

# THE INFLUENCE OF WORK ETHICS AND WORK PROFESSIONALISM ON PERFORMANCE AT PT. BRI BRANCH SINGAMANGARAJA MEDAN

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## ABSTRACT

This study aims at determining the influence of work ethics and work professionalism on work performance in the company PT. BRI Branch Office Sisingamangaraja Medan. The population of this study is all employees who are in the office environment of PT. BRI Sisingamangaraja Branch in Medan with 77 employees. This is quantitative research with an explanatory approach. The research instrument used was the distribution of questionnaires to employees at the BRI Sisingamangaraja Branch Office in Medan. Based on the results of this study, the following results were obtained: (1) work ethic has a significant effect on work performance. This can be seen from the value of  $t_{\text{count}}$  at  $X_1 = 2,946 > t_{\text{table}} (0,05;77) = 1,991$ ; (2) work professionalism has a significant effect on work performance. This can be seen from the value of  $t_{\text{count}}$  at  $X_2 = 2,355 > t_{\text{table}} (0,05;77) = 1,991$

**Keywords: Work Ethics, Work Professionalism and Work Performance.**

## 1. INRODUCTION

In this era of globalization, competition for company owners is getting bigger, companies are also required to have a proactive attitude from various aspects related to improving the quality of human resources (HR), especially regarding human resources (HR) which must be qualified and must have good performance. high work. According to Riski Damayanti, et al (2018) Performance is the result of work that can be obtained and achieved by a person or group in an organization/company, and in

accordance with the authority and responsibility of each in an effort to achieve the goals of the organization concerned legally. legal, without breaking the law and in accordance with morals and ethics.

Work ethic in the organization is the key to the ethical behavior of employees. According to Komari and Djafar (2013) organizations that focus on work ethics will have human resource management who can work professionally. With a high work ethic, of course, routines will not make you bored, even able to

improve work performance or performance. The things that underlie a high work ethic include the desire to uphold the quality of work, so individuals who have a high work ethic will participate in providing input for ideas in the workplace (Agustina, 2019).

Work professionalism is an appropriate ability and skill in doing work according to their respective fields and levels. Professionalism is a match between the capabilities of the bureaucracy and the needs of the task (Kurniawan, 2005). According to Siagian (2009), work professionalism is wisdom and expertise in carrying out duties and responsibilities so that it can be carried out with high quality improvements, timely and efficient, careful thinking, and procedures that are easier to understand and follow by customers.

In working, the development of human resources (HR) is expected to have professionalism in work because in professionalism there is expertise in optimizing knowledge to be understood and understood, time and effort. This attitude of professionalism in work is needed when the employee is accepted in any institution / agency. This attitude of work professionalism must also be seen and felt to customers who come, so that the benefits can be felt by customers and the bank's services provide the best service.

In providing services, BRI Bank Sisingamangaraja Branch Office is expected to be able to satisfy customers without violating the norms or ethical aspects. Ethics and morals are also very necessary, so that both customers and bank institutions and bank employees can also respect each other (Kasmir, 2005). In service and bank ethics are

needed because with good service and ethics, banks will run their business more smoothly. Service and ethics are an attraction for (prospective) customers who make customers at the bank, and do not cause unhealthy competition and problems between fellow banks in the field.

BRI Bank Sisingamangaraja Branch office in Medan is required to be professional in carrying out their duties as a financial service provider and maintain work ethics in order to provide maximum service to customers. So that in this problem the author is interested in conducting research as reference material for the parties involved in it.

## **2. THEORITICAL REVIEW**

### **A. Work Ethics**

Ethics comes from the Greek word *ethos*, which means habit or character, and moral comes from the Latin word *mos*, which means way of life or habit. From this term comes the term moral or moral. Moral can mean spirit or inner encouragement (Kumorotomo, 2014).

According to Muhammad Djakfar (2013) work ethics are attitudes and views towards work, work habits that are owned by a person, a group of people or a nation. Meanwhile, according to Sinamo (2011) work ethic is a set of positive and high-quality work behaviors, which are rooted in clear awareness and strong belief in interrelated work paradigms.

