

The Influence of Communication ability, Workload & Wages on the Performance of agricultural officer in Deli Serdang Regency, North Sumatra, Indonesia.

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ABSTRACT:- The extension of agriculture as an integral part of agricultural development is one of the empowerment efforts of farmers and other agricultural businesses to increase productivity, income, and prosperity. The extension system provides guidance and information to farmers as well as direct practice with farmers. The output of the extension activities in addition to the increase in production is the change of mindset and behavior of farmers in conducting agriculture. Through counseling, it is hoped that the class level of farmer groups can be increased from beginner farming to able or primary farmer groups. The general purpose of this research is to investigate the influence of communication abilities, workload, and wages on the performance of agricultural extension at the Deli Serdang Regency Agriculture Office, North Sumatra, Indonesia. This type of research if viewed from its methodology, this research is categorized as Descriptive research. If reviewed from its data type, this study falls into quantitative research. The quantitative associative method in this study is to know the relationship of communication ability, workload, and wage to employee performance. The population of this research is the extension worker in the environment of the Deli Serdang Regency Government Agriculture Office amounting to 197 people. The sampling method used is a probability sampling method with 132 people with sampling criteria. The result of the research finds that communication ability has a positive and significant effect on employee performance. Workload has a positive and significant effect on employee performance. Working wages have a positive and significant effect on employee performance. It is hoped that the company's leaders will continue to have visionary and openness to employees. It is expected that the researcher can further develop the result of this research by adding some other variables that are not studied in this research.

Keywords:- Employee performance, Communication ability, Workload, Wages.

I. INTRODUCTION

The role of agricultural extension officer as a human resource is significant in agricultural extension to help the community in improving the agricultural sector. Counseling is one form of service that the government provides to society. The community as a consumer of extension services, in this case, is the farmers. Institutional counseling is one of the government-owned organizations. This organization provides services to the community, especially farmers, to obtain information on agricultural programs and information to solve agricultural-related issues.

The extension of agriculture as an integral part of agricultural development is one of the empowerment efforts of farmers and other agricultural businesses to increase productivity, income, and prosperity. The extension system provides guidance and information to farmers as well as direct practice with farmers. The output of the extension activities in addition to the increase in production is the change of mindset and behavior of farmers in conducting agriculture. Through counseling, it is hoped that the class level of farmer groups can be increased from beginner farming to able or primary farmer groups. The increase of farmer class is assessed from several aspects, the namely cropping pattern that is well planned from the system of planting, processing, and marketing, having good institute, among others, good administration.

The Deli Serdang Regency Agriculture Office is a unit supporting the extension of agricultural administration, arrangement, management, and utilization is the responsibility of the Regency Government. In order to facilitate the extension of the activity, it is necessary that extension resources have good communication abilities and good working skills in agriculture.

So in the field, there are still many farmers who cultivate traditional farms, as there are still many farmers who do not implement planned farming patterns under the cropping pattern set from the planting system to the processing and marketing. Relying on chemical fertilizers and excessive use of imposes systems or methods that can damage plant ecosystems, in the long run, can cause production to decline due to ecosystem damage.

Employee wages are less in line with the expectations of employees, wages received by employees have not been able to cover the expenditure of agricultural extension workers, such as operational costs covering vehicle operations, feeding money, so that it can generate a negative perception of wages and influence one is thinking to get out.

Septiyana (2012) argues that the right distribution of workload affects employee performance. In conveying such information communication abilities are needed by extension workers. Effective communication is required to encourage better performance and improve the performance of agricultural extension workers in delivering accurate and accurate information. Isa (2009) argues that communication abilities have a significant effect on performance. Farmers who understand and understand their work will be able to work better, which ultimately can improve their work. As weighing the workload of the extension workers, the extension of the field requires the effectiveness of communication abilities. Based on field observations and preliminary interviews with some counseling staff, they still need training in counseling and communication abilities, as well as tools for teaching and communicating.

According to Putera (2010), three workload indicators are targets, work conditions, working hours and job standards. One of the ways to improve employee performance is by analyzing the workload in the institution. Analysis of workload is fundamental to do one of them in order to create a pleasant office atmosphere characterized by employees getting the right position by its performance ability. The workload is the ability of the worker's body to accept work. From an ergonomic point of view, any workload that a person receives must be balanced and balanced against the physical and psychological abilities of the worker receiving the workload. The high burden of staff is marked by the targets to be achieved each month to be able to compete with other agricultural workers. Amidst so many competitors in the world of agriculture that offer seed and agricultural products and agricultural counseling services.

Wages are still one of the issues that are always a highlight, especially in developing countries like Indonesia. This case is because wages are the largest component of a person's income so that the wage rate is one of the indicators that reflects the welfare of society. Based on the background of the problems that have been described earlier, the problems that will be solved by this research are:

RQ1: Does communication ability have a significant effect on the performance of agricultural employees in Deli Serdang Regency?

