

The Influence of Teamwork and Communication on Employee Performance at Phenom Event Indonesia in Bali

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ABSTRACT

This research aims to determine the impact of team collaboration and communication on employee performance at Phenom Event Indonesia in Bali. The population and sample in this study consist of 70 employees using a saturated sample technique. Data collection techniques include observation and distribution of questionnaires. This research employs a quantitative research method with a descriptive type of study, encompassing validity tests, reliability tests, classical assumption tests, hypothesis tests (t-test, F-test, and analysis of determination coefficient (R²) test). The research results from the determination coefficient (R²) test indicate that the variables of teamwork and communication influence employee performance by 59.7%, while the remaining 40.3% is influenced by other variables not examined in this study.

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1. INTRODUCTION

Indonesia is a country that has a rapidly growing event organizer industry. In this industry, teamwork and effective communication between employees are factors to achieve success in organizing various events. The ability to work in a team and communicate effectively is a highly valued skill. This research can help understand how these aspects contribute to employee performance.

According to Habibah (2001) in Anggraini (2020), problems regarding performance are problems that will always be faced by the company's management, therefore management needs to know the factors that affect employee performance. Factors that can affect the performance of these employees will make the company's management able to take various necessary policies, so as to improve the performance of the employees to meet the company's expectations.

Teamwork or team building is a process and strategy built to realize the company's vision and mission. In principle, teamwork is a way of working creatively armed with good communication and the ability to solve problems faced together. Through strong teamwork, we can achieve a great achievement that may have never been thought of before. That is why teamwork is very important to be applied in something that must be built and maintained properly. Otherwise, the company's goals

will be difficult to achieve together. Therefore, teamwork can be well realized when a group of people work cohesively towards a common goal by creating a positive atmosphere and work environment, as well as combining the strengths of each individual in improving strong team performance.

According to Putri and Sariyathi (2017) in Hermanto (2020), teamwork is an effective way to combine different skills so as to produce creative solutions and increase competitiveness. In line with that, Anggraeni and Saragih (2019) in Hermanto (2020) stated that teamwork is a group of individuals who work together by utilizing each other's abilities to achieve optimal results. Nawawi (2014) in Bella (2021) added that team building includes efforts to improve the quality of work through participation and a supportive work environment. Meanwhile, Schermerhorn (2013) in Prasetyo (2022) emphasized that good teamwork provides many benefits, such as enriching the source of problem-solving, increasing creativity, decision quality, and strengthening work commitment.

Communication is the process of talking, listening, and understanding each other so that messages can be received clearly. Two-way communication is considered the most effective because it allows both parties to exchange messages and provide feedback on an ongoing basis, resulting in good working relationships, solid teamwork, and improved performance. According to Lila Bismala et al. (2017), communication is the process of conveying and receiving information from one individual to another.

According to Handoko (2002) in Nur (2020), performance or work achievement is an organizational assessment process for employee work results. Performance itself is the result of a work process (Nurlaila, 2010). Rucky (2007) in Anggraini (2020) explained that performance is influenced by several factors, namely adequate facilities and infrastructure, the ability of human resources to carry out tasks, motivation supported by a good reward system, and work quality that includes thoroughness, skill, seriousness, and responsibility. In general, performance achievement is determined by employee ability and motivation factors.

According to Nugrahaningsih (2022), teamwork is a group activity in an organization that helps employees achieve goals faster, lighten tasks, and increase closeness between colleagues, so that it has a positive impact on performance. Communication also plays an important role because effective interaction between parts of the organization will support the achievement of common goals and improve employee performance (Nugrahaningsih, 2022). The research findings of Imron & Suhardi (2019) and Wandu et al. (2019) reinforce that both teamwork and communication affect employee performance. In line with that, Anwar Prabu (2000:67–68) in Nugrahaningsih (2022) states that performance achievement is influenced by ability and motivation, where these two factors are directly related to the effectiveness of teamwork and communication in the organization.

Service companies realize that employees have an important role in determining the future of a company. Therefore, a service company like Event Organizer should know that employees are the backbone of the overall operation and organization of the event.

Phenom Event Indonesia is a company engaged in Event Organizer services located at Jalan Teuku Umar No.888X, Pemecutan Klod, West Denpasar District, Denpasar City, Bali 80117. Phenom Event Indonesia has been established since 2006 and has experience in the field of MICE (Meeting, Incentive, Convention, and Exhibition).

Table 1. *Number of Team Building Phenom Events Indonesia in 2023.*

No	Period Event	Number of Events
1	January	2
2	February	7
3	March	6
4	April	4
5	May	3
6	June	5
7	July	2
8	August	5
9	September	7
10	October	6
11	November	4
12	December	5
	Sum	56

Source : Event Calendar (2023).

