Analisis Budaya Organisasi dan Etika Kerja Terhadap Kinerja Karyawan di DIY Palangka Raya Mall, Kota Palangka Raya

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Abstrak

Tujuan – Penelitian ini bertujuan untuk menganalisis pengaruh budaya organisasi dan etika kerja terhadap kinerja karyawan.

Desain/Methodologi/Pendekatan - Analisis dilakukan di DIY Palangka Raya Mall yang merupakan *one – stop shop* dan ramai pengunjung. Penelitian ini dilakukan secara kuantitatif dan penyebaran kuesioner kepada 35 responden yang merupakan pegawai DIY.

Temuan penelitian – Hasil analisis statistik dengan menggunakan SPSS 22.0 menyatakan bahwa budaya organisasi dan etos kerja 73% memiliki peran yang sangat penting dalam meningkatkan kinerja. implikasi dari hasil dapat menerapkan sistem budaya organisasi menurut Mal Palangka Raya DIY dan menerapkan etos kerja dengan baik dan benar. Penelitian selanjutnya dapat mengadopsi penelitian ini untuk meningkatkan kinerja karyawan.

Kata kunci: Budaya Organisasi, Etika Kerja, Kinerja Karyawan
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The Effect of Employee Retention and Work Environment on Employee Performance in Jekan Raya District, Palangka Raya

Abstract

Objective - This study aims to analyze the effect of organizational culture and work ethics on employee performance.

Design/Methodology/Approach - The analysis was carried out at DIY Palangka Raya Mall, which is a one-stop shop and crowded with visitors. This research was conducted quantitatively and questionnaires were distributed to 35 respondents who were DIY employees.

Research findings – The results of the statistical analysis using SPSS 22.0 stated that 73% had a very important role for organizational culture and work ethics in improving performance. the implications of the results can apply an organizational culture system according to DIY Palangka Raya Mall and apply work ethics properly and correctly. Future research can adopt this research to improve employee performance.

Keywords: Organizational Culture, Work Ethics, Employee Performance

Introduction

High performance that describes the success and success of employees in carrying out their duties and responsibilities assigned to them and vice versa, low performance that describes the failure and incompatibility of employees in carrying out the duties and responsibilities assigned to them (Heffernan et al., 2016). An employee is said to have high performance, if the set workload is achieved and if he has high performance, if the set workload is achieved and if the realization of work results is higher than specified. In an effort to improve the performance of employees of an organization or company must pay attention to Organizational Culture and Work Ethics (Kazlauskaite et al., 2011).

Organizational culture can be defined as a system of values, beliefs, assumptions, or long-standing norms that are agreed upon and followed by members as guidelines for behavior and problem solving. -organizational problems (Bandyopadhyay & Srivastava, 2021). Work ethics is a system of values or norms that are used by all company employees, including their leaders in carrying out their daily work. Companies with good work ethics will have and practice values, namely: honesty, openness, loyalty to the company, consistent in decisions, good cooperation, discipline and responsibility.

In addition to work ethics, organizational culture also needs to be considered where Organizational Culture is a shared system of values (what is important) and beliefs (how things work) that interact with a company's people, organizational structure and control system to produce norms - positive behavioral norms (the way we do things here) (Paauwe & Boselie, 2005). When the organizational culture is going well, this will greatly affect the performance of employees in a positive direction, so that with increased performance, this will also be followed by increased achievement in the organization. However, if the organizational culture is not going well, this indicates that there is a problem in the employee performance system, so that the problem must be resolved as soon as possible because it will affect the achievement of the organization (Janssens & Steyaert, 2009).

Problems that arise related to Organizational Culture are employees who arrive late, do not come to work for various reasons, such as illness, permission or without explanation and the tendency for employees to feel unhappy with the culture that exists within the organization which can be seen from their daily performance (Ali et al., 2018). Then like to procrastinate work which then has an impact on the emergence of many complaints from external parties of the organization, for example complaints from customers or consumers. This complaint has a negative impact which indicates the existence of organizational values or norms that have not been implemented by employees, if it continues, the behavior of employees who often delay work like this can disrupt the system that has been implemented for a long time and will affect employee performance (Katou, 2008).