RQ2: Does the workload have a significant effect on the performance of agricultural employees in Deli Serdang Regency?

RQ3: Do the wages have a significant effect on the performance of agricultural employees in Deli Serdang Regency?

RQ4: Do communication ability, workload, and wages work have a significant simultaneous effect on the performance of agricultural employees in Deli Serdang Regency?

II. LITERATURE REVIEW

Employee Performance

Gibson (2003) states that performance is the achievement of organizational goals that can form quantitative or qualitative outputs, creativity, flexibility, dependability or other things the organization may want. Performance emphasis can be short- and long-term, as well as on individual, group or organization levels. Individual performance contributes to group performance which further contributes to organizational performance. In highly effective organizations, management helps create a positive synergy, which is overall more extensive than the sum of its parts. At any given level no one criteria precisely reflect performance.

The quality and quantity of work done by agricultural workers in carrying out their duties by the responsibilities assigned to them (Mangkunegara, 2010). The performance of agricultural officers is vital in increasing productivity. In improving the employee's performance must be able to know the factors that can affect performance. Performance is a result of work, both in quality and quantity achieved in carrying out the tasks under the responsibilities assigned. The willingness and skills of agricultural workers are not effective enough to do something without a clear understanding of what to do and how it works.

Implementation of the work undertaken by agricultural workers is necessary to see how far the success of the farmer. The performance appraisal system of this agricultural employee is the result of the work of the employee within its scope of responsibility which refers to a formal and structured system used as an instrument for measuring, assessing and affecting work-related attributes, controlling the conduct of agricultural employees,

including absenteeism, work, make decisions related to salary increases, bonus assignments, communication abilities and placement of agricultural workers in line with their position (Imran, 2013).

Rivai (2005) emphasized the importance of regulating agricultural extension workers as assets. By treating agricultural extension workers as an asset, there is an automatic increase of Individual Capacity and Organizational Competitiveness, as well as Improved Performance and Employee Engagement is ascertained.

More specifically, the performance evaluation as stated by Sunyoto in Mangkunegara (2010) is a) Improve understanding between farm workers on performance requirements. b) Record and acknowledge the results of agricultural extension work, so that they are motivated to do better, or at least perform well with previous performance.

c) Provide opportunities for agricultural extensions to discuss their aspirations and aspirations and raise awareness of their careers or their current work. d) Define or redefine future reasons, so that agricultural extension is motivated to excel by its potential. e) Examine the implementation and development plans that are appropriate to the training needs, specifically the training plan, and then approve the plan if there are no things to change.

According to Robbins (2013), there are indicators of employee performance appraisal, namely: 1. Achievement of work, When a person's job assignments are difficult to determine, the company can evaluate the employee's work-related behavior. 2. The achievement of the target, being the right factor for evaluation, from the achievement of targets can be seen in the ability of employees to complete their workload. 3. Skills include a set of technical, interpersonal or business-oriented abilities. 4. Satisfaction, that is, the quality of work achieved according to the requirements of the suitability and readiness of employees. 5. The initiative, namely the spirit to carry out new tasks and to enhance their responsibilities. 6. Attendance level, being one of the benchmarks to determine the level of employee discipline is higher in attendance or low absence, then the employee has a high level of discipline that can affect employee performance. 7. Obedience, namely consciousness and willingness in terms of work completion. 8. On time, the amount of work obtained in a specified period.

Employee performance indicators can be assessed from the following points (Prawironegoro, 2009): 1) The quality of work demonstrates the smoothness, accuracy, and relevance of the work by not neglecting the volume of work. The existence of good quality of work can avoid the level of error, in completing a work that can benefit the organization's progress. 2) The quantity of work shows the number of types of work done in time so that efficiency and effectiveness can be achieved following the objectives of the organization. 3) The responsibilities show how much employees are in accepting and carrying out their work, assuring the work results and the means and infrastructure used and the behavior of their work every day. 4) Cooperation, employee willingness to participate with other employees vertically and horizontally both inside and outside of work so that work will improve. 5) Initiatives, the initiative from inside members of the organization to do the work and solve problems in work without waiting for orders.

According to Dessler (2008) there are six indicators of performance: 1) Quality of work is the accuracy, accuracy, acceptable level of work done, 2) Productivity is the quantity and work efficiency generated by the work within a certain period of time, 3) Knowledge about work is the practical skills and techniques and information used in work, 4) Trust is a level where employees can be trusted in relation to job completion and follow-up, 5) Availability is the level at which the employee is on time, observes the determination of rest/meal hours, and the entire attendance record, 6) Freedom is the extent to which work can be done alone with or without supervisory supervision.