Table 2. *Phenom Event Indonesia Consumer Data*

No.	Year	Number of Consumers
1	2021	82
2	2022	130
3	2023	232

Source : Phenom Event Indonesia.

From table 1 above, it can be seen that Phenom Event Indonesia has held several team building events and in table 2 it shows that the number of Phenom Event Indonesia consumers has continued to increase in the last three years. This number is relatively very large for an event organizer. From this data, it can be seen that building and maintaining strong teamwork and implementing effective communication can significantly improve employee performance which will determine the future and success of the company in the event organizer industry. Phenom Event Indonesia is one of the successful examples of the implementation of strategies in a competitive industry.

Studies have shown that teamwork and communication consistently have a positive effect on employee performance. Research by Delitha Inkia Fristky & Emi Suwarni (2023) at PT KAI and Nur Halisah Fajarini & Muhammad Irwan Padli Nasution (2023) at BPN-SUMUT emphasized that communication and cooperation can improve performance. Similar results were also found by Novita Dewi et al. (2021) at Bali Management Villa Seminyak, Delta Anggraini (2020) at PT Telkom Pekanbaru, and Febriyanti Simatupang et al. (2019) at Restaurant International And Convention Hall, who concluded that teamwork—whether supported by communication, creativity, and work experience—plays a significant role in improving employee performance.

Based on the above background on the importance of teamwork and communication, the researcher is interested in carrying out research through the title "The Influence of Teamwork and Communication on Employee Performance at Phenom Event Indonesia in Bali".

2. METHODS

This research was carried out at Phenom Event Indonesia which is located at Jalan Teuku Umar No.888X, Pemecutan Klod, West Denpasar District, Denpasar City, Bali 80117 and the research time starts from February to May 2024. According to Sugiyono (2019:126), a population is a whole object or

subject that has certain characteristics. The population of this study is 70 employees of Phenom Event Indonesia, and because the number is below 100, the entire population is used as a sample or census (Sugiyono, 2020:134). The type of data consists of primary data obtained through questionnaires, as well as secondary data collected through literature studies such as books, journals, and research-related references.

3. FINDINGS AND DISCUSSION

1) Data Quality Test

a. Validity Test

Table 2. Validity Test Results.

Variabel	Statement	Calculated r-value	Table r values	Information
Teamwork (X1)	X1.1	0,911	0,361	Valid
	X1.2	0,941	0,361	Valid
	X1.3	0,913	0,361	Valid
	X1.4	0,902	0,361	Valid
	X1.5	0,911	0,361	Valid
	X1.6	0,929	0,361	Valid
	X1.7	0,884	0,361	Valid
	X1.8	0,934	0,361	Valid
	X1.9	0,905	0,361	Valid
	X1.10	0,925	0,361	Valid
	X1.11	0,903	0,361	Valid
	X1.12	0,942	0,361	Valid
Communication (X2)	X2.1	0,862	0,361	Valid
	X2.2	0,898	0,361	Valid
	X2.3	0,911	0,361	Valid
	X2.4	0,853	0,361	Valid
	X2.5	0,898	0,361	Valid
	X2.6	0,908	0,361	Valid
	X2.7	0,859	0,361	Valid
	X2.8	0,915	0,361	Valid
	X2.9	0,906	0,361	Valid
	X2.10	0,884	0,361	Valid
	X2.11	0,851	0,361	Valid
	X2.12	0,875	0,361	Valid
Variabel	Statement	Calculated r-value	Table r values	Information
Employee Performance	Y1	0,924	0,361	Valid
	Y2	0,911	0,361	Valid
	Y3	0,879	0,361	Valid
	Y4	0,908	0,361	Valid
	Y5	0,891	0,361	Valid
	Y6	0,930	0,361	Valid
	Y7	0,913	0,361	Valid
	Y8	0,904	0,361	Valid
	Y9	0,940	0,361	Valid
	Y10	0,894	0,361	Valid
	Y11	0,887	0,361	Valid
	Y12	0,923	0,361	Valid

Source: Data processed, 2024

Based on the table above, it can be seen that all statements from the three research variables are valid, namely having a calculation value greater than the rtable.

b. *Reliability Test*

Table 3. Reliability Test Results.

