AKADEMIK e-ISSN 2774-8863
Jurnal Mahasiswa Humanis
Vol. 2, No. 3, September 2022

EMPLOYEE PSYCHOLOGICAL ANALYSIS: Communication, Self Esteem, and Self Efficacy

Ahmad Gozali
Universitas Pancasila, Indonesia
liliandiaraahmad@gmail.com

Submitted: 12th June 2022 | **Edited**: 08th August 2022 | **Issued**: 01st Sept 2022

Cited on: Gozali, A. (2022). EMPLOYEE PSYCHOLOGICAL ANALYSIS: Communication, Self Esteem, and Self Efficacy. *AKADEMIK: Jurnal Mahasiswa Humanis, 2*(3), 111-119.

ABSTRACT

Behind the achievements and goals achieved, there are many sacrifices, ranging from emotional, physical, to mental. This situation is an abstract factor that becomes a motor for a worker in achieving good work results. This confirms, behind the achievement of the company's interests, there is a great effort from a worker, which sacrifices his emotionality. This study seeks to reveal information about the psychological factors of employees in achieving performance. The method used in this study is a derivative of the quantitative approach, namely the survey method. While the operational research method, using associative techniques with statistical regression analysis as proving the probability. The research subjects were employees of PT Aerofood Acs Indonesia with a purposive sampling technique, a total of 100 people. Data collection is done primarily through the distribution of questionnaires, either directly or using google forms. In measuring the research instrument, the Likert scale was used. The results of the study explain that psychological factors have a very real contribution in achieving good work results. It is undeniable, feeling happy or comfortable can encourage the birth of measurable and maximum work behavior. So often, because of this feeling of pleasure/happiness, employees work more than the standards that have been set. On the other hand, if the psychological aspect is disturbed, then there is a tendency to decrease work performance and productivity.

Keywords: Psychological Aspects, Satisfaction, Work Results, Efficacy, Self Esteem, Communication

INTRODUCTION

There has been chaos in all aspects of life due to the COVID-19 outbreak. This is the biggest challenge for every individual, especially companies, to be able to maintain their existence. Moreover, the existence of a large-scale social restriction policy makes it more difficult to move around, so all humans are required to be adaptive in facing this difficult reality by presenting creative and innovative actions. Nevertheless, these limitations cannot deny various problems, for example many companies have gone bankrupt (Giant, Matahari, Hotel and Tourism Companies, and MSMEs), unemployment and layoffs occur everywhere, people's purchasing power decreases,

income levels decline, decreased, and so on. The real bad impact of this difficult situation is the stagnation of economic activity, as a result many companies whose incomes decline so that management takes the decision to lay off. Not only one or two companies have experienced something like this, but also many companies with different cases but with the same cause, namely due to disease outbreaks (Yanuarita & Haryati, 2021).

In this pandemic period there is not much that can be done, but that does not mean you have to give up and let things get worse. As an intelligent human being, you must be able to maximize your potential and present solutions to the problems you are facing. During the PSBB period and the health protocol policy conveyed by the government, it is not important because it is to break the chain of spreading the virus. In this case the company is required to continue to be able to innovate no matter what way to keep the company's business running, this is the biggest challenge for the company, some employees work from home and some work in the office, this is one of the company's efforts in facing these challenges, but management also still pay attention to the risks that may occur if applied to work from home. In this case, the risks that may arise do require awareness by all employees to maintain integrity at work and a high sense of belonging to the company. For that there must be good communication and feedback between employees and company management (Latifah & Muksin, 2020).

Currently, the challenge we face is technology that affects the growth of the world economy. This economy is growing rapidly because it is influenced by the various effectiveness of a company which is very dependent on the quality of the human resources available in it. In the current era, companies are required to continuously improve their performance in order to compete in an increasingly competitive industrial environment. Therefore, the company demands that its employees be able to display optimal performance because the good or bad performance achieved by employees will affect the overall performance and success of the company (Saputra & Mulia, 2020).

Human resources are one of the most important assets for the company. The role of human resources for the company is not only seen from the results of work productivity but also from the quality of the work produced. Therefore, employee performance is something that deserves important attention from the company. Existing human resources also need to be managed and fostered so that they feel satisfied in carrying out

their work so that they are able to contribute to the performance and progress of the company (Harras, et, al., 2020)

The success of an organization is influenced byjobperformance) of its employees. Performance or work performance is the result of work achieved by a person in carrying out tasks in accordance with the responsibilities given to him. To achieve the goals that have been set by the company, the company always strives to improve the performance of its employees, work situations, cooperation between leaders and fellow employees related to the performance of employees' attitudes towards their own work. Humans have desires, wills and ideals. This determines his attitude and stance (Wahyu & Salam, 2020).