According to Luthans (2008) in general, there are several elements of employee performance, among others: 1) The quantity of the results, measured from employee perceptions to the number of activities being assigned and the results. 2) The quality of the results, measured from employee perceptions to the quality of the resulting work as well as the perfection of the task to the skills and abilities of employees. 3) Timeliness of results, measured from employee perceptions to an activity completed from the beginning of time to output. It can finish at a set time and maximize the time available. 4) Attendance, employee attendance rate in the company can determine employee performance. 5) The ability to work together, measured from employee's flexibility in co-operation with colleagues and the environment.

Communication ability

According to Beni (2012), communication abilities are the delivery and understanding of messages from one person to another. According to Larry (2010), communication is a dynamic process in which people try to share their internal issues with others through the use of symbols. Based on the above opinion, it can be concluded that communication is the ability to deliver messages or information about the mind that includes the ability to speak, write, draw and discuss.

Akintoro (2016) argues that the purpose of communication should be analyzed thoroughly from two directions, namely, from the boss's opponent and vice versa of the subordinate subordinates, the message to be

delivered can be considered valuable to the recipient, communication with the right messages and in the short term often has an interest long-term. Communication Capability is the ability to send messages that support the achievement of goals where keeping social acceptance (Rowley, 2002). Purwanto (2006) communication ability is the skill level of one's message delivery to others to tell and change attitude, opinion, and behavior as a whole either directly or indirectly. Payne (2005) indicators of communication ability are communication compensation, communication knowledge, and communication abilities.

Charoenngam, Nonluck and M Jabin in Mas'ud (2006) dimensions used in measuring the communication level are: a) Wise and decency. b) Feedback received. c) Information Sharing. d) Masculinity. Gibson (2001) explains there are some communication abilities needed in an agency so employees can do the task charged to it. Some of the skills that must be owned by employees to achieve the effectiveness and efficiency of work: 1. Ability to interact. 2. Conceptual ability. 3. Technical ability

Riduan (2005) perceives that communication ability as a general characteristic of a person who is related to knowledge) and skills created through action. The ability of an employee to apply the indicator can be described as follows: 1) Skills performing tasks. 2) Reinforcement skills. 3) Variation skills.

Workload

According to Hart and Staveland (2008) workload is a set or number of activities that must be completed by an organizational unit or officeholder for a certain period (the perceived relationship between the account of mental processing capability and the amount required by the task). Conclusions can be drawn from workloads are many activities that require mental processes or abilities that must be completed within a specified period, both physically and psychologically.

According to Meshkati in Tarwaka (2015), the workload can be defined as a difference between the capacity or ability of workers and the demands of work to be faced. Given that human work is mental and physical, each has a different level of loading. Too high loading levels allow excessive energy use and overstress occur, whereas the intensity of loading that is too low allows boredom and saturation or under stress. Therefore, it is necessary to try the optimum level of loading between the two extreme boundaries and of course different from one individual to another.

According to Hart and Staveland in Tarwaka (2015), that workload is something that arises from the interaction between the demands of tasks, the work environment where it is used as a place of work, skills, behavior, and perceptions of workers. Workloads can sometimes also be operationally defined on various factors such as the demands of the task or the efforts taken to do the work. Therefore, it is not only considering workload from one aspect only, as long as the other factors have interrelations in complex ways. O'Donnell and Eggemeier (1986), workload measurements can be carried out in three types, namely: subjective measurement, performance measurement, and physiological measurements. According to Soleman (2011), the factors that influence workload are external factors and internal factors.

Wages

Understanding wages according to Sukirno (2002) is payments to unskilled workers whose jobs are always on the move, such as agricultural workers, carpenters, masons, and unskilled laborers. Whereas in economic theory wages are described as payments for physical and mental services provided by labor to entrepreneurs.

According to Rivai (2005) Wages are given as a form of fair and decent remuneration given to workers for their services in achieving organizational goals. Wages are paid to workers based on working hours, the number of items produced or the number of services provided. While according to Hasibuan (2007), wages are remuneration paid to daily workers based on agreed agreements to pay. Based on several definitions of wages above, it can be concluded that wages are rewards received from employers for services provided to companies based on the length of hours and the number of products produced, the agreement between workers and business people in determining the wage.