Variabel	Value	Conditions	Information
	<i>Cronbach's Alpha</i>	<i>Cronbach's Alpha</i>	
Teamwork (X1)	0,982	0,60	Reliabel
Communication (X2)	0,974	0,60	Reliabel
Employee Performance (Y)	0,980	0,60	Reliabel

Source: Data processed, 2024

Table 4 above shows that the value of the Teamwork variable (X1) is 0.982, the Communication variable (X2) is 0.974 and the Employee Performance variable (Y) is 0.980. The table shows that each *Cronbach Alpha* value for each variable is greater than 0.60, so it can be concluded that all the statement items in this research questionnaire are reliable.

2) Classical Assumption Test

a. *Normality Test*

- *Kolmogorov-Smirnov Test*

Table 4. Kolmogorov-Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		70
Normal Parameters ^{a,b}	Mean	.0000000
	Hours of deviation	2.11674492
Most Extreme Differences	Absolute	.102
	Positive	.102
	Negative	-.038
Test Statistic		.102
Asymp. Sig. (2-tailed)		.069 ^{c,d}

Source: Data processed, 2024

Based on table 4.9, the Asymp value is known. Sig. (2-tailed) is 0.69, which means that the value is greater than 0.05 so that the data of this study can be said to be normally distributed. To find out whether the data is normally distributed or not, you can also see from the histogram graph below:

- Graph Histogram

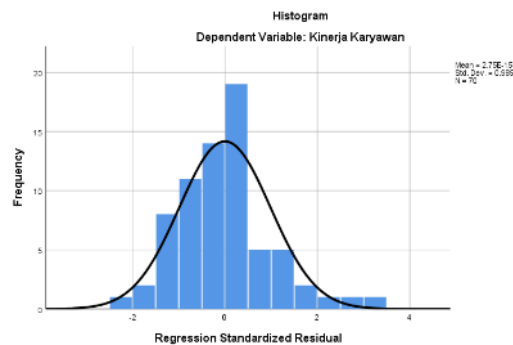


Figure 1. Graph histogram

Source: Data processed, 2025

Based on the image above, it can be seen that the histogram graph shows the shape of the mountainous curve, so it can be concluded that the pattern is normally distributed.

In addition to using the Kolmogorov-Smirnov and histogram, another method that can be used to find out whether the data is normally distributed or not is to look at the following P-Plot image:

- Grafik Normal *Probability Plot*

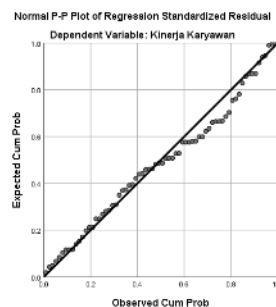


Figure 2. Grafik Normal *Probability Plot*

Source: SPSS processed data, 2024

Based on the image above, it can be seen that the dots contained in the p-p plot image are spread around the diagonal line. So it can be concluded that the data has a normal distribution.

b. Multicollinearity Test

Table 5. Multicollinearity Test Results

Model	Coefficients ^a						Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients	t	Itself.	Tolerance	BRIG HT	
	B	Std. Error	Beta					
(Constant)	20.254	4.823		4.199	.000			
Teamwork	.258	.116	.281	2.226	.029	.527	1.898	
Communication	.368	.107	.434	3.435	.001	.527	1.898	

Source: SPSS processed data, 2024

Based on the table above, it can be seen that the VIF value of all independent variables is < 10 and the tolerance value is > 0.1 . This means that the research variables do not show the existence of multicollinearity, so regression models are suitable to be used to predict employee performance based on the input of teamwork variables and communication variables.

c. Heteroscedasticity Test

Table 6. Heteroscedasticity Test Results

Correlations					
			Collaborate Tim	Communication	Unstandardized Residual
Spearman's rho	Collaborate Tim	Correlation Coefficient	1.000	.660**	.046
		Sig. (2-tailed)	.	.000	.704
		N	70	70	70
	Communication	Correlation Coefficient	.660**	1.000	.124
		Sig. (2-tailed)	.000	.	.305
		N	70	70	70
	Unstandardized Residual	Correlation Coefficient	.046	.124	1.000
		Sig. (2-tailed)	.704	.305	.
		N	70	70	70

**, Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS processed data, 2024

Based on the table above, the significance value or sig. (2-tailed) from the Teamwork variable of 0.704, which means $0.704 > 0.05$. The significance value of the Communication variable is 0.305, which means $0.305 > 0.05$. In other words, the value of the Teamwork and Communication variables has a significance value greater than 0.05 so it can be said that there is no heteroscedasticity problem.

