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**The Correlation Between Interpersonal Communication and Optimism With Adversity Quotient for Non-Permanent Employees of the Medan Tourism Polytechnic**

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**ABSTRACT**

This study aims to determine The Correlation between Interpersonal Communication and Optimism with Adversity Quotient for Non-Permanent Employees of the Medan Tourism Polytechnic. The hypothesis proposed is there is a correlation between Interpersonal Communication and Optimism with Adversity Quotient for Non-Permanent Employees of the Medan Tourism Polytechnic. The sample in this study amounted 65 respondents. The sampling technique using total sampling. The data collection method is a Likert scale of interpersonal communication, optimism, and adversity quotient. Data analysis uses multiple linear regression analysis models. The results of this study are: 1. There is a positive and significant correlation between interpersonal communication and adversity quotient. This is indicated by the correlation coefficient (R) = 0.407 with  $p = 0.001 < 0.05$ . Based on the results of this study, the first proposed hypothesis was declared accepted. 2. There is a positive and significant correlation between optimism with adversity quotient. This is indicated by the correlation coefficient (R) = 0.461 with  $p = 0.000 < 0.05$ . Based on the results of this study, the second proposed hypothesis was declared accepted 3. There is a positive and significant correlation between interpersonal communication and optimism with adversity quotient. This is indicated by the correlation coefficient (R) = 0.626 with  $p = 0.000 < 0.05$ . Based on the results of this study, the third proposed hypothesis was declared accepted. It is known that the subjects of this study, Non-Permanent Employees of the Medan Tourism Polytechnic have high interpersonal communication, low optimism, and low adversity quotient.

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**INTRODUCTION**

Currently, the government plans to recruit Government Employees with Work Agreements (P3K), which means there will no longer be non-permanent employees. This will be based on Government Regulation (PP) No. 49 of 2018

concerning the Management of Government Employees with Work Agreements (PPPK), which opens opportunities for professionals, diaspora, and former honorary staff to become Civil Servants (ASN).

The government's discourse to eliminate non-permanent employees and transition to P3K presents a challenge for non-permanent employees at Poltekpar Medan. To continue as employees, they must undergo assessments implemented by the government. The recruitment process for P3K is almost the same as for becoming a Civil Servant (PNS), including competency tests through the CAT system, interviews, and field-specific tests. Currently, Politeknik Pariwisata Medan is not permitted to add honorary staff due to this P3K discourse, despite the campus still needing instructors and administrative staff.

According to Law No. 5 of 2014 concerning Civil Servants (ASN), Government Regulation No. 49 of 2018 concerning the Management of Government Employees with Work Agreements, and various other sources, there are differences between PNS and P3K:

- Article 6 states that ASN consists of PNS and PPPK. This article clarifies that ASN consists of two types, namely PNS and PPPK. Therefore, PNS is not PPPK, and vice versa. This is stated in Article 99, where PPPK cannot automatically be appointed as a prospective PNS.
- Secondly, to be appointed as a prospective PNS, PPPK must undergo all selection processes conducted for prospective PNS and comply with statutory provisions.

There are differences in status between PNS and P3K:

- Referring to Article 7, PNS, as mentioned in Article 6 letter a, are ASN employees appointed as permanent employees by the Personnel Development Officer and have a national employee identification number.
- On the other hand, PPPK, as mentioned in Article 6 letter b, are ASN employees appointed as employees with work agreements by the Personnel Development Officer according to the needs of Government Agencies and statutory provisions.

Success is significantly influenced and can be predicted by how individuals respond and explain difficulties. According to Stoltz (2000), the adversity quotient (AQ) has four aspects: Control, Origin-ownership, Reach, and Endurance. These aspects explain how individuals respond to and explain the difficulties they experience. From these four dimensions, we can see the levels or categories of individual responses in facing difficulties. Many people succeed in achieving their goals, and it is not easy – they must keep striving and be driven by a persistent attitude, courage to rise from failures, and continuous effort. Life, according to Stoltz (2000), can be likened to climbing a mountain; satisfaction is

achieved through relentless effort to keep climbing, even though sometimes the steps feel slow and painful. Every difficulty is a challenge, every challenge is an opportunity, and every opportunity must be embraced.

According to Stoltz (2000), one factor of the adversity quotient is confidence. Confidence in one's abilities can influence how individuals face problems and help them achieve their goals. Non-permanent employees (PTT) with confidence can face and overcome obstacles that hinder their success; in this research, confidence is also referred to as optimism. Optimism is the belief in handling events, whether pleasant or unpleasant, attributing the cause of failure to external circumstances, and having comprehensive expectations that more good things than bad will happen in the future.

Another factor of the adversity quotient, according to Stoltz (2000), is intelligence. Intelligence in building interpersonal relationships is one factor influencing perseverance. When someone cannot build good relationships, they will likely feel inadequate or even be ostracized in their environment. This research considers interpersonal communication as a factor of intelligence. According to Hartley in Liliweri (2017), interpersonal communication is a procedure that allows two people to exchange information and feelings through verbal and non-verbal messages. This definition underscores the important fact that interpersonal communication is not only about "what" is said, namely the language used, but also "how" the language is spoken, such as the non-verbal messages sent, including tone of voice and facial expressions. Meanwhile, non-permanent employees strive to improve their skills, especially instructors who have the duty to support student practices. Becoming PPPK is an opportunity for a better life.

