

# Analysis On Interpersonal Communication Means And Infrastructure Versus Competency And Performance Of The Lecturers At Private Universities In Makassar City

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**Abstract.** *The results of research and discussion provide a means of contributing to improving the quality and performance of lecturers (private tertiary institutions) through the use of facilities provided by tertiary institutions. Lecturers will provide convenience to students in understanding the teaching and lectures provided, interpersonal communication becomes important in supporting the improvement of the quality and performance of lecturers of private tertiary institutions. There is an active communication between lecturers and students where the lecturer is able to provide teaching in accordance with the Tri Dharma of Higher Education and develop all the potential it has to advance private universities and in providing teaching to students both pedagogically competently. Personality, social and professional quality as lecturers of private tertiary institutions.*

**Keywords:** *Analysis, Interpersonal Communication, Infrastructure, Lecturers.*

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## I. Introduction

Higher education is a place of education that aims to produce high-quality and high performing human resources capable of facing increasingly fierce work competition. The achievement of these goals is inseparable from the success of the lecturer.

The roles, duties and responsibilities of lecturers determine in realizing the goals of national education, which are to educate the nation's life, improve the quality of Indonesian people including faith and faith, noble morals and mastery of science, technology and arts and to realize an advanced, fair, prosperous and civilized Indonesian society.

The background of this research cannot be separated from Law No. 20 of 2003 concerning the National Education System, which affirms that between private tertiary institutions and state tertiary institutions must be harmony with the existence of private and state tertiary institutions alike. Based on the basis of the law, Private Universities (PTS) is funding from the public, while State Universities (PTN) funding comes from the government. But in its application it shows that its existence is the same in implementing the national education system. Tingtzi University is a place for education that aims to produce quality of human resources and is able to face increasingly fierce work competition. In achieving these goals, it cannot be separated from the success of its lecturers. The roles, duties and responsibilities of the lecturers are very meaningful in realizing the goals of national education, which are to educate the nation's life, improve the quality of Indonesian people, including the quality of faith and piety, noble character and mastery of science, technology and art and to realize an advanced, fair, prosperous Indonesian society and civilized.

However, lecturers have not been able to devote all of their attention and one hundred percent focus on their work for various reasons, so that their role of service to students and the public has not shown professional standards in accordance with their rank and position. This is because there are still many lecturers who work from one place to another with very little time and a lot of workload.

While lecturers are required to be able to pay attention to the performance and good quality of lecturers. One of the improvements in the quality and performance of lecturers can be seen from the success of lecturers in implementing competency standards that have been regulated in Law No. 14 of 2005 concerning National Education Standards explicitly states that there are 4 competencies that must be possessed by Educators / Lecturers namely:

- COMPETENCY pedagogical
- COMPETENCY personality
- COMPETENCY social

- COMPETENCY professional.

Label 1.1  
Percentage of Lecturer Quality and performance Assessment  
L2Dikti Region IX Sulawesi

Year	Quality and performance of Lecturer (%)	
	University	College
2013	82.6	74.9
2014	79.7	73.5
2015	76.5	71.4
2016	74.6	68.6
2017	72.4	65.8

Source : L2Dikti Area DC Sulawesi

Higher education needs to improve itself their performance of private tertiary institutions by improving the quality of PTS, improving interpersonal communication and, improving suggestions as stated by Charvert (2010) that the prerequisites for organizing education must be able to create autonomous higher education institutions in accordance with the achievement of the performance of private tertiary institutions in providing private tertiary institutions superior quality of education.

The fact that is found in several universities in South Sulawesi Province, especially universities located in Makassar, in fact the performance of private universities is low in some private universities. This can be assessed from several private universities that are not able to actualize Higher Education Tridharma.

Learning is still low, the personality quality of lecturers is still low, the relationship of social interaction is also rarely actualized properly and professional abilities in the education field still need to be improved. This is important because the teaching profession is a profession that always receives attention from many groups, so the quality must be improved. Waltond (2010) states that the ability of lecturers must be independent and responsible in accordance with the measurement activities as a scope for professional assessment of lecturers. Based on the disclosure of the phenomenon stated above, researchers are interested in researching by selecting the title: Analysis of Interpersonal Facilities and Communication on the Quality and performance of Private University Lecturers in Makassar City.