3) Multiple Linear Regression Analysis Test

Table 7. Multiple Linear Regression Test Results

Source: SPSS processed data, 2024

Coefficients ^a							
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics
Model		B	Std. Error	Beta	t	Itself.	Tolerance e
1	(Constant)	20.254	4.823		4.199	.000	
	Teamwork	.258	.116	.281	2.226	.029	.527
	Communication	.386	.107	.434	3.435	.001	.527

a. Dependent Variable: Employee Performance

Based on Table 4.12, it can be seen that the multiple linear regression coefficient for (X1) = 0.258 (X2) = 0.386 while the multiple regression coefficient is 20.254 so that the multiple regression equation is obtained as follows:

$$Y = 20.254 + 0.258X_1 + 0.386X_2$$

Based on the table above, the results of the multiple linear regression test are known as follows:

- a) Constant (a) is 20.254, meaning that if the independent variables, namely teamwork (X1) and communication (X2), are zero (0), then the acquisition of the dependent variable, namely employee performance, is 20.254.
- b) The value of the teamwork coefficient (b1) is 0.258. It can be interpreted that if cooperation (X1) increases by 1%, the employee's performance (Y) will also increase by 0.258. The equation shows that the multiple linear regression equation is positive.
- c) The value of the communication coefficient (b2) was 0.386. It can be interpreted that if communication (X2) increases by 1%, employee performance (Y) will also increase by 0.386. The equation shows that the multiple linear regression equation is positive.

Through the results and elaboration above, it is concluded that the most dominant variable affecting the performance of Phenom Event Indonesia employees is the communication variable with a regression coefficient value of 0.386.

4) Uji Hypothesis

a. Partial Significance Test (t-test)

Table 8. Partial Significance Test Results (t-Test)

		Coefficients ^a					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients			Tolerance	BRIGH T
Model		B	Std. Error	Beta	t	Itself.		
1	(Constant)	20.254	4.823		4.199	.000		
	Teamwork	.258	.0116	.281	2.226	.029	.527	1.898
	Communication	.386	.107	.434	3.435	.001	.527	1.898

a. Dependent Variable: Employee Performance

Source: SPSS processed data, 2024

Based on the SPSS output in the *Coefficients table*, the following results were obtained:

- a) The tcal value of the Teamwork variable (X1) of 2.226 is greater than the ttable value of 1.995 and the significance value of tcal 0.029 is smaller than the significance of 0.05. From these results, it can be concluded that the Teamwork variable (X1) has a positive and significant effect partially on Employee Performance (Y). Thus the Ha1 hypothesis is accepted.
- b) The tcal value of the Communication variable (X2) of 3.435 is greater than the ttable value of 1.995 and the significance value of tcal 0.001 is smaller than the significance of 0.05. From these results, it can be concluded that the Communication variable (X2) has a positive and significant effect partially on Employee Performance (Y). Thus the Ha2 hypothesis is accepted.

b. *Simultaneous Significance Test (F test)***Table 9.** Results of Simultaneous Significance Test (F Test)

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Itself.
1	Regression	238.909	2	119.455	25.888	.000b
	Residual	309.162	67	4.614		
	Total	548.071	69			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Communication, Teamwork

Source: SPSS processed data, 2024

Based on the table above, it can be seen that the Fcal value is 25,888 and the significance value is 0.000 while the Ftable value is 3.13. So it can be said that the value of $F_{cal} > F_{table}$ and the significance value of $0.000 < 0.05$. It can be concluded that the independent variables, namely Teamwork (X1) and Communication (X2) together (simultaneously) have a positive influence on the bound variable, namely Employee Performance (Y).

c. *Determination Coefficient Test (R Square)***Table 10.** Determination Coefficient Test Results (R2)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.773a	.597	.585	1.826

a. Predictors: (Constant), Communication, Teamwork

b. Dependent Variable: Employee Performance

Source: SPSS processed data, 2024

Based on the table above, it can be seen that the value of the determination coefficient R2 is located in the R Square column. It is known that the value of the determination coefficient $R^2 = 0.597$. This value means that all independent variables, namely Teamwork (X1) and Communication (X2) affect Employee Performance (Y) by 59.7% and the remaining 40.3% are influenced by other variables that are not studied in this study such as the influence of *compensation self-leadership*, creativity, etc.

4. CONCLUSION

Based on the results and discussions conducted on the Influence of Teamwork and Communication on Employee Performance at Phenom Event Indonesia in Bali, it can be concluded: 1) Teamwork partially has a positive and significant influence on employee performance at Phenom Event Indonesia in Bali. 2) Partial communication has a positive and significant influence and is more dominant on employee performance at Phenom Event Indonesia in Bali. 3) Teamwork and Communication simultaneously have a positive and significant influence on employee performance at Phenom Event Indonesia in Bali. 4) It is known that the value of the determination coefficient of R2 is 0.597. This value means that the variables studied affect employee performance by 59.7%.

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