Based on the background described, this research posits that in the future, there will no longer be non-permanent employees in government institutions; instead, they will become P3K. This will have both positive and negative impacts on current non-permanent employees. On the one hand, if they pass the assessment, they will achieve better welfare; on the other hand, failing the assessment may result in unemployment. Currently, whenever there is a selection process, non-permanent employees always strive to participate and succeed. Although only a few succeed, they do not give up and keep trying. Additionally, they also seek to enhance their skills and education to support their future careers. An employee must be able to create harmonious working relationships, which will add positive value to themselves. Therefore, this research focuses on examining the "Relationship between Interpersonal Communication and Optimism with Adversity Quotient among Non-Permanent Employees at Politeknik Pariwisata Medan."

## RESEARCH METHODE

This research was conducted at the Medan Tourism Polytechnic. The study focused on the Non-Permanent Employees of Medan Tourism Polytechnic, located at Jalan Rs. Haji No. 12, Percut Sei Tuan Subdistrict, Deli Serdang Regency, 20371. The research period is from July to December 2020. This study is quantitative in nature, utilizing numerical data that will be analyzed using statistical methods to test the proposed hypotheses.

The population in this study comprises 65 Non-Permanent Employees of Medan Tourism Polytechnic. Given the limited population size, the entire population is used as the research sample, totaling 65 Non-Permanent Employees. The research employs a total sampling technique. According to Sugiono (2014), total sampling is a sampling technique where all members of the population are used as the sample.

The research instrument uses the Likert Scale. The Likert Scale is used to measure attitudes, opinions, and perceptions of individuals or groups about social phenomena. In the Likert Scale, the variables to be measured are broken down into indicators/sub-indicators. Subsequently, the instrument items using the Likert scale have a range from very positive to very negative.

The data analysis method used in this research to test the hypotheses is multiple regression analysis. The hypotheses are tested using multiple linear regression techniques. Regression analysis provides more information, such as predictions. Regression analysis is a linear equation used to predict or forecast the value of the dependent variable based on the values of the independent variables (Priyatno, 2012).

Hypothesis testing in this study uses the coefficient of determination (R square) in multiple linear regression analysis. The regression line equation for two predictors is formulated as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

## RESULT AND DISCUSSION

Table 1.  
 Regression Analysis

Coefficients <sup>a</sup>									
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations		
		B	Std. Error	Beta			Zero-order	Partial	Part
1	(Constant)	23,539	4,572		5,149	,000			

Interpersonal Communication	,202	,047	,424	4,284	,000	,407	,478	,424
Optimisme	,204	,046	,477	4,810	,000	,461	,521	,476
a. Dependent Variable: <i>Adversity Quotient</i>								

$$Y = 23,539 + 0,202 X1 + 0,204 X2$$

The regression equation can be explained as follows:

- The constant value of 23.539 indicates that if there is no influence from Interpersonal Communication (X1) and Optimism (X2) on the Adversity Quotient (Y), the value of Y will be 23.539.
- The coefficient for the Interpersonal Communication variable (X1) is positive at 0.202. This means that for every one-unit increase in Interpersonal Communication (X1), the Adversity Quotient (Y) will increase by 0.202.
- The coefficient for the Optimism variable (X2) is positive at 0.204. This means that for every one-unit increase in Optimism (X2), the Adversity Quotient (Y) will increase by 0.204.

Based on the results of multiple regression analysis, it is shown that there is a relationship between Interpersonal Communication (X1) and Optimism (X2) with the Adversity Quotient (Y). This is indicated by the F coefficient value of 19.999, with Sig = 0.000, where Sig < 0.05. This shows that, together, Interpersonal Communication and Optimism have a positive relationship with the Adversity Quotient.

**Table 2.**  
**Coefficient of Determination**

Model Summary										
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics					
					R Square Change	F	df1	df2	Sig.	
1	.626 <sup>a</sup>	.392	.373	3.270	.392	19.999	2	62	.000	F
a. Predictors: (Constant), Komunikasi Interpersonal, Optimisme										
b. Dependent Variable : Adversity Quotient										

The coefficient of determination ( $R^2$ ) is used to explain the proportion of the dependent variable that can be explained by the independent variables. The

value of the coefficient of determination ranges from 0 to 1 ( $0 < R^2 < 1$ ). A small  $R^2$  value means that the independent variables have very limited ability to explain the dependent variable. A value close to one means that the independent variables provide almost all the information needed to predict the dependent variable (Ghozali, 2005).

Based on Table 4.4.12 above, it explains that the  $R^2$  value for the variables of Interpersonal Communication (X1) and Optimism (X2) with the Adversity Quotient (Y) is 0.392. This can be interpreted that the Interpersonal Communication (X1) and Optimism (X2) variables provide an effective contribution of 39.2% to the Adversity Quotient.

