

The Influence of Work Ethic on Employee's Performance of Small-Medium Enterprises Restaurant

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Abstract

This study aims to determine and analyze the influence of work ethic toward employee performance at Small-Medium Enterprises Restaurant in Bandung. The research used a quantitative method with a descriptive-causal type of research. Data was collected by distributing questionnaires to 64 restaurant employees with a saturated sampling technique. This research uses simple linear regression analysis to acquire a research conclusion. Based on the descriptive results, the conclusion is that the work ethic and employee's performance are within good categories. The t-test in this research shows that work ethic has a significant influence on employee performance. The results showed that work ethic affects the employee's performance with the value of determinant 38,8 percent, and the residual was influenced by other variables not explored in this research.

Keywords

Work Ethic, Employee Performance, Human Resource Management

1. Introduction

According to CNBC Indonesia, the culinary sector has a major contribution to Indonesia's creative industry field. Based on articles from The People's Mind, Bandung is a city that produces various culinary sectors that are distinctive and diverse. Therefore this city is crowned as one of the culinary tourist destinations in Indonesia. One of the culinary sectors in the city of Bandung that has long stood and can still maintain its existence to this day with its characteristics as a typical Sundanese restaurant is Rumah Makan Ponyo. Rumah Makan Ponyo now has several branches in West Java, and is centered in Rumah Makan Ponyo Cinunuk Bandung. To support and develop its business, Rumah Makan Ponyo Cinunuk Bandung always pays attention to employee development, such as providing facilities needed by its employees. The type of attention from the company encourages to setting up human resource empowerment. The role of employees is very important in Rumah Makan Ponyo Cinunuk Bandung, thus the company needs to maintain its human resources. Human resources in any organization, both public and business, are the main resources to achieve the organization's goal (Dessler, 2020). Therefore, it is important for the employees to maintain excellent performance since it's the primary concern for the organization (Choi, 2020). Employee performance results from an institution's implementation of a planning process by employees and leaders who work in the institution, both private and government organizations, to achieve the set of goals (Fakhri et al., 2021).

According to Amir (2015), in order to have high-quality human resources, employers must maximize employee empowerment by creating an environment in which employees feel valued. Employee empowerment combined with work ethics is expected to foster trust between managers and employees and between superiors and subordinates; employees will perform all tasks with a sense of responsibility and honesty, as its ethics guide them. Work ethic is a formulation of how ethical values are applied in the workplace to govern employees' merit in order to maximize efficiency and productivity (Moore, 2017). A business can use work ethics as a tool for social control and as guidelines for employee behavior in the workplace, allowing the business to be strong in arraigning the business competition. With the work ethic, employees are expected to strive for higher levels of performance and quality, ensuring that the company and its customers always receive the best services. According to the preceding description, a company can improve employee quality by providing and supervising a work ethic for its employees, where the work ethic is expected to be one of the factors affecting the company's performance.

Several interviews were conducted with the employees of the restaurants. Based on the interview results, some employees do not practice work ethics, such as wasting time with useless activity, gossiping rather than working, and postponing activity when it can be done immediately. The condition of multiple unnecessary activities tends to inflict a loss to the organization (Ferine et al., 2021; Pradana & Wijaksana., 2017). Therefore, it is necessary to conduct research to examine thoroughly how the work ethic can improve the quality of employees by providing

and supervising its employees where the work ethic is expected to be one of the factors to improve the restaurant's performance.

2. Literature review

Ethos is a reflective factor that perceives the potential sources of motivation for someone to do something, whether work is viewed as a necessary part of life or a source of encouragement for participation in activities. Ethos also serves as the foundation for the concepts, ideas, and thoughts that will shape the action system. Because ethos shapes human judgment on the job, it also shapes the outcomes. On the other hand, it turns out that work ethic is inextricably linked to the attitude issues that arise when someone is performing their work. The work ethic unambiguously defines normative concepts to be developed as part of employee behavior.

