

**THE INFLUENCE OF WHATSAPP ON EMPLOYEE PERFORMANCE
AT THE MINISTRY OF RELIGION OFFICE GOWA DISTRICT**

Irmayanti Khoiriyah¹⁾, Muhammad Najib Kasim²⁾, A. Muhiddin Daweng³⁾
^{1,2,3)}Muhammadiyah Universitas of Makassar

Corresponding Author

khoiriahirmayanti@gmail.com¹⁾, m.najibkasim@unismuh.ac.id²⁾, muhiddindaweng209@gmail.com³⁾

Abstract

IRMAYANTI KHOIRIYAH. 2024. The Effect of Whatsapp on the Work of Employees at the Gowa Regency Ministry of Religious Affairs Office. Thesis. Department of Management, Faculty of Economics and Business, University of Muhammadiyah Makassar. Mentored by, Muhammad Najib Kasim and A. Muhiddin Daweng. WhatsApp media is not only used for personal interests but also used for things that are for work purposes. WhatsApp communication media has both positive and negative impacts. Paying attention to this, the use of whatsapp on employee performance is important to be studied, seeing from the phenomenon that occurred at the Gowa Regency Ministry of Religious Affairs Office, related to whatsapp communication media, all employees use whatsapp. The fact that researchers found at the research location, almost all employees prefer to use whatsapp social media compared to several other social media, such as telegram, instgram and others. Some of the advantages of whatsapp are the reason why all employees use whatsapp including, whatsapp is more secure because it is end-to-end encrypted so that it does not allow others to read, then there is ease in sharing files and documents so that it is more efficient. The purpose of this study was to determine the effect of whatsapp on employee performance at the Gowa Regency Ministry of Religious Affairs Office. The type of research used is quantitative, which is a research method using numerical data with a sample of 64 respondents and using data analysis techniques: validity and reliability tests, classical assumption tests, simple regression analysis. Based on the results of the t-test sig value which is $0.000 < 0.05$, the calculated t value is $10,065 >$ from the table t value which is 1.670 means that whatsapp has a positive and significant effect on performance variables. Based on the results of research conducted at the stage of data collection, data management, and data analysis regarding the influence of whatsapp on employee performance at the Gowa Regency Ministry of Religious Affairs Office, it can be concluded that the use of whatsapp has a positive effect on employee performance.

Keywords: Whatsapp, Performance

INTRODUCTION

Current developments make us unable to escape which is called technology. Everything can be fast and easy, especially in information or communication, one of them. What's more which is called the internet because with the internet we can do it easily exchange information, make phone calls and so on. Internet development which is getting faster and faster, always providing new things to everyone depending on each individual's needs which are of course direct connected to the internet. Therefore the internet has an influence on all areas of human need. (H.M Sahid, 2020)

The role of technology really makes things easier for everyone doing work. And of course it can be resolved effectively and efficient. The development of technology today makes things easier for everyone to access. For example, currently, one of the communication media namely cellphones in which various easy applications are available to be accessed via the internet. Social media such as Facebook, Youtube, Twitter, Instagram, Snap chat and Messaging Apps for example WhatsApp, Line and others is a historical inscription that has undergone deep changes communication process. Communication that has been face to face

and communication in groups, has now changed along with technological developments, namely virtual communication. One of the things that supporting or proving these changes are numerous people who prefer to communicate with their cellphones each compared to talking to that person was nearby.

One of the cellphone or smartphone applications is WhatsApp. The use of WhatsApp can be said to be almost the same as the SMS application (Short Message Service) on old cellphones, the difference namely the WhatsApp application does not require credit but is used namely quota or internet data package. Another function of WhatsApp is send videos, voice calls or video calls, send voice messages, send images, send documents or files and so on. (H.M Sahid, 2020)

WhatsApp media is not only used for personal purposes only but can be used for things that are of interest work. WhatsApp communication media has a positive impact and negative, therefore related to the impact that arises, this research wants to know the effect of using WhatsApp on employee performance.