## II. Literature Review

### a. Theory

#### 1. a. Supporting Theories Theory of Behaviorism

Behavioristic figures are better known as learning theories because all human behavior is the result of learning. Learning means changing the behavior of organisms as environmental behavior. Behaviorism does not want to question whether human beings are good or bad, rational or emotional, behaviorism only wants to know how their behavior is controlled by environmental factors.

Educators who still use the behavioristic framework usually plan the curriculum by arranging the contents of knowledge into small pieces marked by specific skills, then the parts are arranged in a hierarchical and simple to complex (Paul, 1997).

Behavioristic Theory (Learning Theory) is a theory coined by Gage and Berliner, 1984 (Slavin, 2000), about behavior change as a result of experience. Meanwhile, in the opinion of Thorndike (Learning Theory) is the process of interaction between stimulus and response. Stimulus is what stimulates the occurrence of learning activities such as thoughts, feelings, or other things that can be captured through the senses while the response is a reaction that is raised by students when learning that can also be in the form of thoughts, feelings, or movements or actions. Thorndike's theory is also called the theory of connectionism (Slavin, 2000). But behavioristic theory has begun to be abandoned but in some cases people consider it necessary to be maintained if faced with specific problems, especially in the acquisition of motor skills. Behavioristic Theory (Learning Theory), this is more concerned with articulation, pronunciation, word pressure, intonation, and expressions. Responses to stimuli can be strengthened by positive or negative feedback on the behavior of the desired condition. Punishment is sometimes used in eliminating or reducing improper actions, followed by explaining desired actions.

Behaviorism education is key in developing basic skills and fundamentals of understanding in all subject areas and classroom management. There are experts who mention that behavioristic learning theory is a change in behavior that can be observed, measured and assessed concretely.

Behaviorism theory only analyzes behaviors that appear, can be measured, described and predicted. The theory of behaviorists is better known as learning theory, because all human behavior is the result of learning. Learning means the change of organism as an influence of the environment, in the sense of learning theory that emphasizes more on human behavior that views individuals as relative beings that respond to the environment, experience and maintenance will shape behavior, from that arises the concept of a human machine (Homo Mechanicus). The hallmark of this theory is to prioritize the elements and small parts, are mechanistic, emphasize the role of the environment, prioritize the formation of reactions or responses, emphasize the importance of training, attach importance to the mechanism of learning outcomes, prioritize the role of abilities and learning outcomes obtained are the emergence of desired behavior.

This learning theory is often called that human behavior is controlled by rewards or reinforcement and reinforcement from the environment, so that in behavioral learning there is a close relationship between behavioral reactions and stimuli. What is clear is that the lecturer adheres to the view that student behavior is a reaction to the environment and behavior is the result of learning. The flow of behaviorism in psychology strongly emphasizes behavior or behavior that can be observed, which is also a part of natural science that emphasizes human behavior, actions and speech both studied and not as the main problem.

### **b. Cognitive Theory**

This Cognitive Theory focuses on thoughts, ideas and imagination as the basic unit of communication. Introduction (Cognition) is a latin term used to find out how to reason, remember, forget, mark, appreciate, imagine and so on. Cognitive Theory revolves around the introduction (cognition) including management of information, perception, storage, and appearance. Students have a creative nature, free and full of fantasy, imagination works along time and mental abilities in understanding the world are slowly increasing. DeVito (2011: 265) explains three views of cognitive changes that occur between personal communication is distinguished from other types of communication because: (1) predictions are based more on psychological data than sociological data; (2) predictions are based on knowledge that explains (explanatory knowledge) about each other; and (3) behavior is based on rules set personally.

According to the theory of Piaget (1970) is one of the pioneers of constructivism, arguing that students build their own knowledge from their own experience with the environment. In Piaget's view, knowledge comes from action, cognitive development largely depends on how far students actively manipulate and actively interact with their environment. In this case the role of the lecturer as a facilitator and a book as a giver of information from various phenomena that occur in the environment tendency of students to move from concrete things, look at something needs in an integrated manner, based on the tendency, therefore learning is an active, constructive, oriented process goals, everything depends on the mental activity of students.