The work ethic introduced in Max Weber's writing has been conceptualized in various ways over the last decades. However, Weber (1958) discussion is concerned more about how Protestant work ethic in his writing. From religious perspectives on work to the secularization of work, these paradigm shifts have occurred over time. Miller et al. (2002) define work ethic as a multidimensional construct associated with work-related activities and can be applied to other domains. Additionally, Miller developed the multidimensional work ethic profile (MWEP), which has grown in popularity as a measure of work ethic in recent years. It comprises the following seven components: First, centrality of work, a belief that work is important in its own right. Second, self-reliance, represents a drive toward independence in task accomplishment. Third, hard work, a belief that increased effort is the key to achievement. Fourth, leisure, a value on down-time/non-work activities. Fifth, morality/ethics, a proclivity to engage in just/moral behavior. Sixth, delay of gratification, the capacity to postpone rewards until a later time. Seventh, wasted time, the importance of the efficient use of time.

Work ethic has been shown to be an effective predictor of performance outcomes. Miller et al. (2002) demonstrate that work ethic is distinct from intelligence and is associated with job satisfaction, willingness to commit to an organization, and employee performance. Raja et al. (2020) discovered that work ethic predicts respondents' task persistence and work completion. Additionally, scholars have demonstrated that work ethic predicts the degree to which individuals will choose to work on more difficult tasks over easier ones when given the choice (Ntayi, 2005). Furthermore, it has been demonstrated that work ethic affects performance (Blau & Ryan, 1997), and also co-existence of effort equal performance relation exists in the context of work and academic/educational pursuits (Meriac et al., 2015). Work ethic is generally defined as a collection of beliefs and attitudes that reflect the fundamental values of work. Additionally, work ethic is a personality trait that tends to remain constant over time (Ter Bogt et al., 2005).

3. Method

The researcher conducted descriptive and causal studies. The applied methods are hopefully able to generate conclusions that further clarify the research result. It generates the conclusion of the relationship between the variables explored. Descriptive research is defined as research that aims to systematize the description of a phenomenon or event. This study is also exploring the relationship between the variables using a causal study. A causal relationship is one in which changes in one variable result in changes in the other variables without the possibility of the reverse effect (Sekaran & Bougie, 2016). The research uses a quantitative method to reach the result. Quantitative methods are defined as research methods used to examine populations or samples by utilizing certain research instruments and then analyzing them to test the research hypothesis. The populations and sample in this research are 64 employees of the restaurant.

4. Result and discussion

The descriptive result indicates that the work ethic variable has a value of 83.37 percent. The percentage shows that employees restaurant has a good work ethic. The spirit dimension has the highest value for this work ethic variable at 87.3 percent. The percentage indicates the employees have a high sense of morale. Meanwhile, the discipline dimension has the lowest value at 79.5 percent, which still has space to improve their work discipline.

The descriptive result of the employee performance variable shows a range within the good category, with a percentage value of 81.7 percent. Effectiveness, efficiency, quality, punctuality, productivity, and safety are represented with good conditions based on the six dimensions of employee performance (Y). Thus, it can be concluded that the restaurant employees have performed admirably thus far. Effective dimension obtained the highest value of 86.5 percent for the employee performance variable. This percentage indicates that the restaurant employees perform at an above-high level of work. Meanwhile, the punctuality dimension has the lowest value at 77.3 percent, which needs to be focused on as possible.

Normality Test

The purpose of the normality test is to determine whether or not the residual value is normally distributed. A good regression model should have a normally distributed residual value, and this normality test is performed by examining the normal probability plot using a graph test. The result is shown in Figure 1.