Pay attention to this, the use of WhatsApp against Employee performance is important to study, looking at the phenomena that occur at the Gowa Regency Ministry of Religion Office, related to the media WhatsApp communication, all employees use WhatsApp. Almost all of the facts that researchers found at the research location employees prefer to use WhatsApp social media compared to several other social media, such as Telegram, Instagram and others. Several advantages of WhatsApp are the reasons why all employees use WhatsApp, including WhatsApp more safe because it is end-to-end encrypted so it is not possible read by other people, then there is ease in sharing files and documents so that they are more efficient.

Based on the phenomena and explanations above, the researcher interested in raising the research title about "The Influence of Whatsapp On Employee Performance at the District Ministry of Religion Office Gowa."

RESEARCH METHODS

This research uses a quantitative type of research. According to Nugroho (2022) quantitative research is a type of research produce discoveries that can be achieved with using statistical procedures or other means of quantification (measurement).

In this case the research location shows and determine the place where someone researches. This research was conducted at the Gowa Regency Ministry of Religion Office located on Jl. H. Agussalim No. 3 Sungguminasa, Kab. Gowa, South Sulawesi Province. The author estimates the research time to obtain data to start January-March 2024.

Quantitative data, where data is obtained from the Office Gowa Regency Ministry of Religion, which was studied as an illustration in numerical form and can be used for further discussion carry on.

To prove the hypothesis that has been put forward then in this research used:

1. Validity test

According to Musdalifah (2020) Validity test intended to measure the extent of the instrument used actually measure what it should measure. Validity test allows us to measure whether a questionnaire is valid or not.

2. Reliability Test

According to Musdalifah (2020) the Reliability Test is a measurements that demonstrate accuracy, consistency and precision from measuring the stability and consistency of an instrument. Test reliability is carried out collectively on all statements.

3. Classic assumption test

The classical assumption test is used to find out what the results are Multiple linear regression analysis was used to analyze in this research is free from deviations from classical assumptions includes linearity tests (Linearity and Additivity), autocorrelation tests, and tests data normality.

4. Simple Regression Analysis

According to Ghozali, 2018 simple regression analysis is a statistical model used to analyze relationships between two variables, namely the independent variable (X) and the variable dependent (Y).

RESULTS AND DISCUSSION

A. Data Presentation (Research Results)

1. Respondent Characteristics

a. Characteristics of respondents based on gender

Table 4. 1 Gender of Respondents

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Law - Law	27	42.2	42.2	42.2
	Woman	37	57.8	57.8	100.0
	Total	64	100.0	100.0	

b. of respondents based on age

Table 4. 2 Age of Respondents

Age of Respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25 – 35	15	23.4	23.4	23.4
	36 – 45	31	48.4	48.4	71.9
	46 - 55	15	23.4	23.4	95.3
	56 – 60	3	4.7	4.7	100.0
	Total	64	100.0	100.0	

c. Respondent characteristics based on last education

Table 4. 3 Respondents' Last Education

Recent Education					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SMA	4	6.3	6.3	6.3
	S1	49	76.6	76.6	82.8
	S2	11	17.2	17.2	100.0
	Total	64	100.0	100.0	

d. Respondent characteristics based on length of work

Table 4. 4 Years of Work of Responden

Length of Work					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 - 10 thn	11	17.2	17.2	17.2
	11 - 20 thn	44	68.8	68.8	85.9
	21 - 30 thn	9	14.1	14.1	100.0
	Total	64	100.0	100.0	

2. Description of research data
 - a. Whatsapp Variable Description (X)

Table 4. 5 WhatsApp Frequency Test Results (X)

No	Respondents' Responses	Answer					Mean	Range
		SS	S	KS	TS	STS		
		F (%)	F (%)	F (%)	F (%)	F (%)		
1.	X1.1	10 (15,5%)	33 (51,6%)	21 (32,8%)	0 (0%)	0 (0%)	3,83	2
2.	X1.2	13 (20,3%)	30 (46,9%)	20 (31,3%)	1 (1,6%)	0 (0%)	3,86	3
3.	X1.3	10 (15,6%)	30 (46,9%)	24 (37,5%)	0 (0%)	0 (0%)	3,78	2
4.	X1.4	9 (14,1%)	31 (48,4%)	24 (35,9%)	1 (1,6%)	0 (0%)	3,75	3
5.	X1.5	9 (14,1%)	33 (51,6%)	21 (32,8%)	1 (1,6%)	0 (0%)	3,78	3
6.	X1.6	11 (14,1%)	34 (51,6%)	19 (29,7%)	0 (0%)	0 (0%)	3,88	2
Total		22,88						15