### **B. Work Professionalism**

Professionalism comes from the English word professionalism which lexically means professional nature. According to Siagian (2009), professionalism is reliability and

expertise in carrying out tasks so that they are carried out with high quality, at the right time, carefully, and with procedures that are easily understood and followed by customers. *utu tinggi, waktu yang tepat, cermat, dan dengan prosedur yang mudah dipahami dan diikuti oleh pelanggan.*

### C. Work Performance

Performance is an act that is shown from each individual when their functions are applied according to their responsibilities, in plans to achieve goals that still pay attention to legal norms and also do not conflict with customs and moral norms (Lasmi & Funky, 2018). According to Arya et al (2018), employee performance can be understood by the ability of employees/employees to achieve work requirements, which can be carried out on time and produce a product of good quality and in accordance with the vision and mission, goals of the company. So that it means that employee performance can affect the quality of the services produced.

### 3. RESEARCH METHODS

This research includes explanatory research, namely research that aims to analyze the relationships between one variable and another or how one variable affects another. This research was conducted at the BRI Branch Office Sisingamangaraja Medan.

The population in this study are all employees who work at the BRI Sisingamangaraja Branch Office

in Medan, amounting to 77 employees. The research instrument used to collect research data was by distributing questionnaires to employees at the BRI Branch Office Sisingamangaraja Medan. Data collection methods used are documentation, interviews, literature and questionnaires.

Data analysis technique in this research is correlation analysis. From several existing correlation analysis techniques, the Pearson Product Moment Correlation was chosen, which is very useful for knowing the degree of relationship between the independent variable (influence) and the dependent variable (influenced). Bivariate correlation test using the SPSS 22.00 Computer Program for Windows, which is to measure the close relationship between Work Ethics and Work Professionalism on Work Performance at the BRI Office Sisingamangaraja Branch, Medan.

### 4. RESEARCH RESULTS & DISCUSSION

#### The Result of the Coefficient of Determination Test for R2

The coefficient of determination (R2) essentially measures how far the model's ability to explain the dependent variables is. The value of the coefficient of determination is between zero and one. The value of determination is determined by the value of Adjusted R Square. The results of testing the coefficient of determination R2 can be seen in the table below.

Table 1. Results of the Coefficient of Determination Test for R2  
Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.470 <sup>a</sup>	.221	.200	4.23985

- a. Predictors: (Constant), Profesionalisme Kerja, etika Kerja
- b. Dependent Variable: Kinerja Kerja

Based on the table above, it can be seen that the Adjusted R Square value is 0.200, this means that 20% of the variation of the dependent variable of Work Performance can be explained by the two variations of the independent variable, namely work ethics and work professionalism. While the remaining 80% can be seen through other

variables that cannot be included in this research model.

Results on the Model Accuracy test (Test F). The F statistical test can be seen whether the independent variable is interpreted in the model there is a joint effect on the dependent variable. The results of the F statistical test can be seen in the following table.

Table 2. Results on the F . Statistical Test  
ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	382.495	2	191.248	10.639	.000 <sup>b</sup>
	Residual	1348.222	75	17.976		
	Total	1730.718	77			

- a. Dependent Variable: Kinerja Kerja
- b. Predictors: (Constant), Profesionalisme Kerja, etika Kerja

The basis in the table above can be seen that the calculated F value is 10,639 with a sig of 0.000. In order to be able to compare the calculated F values, F in the table is needed (0.05; 2; 75) = 3.118. And calculated  $F = 10,639 > F$  in the table = 3,118 or also by comparing, namely,  $Sig = 0.000 < \text{level of error} = 0.05$ . it can be interpreted that there is also a significant influence among all the independent variables, namely work ethics and work professionalism simultaneously on the work performance variable.