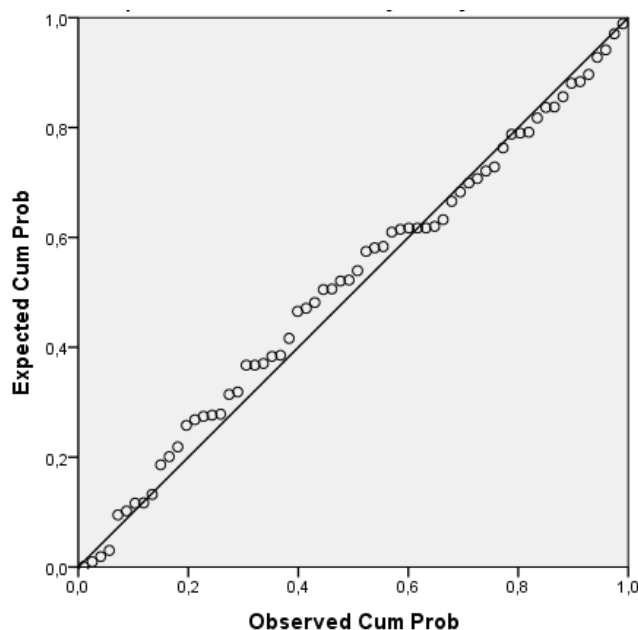


Figure 1. Normality test graph

Heteroscedasticity test

The heteroscedasticity test used in this study determines whether there is an inequality of variables between the residuals of one observation and those of another, a regression model can be stated as appropriate when it can meet certain requirements of the data pattern. The pattern of dots in the scatterplot method is one way to determine whether or not there is heteroscedasticity. If the points on the scatterplot do not form a pattern and spread, it proves that there is no heteroscedasticity. The following picture shows the results of heteroscedasticity data processing in Figure 2.

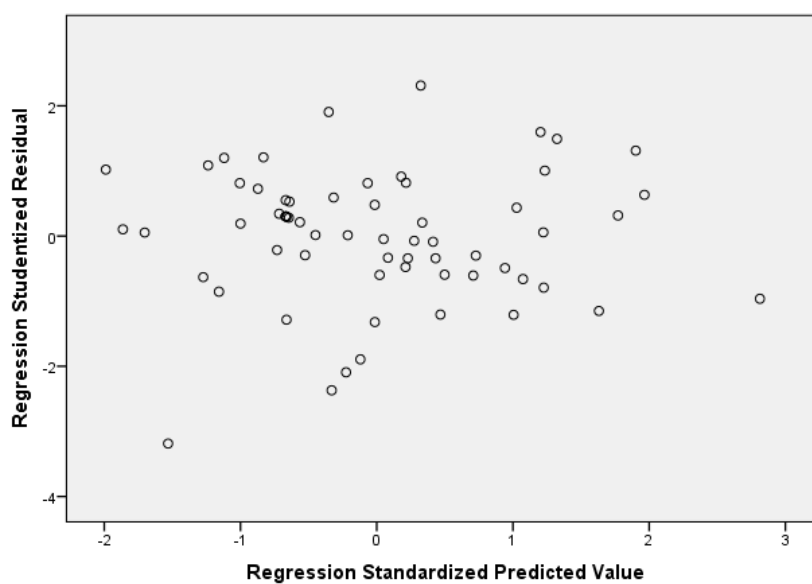


Figure 2. Scatter plot pattern

Simple regression

The simple regression analysis determines the relationship between the independent variable (work ethic) and the dependent variable (employee performance). The results of data calculations are shown in Table 1.

Table 1. Simple regression result

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	95,0% Confidence Interval for B	
	B	Std. Error	Beta			Lower Bound	Upper Bound
(Constant)	,941	,495		1,901	,062	-,048	1,930
Etika Kerja	,737	,117	,623	6,276	,000	,502	,971

The equation for simple regression is describe as follows:

$$Y = a + b X$$

$$Y = 0,941 + 0,737X$$

Hypothesis test

Table 1 shows that the t-value is 6.276. Meanwhile, the value of t-table with $\alpha = 0.05$ (5%) and degrees of freedom ($df = n-2$) = 62 is 1.670. It concluded that t-value (6.276) > t-table (1.670), which means that H0 is rejected and H1 is accepted. The hypothesis test indicates that work ethic has a significant and positive effect on the performance of restaurant employees.

Coefficient determination

The coefficient of determination is used to ascertain the independent variable's (work ethic) contribution to the dependent variable (employee performance). The result of the coefficient determination is presented in Table 2.

Table 2. Coefficient determination result

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,623a	,389	,379	,31811	2,097

The calculation of coefficient determination is presented as follows:

$$KD = r^2 \times 100\%$$

$$= (0,623)^2 \times 100\%$$

$$= 38,8\%$$

The calculation yields a result of 38.8 percent. Work ethic has a 38.8 percent effect on employee performance, while the remaining 61.2 percent is influenced by factors not examined in this study.

5. Conclusion

The research result indicates that employees generally still demonstrate a lack of discipline when obeying rules and carrying out responsibilities. During employee meetings or briefings, the company must emphasize the importance of adhering to the company's work rules. Later than, the company has to apply strict disciplinary measures for employees who are late or violate the company's work rules. Moreover, the company needs to reward employees who demonstrate superior performance through bonuses or recognition for good performance, such as giving employee of the year award.

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