Table 4. 6 Performance Frequency Test Results (Y)

No	Respondents' Responses	Answer					Mean	Range
		SS	S	KS	TS	STS		
	Indicator	F (%)	F (%)	F (%)	F (%)	F (%)		
1.	Y.1	1 (1,6%)	31 (48,4%)	29 (45,3%)	3 (4,7%)	0 (0%)	3,47	3
2.	Y.2	2 (3,1%)	33 (51,6%)	24 (37,5%)	5 (7,8%)	0 (0%)	3,50	3
3.	Y.3	4 (65,3%)	29 (45,3%)	26 (40,6%)	5 (7,8%)	0 (0%)	3,50	3
4.	Y.4	2 (3,1%)	29 (45,3%)	25 (39,1%)	8 (12,5%)	0 (0%)	3,39	3
5.	Y.5	4 (6,3%)	27 (42,2%)	24 (37,5%)	9 (14,1%)	0 (0%)	3,41	3
6.	Y.6	3 (4,7%)	29 (45,3%)	27 (42,2%)	5 (7,8%)	0 (0%)	3,47	3
7.	Y.7	4 (6,3%)	27 (42,2%)	28 (43,8%)	4 (7,8%)	0 (0%)	3,47	3
8.	Y.8	2 (3,1%)	28 (43,8%)	32 (50,0%)	2 (3,1%)	0 (0%)	3,47	3
9.	Y.9	3 (4,7%)	27 (42,2%)	31 (48,4%)	3 (4,7%)	0 (0%)	3,47	3
10.	Y.10	3 (4,7%)	28 (43,8%)	30 (46,9%)	3 (4,7%)	0 (0%)	3,48	3
Total		34,63					26	

B. Data analysis

1. Validity test

a. Whatsapp

Table 4. 7 WhatsApp Validity Test Results (X)

Variable	Item	R Calculate	R Tabel (df=N-2) Taraf Signifikan 0.05%	Information
WhatsApp (X)	X.1	0,918	0,2075	Valid
	X.2	0,890	0,2075	Valid
	X.3	0,935	0,2075	Valid
	X.4	0,895	0,2075	Valid
	X.5	0,929	0,2075	Valid
	X.6	0,910	0,2075	Valid

Table 4.7 shows all valid instruments for used as an instrument or statement to measure WhatsApp variables studied.

b. Employee Performance

Table 4. 8 Employee Performance Validity Test Results (Y)

Variabel	Item	R Calculate	R Tabel (df=N-2) Taraf Signifikan 0.05%	Information
Performance (Y)	Y.1	0,811	0,2075	Valid
	Y.2	0,849	0,2075	Valid
	Y.3	0,849	0,2075	Valid
	Y.4	0,862	0,2075	Valid
	Y.5	0,893	0,2075	Valid
	Y.6	0,864	0,2075	Valid
	Y.7	0,899	0,2075	Valid
	Y.8	0,866	0,2075	Valid
	Y.9	0,826	0,2075	Valid
	Y.10	0,854	0,2075	Valid

Based on table 4.7 and table 4.8 above, this proves if all statement items on each variable are valid that is where the r-calculated value > r-table = 0.2075. Hence, results obtained on each statement item from each WhatsApp variable X, and performance Y. All of them are declared valid and can be used in subsequent tests.

2. Reliability Test

Table 4. 8 Reliability Test Results

Variable	Cronbach's Alpha Value	Information
WhatsApp (X)	0,817	Reliable
Performance (Y)	0,788	Reliable

Based on table 4.9 above, it can be seen that Cronbach's Alpha on WhatsApp X has a value of $0.817 > 0.60$ and performance with results of $0.788 > 0.60$ so all can be achieved categorized as reliable or reliable.