THEORY

Communication on Job Satisfaction

Organizational communication has a relationship with the level of job satisfaction. In this case, it is intended that by establishing good communication within an organizational scope, it will create a good organizational climate as well (Setyoningrum, & Diphojoyo, 2020). When the organizational climate is well established, the people in the organization will feel comfortable because of the climate effect (Pertiwi, et, al., 2019). To reveal the relationship between Communication and Job Satisfaction.

Communication has a relationship with the level of job satisfaction. Factors that affect employee job satisfaction as stated by Sutrisno in Factors that affect job satisfaction are opportunities for advancement, job security, salary, company and management, supervision, intrinsic factors of work, working conditions, social aspects of work, communication and facilities (Nanda & Namora, 2020).

Self Esteem on Job Satisfaction

Self Esteem has an effect on employee job satisfaction. If the employee's self-esteem is high, it will create a high sense of job satisfaction in employees as well. This is evidenced in the results of research by Kusniawati & Kader (2021) which states that there is an influence of Self Esteem on job satisfaction, and is supported by the results of research by Wulandari, et, al. (2020), which states that employees with high Self Esteem have the ability to work superior and can increase job satisfaction obtained from his work.

Self Efficacy on Job Satisfaction

Self Efficacy has an effect on employee job satisfaction. If *self* -efficacy is high, it will create a high sense of job satisfaction in employees as well. This is evidenced in the results of research by Yosier, et, al. (2019) which states that there is an influence between *Self Efficacy* on job satisfaction, and is supported by the results of research by Ali & Wardoyo (2021) which states that *Self Efficacy* has a positive and significant effect on job satisfaction. This shows that the higher the *Self Efficacy* or a person's level of confidence in his abilities, the job satisfaction also increases.

Communication, Self Esteem, and Self Efficacy on Job Satisfaction

Good communication, a high level of self-esteem for work and confidence in the ability to do work will make oneself feel satisfied, so there is a simultaneous relationship between communication, *Self Esteem* and *Self Efficacy* on job satisfaction (Prasetyo & Marlina, 2019). this is proven in the results of Iska Maulina's research (2018) which states that there is a relationship between communication, *Self Esteem* and *Self Efficacy* on job satisfaction.

METHOD

The following are the research methods used, including:

1. Conclusions are based on the results of statistical calculations, so the research approach uses quantitative
2. The direction of research thinking is causal, so the research method uses causal associative
3. Statistical tests consist of tests partial and simultaneous, then the analysis technique uses multiple linear regression.
4. In collecting data, questionnaires were distributed to selected samples through purposive sampling technique
5. The number of samples was 100
6. The research subjects were employees of PT Aerofood Acs Indonesia
7. The parameter of questionnaires were used Likert Scale
8. The involvement analysis are validity and reability test, multiple regression test, and determination test

RESULTS

Overview of the Communication Questionnaire

Based on the data collected through the distribution of questionnaires, it can be concluded that the Communication Variable is currently quite good, this can be seen from the average score of 3.38 and is included in the Good Enough category. In the communication variable the dominant average score is the information load indicator with an average score of 3.55 in the Good category, namely the instrument "superior instructions are easy to understand" with a score of 3.57 and "Request and receipt of goods between units are always smooth" with a score of 3.52. Meanwhile, the indicator of ease of information is at the lowest score with an average score of 3.22 with a fairly good category, namely the instrument "The boss provides information media that is in accordance with the needs of the job" with a score of 2.98 and "Information media provided by superiors is easy to understand. access" with a score of 3.45.

Overview of the Self Esteem Questionnaire

Based on the data collected through the distribution of questionnaires, it can be concluded that the *Self Esteem* is currently very good, this can be seen from the average score of 4.23 and falls into the range of the Very Good category.variable *Self Esteem* the dominant average score is on the Feelings of Valuable indicator with an average score of 4.23 with a very good category, namely the instrument "I feel a diligent and smart person" with a score of 4.45 and "I feel a person who good" with a score of 4.29. Meanwhile, the Feeling of Ability indicator is at the lowest score with an average score of 4.10 in the Good category, namely the instrument "I am able to complete the work given" with a score of 4.34 and "I am confident in my abilities" with a score of 3. 85.

