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## Communication Competency And Ability To Adapt To Performance Through Working Spirit

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**Abstract:** The writer examines the competence of communications in work that influenced the spirit of work. Communication which is used in work was still verbal and rarely used the available means. A leader's communication patterns with people he or she leads. The ability to communicate at work can build up the spirit of work. Poor communication can affect employee's spirit. The approach is a descriptive qualitative method to collect information and describe it in the study so that it sees one whole entity. Based on the thoughts carried out in this research, communication has a bearing on performance satisfaction. It means the satisfaction of the work is influenced by communication. Another factor in influencing vigorous work is work facilities and infrastructure. The leadership factor is influential in delivering messages. A leader must care, participate, and be open to opinions.

*Keywords: competence, communication, ability*

**Abstrak:** Penulis mengkaji kompetensi komunikasi dalam pekerjaan yang mempengaruhi semangat kerja. Komunikasi yang digunakan dalam pekerjaan masih bersifat verbal dan masih jarang menggunakan sarana yang ada. Pola komunikasi pemimpin terhadap orang yang dipimpinya. Kemampuan komunikasi dalam pekerjaan yang dapat membangun semangat kerja. Komunikasi yang buruk dapat mempengaruhi semangat kerja karyawan. Pendekatan yang digunakan penulis adalah kualitatif deskriptif.

Metode kualitatif deskriptif dipakai untuk mengumpulkan informasi dan menjabarkan dalam penelitian sehingga melihat satu kesatuan yang utuh. Berdasarkan pemikiran yang dilakukan oleh penulis dalam tulisan ini, maka Komunikasi berpengaruh terhadap kepuasan kinerja, hal ini berarti bahwa kepuasan kerja dipengaruhi oleh cara berkomunikasi. Factor lain dalam mempengaruhi kerja yang semangat adalah sarana dan prasarana kerja. Factor kepemimpinan berpengaruh dalam menyampaikan pesan. Seorang pimpinan harus peduli, partisipatif dan mau mendengar pendapat.

*Keywords: kompetensi, komunikasi, kemampuan*

## Introduction

Extra-linguistic factors (attitude, motivation, environment, and communication problems) have been playing a crucial role in influencing the kinds of communication strategies used when respondents utterance.<sup>1</sup> Communication competence is a successful communication in which the purpose of interacting employees is met by using messages which are intended appropriately and effectively in the organizational context. These dimensions of conversational competence, such as the employee's ability to share the task information by using the right language and understandable, being wise and polite, receiving feedback and the ability to reduce the uncertainties of duty can increase the employees' participation and contribution to the organization.<sup>2</sup> Based on research discovery there is a positive and significant relationship between effective communication and employee's performance. Therefore, effective communication in the entertainment industry is an essential tactic that has been performed. The effective communication can help both organization and the employees to achieve their ultimate goal.<sup>3</sup>

Competency of framework and assessments provides a comprehensive picture of the organization's skill map, development which is needed and the potential of leaders. This approach makes all

<sup>1</sup>Mohd Helmi Pangat, "The Communication Strategies Relationship of Non-Native Speakers with Extra Linguistics Factors in Target Language: A Case Study," *International Journal of Advanced Science and Technology* 28, no. 18 (December 2019): 286–304, accessed April 6, 2020, <http://sersec.org/journals/index.php/IJAST/article/view/2308>.

<sup>2</sup>Filliks Duwit, "PENGARUH KOMPETENSI KOMUNIKASI, KECERDASAN EMOSIONAL, DAN BUDAYA ORGANISASI TERHADAP KINERJA PEGAWAI (Studi Pada Badan Pemberdayaan Masyarakat Dan Pemerintahan Kampung Kabupaten Raja Ampat Propinsi Papua Barat)," *Jurnal EMBA* 3, no. 4 (2015): 130–141, <https://media.neliti.com/media/publications/2808-ID-pengaruh-kompetensi-komunikasi-kecerdasan-emosional-dan-budaya-organisasi-terhad.pdf>.

<sup>3</sup>Walid Salman and Zubair Hassan, "Impact of Effective Teamwork on Employee Performance," *International Journal of Accounting and Business Management* 4 (2016): 76–85.

talent management more effective. The employees get a better understanding of their possible career progression, reinforcing their commitment to the organization even further.<sup>4</sup> Based on Lydia Novi Yanti's research, competence, motivation, communication have a positive and significant impact on employee performance. The study indicated 54,3% on an employee's return, whereas the rest was 45,7% affected by other variables.<sup>5</sup> The highest ratio of noise comes from conversations of office workers and implies a profoundly negative impact on almost half of the employees.<sup>6</sup> The results of the study of PT NX Indonesia's employees' performance, communication are indeed crucial in an organization. Through communication employees can pass along any information related to their works so that they can work better.

