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The Effect of Teamwork and Communication on Employee Productivity of LNG Badak Bontang Hospital

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Article Info	ABSTRACT
	This research aims to determine the effect of teamwork and communication on employee productivity at Badak Bontang LNG Hospital. This research method is descriptive-quantitative, using data collection techniques such as observation, documentation, questionnaires and interviews. The population in this study were employees of the Badak Bontang LNG Hospital with a sample size of 65 respondents. The analysis technique used is multiple linear regression with the SPSS version 16 application. The results of the research show that from the results of the partial test or T test on collaboration time, results are tcount 12.723 > ttable 1.998 and Communication are tcount 7.620 > ttable 1.998 with a significance of 0.00 < 0, 05. The results of the simultaneous test or Ftest in this study obtained Fcount of 82.835 > Ftable 3.15 with a significance of 0.00 < 0.05. From the results of the T Test and F Test, it is known that the Collaboration and Communication Team has a partial and significant effect on the productivity of Badak Bontang LNG Hospital employees.

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INTRODUCTION

Along with the development of science and technology, in the current era of globalization, the problem of human resources is the most important asset for an organization or company. Because it plays a dominant role in the organization's operational activities to achieve predetermined goals. Human resources and their quality support success in carrying out work (Mariana 2023).

In the era of industry 4.0, work demands are very high, so employees are also required to improve soft skills and hard skills as capital in achieving productivity, so that this will increase the workload of employees. In addition, in increasing productivity, it is also necessary to pay attention to the work environment (Ddeok et al. 2023). Human resources are the most important component for the progress of an organization or company, apart from being a management asset, but also as a driving factor and implementing company operations in achieving the desired goals, besides that companies are also required to increase employee work productivity (Busro 2023).

Work productivity is the most important thing in the world of work because it concerns the success in achieving the targets and goals of a company itself. Productivity in a company can be said to be how good and successful the company is in producing goods or services. The productivity of the device's work can be achieved not only with teamwork but also requires good and maximum communication to achieve this, because without good communication all the goals of an agency will not be implemented properly, if an agency does not have good teamwork and communication then the agency will not find the point of success of the goals of an agency to make the agency more qualified. If it is observed that work productivity in an organization, both private and government, the target is aimed at the implementation process and the level of success of the activities carried out by the devices themselves.

A good work environment that will become the culture of the work organization. Where employees work together and are able to adapt to other employees. With teamwork, employees who are less capable in terms of individual ability limitations will be overcome in terms of work output with teamwork (Ferdiyatmoko 2023). Here there will also be a natural dynamic transfer of knowledge which is expected to have an impact on the quality of work produced when communication can be established dynamically. Where teamwork is a complex and dynamic process, skills and behavior to support team performance(Rahmah et al. 2023).

The process of increasing employee productivity is influenced by several important factors, in addition to teamwork, one of which is communication during work. Companies are required to create a work environment with effective communication to ensure employee performance is more enthusiastic, effective and efficient (Hendriawan and Sutisna 2022). An organization needs support from its members in the form of work reform in order to achieve the goals set by the organization. Real individual and organizational work results lead to the success of achieving organizational goals(Ariani, Saputri, and Suhendar 2020). A company that is advanced and developing is the desire of every employee who works in the company, the company is able to compete and keep up with the times. Effective teamwork can create a work environment that supports and encourages employees to work better together, produce innovation, and achieve targets (Fristky and Suwarni 2023).

Badak LNG Hospital is one of the supporting facilities of the Badak LNG company located in Bontang City. The phenomenon that occurs is that the work productivity of Badak LNG Hospital employees is not optimal, it is known that the emotional relationship between the team is still lacking so that cooperation between employees is not optimal. Employees tend to work individually in completing their work. Badak LNG Hospital works in patient and community services around the Badak LNG company where the lack of employee contribution to each other causes work to not be completed on time which will affect Employee Work Productivity at Badak LNG Hospital. By creating a good teamwork and communication relationship with employees, employees automatically feel comfortable in the company environment. According to (Rahmah et al. 2023) one of the supporting indicators of the work environment is the relationship with coworkers who will make employees feel at home in carrying out their work.