Hypothesis Test Results (Test Statistics t). The t-statistical test basically shows how far the influence of one explanatory/independent variable individually in explaining the variation of the dependent variable. In the t-test, the calculated t-value will be compared with the t-table value. The following are the results of the calculation of the t statistical test which are presented in the table below:

Table 3. T . Statistical Test  
Coefficients<sup>a</sup>

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23.204	3.314		7.001	.000
	etika kerja	.168	.057	.319	2.946	.004
	profesionalisme kerja	.181	.077	.255	2.355	.021

- a. Dependent Variable: Keputusan\_Pembelian

$$Y = 0,319X_1 + 0,255X_2$$

- a) The influence that can be given to the  $X_1$  variable on Y

is 0.319 and the result is positive, which means that the greater the work ethic of the variable ( $X_1$ ), the greater the work performance on the variable (Y).  $t_{count}$  on the  $X_1$  variable = 2,946 >  $t_{table}$  (0.05;77) = 1.991 when compared to the value of sig = 0.001 < the error level is 5% = 0.05, it can be interpreted that the validity of work ethics can have a significant effect on work performance. The resulting effect is positive, this can be seen and shown from the positive beta value of 0.319. The conclusion is that if the work ethic at Bank BRI Sisingamangaraja Branch in Medan is increasing, work performance can also increase.

- b) The influence given by  $X_2$  to Y is 0.255 and is said to be positive, which means that the greater the professionalism of the variable ( $X_2$ ), the higher the work performance of the variable (Y).  $t_{count}$  in  $X_2$  is 2.355 >  $t_{table}$  (0.05;77) is 1.991 when compared to the value of sig = 0.0021 < 5% error level of 0.05, it can be interpreted that the validity of work professionalism can have a significant effect on work performance. The resulting effect is also positive, this can be seen from the positive beta value of 0.255. The conclusion is that if the professionalism of work at BRI Bank Sisingamangaraja Branch

Office in Medan is increasing, work performance will also increase.

### **The Influence of Work Ethics on Work Performance at BRI Bank Sisingamangaraja Branch Medan**

Based on the results of multiple linear regression analysis by partially testing it can be seen that the validity of the work ethic variable can get a coefficient of 0.168, this means that if the work ethic variable can increase by 1 unit, then work performance will increase by 0.168 in the unit. The test results can also be seen that the t-value value is 2,946 and the significance value is 0.004. and the calculated t value is greater than the t table value of 1.991 and the significance value is greater than the 0.05 value.

The results of this study are the same as previous research conducted by Nurmila (2018) which can prove that the work ethic variable (X) can have a significant effect on employee performance variable (Y) with a value of 59.5%. And research conducted by Putri (2021) found that partially and simultaneously there is a significant influence of Work Ethics and Work Loyalty on Employee Performance at PT. State Savings Bank (Persero) Tbk Medan Sharia Branch Office.

### **The Influence of Work Professionalism on Work Performance at BRI Bank Sisingamangaraja Branch Medan**

Based on the results of calculations and multiple linear regression analysis by means of partial testing, it is known that the validity of the work ethic variable can obtain a coefficient of 0.181, this can be interpreted if the variable in work

professionalism can increase by 1 unit, then work performance will increase by 0.181 units. The results of this test also show that the  $t_{\text{count}}$  value is 2.355 and the significance value is 0.021. and the calculated  $t_{\text{value}}$  is greater than the  $t$  table value of 1.991 and the significance value is greater than the 0.05 value.

The results of this study are also the same as previous research conducted by Mayang Sari (2017) which proves that partially work professionalism has a positive and significant effect on the work performance of PT Bank Syariah Mandiri KC Palembang employees. And research conducted by Clara I. A. Waterkamp et al (2017) found that professionalism has a significant relationship to job satisfaction and has a significant effect on employee performance.

## 5. CONCLUSION

Based on the results of research and discussion, a conclusion can be drawn as follows:

- 1) There is a significant influence among the variables, namely work ethics on work performance. and The resulting effect is also positive, this is shown from the results of the  $t_{\text{count}}$  value on the  $X_1$  variable, namely  $2,946 > t_{\text{table}} (0.05;77)$  of 1,991 or also compared to the sig value of  $0.001 < 5\%$  error level = 0.05
- 2) There is a significant or increasing influence between the variables on professionalism on work performance. where the effect given is positive shown from the value, namely  $t_{\text{count}}$  on the  $X_2$  variable of  $2.355 > t_{\text{table}} (0.05;77)$  of 1.991 or also by comparing the sig value of

$0.0021 < 5\%$  error level of 0.05

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