3. Classic assumption test

a. Linearity Test

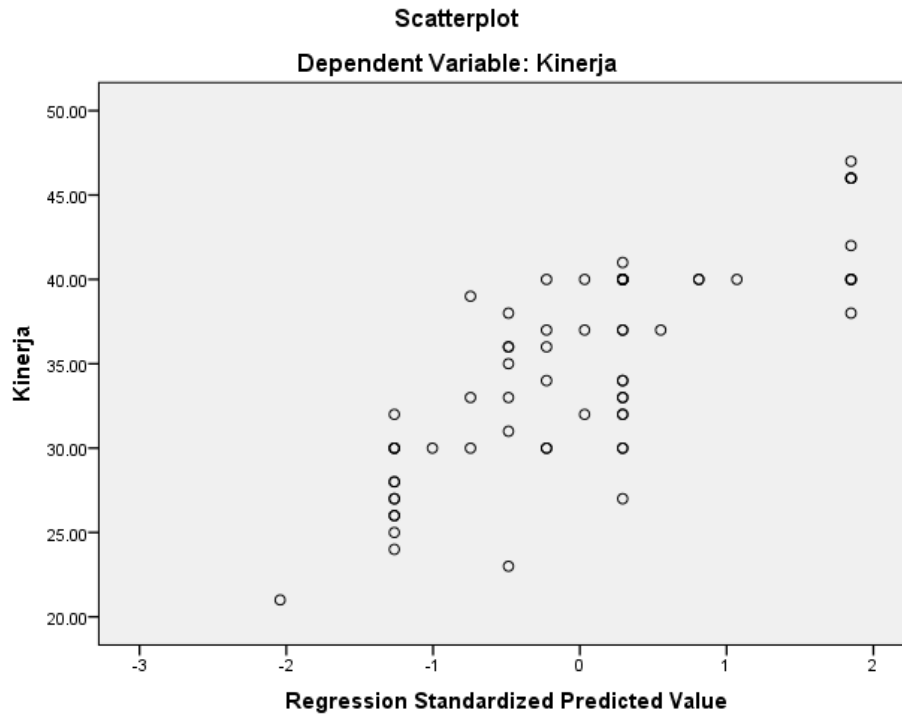


Figure 4.2 Variable Dependent Scatter Plot Results

Based on figure 4.2 it can be seen that the data points spread out following a straight line, hence the data satisfies the assumption of linearity.

b. Normality test

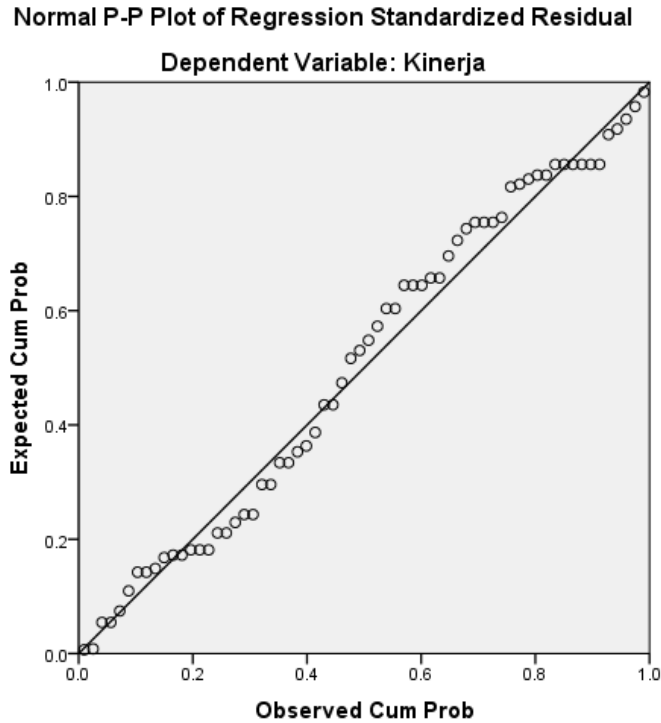


Figure 4. 3 Normality Test

Based on figure 4.3, it can be seen that the actual data picture follows the normal line, so it can be concluded that the regression model has a normal distribution.