### **c. Humanistic Theory**

Abraham Maslow's Humanistic Theories are personality theories that see creativity as a result of performance and high-level Psychology not psychomotor or cognitive. According to Rogers as a figure in this theory is all motivation starts from effort or ability to prove themselves in the form of actions, not from instinct. Rogers assumes that all people who have a natural urge to prove their abilities and carry out their duties independently (Kaseng, 1989: 18).

The phenomenon of learning achievement is a problem that is the main topic in the field of education, the assumption develops with the consideration that learning achievement is an indicator of the quality and quantity of knowledge possessed by students.

Performance index as the last formulation of lecturers regarding progress and learning outcomes. By learning individuals gain an understanding of knowledge that is expected to help the skills, skills, nature, understanding, self-esteem, interests, character and self adjustments for each individual. The relationship of lecturers and students in the teaching and learning process is an important factor creating a pleasant learning atmosphere, so students want to learn and lecturers are comfortable in teaching (Sardinian, 2001).

Quality and performance of lecturers have two types of learning processes, namely open and closed types. Open type is the lecturer doing the teaching and learning process according to the syllabus of teaching, providing research information that is developing. While the closed type is the lecturer doing the teaching and learning process according to the teaching syllabus. Lecturers who are open and closed to students have different effects on learning achievement. The relationship between lecturers and students in communication is very necessary, and if it is not harmonious, it can create bad communication.

Communication makes people know and gets knowledge as a source of knowledge. Communication is the transmission of information, ideas, emotions and skills, which use symbols, words, pictures, figures, graphics that usually occur in the action or process of transmission. DeVito (1995) interpersonal communication is communication that takes place between two people who have an undeniable relationship that occurs between lecturers and students.

**d. Giossodinamik Theory**

A means theory developed by Titone that integrates behavioristic, cognitive, and humanistic understanding. This theory suggests that the means are all things that can be used as a tool in achieving goals and objectives, in other words the means are more intended for objects or equipment that moves. Examples of campus facilities are computers, desk chairs, information and other facilities.

1.  $X_1 \Rightarrow Y_1$  and  $Y_2$

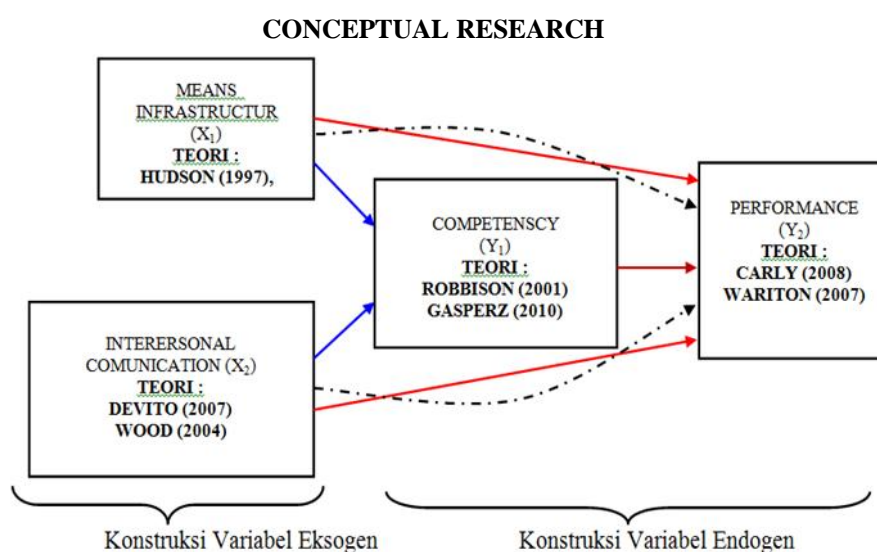
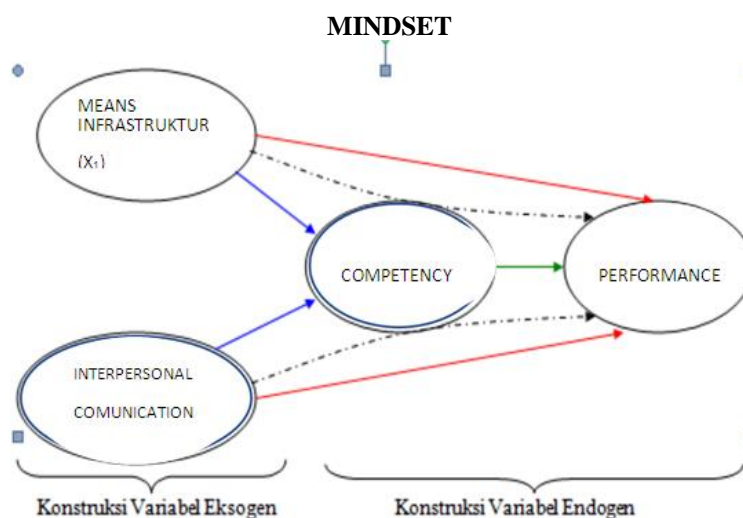
Means ( $X_1$ ) that affect variable indicators consisting of learning facilities, building facilities, rooms, laboratories and reading sources, libraries that find a positive and direct significant relationship between variables ( $Y_2$ ) and lecturer quality ( $Y_1$ ). (Hudson 1997 and Grigg 2001, Ali Muliyanan 2014, Safruddm Azis 2010).