Then the problem related to work ethics is the number of employees who work and are placed in inappropriate fields, do not get job satisfaction

resulting in negative attitudes or behavior, such as not doing work on time, and often arriving late. For organizations, job satisfaction is also carried out in the context of increasing production through improving employee attitudes and behavior as well as skills.

Literature Reviews
Organizational Culture

Organizational culture is defined as "the values that become handle human resources in carrying out their obligations and also behavior in the organization" (Al-Tit, 2015). These values will give the answer whether an action is right or wrong and whether a behavior is encouraged or No. Organizational culture, is the result of the process fuse the cultural styles and behaviors each individual brought before him in a new philosophy and norms, which have the same energy group pride in the face of something and a particular goal. (Nasser & Jais, 2022) Organizational culture can be defined as a system of values, beliefs, assumptions, or long-standing norms that are agreed upon and followed by members as guidelines for behavior and problem solving. -organizational problems.

Organizational culture that is formed, developed, strengthened or even changed, requires practice that can help unify the cultural values of members with the cultural values of the organization. Cultural characteristics based on their nature as following (Jabbour, 2011)(Chinmulgund, 2021): (1) Culture is shard. Culture is something that belongs to a fund group simultaneously are generally not available to outsiders of the group; (2) Culture is learned and is enduring. Culture does not arise with sudden, but systematically built over time; (3) Culture is a powerful influence on behavior. Sometimes it's really hard for us to leave culture, even though there is a desire to do so; (4) Culture is systematic and organized. Culture is a system organized from shared values, attitudes, beliefs, and meaningfulness related to and with the environmental context; (5) Culture is largely invisible. What we see about culture is stated in the form of living artifacts; and (6) Culture may be "tight" or "loose". Culture differs from one to another others not only in detail, but also in depth impregnation.

Cultural typology that can also be seen as a cultural life cycle, namely as follows (Rodriguez & Gomez, 2009)(Akpa et al., 2021): (1) The monoculture, is a single mental program, people think alike and according to the same cultural norms. Is a "pure race" model which causes a lot of conflict in a world where there are many different ethnic and racial groups; (2) The superordinate culture is the ideal type of organizational culture. Consists of coordinated subcultures, each with its own beliefs and values, ideas and viewpoints, but all working within one organization and all motivated to achieve organizational goals; (3) The divisive culture is divisive. Within this culture is a sub-culture within the organization individually has an agenda and goals Alone. The divisive culture is the most common culture in society or work; and (4) The disjunctive culture is characterized by frequent organizational breakdowns explosively or even become individual cultural

units. Meanwhile, cultural typology general nature of the organization can be applied in almost all organizations. But there are still specific cultures that are more relevant to achieving goals organization.

The characteristics that influence organizational culture include (Wijethilake et al., 2023): (1) Innovative taking into account risks. That every employee will pay sensitive attention to any issues that may pose a risk of loss to the organization as a whole; (2) Give attention to every problem in detail. Describe the thoroughness and accuracy of employees in carrying out their duties; (3) Oriented to the results to be achieved. A manager's supervision of his subordinates is one way for managers to direct and empower them. Through this supervision the goals of the organization and the group and its members can be described; (4) Oriented to all the interests of employees. One of the success or performance of the organization is determined by the work team (teamwork), where teamwork can be formed if the manager can supervise his subordinates well; (5) Aggressive at work. High productivity can be produced if employee performance can meet the standards needed to carry out their duties. Good performance is meant, among other things, skill qualifications (ability and skills) that can meet productivity requirements and must be followed by high discipline and work; and (6) Maintain and maintain work stability. Employees must be able to maintain their health condition in order to remain primed, this condition can only be fulfilled if they regularly consume nutritious food based on the advice of a nutritionist

Work Ethics

Work ethics is a system of values or norms that are used by all company employees, including their leaders in carrying out their daily work (Javed et al., 2020). Companies with good work ethics will have and practice values, namely: honesty, openness, loyalty to the company, consistent in decisions, good cooperation, discipline and responsibility (Zabel et al., 2017).

Etymologically, ethics is the teaching or science of customs relating to generally accepted good or bad habits regarding attitudes, actions, obligations and so on. Ethics is the study of the rights and obligations of a person, regarding the moral rules that people use in making decisions, and the characteristics of human relations (Ramakrishnan et al., 2022). Ethics is a role model for humans who live in society, which can help people to distinguish between what is good and what is bad, so that human behavior can be controlled properly and does not harm others.