### **Discussion**

There is a positive and significant relationship between interpersonal communication (X1) and optimism (X2), collectively, with the adversity quotient (Y) at Medan Tourism Polytechnic. The correlation coefficient value is 0.626, indicating a strong level of correlation, and the strength of the relationship is 0.392 or 39.2%.

The results of this study show a positive relationship between interpersonal communication and optimism with the adversity quotient. This is evidenced by the correlation coefficient ( $R$ ) = 0.626 and the sig F change value of 0.000, where  $\text{sig} < 0.050$ . Thus, it can be concluded that the variables of interpersonal communication and optimism, both individually and simultaneously, are related to the adversity quotient variable. This indicates that the better the interpersonal communication and the higher the optimism, the higher the adversity quotient. Conversely, the poorer the interpersonal communication and the lower the optimism, the lower the adversity quotient. Based on these results, the hypothesis proposed in this study is accepted.

Based on these findings, it is known that the total contribution of the two independent variables to the dependent variable is 39.2%. This means that 60.8% of the influence on the adversity quotient comes from other variables not examined in this study. These other factors include internal factors such as job satisfaction, commitment, personality, employee morale, motivation, mood, tenure, and gender. Additionally, there are external factors such as organizational culture and climate.

One of the factors influencing the adversity quotient is interpersonal communication, which is part of emotional intelligence. Interpersonal communication is face-to-face communication between individuals that allows each participant to directly perceive the reactions of others, both verbally and non-verbally.

The ability to engage in interpersonal communication is crucial in building a supportive working environment. A cohesive, warm, open, and supportive working relationship with colleagues can enhance both personal and organizational performance.

In communication, we cannot rely solely on verbal elements or message content; we must also utilize non-verbal elements, such as vocal and visual elements, to ensure effective communication, as these play a more significant role in making an impression than verbal elements. Interpersonal communication is a transactional process, not merely a linear exchange or interaction, and it occurs continuously.

According to Wood (2010), to build good working relationships, we must know how to communicate supportively, clearly express our ideas, and listen effectively. Good working relationships are built when communication styles and methods are supportive, fostering trust and mutual support among colleagues. Therefore, we must be open and willing to listen to others.

Optimism is another factor influencing the adversity quotient. Goleman (2015) states that optimism is a strong expectation that everything in life can be handled well, even when faced with problems and frustrations. Optimism is an attitude that helps individuals avoid indifference, despair, or depression when facing difficulties. Contract employees, who face demands and pressures from the company, must maintain positive thoughts and expectations about their work to manage it well.

Optimism is the positive expectation someone has regarding everything that happens in life, even when encountering problems. Optimistic employees view failure as a self-development process that will result in future benefits and view positive experiences as deserved. Previous research by Tambunan (2018) found a positive relationship between optimism and the adversity quotient; the higher the optimism, the higher the adversity quotient, and vice versa.

Employees with high interpersonal communication skills can foster supportive, open, and encouraging relationships with colleagues. Similarly, employees with high optimism are less likely to despair and maintain positive expectations about their future work.

The study found that optimism had a stronger relationship with the adversity quotient, at 21.2%. This indicates that individuals have better expectations than their current conditions. Non-permanent employees have high optimism for a better life, higher salaries, and competency development. These expectations arise from within the employees, making their relationship with the adversity quotient stronger than that of interpersonal communication. Good expectations enhance the perseverance of non-permanent employees.

The relationship between interpersonal communication and the adversity quotient is 16.5%, lower than the relationship with optimism. This could be due to the fact that interpersonal communication involves interactions with others. Non-permanent employees must maintain good relations with those around them, who may not share the same expectations or might even become competitors. Additionally, not all employees have good interpersonal communication skills, which impacts their perseverance.

It can be assumed that high interpersonal communication and optimism skills can guide employees to have greater resilience in facing problems and solving issues, referred to as the adversity quotient. It is hoped that non-permanent employees at Medan Tourism Polytechnic will be able to become permanent employees or PPPK, achieving the positive expectations they aspire to.

## CONCLUSION

Based on the results of the hypothesis testing previously described, the following conclusions can be drawn:

1. There is a positive and significant relationship between the interpersonal communication of non-permanent employees (X1) and their adversity quotient (Y) at Medan Tourism Polytechnic, with a moderate correlation level, where the correlation coefficient value is 0.407 and the relationship strength is 0.165 or 16.5%.
2. There is a positive and significant relationship between optimism (X2) and the adversity quotient of non-permanent employees (Y) at Medan Tourism Polytechnic, with a moderate correlation level, where the correlation coefficient value is 0.461 and the relationship strength is 0.212 or 21.2%.
3. There is a positive and significant relationship between interpersonal communication (X1) and optimism (X2), collectively, with the adversity quotient (Y) at Medan Tourism Polytechnic, with a strong correlation level, where the correlation coefficient value is 0.626 and the relationship strength is 0.392 or 39.2%.

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