is an influence of the Internal Communication Variable on Employee Performance (Y)
- The sig value is known. The influence of the Work Environment Variable (X1) on employee performance (Y) is $0.001 < 0.05$ and the t count is $3.456 > t \text{ table } 1.999$ so it can be concluded that H2 is accepted which means that there is an influence of the Work Environment Variable on Employee Performance (Y)
- The sig value is known. The effect of the Job Description Variable (X1) on employee performance (Y) is $0.000 < 0.05$ and the t-count value is $8.780 > t\text{-table } 1.999$ so it can be concluded that H3 is accepted which means that there is an influence of the Job Description Variable on Employee Performance (Y)

F Test (Simultaneous Test)

The F test or also called the simultaneous significant test is intended to see the overall ability of the independent variables, namely internal communication, work environment and job descriptions to be able to or explain the behavior or diversity of the dependent variable, namely employee performance. The F test is also meant to find out whether all variables have the same regression coefficient as zero. Based on the results of data processing with the SPSS version 24.00 program, the following results are obtained:

- If $>$ or $- < -$, then Ho is rejected because there is a significant correlation between variables and with Y.
- If \leq or $- \geq -$, then Ho is accepted because there is no significant correlation between the variable and Y.

F Test (Simultaneous Test)

The F test or also called the simultaneous significant test is intended to see the overall ability of the independent variables, namely internal communication, work environment and job descriptions to be able to or explain the behavior or diversity of the dependent variable, namely employee performance. The F test is also meant to find out whether all variables have the same regression coefficient as zero.

Based on the results of data processing with the SPSS version 24.00 program, the following results are obtained:

- a) If $>$ or $<$ - , then H_0 is rejected because there is a significant correlation between variables and with Y.
- b) If \leq or \geq - , then H_0 is accepted because there is no significant correlation between the variable and Y.

Table 9 F Test Results (Simultaneous Test)

ANOVA ^a						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	635,933	3	211,978	135,398	.000 ^b
	Residual	95,501	61	1,566		
	Total	731,435	64			

From table 9 above it can be seen that the F value is 135,398, then the sig value is 0.000. The significance level used was 5%, two-sided test and $dk = nk-1$

Based on table 9 above, the calculated F for the communication, work environment and job description variables is 135,398 for the 5% error of the 2-party test and $dk = nk-1$ ($65-3-1 = 61$), obtained F table 2,755. If F count $>$ F table, then the influence obtained between communication, work environment and job descriptions on employee performance, in this case F count $135,398 >$ F table 2,755. This means that there is a positive influence between internal work environment communication and job descriptions on employee performance at PT Sinar Surya Alumindo. It can also be seen that the sig value is 0.000 while the significant level α previously set is 0.05, then the sig value is $0.000 < 0.05$, so H_0 is rejected. This means that there is a significant positive influence between internal communication.

CONCLUSION

Based on the test results on the Internal Communication variable (X1) partially has a significant effect and contributes positively to the performance of employees of PT Sinar Surya Alumindo. Information is conveyed between superiors and subordinates properly. Good communication between departments within the office is very important in improving employee performance. Based on the test results on the work environment variable (X2) partially has a positive effect on the performance of employees of PT Sinar Surya Alumindo, work facilities, security, adequate lighting and temperature support employee work activities. Based on the test results on the Job Description variable (X3) partially has a positive effect on the performance of employees of PT Sinar Surya Alumindo. For companies this research can be used as a consideration to improve employee performance. to find out the steps taken based on the results of an analysis of the measurement of the company's performance so that the vision, mission and goals of the company can be achieved properly and help the company to obtain benefits so that it can improve the quality of existing management so that the main focus on company targets and goals can be implemented. The results of this study can be used as reference material for other studies that will carry out further

research in the field of human resource management related to Internal Communications, Work Environment and Job Descriptions, employee performance variables can be influenced by 62.5% by Internal Communications, work environment, and job descriptions. While the remaining 37.5% is generated by other factors that affect employee performance that are not discussed in this study.

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