4. Simple Regression Analysis

Table 4. 9 Results of Simple Regression analysis

Variables Entered/Removed ^a			
Model	Variables Entered	Variables Removed	Method
1	Whatsapp ^b	.	Enter

a. Dependent Variable: Kinerja

b. All requested variables entered.

Based on table 4.10, the output of the first section (Entered/removed variables): the table above describes the variables entered and the methods used. In this case the variables entered are whatsapp variables as independent variables and performance as dependent variables and the method used is the enter method.

Table 4. 10 Results of Simple Regression Analysis

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	6.404	2.843		2.253	.028					
Whatsapp	1.234	.123	.788	10.065	.000	.788	.788	.788	1.000	1.000

a. Dependent Variable: Performance

Based on table 4.11, the output of the second part (Coefficients): it is known that the constant value (a) is 6.404 while the Whatsapp value (b / regression coefficient) is 1.234 so that the regression equation can be written:

$$Y = a + bX$$

$$Y = 6.404 + 1.234X$$

C. Hypothesis testing

1. Partial t Test (t test)

Table 4. 11 t test results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
	B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)	6.404	2.843		2.253	.028					
Whatsapp	1.234	.123	.788	10.065	.000	.788	.788	.788	1.000	1.000

a. Dependent Variable: Performance

Based on table 4.11, it can be concluded that the sig namely $0.000 < 0.05$, the calculated t-value is 10,065 .> from the t-table value, namely 1.670 means the WhatsApp variable has a positive and significant effect on performance variables. So the results of hypothesis testing show that WhatsApp has a positive and significant effect on performance employee at the Gowa Regency Ministry of Religion Office.

2. Analysis of the Coefficient of Determination (R^2)

Table 4. 12 Results of Determination Coefficient Analysis

Model Summary ^b									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.788 ^a	.620	.614	3.75202	.620	101.309	1	62	.000

a. Predictors: (Constant), Whatshapp

b. Dependent Variable: Performance

Based on table 4.12, the value for R Square is obtained of 0.620, which means the influence of WhatsApp (X) on performance (Y) at the Gowa Regency Ministry of Religion Office 0.620 is located in the moderate category because it is less than 0.67. Figure 0.620 shows that WhatsApp is able to explain 62.0% of performance and the remainder (100% - 62.0% = 38%) is influenced by other causes in outside the model.

D. Discussion

The use of WhatsApp has a positive and significant effect on employee performance at the Gowa Regency Ministry of Religion Office Hypothesis testing tests whether the use of WhatsApp has an effect positive and significant on employee performance at the Ministry's Office Gowa Regency Religion test results show that the t test results, WhatsApp shows a sig value smaller than the significance level ($0.000 < 0.05$), or the t-count value is greater than the t-table ($10,065 > 1,670$) so the hypothesis is accepted. This shows that whatsapp has a positive and significant effect on employee performance.

The WhatsApp application is a form of social media who have alternative goals in communicating with using messages or SMS. WhatsApp application can be used as a medium of communication with more than one party, so it can form a discussion that can be utilized by various parties one of them is the Gowa Regency Ministry of Religion Office. Almost all work groups will create a WhatsApp group where each group member can send various activity information meetings and other important information such as employment data or various kinds of files. There is ease and speed in conveying information, especially information relating to work indirectly contributes to the creation of good performance more efficient and more effective in the communication carried out organization.

The results of this research are strengthened by previous research by research by Musdalifah and Riini Koen Iswandari (2020), entitled The Effect of Using WhatsApp Media on Employee Performance at the Samarinda State Polytechnic which stated that whatsapp has a positive effect on employee performance.

CONCLUSION

Based on the results of research conducted at the stage of data collection, data management, and data analysis regarding the influence of *whatsapp* on employee performance, it can be concluded that the use of *whatsapp* has a positive effect on employee performance at the Gowa Regency Ministry of Religious Affairs Office. The magnitude of the influence is in the moderate category of 0.62 which means WhatsApp is able to explain 62% of performance and the remaining 38% is influenced by other causes outside the model.