The implementation of cooperation can only be achieved if mutual benefits are obtained for all parties involved in it. If one party is harmed in the cooperation process, then cooperation is no longer fulfilled. In an effort to achieve mutual benefits or benefits from cooperation, good communication is needed between all parties and a common understanding of common goals. Cooperation in a team is a necessity in realizing work success. Cooperation in a team will be a driving force that has energy and synergy for individuals who are members of the team cooperation. Without good cooperation, brilliant ideas will not emerge. In working, employees and leaders cannot be separated from communication that connects the two to be able to carry out their respective tasks. Communication is in everyone's interest to socialize with others. It will be difficult for someone to connect with others without communication. It is unimaginable, if in a company carrying out tasks without communication between each person, this will certainly cause miscommunication, so that work cannot run well. To carry out good and effective communication, data transmission and certain skills are required from the sender of data and the recipient of information.

The most important thing in a relationship is communication. In a company, communication is needed between employees and others, in the current era of globalization, in addition to increasing digitalization, effective communication is needed in it. Communication also has organizational and social functions for the company as a conveyor of information. Communication is a very important element in making it easier for someone to understand messages or information, both personal and interpersonal. The recipient of information should first look for the correct source of information so as not to cause problems because this problem will have an impact on work productivity and vice versa, the company will not develop if there is a lack of communication, then coordination will be difficult to do. Well-established work communication will help increase work productivity and have a positive impact on the company, both outside the company and in the company area (Ritongan and Jingga 2023).

Differences in social background, mindset, character and behavior can be combined with effective communication so that they can create cooperation, receive even information and make it easier to make decisions. Based on the background of the problem that has been explained, it triggers the researcher's curiosity to be able to provide a clear picture of the actual condition of the company. From the researcher's observations, the phenomenon of this study is that the author conducted a study entitled "The Influence of Teamwork & Communication on Employee Productivity at Badak LNG Hospital".

METHODS

This research is quantitative research based on facts and validity used to examine populations and samples and collect data with instruments (Harahap 2020). There are three variables in this research, namely Teamwork (X1), Communication (X2) as the independent variable and work Productivity (Y) as the dependent variable.

Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics to be studied and then conclusions drawn (Sugiyono 2021). The population taken in this research were employees of the Badak LNG Hospital. The subjects of this research were employees of the Badak LNG Hospital from which a sample of 65 respondents was taken. Data was processed using SPSS version 16.0. The results were tested using classical assumption testing, multiple regression analysis, F test, t test and R^2 test.

RESULTS
Data Quality Test
Validity test

The validity test is used to measure whether a questionnaire is valid or not. The validity test is carried out by comparing the r $_{count}$ with the r $_{table}$ value. The formula used for product moment correlation coefficient > r$_{-table}$ (α ; n − 2) n = number of samples. In this research, it is known that the number of respondents is 65 - 2 = 63, so it can be determined that the r $_{table}$ value = 0.244 and the probability value βi = 0.05.

Table 1. Summary of Validity Test Results of the teamwork Questionnaire (X1)

No	Item		Correlation value	Probability	Description
1	teamwork (X1)	X1.1	0,925 > 0,244	0,000 < 0,05	Valid
2		X1.2	0,902 > 0,244	0,000 < 0,05	Valid
3		X1.3	0,934 > 0,244	0,000 < 0,05	Valid

Source: Data processed by SPSS version 16.0

Table 2. Summary of validity test result of communication Questionnaire (X2)

No	Item		Correlation value	Probability	Description
1	communication (X2)	X2.1	0,837 > 0,244	0,000 < 0,05	Valid
2		X2.2	0,776 > 0,244	0,000 < 0,05	Valid
3		X2.3	0,853 > 0,244	0,000 < 0,05	Valid
4		X2.4	0,845 > 0,244	0,000 < 0,05	Valid

Source: Data processed by SPSS version 16.0

Table 3. Summary of validity test result of work productivity Questionnaire (Y)

No	Item		Correlation value	Probability	Description
1	Work Productivity (Y)	Y1	0,657 > 0,244	0,000 < 0,05	Valid
2		Y2	0,628 > 0,244	0,000 < 0,05	Valid
3		Y3	0,638 > 0,244	0,000 < 0,05	Valid
4		Y4	0,534 > 0,244	0,000 < 0,05	Valid
5		Y5	0,550 > 0,244	0,000 < 0,05	Valid
6		Y6	0,722 > 0,244	0,000 < 0,05	Valid

Source: Data processed by SPSS version 16.0

Reliability Test

Reliability is a test used to determine whether the questionnaire used in collecting research data can be said to be reliable or not. A questionnaire is said to be reliable or reliable if a person's answers to statements are consistent or stable over time. Questionnaire items are said to be reliable (feasible) if Cronbach's alpha > 0.60 and are said to be unreliable if Cronbach's alpha < 0.60 (Iman 2011)