Work ethics in the company play an important role in carrying out the work flow of employees within the company. Ethics is a branch of philosophy looking for bad human behavior. indicators of work ethics, namely: (1) Responsible. Every job requires responsibility, attention and care. Responsibility means taking on all obligations and workloads in accordance with the boundaries that exist within the company; (b) Positive Work. A positive work environment will build strong working relationships with colleagues, subordinates, leaders, customers, as well as with all other stakeholders. Everyone in the workplace must prepare a work habit that

focuses on important things to create a positive work ethic; (c) Work Discipline. Discipline has been instilled in all of us since we were born into the world. A disciplined attitude at work, in addition to making work more organized, also brings good ethical values in the organizational environment when working; (d) Persistent. Someone who has a work ethic always has a work attitude that is full of enthusiasm, totality, encourages himself to act and achieve optimal performance, and has a strong belief in serving his job sincerely and sincerely. work goes to zero; and (e) Education. Work ethics cannot be separated from the quality of human resources. Increasing human resources will make someone have a hard work ethic.

Performance

Performance in the organization is the answer to the success or failure of the organizational goals that have been set. (Sardi et al., 2021) suggests "performance (work achievement) is a work result that is achieved by a person in carrying out the tasks assigned to him which are based on skills, experience and sincerity as well as time".

Performance is a picture of the level of achievement of the implementation of an arrangement of activities and decisions to obtain targeted targets covering the vision and mission of the organization set out in an organization's strategic plan (Wood, 2021). Performance is an illustration of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission that are contained in the strategic planning of an organization.

Performance is the result that employees can achieve and provide through the capabilities they have in carrying out their duties. Performance is work performance, namely comparing the actual results of work with established work standards (Jerónimo et al., 2020). Every government or private agency always improves the performance of its employees in order to achieve the goals that have been set.

The definition of performance as an expression such as output, efficiency and effectiveness is often associated with productivity (Hooi, 2019). Employee performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

In accordance with some of the explanations about the meaning and explanation of what is called performance, it can be concluded that a person's performance is a combination of ability, effort and opportunity which produces work results that are achieved with the participation of the workforce so as to produce output, efficiency and effectiveness (Tortia et al., 2022). often associated with productivity, both in quality and quantity in carrying out their duties in accordance with the responsibilities given to that person. Based on expert opinions, the researchers concluded that employee performance is a form of output for what employees have done in completing work or tasks that have been assigned to them so that the goals of the organization or agency that provide job satisfaction to employees are achieved.

Performance indicators is a quantitative and qualitative measure that describes the level of achievement of a target or purpose that has been set. Performance indicators must be something that will be calculated and measured and used as a basis for assessing or seeing the level of performance in the planning and implementation stages (Savaneviciene & Stankeviciute, 2010). From the opinions of the experts above, it can be concluded that performance indicators are very important in improving employee performance.

There are 5 performance indicators, namely: (1) Quality. Quality of work is measured from the leadership's perception of the quality of the work produced and the perfection of the tasks on the skills and abilities of employees; (2) Quantity. Is the amount produced, usually expressed in terms such as units, the number of activity cycles completed; (3) Punctuality. Is the level of activity of completing work within a certain time that has been set as a standard for achieving the time of completion of work; (4) Effectiveness. Is the level of use of organizational resources (energy, money, technology, raw materials) is maximized with the intention of increasing the results of each unit in the use of resources; and (5) Independence. Is the level of an employee who will be able to carry out his work function, work commitment.