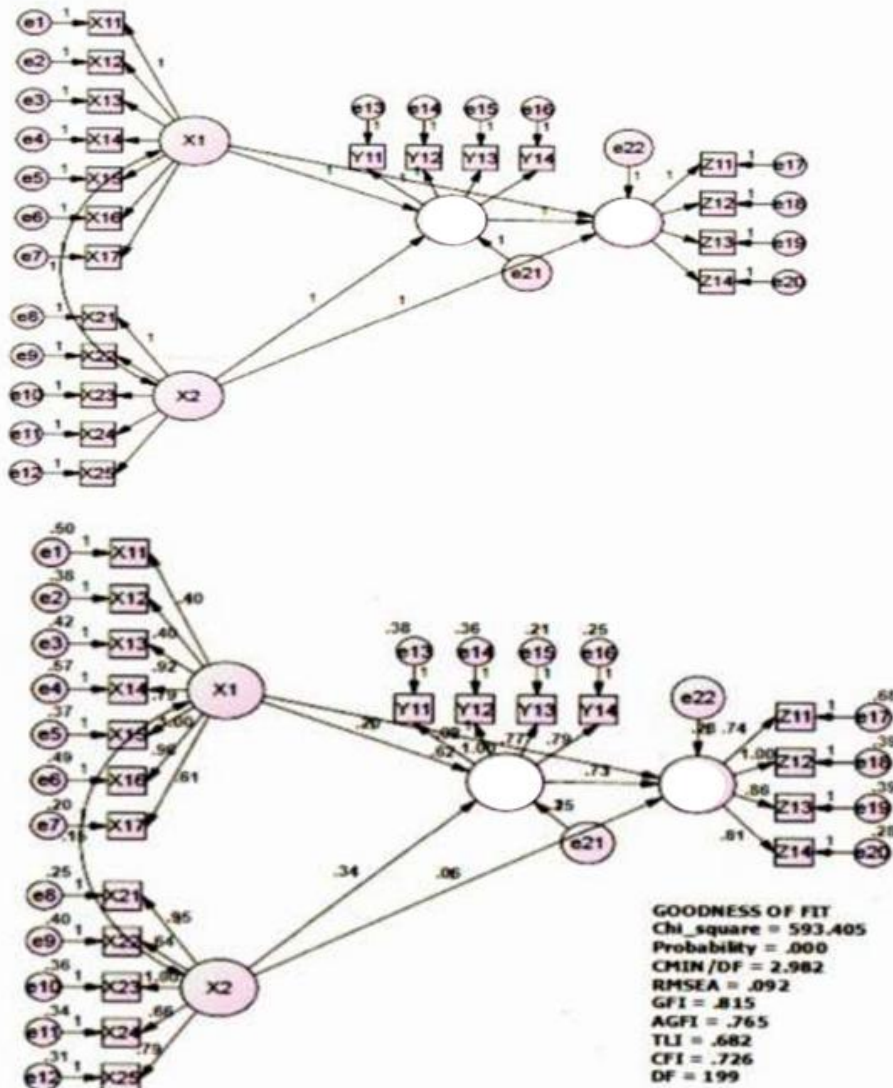
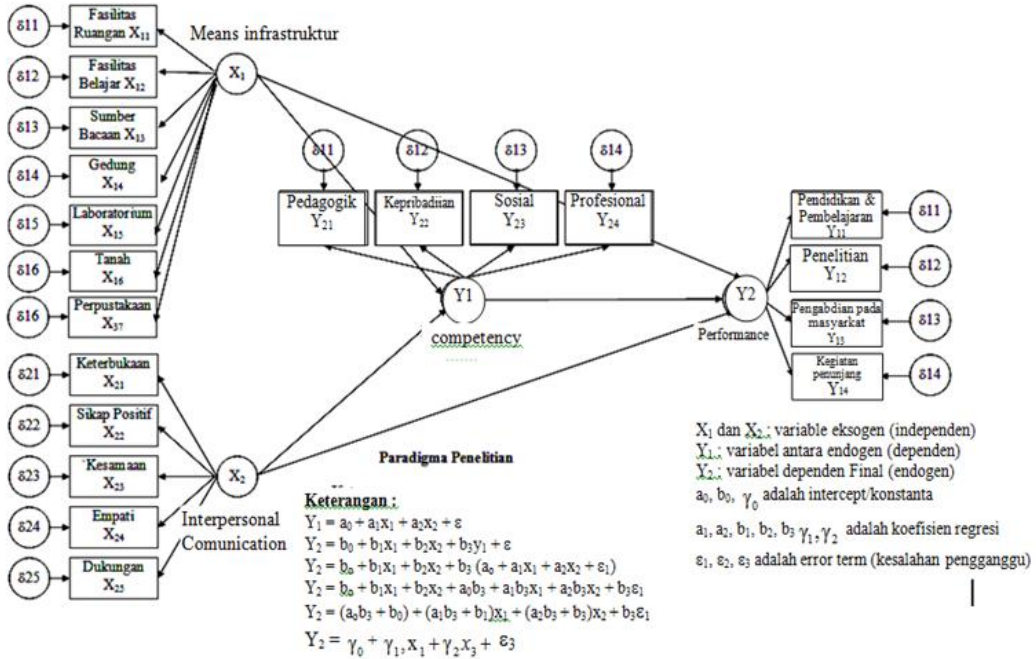
2.  $X_2 \Rightarrow Y_1$  and  $Y_2$