Table 4. Reliability Test Recap Results

No	Variable	Reliability Coefficient	Required Cronbach's Alpha	Description
1	teamwork (X1)	0,909	0,60	Reliable
2	Communication (X2)	0,847	0,60	Reliable
3	Work productivity (Y)	0,680	0,60	Reliable

Source: Data processed by SPSS version 16.0

Based on the results of data processing regarding reliability, which shows that all the question items asked are reliable, so it can be concluded that all variables are reliable because they have a Cronbach's alpha value above 0.60.

Classic assumption test
Normality test
The normality test aims to test whether in the regression model, confounding variables have a normal distribution. Detecting data that is normally distributed or not can use the one sample Kolmogorov-Smirnov method. The way to detect it is by looking at the residual significance value. If the significance is more than 0.05 then the residual is normally distributed. The residual value of each variable is normally distributed with a value of $0.184 > 0.05$ as a condition for a normal distribution value for the teamwork (X1), a residual value of $0.171 > 0.05$ as a condition for a normal distribution value for the communication (X2), a residual value of $0.421 > 0.05$ as a condition for normally distributed values for the work productivity (Y) variable. So from the results of the normality test we can decide that each of these variables has a residual value that is normally distributed.

Multicollinearity Test
The multicollinearity test aims to test the existence of correlation between independent variables. A good regression model is free of multicollinearity or there is no correlation between the independent variables. Multicollinearity testing is seen from the VIF (Variance Inflation Factor) and tolerance. If the tolerance value is > 0.1 or the VIF value is < 10, it can be concluded that multicollinearity does not occur.

Table 5. Recap of Multicollinearity Test Results

No	Variable	Tolerace	VIF	Description
1	teamwork (X1)	0,785> 0,1	1,273 < 10	Multicollinearity dose not occur
2	Communication (X2)	0,785 > 0,1	1,273 < 10	Multicollinearity dose not occur

Source: Data processed by SPSS version 16.0

From the data results above, it can be seen that the teamwork variable has a tolerance value with a value of $0.785 > 0.1$ and a VIF value with a value of $1.273 < 10$. The communication variable has a tolerance value with a value of $0.785 > 0.1$ and a VIF value with a value of $1.273 < 10$ From these results, each variable has a tolerance value > 0.10 and a VIF value < 10. So it can be concluded from the results of the multicollinearity test that it can be confirmed that there are no symptoms of multicollinearity in this study.

Heteroscedasticity Test
The heteroscedasticity test aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another. If the variance from the residuals from one observation to another is constant, it is called homoscedascity and if it is different it is called heteroscedacity. A good regression model is one with homoscedasticity or no heteroscedasticity. If the significance value between the independent variable and the absolute residual is > 0.1 then there is no heteroscedasticity problem, and vice versa.

Table 6. Heteroscedasticity Test Recap Results

No	Variable	Significant	Probability Value	Description
1	teamwork (X1)	0,293	0,05	Normal or heteroscedasticity does nor occur

2	Communication (X2)	0,340	0,05	Normal or heteroscedasticity does nor occur

Source: Data processed by SPSS version 16.0

From the results of the data above, it can be seen that the value is significant with a value of 0.293 > 0.05 probability value, which means that the teamwork variable (X1) has an unequal variance from the residual so that heteroscedasticity does not occur. Significant value with a value of 0.317 > 0.05 probability value, which means that the communication variable (X2) has an unequal variance from the residual so that heteroscedasticity does not occur. So, from the results of the heteroscedasticity test, it can be ascertained that the variables in this study do not have heteroscedasticity.

Autocorrelation Test

The purpose of the autocorrelation test is to show whether or not there is a correlation between two or more independent variables in the multiple regression model. The regression model can be said to be good if there is no autocorrelation. The method used is the Durbin Watson test with the formula du < d < 4-du. Durbin-Watson value is 2.136. Then this is compared with the 5% significance table, with a sample size of 65 (n) and a number of independent variables of 2 (k=2), then it is found that the du value is 1.662 and the dL value is 1.535, while the Durbin Watson (d) value of the regression model amounting to 2.136. This means that the Durbin Watson (d) regression value of 2.136 is greater than the du value, namely 1.662 and less than (4-du) or 4- 1.662 = 2.338 or du < D-W < 4-du (1.662 < 2.136 < 2.338). This shows that there was no autocorrelation in this study.