The way of communication, subordinates can express what is on their heart, as their superior response well, and a superior is apprehensible when a person conveys a message. Creating a comfortable work environment will help the employees to give their best performance.<sup>7</sup> The overall take-home message is the teamwork training which is an effective way to foster teamwork and team performance. These effects appear to be evident across a range of samples, utilizing numerous intervention methods and when considering various measurement characteristics. Interventions appear to be particularly effective when they target multiple dimensions of teamwork and include experiential activities for team members to learn, practice actively and continually develop cooperation.<sup>8</sup>

Numerous previous studies reported the demand for accountancy for graduates with strong oral communication skills. Ninety-one percent of

<sup>4</sup>Dario Russo, "Competency Measurement Model," in *European Conference on Quality in Official Statistics* (Madrid, 2016), 1–29.

<sup>5</sup>Lydia Yanti, "PENGARUH KOMPETENSI, MOTIVASI, DAN KOMUNIKASI TERHADAP KINERJA PEGAWAI PADA DINAS PEKERJAAN UMUM DAN PENATAAN RUANG KABUPATEN BANDUNG BARAT," *Jurnal MAPS (Manajemen dan Perbankan Syariah)* 2 (2019): 1–14.

<sup>6</sup>Khaled; Okasheh, Haneen Al-Omari, "The Influence of Work Environment on Job Performance: A Case Study of Engineering Company in Jordan," *International Journal of Applied Engineering Research* 12, no. 24 (2017): 15544–15550, accessed April 7, 2020,

[https://webcache.googleusercontent.com/search?q=cache:x8-RtZzpPKcJ:https://www.ripublication.com/ijaer17/ijaerv12n24\\_223.pdf+&cd=23&hl=id&ct=clnk&gl=id](https://webcache.googleusercontent.com/search?q=cache:x8-RtZzpPKcJ:https://www.ripublication.com/ijaer17/ijaerv12n24_223.pdf+&cd=23&hl=id&ct=clnk&gl=id).

<sup>7</sup>Siska Mardiana, "Pengaruh Kompetensi Dan Komunikasi Terhadap Kinerja Karyawan PT. NX Indonesia Siska Mardiana Universitas Serang Raya Mardian," *Lppmunsera* (2017): 24–34, accessed April 7, 2020, <http://webcache.googleusercontent.com/search?q=cache:NjkLvjbX4hUJ:e-jurnal.lppmunsera.org/index.php/SM/article/download/316/365+&cd=5&hl=id&ct=clnk&gl=id>.

<sup>8</sup>Desmond McEwan et al., "The Effectiveness of Teamwork Training on Teamwork Behaviors and Team Performance: A Systematic Review and Meta-Analysis of Controlled Interventions," ed. Nico W. Van Yperen, *PLOS ONE* 12, no. 1 (January 13, 2017): e0169604, accessed April 7, 2020, <https://dx.plos.org/10.1371/journal.pone.0169604>.

respondent accountancy professionals suggested that verbal communication skills be either essential or crucial in a new graduate.<sup>9</sup> The need for understanding communicating and working ingroups has become so important. Howard University have developed a separate course in business, management communication and strategic at undergraduate and graduate levels, focused on teaching interpersonal and group relationships, delivering presentations, critical thinking, analysis and leadership communication.<sup>10</sup>

In a research titled, *Kompetensi Komunikasi SDN Public Relations* suggested that conceptual communication ability and concepts of public relations can encourage an individual if a trust is connected. Establishing trust requires the ability to communicate with different individual characters. Due to different communication situations, someone must be able to communicate constructive, informative and persuasive. Mastering skills of eastern communication ethics and dynamics of society will be able to improve and create communication which is not only appealing but also capable of fresh ideas to achieve a better purpose.<sup>11</sup>

The relationship between personality dimensions, job performance, organizational citizenship behavior and non-productive behaviors have been reviewed. The purpose of this study was to determine the role of personality traits in predicting adaptive performance.<sup>12</sup> Adaptive performance is a facet of production that reflects acquiring enhanced competencies in response to change. Micro-level researchers have assumed that adaptive performance is beneficial for task performance. Similarly, macro-level researchers have suggested that organizations need to attend, monitor and respond to contingencies in their environments for adaptive performance to be beneficial for firm performance.<sup>13</sup>

<sup>9</sup>F. Elizabeth Gray, "Specific Oral Communication Skills Desired in New Accountancy Graduates," *Business Communication Quarterly* 73, no. 1 (March 28, 2010): 40–67, accessed April 8, 2020, <http://journals.sagepub.com/doi/10.1177/1080569909356350>.