Overview of the Self Efficacy Questionnaire

Based on the data collected through the distribution of questionnaires, it can be concluded that the Self Efficacy variable is currently good, this can be seen from the average score of 4.09 and falls into the range of the Good category. In the Self Efficacy variable the dominant average score is on the Physiological State indicator with an average score of 4.16 with a good category, namely the instrument "I feel nervous when I am given a new task by my boss" with a score of 4.17 and "I am very excited. at work" with a score of 4.16. As for the Experience of Success indicator, the lowest score with an average score of 4.03 in the Good category, namely the instrument "I am always

successful in terms of work" with a score of 4.10 and "I always fail in terms of work" with a score of 3, 96.

Overview of the Communication Questionnaire

Based on the data collected through the distribution of questionnaires, it can be concluded that the Job Satisfaction Variable (Y) is currently good, this can be seen from the average score of 4.05 and falls into the range of the Good category. In the Self Efficacy variable the dominant average score is the Honesty indicator with an average score of 4.18 with a good category, namely the instrument "I am very honest in carrying out the tasks given by my superiors" with a score of 4.07 and "I work hard although not supervised" with a score of 4.29. Meanwhile, the indirect Job Satisfaction indicator (bonus) is at the lowest score with an average score of 3.73 in the Good category, namely the instrument "I receive a bonus because of my work performance" with a score of 3.66 and "bonus given in accordance with work performance" with a score of 3.80.

Questionnaire feasibility test

1. The output of correlation statistics shows, all communication questionnaires are declared valid, and the indicator that has the highest correlation is the ease of getting information.
2. The output of correlation statistics shows that all self-esteem questionnaires are declared valid, and the indicator that has the highest correlation is feeling accepted.
3. The output of correlation statistics shows that all self-efficacy questionnaires are valid, and the indicator that has the highest correlation is experience.
4. The output of correlation statistics shows that all job satisfaction questionnaires are valid, and the indicator that has the highest correlation is the environment.

Test the consistency of the questionnaire

Overall, both the reliability value of the questionnaire is greater than 0.60 and the variable reliability value is greater than 0.70. That is, the data obtained through the distribution of the questionnaire does not have a value defect, so it can be used for regression research data processing. Although it is not mathematically certain, whether the research results show the expected probability.

The effect of communication on job satisfaction

The regression value of 0.294 explains that communication is currently only able to increase employee job satisfaction by 0.294. In other words, the communication that is developed at this time, either from the leader to the subordinates or vice versa, then between colleagues has a significant effect, however, the value of the influence is still below 0.50. That is, theoretically communication has an important role in our comfortable feeling to interact between one employee and another.

The effect of self-esteem on job satisfaction

The regression value of 0.379 explains that self-esteem or pride in oneself has a great opportunity to increase satisfaction. This finding factually confirms that employees have a high attitude of pride towards themselves, by showing good performance and trying to appear to contribute to the company. In addition, the presence of pride in oneself has a strong correlation with self-satisfaction, so the more proud a person is because of the goodness he has, the more satisfied he is.

The effect of self-efficacy on job satisfaction

The results of this study show that self-efficacy has a significant effect on job satisfaction. That is, self-confidence reflects how satisfied an employee is, he displays what is good through his attitude and cheerfulness, this confirms that someone is feeling satisfied. In addition, the regression value of 0.318 explains that the increase in self-confidence can increase job satisfaction. In other words, this data describes the current situation, that the employees studied have good self-confidence so that it has an impact on job satisfaction. It is hoped that the increase in job satisfaction can have implications for increasing work performance and productivity.

The effect of communication, self-esteem and self-efficacy on job satisfaction

Determination of communication, self-esteem and self-efficacy is 0.162. Statistically it means that the presence of these three factors can increase the employment papacy by 16.2%. But the real thing is, the communication that is currently being built, the employee's pride in himself and his self-confidence have not been able to increase job satisfaction above 50% even though mathematically it has a significant condition. That is, the impact value of the three factors has not been able to maximize feelings of pleasure and happiness, this requires efforts from many parties, especially companies and leaders.

CONCLUSION

The interesting thing from the results of this study is that, the research findings clarify the opinion of the theory. That satisfaction is an act of the heart which is seen in an attitude of pride and confidence. In addition, it is necessary to build good communication, in order to create a comfortable work environment, so as to provide a sense of happiness and a comfortable working atmosphere. However, there is a correction to the simultaneous results, even though mathematically it shows a positive value, but the simultaneous value has not been able to show an increase from the partial results. This confirms that communication, self-esteem and self-efficacy are individual variables that have not become a culture in the work environment.

