

The Islamic Work Ethic and Work Environment's Effect on Employee Performance

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Abstract

This research aims to investigate the effect of performance discipline and work environment on employee performance. The research was conducted at HuseinSastranegara Airport Bandung. The sample in this study amounted to 96 taken based on the Slovin formula. Data were obtained using a questionnaire technique with a 5-level Likert scale. The data analysis technique in this study used multiple linear regression analysis. The results of this study indicate that work discipline partially has no effect on performance, while the work environment partially affects performance. Meanwhile, simultaneously work discipline and work environment variables have a positive and significant effect on employee performance. Furthermore, the R^2 value of the regression analysis is 0.702 which means that 70.2% of employee performance is influenced by work discipline and work environment, while the remaining 29.8% is influenced by other variables not examined in this study.

Keywords: Islamic work ethos; work environment; employee performance

Abstrak

Penelitian ini bertujuan untuk menginvestigasi pengaruh etos kerja islami dan lingkungan kerja terhadap kinerja karyawan. Penelitian dilakukan di Bandar udara Husein Sastranegara Bandung. Sampel pada penelitian ini berjumlah 96 diambil berdasarkan rumus Slovin. Data diperoleh menggunakan teknik kuesioner dengan skala Likert 5 level. Teknik analisis data pada penelitian ini menggunakan analisis regresi linear berganda. Hasil penelitian ini menunjukkan bahwa etos kerja secara parsial tidak berpengaruh terhadap kinerja, sementara lingkungan kerja secara parsial berpengaruh terhadap kinerja. Sementara itu, secara simultan variabel etos kerja dan lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. Lebih lanjut, nilai R^2 dari analisis regresi adalah sebesar 0.702 yang berarti 70.2% kinerja karyawan dipengaruhi oleh etos kerja dan lingkungan kerja, sementara sisanya sebanyak 29.8% dipengaruhi variabel lain yang tidak diteliti dalam penelitian ini.

Kata Kunci: *etos kerja islami; lingkungan kerja; kinerja karyawan*

INTRODUCTION

Indonesia as an archipelago country has diversity of flora and fauna, culture and tourism. In addition, Indonesia has a variety of transportation facilities, one of which is air transportation. Currently, air transportation is one of the most popular modes of transportation for the Indonesian people. Factors such as comfort, safety, speed and timeliness make this type of transportation increasingly in demand by many people (Rismawati & Ratnasari, 2021, p. 17). This is because air transportation is a very efficient mode of transportation to reach areas that were previously inaccessible by land transportation, and economic, social, government, tourism and other benefits can now be overcome by using air transportation (Haryanto & Wiryanta, 2018, p. 4).

The airport industry in Indonesia is carried out by two state-owned companies, namely PT AngkasaPura I and PT AngkasaPura II. The two companies each have an operational area determined by the government. The eastern part of Indonesia is managed by PT AngkasaPura II (Daryanto, 2018). Airports as an important component in air transportation are a vital link in the intermodal transportation system. Airport management must not only be able to keep up with technological advances in air transportation facilities but also must anticipate business developments for the future (Harahap & Tirtayasa, 2020, p. 120). There is intense competition with airport managers at the regional level such as Changi-Singapore. Airports may be privately managed and the plan to separate the Air Travel Service from the airport requires an increase in services in the field of airports.

Several factors in the world of work greatly affect human resources, one of which is the discipline factor. Discipline is the most important human resource management function and the key to realizing goals because without good discipline, it is difficult to realize maximum goals. The source of a company's success in producing high performance is qualified personnel and adequate work effectiveness (Manane, 2020, p. 2). The potential of human resources has a very important role as actors who are directly involved in the current industrial development process. The performance of employees who produce products with good quality and quantity in accordance with standards will gain public trust (Ariesni & Asnur, 2021, p. 363).

Quoted from detik.com written by Ignacio GeordiOswaldo and published on Monday, December 31, 2021, it was reported that President JokoWidodo updated the rules of the Government Regulation (PP) concerning civil servant discipline. Provisions regarding prohibitions, obligations, and disciplinary penalties for civil servants are contained in PP.No. 94/2021 concerning civil servant discipline. The regulation has also complemented Government Regulation number 53 of 2010 concerning civil servant discipline. The purpose of this regulation is none other than to create a good working environment and support performance for employees, especially civil servants (Oswaldo, 2021). Of course, in this case discipline, work environment, and employee performance are the main points to measure the success or failure of the goals of an agency (Pohan et al., 2021, p. 289).