REFERENCES

- Adhan, M., & Prayogi, M. A. (2021, June). Peranan Kinerja Pegawai: Kepemimpinan dan Motivasi Kerja. In *Seminar Nasional Teknologi Edukasi Sosial dan Humaniora* (Vol. 1, No. 1, pp. 260-274).
- Afandi, P. (2018). Manajemen sumber daya manusia (Teori, konsep dan indikator). *Riau: Zanafa Publishing*, 3.
- Anggraini, T., & Eprilianto, D. F. (2022). Efektivitas Kinerja Pegawai di Badan Perencanaan Pembangunan Daerah (BAPPEDA) Provinsi Jawa Timur Pada Masa Pandemi Covid-19. *Publika*, 753-764.
- Anjani, A., Ratnamulyani, I. A., & Kusumadinata, A. A. (2018). Penggunaan Media Komunikasi Whatsapp terhadap Efektivitas Kinerja Karyawan. *Jurnal Komunikatio*, 4(1).
- Balaka, M. Y. (2022). Metodologi Penelitian Kuantitatif.
- Bernardin, R. (2006). Pinter Manajemen, Aneka Pandangan Kontemporer. *Alih Bahasa Agus Maulana. Jakarta (ID): Binarupa Aksara*.
- Febrian, W. D., Ardista, R., Kutoyo, M. S., Suryana, Y., Febrina, W., Kusnadi, K., ... & Irwanto, I. (2022). Manajemen sumber daya manusia.
- Ghozali, I. (2018). Aplikasi Analisis Multivariate dengan Program SPSS 23 (Bthed.). Semarang: Badn Penerbit Universitas Diponegoro.
- Hair, J. F., Black, W. C., Babin, B.J., Anderson, R. E., & Thantam, R. L. (2019). Multivarite data analysis (8th ed.). *Cengage Learning*.
- Kurniawan, H. (2022). Literature Review: Analisis Kinerja Pegawai Melalui Komitmen Organisasi Kompensasi Dan Motivasi. *Jurnal Ekonomi Manajemen Sistem Informasi*, 3(4), 426-441.
- Musdalifah, M., & Iswandari, R. K. (2020). Pengaruh Penggunaan Media WhatsApp terhadap Kinerja Karyawan. *Sebatik*, 24(2), 276-281.
- Ningrum, N. A. P., & Pramonojati, T. A. (2019). Pengaruh Penggunaan Aplikasi Whatsapp Terhadap Efektivitas Komunikasi Organisasi Di Lingkungan Pegawai Dinas Pariwisata Diy. *eProceedings of Management*, 6(1).
- Nugroho, A. S., & Haritanto, W. (2022). *Metode Penelitian Kuantitatif Dengan Pendekatan Statistika:(Teori, Implementasi & Praktik dengan SPSS)*. Penerbit Andi.

- Ratno, S., & Elissa, R. A. (2021). Pengaruh Media Sosial Whatsapp terhadap kinerja guru di masa pandemi Covid-19. *School Education Journal Pgsd Fip Unimed*, 11(4), 356-361.
- Renggo, Y. R., & Kom, S. (2022). POPULASI DAN SAMPEL KUANTITATIF. *METODOLOGI PENELITIAN KUANTITATIF, KUALITATIF DAN KOMBINASI*, 43.
- Sahid, H. M. (2020). Pengaruh Media Sosial Whatsapp Terhadap Motivasi Belajar Mahasiswa Di Kabupaten Bogor Wilayah Selatan. *JTEV (Jurnal Teknik Elektro Dan Vokasional)*, 6(2), 248-257.
- Samsuni, S. (2017). Manajemen sumber daya manusia. *Al-Falah: Jurnal Ilmiah Keislaman dan Kemasyarakatan*, 17(1), 113-124.
- Simanungkalit, M. J. H. U., & Si, S. (2012). Konsep Dasar Sistem Informasi. *Lect. Notes Sist. Inf*, 1-10.
- Tamsah, H., & Nurung, J. (2022). Manajemen Sumber Daya Manusia.
- Werni, S. (2022). Pengaruh Budaya Organisasi dan Kompetensi Terhadap Kinerja Pegawai. *Jurnal Akuntansi, Manajemen Dan Ekonomi (JAMANE)*, 1(1), 28-36.