REFERENCES

Ali, F., & Wardoyo, D. T. W. (2021). Pengaruh Self Efficacy Terhadap Kinerja Karyawan Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi PT. Ultrajaya Milk Industry, Tbk Surabaya Bagian Marketing). *Jurnal Ilmu Manajemen*, *9*(1).

Harras, H., Sugiarti, E., & Wahyudi, W. (2020). Kajian Manajemen Sumber Daya Manusia Untuk Mahasiswa.

Kusniawati, A., & Kader, M. A. (2021). PENGARUH SELF ESTEEM DAN SELF EFFICACY TERHADAP KEPUASAN KERJA KARYAWAN (Studi Kasus pada Pegawai RSUD Kabupaten Ciamis). *Business Management and Entrepreneurship Journal*, *2*(4), 53-62.

Latifah, W., & Muksin, N. N. (2020). Kontribusi Metode Coaching Dalam Komunikasi Persuasif Pegawai Di Rsud R. Syamsudin, Sh Kota Sukabumi. *Sebatik*, *24*(2), 213-221.

Maulina, I. (2018). Pengaruh Komunikasi, Self Esteem, Dan Self Efficacy Terhadap Kepuasan Kerja Serta Dampaknya Terhadap Kinerja Perawat Rumah Sakit Tgk. Fakinah Banda Aceh. *Jurnal Manajemen Inovasi*, *8*(2).

Nanda, R. T., & Namora, I. (2020). PENGARUH KOMUNIKASI KERJA, KEPEMIMPINAN DAN PELATIHAN KERJA TERHADAP KEPUASAN KERJA KARYAWAN PADA PT BUMISARI PRIMA MEDAN. *Jurnal Bisnis dan Manajemen*, *7*(1).

Pertiwi, Y., Efendi, E., Wijaya, A., & Simatupang, S. (2019). Pengaruh Komunikasi Interpersonal Dan Kompensasi Terhadap Kepuasan Kerja Pada Pt Perkebunan Nusantara Iii (Persero) Kebun Bangun. *SULTANIST: Jurnal Manajemen Dan Keuangan*, *7*(2), 11-20.

Prasetyo, E. T., & Marlina, P. (2019). Pengaruh Disiplin Kerja dan Kepuasan Kerja Terhadap Kinerja Karyawan. *Jurnal Inspirasi Bisnis Dan Manajemen*, *3*(1), 21-30.

Saputra, N., & Mulia, R. A. (2020). Kontribusi Kompensasi Dan Motivasi Kerja Terhadap Kepuasan Kerja Pegawai Di Dinas Pendidikan Dan Kebudayaan Kabupaten Agam. *Ensiklopedia Sosial Review*, *2*(1), 20-28.

Setyoningrum, D. P., & Diphojoyo, G. U. (2020). PENGARUH KOMUNIKASI DAN KUALITAS KEHIDUPAN KERJA TERHADAP KEPUASAN KERJA KARYAWAN UNIT PELAYANAN PUBLIK BADAN NASIONAL PENEMPATAN DAN PERLINDUNGAN TENAGA KERJA INDONESIA (BNP2TKI). *IKRA-ITH HUMANIORA: Jurnal Sosial dan Humaniora*, *4*(1), 38-52.

Wahyu, W., & Salam, R. (2020). KOMITMEN ORGANISASI (Kajian: Manajemen Sumber Daya Manusia).

Wulandari, N. L. A. A., Sumadi, N. K., & Swara, N. N. A. A. V. (2020). Pengaruh Self Esteem, Empowerment, dan Team Work Terhadap Kepuasan Kerja Karyawan Pada PT. BPR TISH di Gianyar. *Widya Manajemen*, *2*(1), 89-99.

Yanuarita, H. A., & Haryati, S. (2021). Pengaruh Covid-19 Terhadap Kondisi Sosial Budaya Di Kota Malang Dan Konsep Strategis Dalam Penanganannya. *Jurnal Ilmiah Widya Sosiopolitika*, *2*(2), 58.

Yosier, S., Riadi, S. S., & ZA, S. Z. (2019). Pengaruh kepemimpinan transformasional leader member exchange self efficacy terhadap kepuasan kerja. *JURNAL MANAJEMEN*, *11*(2), 212-216.