Based on the results of field observations at HuseinSastranegara Airport Bandung, it was found that there were Customer Service officers who worked not in accordance with the Standard Operational Procedure (SOP). If this is the case then in employee performance this affects the productivity of a company. Employees who do not comply with agreed regulations such as; late entry hours and accelerated working hours, and supported by the absence of punishment for those who take these actions certainly have the potential to tarnish the image of a company in the future.

Therefore, this study aims to investigate the effect of work ethic and work environment on the performance of customer service employees at HuseinSastranegara Airport.

LITERATURE REVIEW

Islamic Work Ethos

In general, ethos can be interpreted as compliance and obedience to the rules or regulations that apply in an organization or company. Discipline is a necessary capital in achieving the desired goals of employees and companies. So that the existence of work ethic is very necessary in a company, because with work ethic an organization or agency will be able to carry out its work programs and achieve the goals that have been set. Employees who are disciplined and obey the rules, obey all the norms and regulations that apply in the organization or agency will be able to increase efficiency, effectiveness and productivity.

According to Darmawan (2013), work ethic is defined as an attitude, behavior, and actions that are in accordance with the rules of the organization in written or not. Therefore, in practice, if an organization has sought regulations that must be obeyed by an employee, then discipline can be enforced and must be carried out obediently. Meanwhile, Hasibuan (2016) stated work ethic is a person's awareness and willingness to obey all applicable social rules and norms. Awareness is the attitude of someone who voluntarily obeys all the rules and is aware of his duties and responsibilities, willingness is an attitude and behavior in implementing company regulations, both written and not.

Meanwhile, in Islam work ethos is related to work ethic which is also known as the attitude of work or how a person behave in their daily work or routine. Islamic work ethos is defined as working behavior which is in the line with the spirit of tauhid that avoiding any haram and providing halal in their work (Tasmara, 2002, p. 49).It is also refers to Muslim individuals that are able and have a work ethic which is in accordance with the guidance of Al-Quran and Hadith, so that they become professional, reliable and productive individuals (Kirom, 2018, p. 65).

There are 14 indicators of Islamic work ethos namely, leadership, time management, calculation, always developing, frugal and efficient, entrepreneurship, able to compete, independence, willing to learn, have broad insight, physically and mentally healthy, tenacious and unyielding, productive, always in touch (Tasmara, 2002).Thus, companies can measure through several things such as work time discipline, regulatory discipline, and work responsibility discipline. These three things are often used as a measure of discipline and work ethic in an organization or company which can then be used to provide rewards or punishments.

Work Environment

The work environment is all conditions that are around the workers, so that either directly or indirectly can affect him in carrying out the assigned tasks. A good and pleasant environment will be able to generate enthusiasm and work passion, and vice versa if the work environment is unpleasant it will reduce enthusiasm and work passion. According to Alex Nitisimito (2006), the work environment is everything that is around the workers that can affect him in carrying out the assigned tasks. Nawawi(2003)defines the work environment as the internal quality of a relatively continuous organization that is felt by its members.

Broadly, the work environment is divided into two, namely the physical work environment and the non-physical work environment (Sedarmayanti, 2009). The physical work environment is all physical existence, which is around the employee's workplace, which can affect the employee directly or indirectly. The physical work environment is directly related to employees, but there are also those related to intermediaries or the general environment, which can also be called the work environment that affects human conditions, such as temperature, humidity, and air circulation. It also includes parking facilities outside the company building, the location and plan of the building to the amount of light and sound that falls on the work table or workspace of a worker (Munandar, 2008).

Meanwhile, the non-physical work environment is a situation that occurs and has to do with work relationships, both relationships with superiors, fellow coworkers, and subordinates. The company should be able to provide working conditions that are conducive and support cooperation between employees who work in it both at the top and bottom levels, with a family atmosphere, good communication, and also good self-control (Susilo et al., 2023).

Hence, it can be concluded that the indicators of the work environment are air and lighting in the workplace, cleanliness, comfort in the workspace, security, and working relationships between employees.