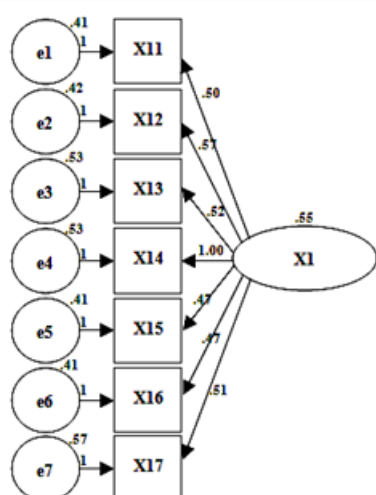
Analysis of Interpersonal Communication ( $X_2$ ) in general can be said that the percentage of interpersonal communication variables affect indicators consisting of openness, positive attitude, equality, empathy and support that found a significant positive relationship between performance ( $Y_2$ ) and lecturer quality ( $Y_1$ ) (devito2007, Muh. Rakib2010, barnlund 2008, Liweem 2009, fajar 2009).

3.  $Y_1 \Rightarrow Y_2$

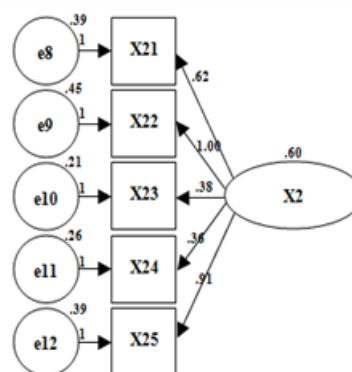
Performance ( $Y$ ) which influences the variable indicators of steam education and learning, research, community service and other supporting activities, found a positive and significant relationship to the quality of lecturers( $Y_2$ ) ( Robbins 2001, Mangkumegara 2011, Wirawan 2012, Gaspersz 2010, Parasuraman 2010, Brady and Cronin 2011, Kotler 1999).