Hypotheses Development

The hypotheses of this study are as follows:

H1: Communication ability have a significant effect on the performance of agricultural employees in Deli Serdang Regency

H2: The workload has a significant effect on the performance of agricultural employees in Deli Serdang Regency

H3: The wages have a significant effect on the performance of agricultural employees in Deli Serdang Regency

H4: Communication ability, workload, and wages work have a significant simultaneous effect on the performance of agricultural employees in Deli Serdang Regency

III. RESEARCH METHODS

This type of research if viewed from its methodology, this research is categorized as descriptive research. If reviewed from its data type, this study is classified as quantitative research (Sinulingga, 2017). The quantitative associative method in this study is to know the relationship of communication ability, workload, and wage to employee performance. The population of this research is agricultural workers in the Department of Agriculture in Deli Serdang regency totaling 197 people. The sampling method used is a probability sampling method, with sampling technique in this research is done through simple random sampling. Sample size by using formula Slovin (Sinulingga, 2017) as many as 132 people with sample intake criteria. Hypothesis testing is done by using multiple regression analysis approaches with T-Test & F-Test. Previously, it is determined firstly the regression equation according to the result of this research.

IV. RESULTS & DISCUSSION

Results

Regression Equation

Here is the regression equation among the variables of communication ability, workload, and wage on employee performance

Table 1: Regression Equation Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.364	3.756		2.493	.014
	communication ability	.286	.126	.196	2.275	.002
	workload	.154	.109	.126	2.411	.016
	wages	.594	.079	.568	7.470	.000

Based on the data in the table above, it is obtained:

$$Y = 9,364 + 0,286X1 + 0,154X2 + 0,594X3$$

Partial Correlation

Partial t value of communication ability (X1) obtained result of t-count value is 2,275 and t-table value is 1,656 and value t-count > t-table (2,275 > 1,656) and sig < 0,05 (0,002 < 0,05), it is concluded that partially, communication ability has a significant effect on employee performance, at 2,275. The t value is partial from the workload variables (X2) obtained the result t-count is 2,411 and the t-table value is 1,656 and the t-count > t-table (2,411 > 1,656) and sig < 0,05 (0,016 < 0,05), it can be concluded that the workload has a significant effect on employee performance as 2,411. The t value partially from the wage variable (X3) is obtained by the result of t-count value is 7,470 and the value of t = table is 1,656 so the t-count > t-table (7,470 > 1,656) and the sig value is 0,05 (0,000 < 0,05), it can be concluded that partial wages have a significant effect on employee performance equal to 7,470.

The value of t partially from wage variable (X3) is obtained as a result of t-count value is 7,740, and t-table value is 1,656 and t-count value > t-table (7,740 > 1,656) and sig < 0,05 (0,000 < 0,05) it can be concluded that partial communication ability is the dominant variable which has a significant effect on employee performance of 7,740.

Simultaneous Correlation

Table 2: Simultaneous Correlation Results

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	544.344	3	181.448	23.714	.000 ^a
Residual	979.376	128	7.651		
Total	1523.720	131			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), wages, communication ability, workload

Based on the data in the table above, it shows that the F-count value is 23,714 with a significant level of 0,000. Meanwhile, F-table values at 95% ($\alpha = 0.05$) level are 2,674 where (F-count > F-table) up to 23,714 > 2,674 and sig < 0,05 (0,000 < 0,05). Thus, simultaneously there is significant influence between communication ability, workload, and wage on the performance of agricultural workers in Deli Serdang Regency, North Sumatra.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.798 ^a	.757	.744	2.76611	1.196

Based on the data above, it can be explained that the Adjusted R Square value is 0.744 or 74.40%, meaning that the research variable contributes or contributes to the performance of Deli Serdang Regency agricultural staff is 74.40% while other factors outside of this study influence the rest 25.60%.

V. CONCLUSIONS & SUGGESTIONS

Conclusion

Communication ability has a positive and significant effect on employee performance. A smaller significance value indicates this case than the significance level of 0.05. Employee performance should be balanced with the ability of an employee's ability to communicate, so the ability to get work done better. Workload has a positive and significant effect on employee performance. A smaller significance value indicates this case than the significance level of 0.05. Workloads based on situational and behavioral relationships and responsibilities have a positive and significant effect on employee performance. This case is shown by the significance value smaller than the significance level of 0.05 and is the dominant variable affecting the performance of agricultural workers. Therefore it is hoped that the leadership can maintain the management pattern applied to agricultural workers in Deli Serdang Regency which has been good and continue to innovate so that communication is accurate, open, transparent, effective and efficient as needed.

Suggestions

Concerning the results of the research, the advice of the research that can be given to the Head of Deli Deli Serdang Regency is:

It is advisable to pay more attention to employee performance. This can be given by motivating employees to be achievement-oriented, can also be done with the provision of benefits to employee performance, the provision of operational vehicles, The ability of job communications so that it is expected to improve employee performance besides making a breakthrough in the form of online services and further encourage employees to work well such as enterprise policies that do not burden employees and communicate and communicate with family-like employees.

The head of the extension agency at the agricultural department in Deli Serdang Regency is advised to maintain and improve the pattern of Workloads that have been applied so far by giving priority to visionary leadership and openness to employees as in the performance reward award.

It is expected that the researcher can further develop the result of this research by adding some other variables that are not studied in this research

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