Conceptual Framework for Research

Thinking framework is a synthesis that reflects the relationship between the variables studied and is a guide for solving research problems and formulating research hypotheses in the form of flowcharts equipped with qualitative explanations. The framework of thinking in a study needs to be put forward if the research concerns two or more variables. Based on the results of previous studies that have been described, a conceptual research framework can be compiled as follows:
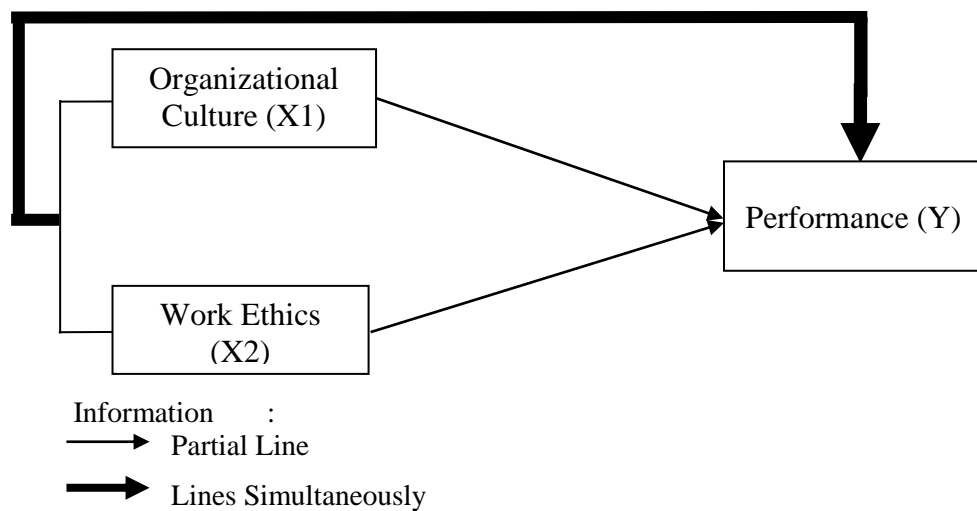

Figure 1. Research Conceptual Framework

Research Hypothesis

The hypothesis is a temporary answer to the formulation of the problem in a study. In this study, the authors make a hypothesis, namely:

H1. Allegedly Organizational Culture influences Employee Performance in Palangkaraya Mall DIY, Palangka Raya City

H2. It is suspected that work ethics have an effect on employee performance in Palangkaraya Mall, Palangka Raya City

H3. Allegedly Organizational Culture and Work Ethics simultaneously influence the Employee Performance of Palangkaraya Mall, Palangka Raya City.

Research Methods

The type of research used in this study is a quantitative analysis method. Data obtained directly in the study, by interviewing respondents directly or with the help of a list of questions (questionnaires) that had been prepared beforehand (Kristinae et al., 2023), while the respondents were DIY Palangka Raya Mall, Palangka Raya City as many as 35 people. The instrument is carried out by testing the validity is a test used to measure whether or not a questionnaire is valid and the reliability test is a tool for measuring a questionnaire which is an indicator of a variable or construct (Kristinae et al., 2020). The statistical analysis tool used is SPSS 22.0 with the initial classic assumption test before the data is analyzed.

Research Result

Based on the statistical theory of the linear model, only the related variable has a normality test distribution, while the dependent variable is assumed not to be a function of the distribution. The multicollinearity test aims to examine whether in the regression model there is a correlation between the independent (independent) variables, to detect whether or not multicollinearity exists in the regression model seen from the tolerance value and its opposite Variance Inflation Factor (VIF) (Nahan et al., 2019).

Variable X with variable Y has a linear relationship or not, it can be seen by looking at the calculated F value with F table. If F count > F table, the conclusion is that there is no linear relationship and vice versa if F count < F table, the conclusion is that there is a linear relationship between variable X and variable Y. It is known that F count is 70.666 < F table is 3.16, so it can be concluded that there is a relationship which is linear between variable X and variable Y.

Table 1. Multiple Linear Regression

Model	Koefisien	t	Sig.
Constant	0.189		
Organizational Cuture (X1)	0.536	7.232	0.000
Work Ethics (X2)	0.644	6.817	0.000

Dependent Variable: Performance (Y)
Source: Primary Data Processed (2022)

Based on the table above, it can be determined that the multiple linear regression model is expressed in the form of the following equation:

$$Y = 0.189 + 0.536X1 + 0.644X2 + e$$

The constant value is positive which shows a positive influence on all independent variables (organizational culture and work ethics), so that if the independent variable increases, employee performance will increase.

The regression coefficient value of the organizational culture variable (X1) has a positive value which indicates that if the organizational culture variable increases assuming other independent variables the value is constant. Organizational culture (X1) has increased, so employee performance (Y) will increase assuming other variables have a fixed value.