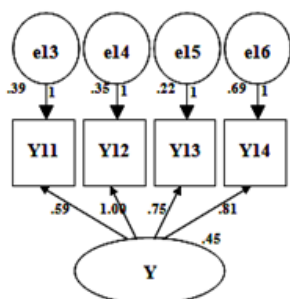




GOODNESS OF FIT  
 Chi\_square = 13.499  
 Probability = .001  
 CMIN/DF = 6.750  
 RMSEA = .176  
 GFI = .965  
 AGFI = .833  
 TLI = .974  
 CFI = .885  
 DF = 6

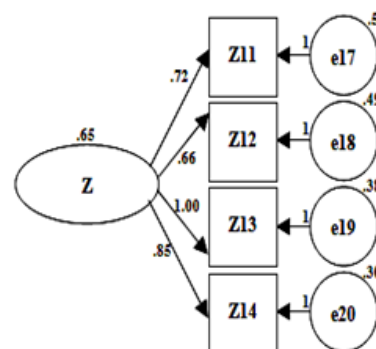


GOODNESS OF FIT  
 Chi\_square = 68.814  
 Probability = .000  
 CMIN/DF = 11.469  
 RMSEA = .183  
 GFI = .927  
 AGFI = .781  
 TLI = .944  
 CFI = .847  
 DF = 5



GOODNESS OF FIT  
 Chi\_square = 47.535  
 Probability = .000  
 CMIN/DF = 23.768  
 RMSEA = .251  
 GFI = .947  
 AGFI = .914  
 TLI = .902  
 CFI = .961  
 DF = 2

GOODNESS OF FIT  
 Chi\_square = 18.894  
 Probability = .012  
 CMIN/DF = 3.379  
 RMSEA = .131  
 GFI = .979  
 AGFI = .894  
 TLI = .923  
 CFI = .868  
 DF = 2



### III. Methodology

This research findings are expected to benefit both theoretically and practically. The theoretical benefits of an academic nature are expected to sharpen and broaden the concepts discussed in this study, while the practical benefits are aimed at improving the practice of human resources in terms of interpersonal means and communication analysis on the quality and performance of private tertiary lecturers in Makassar.

#### a. Theoretical Methodology

Theoretically, the research findings are expected to provide benefits:

For the development of the theory of Human Resources and learning on the application of interpersonal communication and means analysis of the quality and performance of private university lecturers in the city ofb Makassar

Complement the use of subjective measurement tools from the analysis of facilities and interpersonal communication on the quality and performance of college lecturers private sector in Makassar city.

#### b. Practical Methodology

Practically the findings of this study can provide benefits for:

a. Private Universities in the city of Makassar in improving learning, quality and performance of lecturers, facilities for private universities in the city of Makassar.

b. The actual information obtained from this study can be used in applying means analysis, interpersonal communication, quality and performance of lecturers to private universities in Makassar.

Furthermore, it is shown the results of previous paradigm research that describes the results of research from several field studies or case studies relating to the variables studied. More clearly shown by Muh. Rakib (2010) This research field study on the significant relationship to interpersonal communication and openness, positive attitude, equality, empathy and support that has an influence on performance Case studies that aim to find out the influence of professional competence and participation in scientific forums and professional development work on performance and research results Case studies that determine the effect of personality competence on lecturer performance based on perceptual assessments and research results and there is an influence of personality competence influences lecturer performance which is significant

Case studies that know each policy in making improvements and good governance are taken in the right decision paradigm. The results of the study have an influence on performance. Study to determine the effect of competence on lecturer performance and research results and there is an influence that work competence has a significant effect on lecturer performance. Studies that affect directly and indirectly require the quality and performance of lecturers in carrying out assignments but the state of funding sources, PTS self-help is very limited to finance Tridharma of higher education and there is a direct and indirect influence on the performance of lecturers in carrying out basic tasks, but the state of funding sources, PTS self-help is very limited to finance Tridharma of higher education. Study of direct influence that one of the institutions is responsible for improving the quality of lecturers on the development of a very dynamic environment and there is a direct influence that one of the institutions is responsible for improving the quality of lecturers on the development of a very dynamic environment

Studies that directly affect improving the quality of infrastructure through a series of processes that can be planned and achieved effectively and efficiently and there is a significant direct effect. Literature studies directly on the quality level of higher education and determinants related to the quality of academic lecturers and there are direct influences that improve the quality of tertiary institutions and the determinants related to the quality of academic lecturers.