Linearity test

The linearity test is a test that aims to find out whether the regression is linear or not. The aim of the linearity test is to determine whether the relationship between the independent variable and the dependent variable is linear or not. The criterion for testing linearity is that if the significance value is smaller than 0.05 then the relationship between the independent variable and the dependent variable is linear.

Team work (X1) has a significance value that is smaller than 0.05 (0.000 < 0.05) and a Deviation From Linearity significance value of 0.192 (0.192 > 0.05). This indicates that the team work variable (X1) in this study is linear. So it can be concluded that H_0 is rejected (H_a is accepted), meaning that there is a linear relationship between the team work variable and the work productivity variable.

Communication (X2) has a significance value that is smaller than 0.05 (0.000 < 0.05) and the Deviation From Linearity significance value is 0.907 (0.907 > 0.05). This indicates that the communication variable (X2) in this study is linear. So it can be concluded that H_0 is rejected (H_a is accepted), meaning that there is a linear relationship between the communication variable and the work productivity variable.

Multiple Linear Regression Test

The data analysis method in testing uses the Multiple Linear Regression Analysis approach. Where, the aim is to determine the relationship between two or more independent variables and the dependent variable, so that an explanation of variable variations can be obtained that can confirm the hypothesis of the research. This research has two independent variables, namely team work (X1), communication (X2), and one dependent variable, namely work productivity (Y).

Table 7. SPSS Output Results of Multiple Linear Regression Analysis
Coefficientsª

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	26.384	.770		34.252	.000
	Team work (X1)	.727	.057	.951	12.723	.000
	Communication (X2)	.380	.050	.570	7.620	.000

a. . Dependent Variable: Work productivity

These result values are entered into the multiple linear regression equation so that the following equation is known:

$Y = 26{,}384 + 0{,}727x_1 + 0{,}380x_2$

So the equation above is meaningful if:

Constant with a value of 12.924 indicates that if all independent variables Team work and Communication are assumed to be zero, then the value of Work productivity is 26.384.

The linear regression coefficient value of Team work is 0.727, indicating that if the value of the Team work variable increases, then work productivity increases by 0.727 assuming the other independent variables are zero.

The linear regression coefficient value of Communication is 0.380, indicating that if the value of the Communication variable increases, then work productivity increases by 0.380 assuming the other independent variables are zero.

Hypothesis testing
F Test

The simultaneous significant test (F test) is used to determine whether the independent variable (X) simultaneously has a significant influence on the dependent variable (Y). From the results of data processing with the SPSS version 16.0 program, the calculation results are as follows:

Table 8. SPSS F Test Output Results
ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	152.924	2	76.462	82.835	.000[a]
	Residual	57.230	62	.923		
	Total	210.154	64			

a. Predictors: (Constant), communication, team work

b. Dependent Variable: work productivity

For the results in this assessment F_{table} = dka ; dkb = 3.15. From the results above it can be seen that the F_{count} value is 82.835 with a significance level of 0.000. Meanwhile, the F_{table} value is known to be 3.15. Based on these results, it can be seen that $F_{count} > F_{table}$ (82.835 > 3.15) meaning that H_0 is rejected and H_3 is accepted. So it can be concluded that team work and communication simultaneously have a significant effect on employee work productivity in the LNG Badak Hospital.

T Test

The partial significance test (T test) aims to determine the effect of each independent variable on the dependent variable. Apart from that, the T test is also used to test whether the independent variable (X) partially or individually has a significant effect on the dependent variable Y or not.

Table 9. SPSS T Test Output Results
Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	26.384	.770		34.252	.000
	Team work (X1)	.727	.057	.951	12.723	.000
	Communication (X2)	.380	.050	.570	7.620	.000

a. Dependent Variable: Work productivity

The t_{count} value for the team work variable is 12.723 and the t_{table} with α = 0.05 is known to be 1.998, thus the t_{count} is greater than t_{table} and the significant value of team work is 0.000 <0.05, meaning it can be concluded that H_0 is rejected (H_1 is accepted) indicating that team work has a significant effect on employee work productivity in the LNG Badak Hospital.

The t_{count} value for the communication variable is 7.620 and the t_{table} with α = 0.05 is known to be 1.998, so the t_{count} is greater than t_{table} and the significant value for communication is 0.000 <0.05, meaning it can be concluded that H_0 is rejected (H_2 is accepted) indicating that communication has a significant effect on employee work productivity in the LNG Badak Hospital.