The regression coefficient value of the work ethic variable (X2) is positive which indicates that if the work ethic variable (X2) increases, employee performance (Y) will increase assuming other variables have a fixed value.

The coefficient of the organizational culture variable (X1) is significant at $\alpha = 0.05$, because t count > t table (7.232 > 1.664) or sig. 0.000 < 0.05. This means that the influence of organizational culture variables on employee performance is significant. It means that the hypothesis which states that organizational culture influences employee performance is acceptable.

The coefficient of the work ethics variable (X2) is significant at $\alpha = 0.05$, because t count > t table (6.817 > 1.664) or sig. 0.000 < 0.05. This means that the influence of work ethics variables on employee performance is significant. Means the hypothesis which states that work ethics affect employee performance can be accepted.

Table 2. F Test (Simultaneous)

Model	Sum of Squares	F	Sig.
Regression	17.637	70.281	0.000
Residual	5.280		
Total	22.917		

Source: Primary Data Processed (2022)

This test is used with the aim of proving whether the independent variables jointly affect the dependent variable. The results of calculations via SPSS show that Fcount is 70.281 and Ftable = 3.16 (using a significance level of 0.05% and degrees of freedom (df); n-(k+1) ; 35 -(2+1)= 32). This states that fcount (70.281) > Ftable (3.16) so that the hypothesis is accepted. This means that the independent variables consisting of organizational culture (X1) and work ethics (X2), simultaneously affect the performance of employees of DIY Palangka Raya Mall Palangka Raya City.

Table 3. Coefficient of Determination

Model	R	R Square	Adjusted R Square
1	0.852	0.713	0.662

Source: Primary Data Processed (2022)

The coefficient of determination R Square (R^2) is 0.713 indicating that the variation in employee performance is explained by organizational culture and work ethics variables by 71.3% while 28.7% is explained by other variables not analyzed in the model. Based on the results of partial analysis, it is found that the β coefficient of organizational culture (X1) is positive, a positive sign indicates that the relationship between organizational culture variable (X1) and employee performance variable (Y) is unidirectional, meaning that the better an employee's organizational culture, the the better the performance will be.

After testing, it turns out that the sig value is significant, thus meaning that there is a significant influence between organizational culture (X1) on employee performance (Y). The results of the study show that organizational culture has a positive and significant influence on employee performance. Organizational Culture has an effect of 53.6% on Employee Performance while the remaining 44% is influenced by other factors not examined in this study.

Based on the results of partial analysis, it is found that the β coefficient of work ethics (X2) is positive, a positive sign indicates that the relationship between work ethics variable (X2) and employee performance variable (Y) is unidirectional, meaning that the better an employee's work ethics, the the better the performance will be. After testing, it turns out that the sig value is significant, thus meaning that there is a significant influence between work ethics (X2) on employee performance (Y).

Based on the results of simultaneous analysis, it was found that work organizational culture and work ethics are positive, a positive sign indicates that the relationship between organizational culture and work ethics variables and employee performance variables is unidirectional, meaning that the better the organizational culture and work ethics of an employee, the more good performance too.

Conclusion and Discussion

From the results of the hypothesis testing above it is proven that organizational culture and work ethics have a significant effect on the performance of DIY employees at Palangka Raya Mall, Palangka Raya City. The results showed that organizational culture was in the very good category at 67.9% and good at 32.1%. Work ethics are in the very good category 54.7% but there are still 1.9% who are in the bad category. Employee performance is in the very good category of 60.3%, 40% is good and 5.7% is quite good. In addition, organizational culture and work ethics have a significant effect on employee performance. Organizational culture has a weak influence on employee performance (9.7%) and has a significant and

positive effect on employee performance of (0.023). Work ethics have a fairly strong influence on employee performance (33.8%) and have a significant and positive effect on employee performance (0.000). Organizational culture and work ethics have a fairly strong influence on employee performance (34.4%).

The implications of the results show that to improve performance organizational culture and work ethics are needed as a function of driving the emergence of actions where work ethics can make individuals or groups able to perform an action in order to achieve the desired thing (Awan et al., 2020). Passion in activities in carrying out a daily activity either individually or in groups, work ethics can make it more enthusiastic in carrying out these activities, so that the desired results can be achieved. These results can be a reference for further research regarding the performance of organizational culture and work ethics.

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