Journals and Research Prior to the research that examined in terms of similarities and differences. Matrices with international journals are professionals who are tasked with planning and implementing the learning process, assessing learning outcomes, conducting mentoring and training as well as conducting research and community service, especially for educators at tertiary institutions while according to the Law of the Republic of Indonesia no. 14 of 2005 concerning teachers and lecturers, namely the understanding of lecturers are professional educators and scientists with the main task of transforming, developing and disseminating science, technology and arts through education, research and community service.

The role and quality of lecturers in carrying out the functions of the three tridharma of higher education include, among others:

1. As a facilitator and student learning resource.
2. As Researchers and experts in their respective fields of science for the development of science, technology, culture and art. As a service or community service by applying their expertise to the welfare of society and the progress of humanity.

### **C. Framework for Thinking**

The framework in this research is a description of the construction of the research variables to be studied. This study uses SEM analysis consisting of the construction of exogenous variables, namely facilities (Xi) and interpersonal communication (X2) as independent variables, and construction of endogenous variables consisting of intermediate variables namely lecturer performance (Y) and dependent variables namely lecturer quality (Z). Requirements for the formation of SEM analysis must have three categories of variables namely free (X), between (Y) and bound (Z) to distinguish between the use of regression analysis and path analysis. SEM analysis is applied to see the direct effect (direct effect) and indirect (indirect effect) between variables.

## **IV. Results And Discussion**

Based on the results of research and discussion previously described, the findings of this study are as follows.

1. Performance directly has a positive and significant effect on the quality of PTS lecturers. This shows that the quality of lecturers is highly determined by the achievement of their performance based on the Tridharma of Higher Education as the actualization of the work shown in developing education and learning, research, community service and other supporting activities.
2. Interpersonal facilities and communication indirectly have a positive and significant effect on the quality and performance of PTS lecturers. The success of PTS is greatly supported by the availability of adequate facilities in conducting the lecture process, then effective interpersonal communication must be created to support the success of the Higher Education Tridharma.
3. Performance directly has a positive and significant effect on the quality of PTS lecturers. This shows that the quality of lecturers is highly determined by the achievement of their performance based on the Tridharma of Higher Education as the actualization of the work shown in developing education and learning, research, community service and other supporting activities.
4. Interpersonal facilities and communication indirectly have a positive and significant effect on the quality and performance of PTS lecturers. The success of PTS is greatly supported by the availability of adequate facilities in conducting the lecture process, then effective interpersonal communication must be created to support the success of the Higher Education Tridharma.

## V. Conclusion

Based on the analysis, the results of this research and discussion, to answer the problem formulation, it is concluded as follows:

1. Facilities contribute to improving the quality and performance of PTS lecturers. Through the use of facilities provided by the college lecturers will make it easy for students to understand the teaching and lectures given by the lecturer by itself improving its performance according to the Tridharma of Higher Education and the quality of PTS lecturers according to their potential.
2. Interpersonal communication becomes important in supporting the improvement of the quality and performance of PTS lecturers. The establishment of active communication between lecturers and students provides convenience in lecturing activities, where lecturers are able to provide teaching in accordance with the Tridharma of Higher Education and develop all the potential they have to advance PTS.
3. Improvement of lecturers 'performance as actualization of work results shown in accordance with Tridharma Perguruan Tinggi which is able to develop their potential capacity in providing teaching to students either in a pedagogical, personality, social and professional manner as PTS lecturers' quality.
4. Interpersonal facilities and communication are two things that are important in improving the quality and performance of PTS lecturers. Means as a facility to support lecturer lecture activities, and interpersonal communication as a form of delivering messages in developing the potential of lecturers to be able to improve their quality and performance as PTS lecturers.

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