Determination Test (R^2)

The coefficient of determination test (R^2) is used to find out how variations in the value of the independent variable (Y) are influenced by the value of the independent variable (X). The coefficient of determination value is between 0 and 1. If R^2 tends towards one, the greater the influence of the independent variable (X) on the variable (Y). Based on the calculation results, the R^2 value is 0.728, which means 72.8% and this states that the Work Commitment and Communication variables are 72.8%. Next, the difference is 100% - 72.8% = 27.2%. This shows that 27.2% is another variable that does not contribute to this research.

DISCUSSION

The Effect of Team work on Work productivity

Based on the results of hypothesis testing from data analysis calculations that have been carried out, it shows that there is an influence of Team work on Employee Work productivity in the General Section of the LNG Badak Hospital. This is proven by the results of partial hypothesis testing showing that the t_{count} for the Team work variable is 13.507 and t_{table} with $\alpha = 0.05$ it is known that it is 1.998, thus t_{count} is greater than t_{table} and the significant value of team work is 0.000 <0.05, meaning it can be concluded that H_0 is rejected (H_1 is accepted) indicating that team work has a significant effect on employee work productivity in the LNG Badak Hospital.

This also shows that the teamwork in LNG Badak Hospital is good but teamwork must still be improved so that when employees do their work they can feel easier and lighter, thus creating a good relationship between employees and their superiors, so that employees will feel happy with their work so that it creates teamwork motivation which will have an impact on increasing employee productivity. Good teamwork will support heavy work to feel easier and lighter. The team cohesion that is carried out will have an impact on the feeling of ease in completing work. Conversely, if employees feel that teamwork is not compact, it will result in employees feeling that the burden of work is borne by themselves which also has an impact on decreasing employee productivity.

The Influence of Communication on Work productivity

Based on the results of hypothesis testing from data analysis calculations that have been carried out, it shows that there is an influence of Communication on Employee Work productivity in the LNG Badak Hospital. This is proven by the results of partial hypothesis testing showing that the t_{count} value for the Communication variable is 9.116 and t_{table} with $\alpha = 0.05$ it is known that it is 1.998, so t_{count} is greater than t_{table} and the significant value for communication is 0.000 <0.05, meaning it can be concluded that H_0 is rejected (H_2 is accepted), indicating that communication has a significant effect on employee work productivity in the LNG Badak Hospital.

This also shows that communication in LNG Badak hospital greatly affects employee productivity, with good communication between employees and superiors will create good interactions in carrying out work, so that the work done will increase employee work productivity. Communication is an important aspect of work, mastering effective communication in the workplace can help improve efficiency, productivity, and innovation, keep employees engaged and make your business ready for success.

The Influence of Team work and Communication on Work productivity

Based on the results of hypothesis testing from the calculation of data analysis that has been done, it shows that there is a simultaneous influence of Teamwork and Communication on the Productivity of Badak LNG Hospital employees, this is proven by the results of simultaneous hypothesis testing showing that the F_{count} value of the teamwork variable is 91.870 with a significance level of 0.000. While the F_{table} value is known to be 3.15 based on these results it can be seen that $F_{count} > F_{table}$ (91.870> 3.15) meaning that H_0 is rejected and H_3 is accepted. So it can be concluded that teamwork and communication simultaneously have a significant effect on employee productivity at Badak LNG Hospital Bontang.

This shows that teamwork while working can build good communication between fellow employees and superiors will support employee productivity at RS LNG Badak will increase. The thing that needs to be considered by management is teamwork, although teamwork does not play a direct role in the business process, teamwork also affects employees in completing their work. Good teamwork will increase employee productivity, conversely if teamwork does not support it will have an impact on decreasing productivity, with good teamwork it can also support the achievement of company goals. Communication is the process of conveying a statement by one person to another. With good communication between fellow employees and superiors will increase employee productivity.

CONCLUSION

The findings of this study strengthen the theory according to showing that trust between team members can improve team performance. The study found that trust between team members can help build harmonious working relationships, increase team member motivation, and improve collaboration between

team members. In addition, there are also other factors that can affect team performance, such as clear tasks, organizational support, and team member abilities. The results of this study are in line with which shows that communication has a positive effect on work productivity. The more intensive communication is carried out between leaders and their subordinates, the more employee work productivity increases.

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