<sup>10</sup>Ephraim Okoro, Melvin C Washington, and Otis Thomas, "The Impact of Interpersonal Communication Skills on Organizational Effectiveness and Social Self-Efficacy: A Synthesis," *International Journal of Language and Linguistik* 4, no. 3 (2017): 28–32, accessed April 8, 2020, [http://ijllnet.com/journals/Vol\\_4\\_No\\_3\\_September\\_2017/3.pdf](http://ijllnet.com/journals/Vol_4_No_3_September_2017/3.pdf).

<sup>11</sup>Fhuji Haristine, Muhammad Luthfie, and Ali Alamsyah Kusumadinata, "KOMPETENSI KOMUNIKASI TENAGA FREELANCE DALAM BISNIS WEDDING PLANNER DI BOGOR," *JURNAL KOMUNIKATIO* 4, no. 2 (October 1, 2018).

<sup>12</sup>Abdolzahra Naami et al., "A Study on the Personality Aspects of Adaptive Performance Among Governmental Hospitals Nurses: A Conceptual Model," *Procedia - Social and Behavioral Sciences* 154 (2014): 359–364.

<sup>13</sup>Mindy K. Shoss, L. A. Witt, and Dusya Vera, "When Does Adaptive Performance Lead to Higher Task Performance?," *Journal of Organizational Behavior* 33, no. 7 (October 1, 2012): 910–924, accessed April 10, 2020, <http://doi.wiley.com/10.1002/job.780>.

Spirit at work is a distinct state which is characterized by cognitive, interpersonal, spiritual and mystical dimensions. Spirit at work involves engaging work characterized by a profound feeling of well-being, a belief that one is engaged in meaningful work that has a higher purpose, an awareness of alignment between one's values and beliefs and one's work and a sense of being authentic.

Spiritual connection characterized by a sense of connection to something larger than self; a sense of community characterized by a feeling of connectedness to others and common purpose; and a mystical or unitive experience characterized by a positive state of energy or vitality, a sense of perfection, transcendence, and experiences of joy and bliss.<sup>14</sup>

Based on the thinking and discussion stated earlier related to communication in work, the author has coined this research about the communication competency and the ability to adapt to performance through working spirit.

## Methodology

The method in this research is descriptive qualitative. It may do with several models, such as similarities and differences. With similar models, the analysis constructed detailed descriptions of the social data found.<sup>15</sup>The research approach for this research was the inductive one. According to this approach, researchers begin with specific observations which is used to produce generalized theories and conclusions drawn from the study.<sup>16</sup>The fundamental idea such as "reality" is *subjective*: Every human being *constructs* an individual, personal view of the world based on his or her specific interactions with the external world (including the people who are part of this world). As a result, many people, including researchers, consider "reality" consists of a set of impressions, inferences, and opinions in the person's mind.<sup>17</sup>

## Results

<sup>14</sup>Val Kinjerski and Berna J. Skrypnek, "Measuring the Intangible: Development of the Spirit at Work Scale," in *Academy of Management 2006 Annual Meeting: Knowledge, Action and the Public Concern*, AOM 2006, 2006.

<sup>15</sup>Martinus Ngabalin, "Berteologi Kontekstual Dari Perspektif Orang Kei Melalui Konsep Duad," *VISIO DEI: JURNAL TEOLOGI KRISTEN* 1, no. 2 (December 18, 2019): 277–293, accessed December 21, 2019, <http://jurnal.ststarslub.ac.id/index.php/js/article/view/48>.

<sup>16</sup>Spyros Langkos, "CHAPTER 3 - RESEARCH METHODOLOGY: Data Collection Method and Research Tools," 2014.

<sup>17</sup>Arthur Cropley, "Introduction to Qualitative Research Methods," 2015.

From the theoretical viewpoint, this result can enrich the analysis of the relationship between employee competency and performance. Practically it makes sense to invest time and finances in increasing employee competencies, as they will contribute to higher achievements. The recommendations formulated in the discussion and addressed to one particular company can also be used by other companies.<sup>18</sup> Effective communication model. According to this model, effective communication develops a better understanding between team members and leaders. Understanding that instils a factor of trust. Trust that builds friendly relations. Furthermore, it creates a pleasant work environment where workers feel motivated and enriched with confidence.<sup>19</sup>

The expected performance of a teacher is influenced by transformational leadership and work motivation factors. The transformational leadership that can encourage and change the teacher's understanding will also increase the motivation work of teachers so that they will achieve high performance as well.<sup>20</sup> The impact of e-mail communication on organizational life changes the way work and communicate within the organization.<sup>21</sup>

## Discussion

The achievement of communicative competence is based on linguistic skills, including receptive and expressive skills in spoken and written languages. While linguistic and operational skills ensure that individuals with complex communication needs have access to the tools which needed to communicate. Although there are interventions to build, rebuild and maintain linguistic, operational and social skills, individuals with complex communication needs will certainly face the situation.<sup>22</sup> Based on Janice Light

<sup>18</sup>Gabriela Kolibáčová, "The Relationship Between Competency and Performance," *Acta Universitatis Agriculturae et Silviculturae Mendelianae Brunensis* 62 (2014): 1315–1327.

<sup>19</sup>Anchal Luthra and Richa Dahiya, "Effective Leadership Is All About Communicating Effectively: Connecting Leadership and Communication," *IJMBS* 5, no. 3 (2015): 43–48.

<sup>20</sup>Septi Andriani, Nila Kesumawati, and Muhammad Kristiawan, "The Influence Of The Transformational Leadership And Work Motivation On Teachers Performance," *INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH* 7, no. 7 (2018), accessed April 11, 2020, [www.ijstr.org](http://www.ijstr.org).

<sup>21</sup>Erasmus Derks and Arnold B. Bakker, "The Impact of E-Mail Communication on Organizational Life | Derks | *Cyberpsychology: Journal of Psychosocial Research on Cyberspace*," *Journal of Psychosocial Research on Cyberspace* 4, no. 1 (2010), accessed April 11, 2020, <https://cyberpsychology.eu/article/view/4233/3277>.

<sup>22</sup>Janice Light and David McNaughton, "Communicative Competence for Individuals Who Require Augmentative and Alternative Communication: A New Definition for a New Era of Communication?," *Augmentative and Alternative Communication* 30, no. 1 (March 10, 2014): 1–18, accessed April 12, 2020, <http://www.tandfonline.com/doi/full/10.3109/07434618.2014.885080>.

and David McNaughton's research the competence has a positive and significant effect on the performance of the employees of CV Inaura Anugerah Jakarta. The magnitude of the correlation coefficient indicates the amount of 0.396, which implies competence Affect employee performance by 15.7%.<sup>23</sup>

Pace and Faules in *Komunikasi Organisasi (Strategi Meningkatkan Kinerja Perusahaan)* quoted by Heru Pratama mentioned that formal channel of communications consists of submersion, upward communication, horizontal communication, and cross-channel communication. What is meant by lower communication is information flowing from a higher position of authority to those with lower power. Upward communication is information flowing from lower levels (subordinate) to higher levels. Horizontal communication is the transmission of information among colleagues in the same work unit, where includes individuals who are placed at the same level of authority in organizations and have the same superiors.<sup>24</sup>

The spirituality workplace ensures the presence of a leader's critical decision making. It is imperative to conclude that any leader who is critical of his or her decisions cannot do away with enhancing or creating antecedents that will make the organization realize its goals. Hence, it is plausible to conclude that an organization that ensures the presence of job involvement, identification with an organization or organizational commitment, work which provides meaning, sense of interconnectedness and community and having an organizational culture which could be antecedent to organizational effectiveness.<sup>25</sup>

## Conclusion

The leadership policy on giving or encouraging its employees to take training is an excellent step to improving the effectiveness of the work and the competence of human resource management employees a positive influence. Among other forms expertise of in the management of human resources is the dominant technological mastery over performance.

<sup>23</sup>Egis Yani Pramularso, "Pengaruh Kompetensi Terhadap Kinerja Karyawan CV Inaura Anugerah Jakarta," *Widya Cipta* II, no. 1 (2018): 40–46, accessed April 13, 2020, <https://ejournal.bsi.ac.id/ejurnal/index.php>.

<sup>24</sup>Heru Pratama, "PENGARUH KOMPETENSI, KOMUNIKASI DAN KOMPENSASI TERHADAP KINERJA KELOMPOK KERJA PADA UNIT LAYANAN PENGADAAN PEMERINTAH PROVINSI KALIMANTAN TIMUR," *Jurnal Paradigma (JP)* 5, no. 2 (July 10, 2017): 79–94.

<sup>25</sup>Sreenutelu and Yoginder S Verma, *WORKPLACE SPIRITUALITY AND ORGANIZATIONAL EFFECTIVENESS: TOWARDS AN UNDERSTANDING OF INTERRELATIONSHIP*, vol. 5 (JETIR, 2018), accessed April 11, 2020, [www.jetir.org](http://www.jetir.org)1614.

The effectiveness of communication is enhanced when the supervisor conveys the work direction in detail. The information is given on time in understandable language. The presence of reproof where the mistake occurs. The superior is open to suggestions or opinions of the inferior, the excellent appreciate any complaints, the employees' exchange opinions and the willingness to listen to other friends' advice.

Overall, motivational communication and competence affect job satisfaction. It means all variables influence work satisfaction. It needs to notice another factor which might affect work satisfaction more than the variables which includes improvements in the workplace. Another factor is leadership. A leader who care his (her) employee, participative and receptive to opinions. A leader must enhance participation from workers so that they are willing to increase their enthusiasm for work satisfaction.

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