Employee Performance

The performance of an employee can be shown from his ability and success in carrying out the duties and responsibilities given in accordance with the planning of activities in achieving certain goals or results. Performance is an organizational behavior that is directly related to the production of goods or the delivery of services. Accordingly, organizational performance is a very important thing used to evaluate whether the performance process carried out by the organization has been in line with the expected goals or not.

According to Sutrisno (2016), performance is a person's success in carrying out tasks, the results of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave in accordance with the tasks assigned to him as well as the quantity, quality and time used in carrying out tasks.

Based on the above opinion, it can be concluded that good performance is optimal performance, namely performance in accordance with organizational or company

standards. Performance is the achievement of work that can be directly reflected in the output produced. An employee with a good work ethic and applying it in the proper and correct implementation of duties and responsibilities will have implications for improving his performance. Therefore, company or organization management will always innovate to find the best strategy in an effort to improve employee performance (Dongoran & Batubara, 2019, p. 89).

Therefore, performance indicators are work quality, work quantity, timeliness, effectiveness, independence, planning skills, teamwork, and problem solving.

RESEARCH METHOD

This study is quantitative research, the data used in this study are primary data. The method used as an analytical tool in this study is multiple regressions using the SPSS 20 analysis application (Arief & Susilo, 2019, p. 207). The populations in this study were employees at HuseinSastranegara Airport, Bandung, totaling 627 people, so the number of samples in this study could be determined using the Slovin formula, namely:

$$n = \frac{N}{1 + N(e^2)}$$

$$n = \frac{627}{1 + 627(0.1^2)}$$

$$n = 86.2$$

So, the sample in this study was 86 sample respondents. The questionnaire was distributed to a total of 86 samples and then analyzed (Nugraha et al., 2019, p. 174). In detail, the characteristics of respondents in this study, based on gender, 77.9% of respondents were male while the remaining 22.1% were female. Based on age level, 68.6% are in the age range of 26-30 years, 15.1% are in the age range of 21-25 years while the remaining 10.5% are more than 36 years old and the age range of 31-35 years is 5.8%. Meanwhile, based on the level of education 55.8% are diploma 3 while the remaining 44.2% are S1 graduates. The detailed characteristics of respondents can be seen in the table below:

Tabel 1
Characteristics of Respondents

Category	Frequencies	Percentages
<i>Gender</i>		
Male	67	77.9%
Female	19	22.1%
<i>Age</i>		
21-25	13	15.1%
26-30	59	68.6%
31-35	5	5.8%
36-40	9	10.5%

<i>Level of Education</i>		
Diploma	48	55.8%
S1	38	44.2%

Data analysis in this study used multiple linear regression analysis. The independent variables in this study are work ethic (X_1) and work environment (X_2) (Sugiyono, 2011, p. 86). Meanwhile, the dependent variable in this study is employee performance (Y) at HuseinSastranegara Airport Bandung. To facilitate data collection so that it can be analyzed, the questionnaire lattice based on research indicators can be seen in the table below:

Table2
Research instrument grids

Variabel	Item Pertanyaan
Islamic Work Ethos (X_1)	Employees are present at the workplace according to the specified working hours.
	Employees never feel late for work
	Employees always use work clothes or uniforms specified by the company
	Employees take breaks according to the specified break time
Working Environment (X_2)	The existing lighting (sunlight and electricity) in the workspace is in accordance with the needs.
	The existence of security officers in the office environment makes me work very well.
	I participate in maintaining cleanliness in the workplace
	The work facilities currently available are sufficient to support work activities.
	The relationship between coworkers is very harmonious
Work Performance (Y)	The air in the workspace supports freshness and work enthusiasm
	Employees are always polite to customers.
	Employees prioritize the interests of customers.
	Employees are responsible for customer convenience.
	Employees are dedicated to their work.

Employees communicate effectively with customers.

Customers always get a quick response from officers

Customers are happy with the quality of service of officers

Customers get very good service when using services

Customers will recommend to others to use the company's services

Customers are satisfied with the services provided by officers

Based on the dependent variable (X) and the independent variable (Y) the regression equation for this study is as follows:

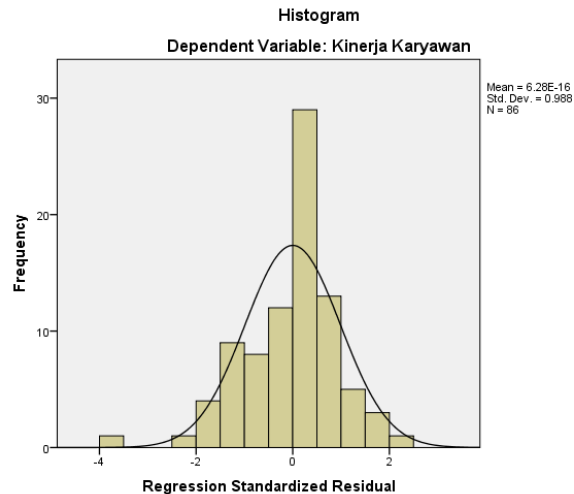
$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + e$$

RESULT AND DISCUSSIONS

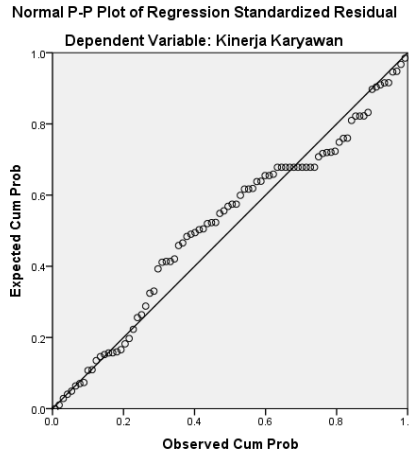
Test of Normality

To be able to analyze the effect of the independent variable on the dependent variable, a data normality test must be carried out to see whether the data to be analyzed is normally distributed or not. The results of the normality test in this study can be seen in the diagram below:

Graphic 1
Histogram of Normality Data



Graphic2
P-P Plot of Normality Data



Based on the 2 graphs above, it can be seen that the data in this study is normally distributed. This is indicated by the Histogram graph which forms a bell-like arch. The same thing is also shown through the P-P Plot graph which shows that the data gathers at the diagonal point, this indicates that the data is normally distributed. The next normality test is to test the normality of 1 sample. The test results can be seen in the table below

Table3
One-sample K-S Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		86
Normal Parameters ^{a,b}	Mean	0E-7
	Std. Deviation	2.90109416
Most Extreme Differences	Absolute	.111
	Positive	.077
	Negative	-.111
Kolmogorov-Smirnov Z		1.033
Asymp. Sig. (2-tailed)		.236
a. Test distribution is Normal.		
b. Calculated from data.		

Based on table 3 above, it can be concluded that the data in this study is completely normally distributed. This can be seen from the value of asymp. Sig. 2 tailed which is greater than 0.05, namely 0.236. Normally distributed data shows a value that is not significant or greater than 0.05. Therefore, the data can be analyzed further.

Partial Test (t Test)

The t test is a partial test of multiple regression analysis to see whether the independent variables separately or individually have an influence on the dependent variable. The results of the t test in this study can be seen in the table below:

Table4
 Partial Test of Independent Variables

Model	Coefficients ^a			t	Sig.
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta		
(Constant)	11.852	2.326		5.096	.000
1 Islamic Work Ethos Working Environment	-.187	.199	-.096	-.940	.350
	1.351	.151	.914	8.924	.000

a. Dependent Variable: Work Performance

From table 4 above, it can be seen that the t-count result for the coefficient is 5.096 which is greater than the t table. Meanwhile, the t count for the work ethic variable or X₁ is -0.940 which is smaller than the t table. So it can be concluded that the work ethic variable has no effect on employee performance. In the same table, the p-value of the work ethic variable shows 0.350 which is greater than 0.05, meaning that work discipline does not have a positive and significant effect on employee performance. Meanwhile, the work environment variable or X₂ is 8.924 which is greater than the t table with a significance value of 0.000 which is smaller than 0.05. meaning that the work environment variable or X₂ has a positive and significant effect on employee performance (Y).

In the same table, it can also be seen that the β value in this study is α or a constant of 11,852, which means that the value of employee performance in this study is 11,852 and applies ceteris paribus or if it is not influenced by other variables. Meanwhile, the β value of work ethic is -0.187, so if the work ethic variable is increased by 1 unit, employee performance will decrease by -0.187. Meanwhile, the β value of the work environment is 1.351, which means that if the work environment is increased by 1 unit, employee performance will increase by 1.351. Based on the β coefficient value, the regression formula can be arranged as follows:

$$Y = 11.852 - 0.187 X_1 + 1.351 X_2 + e$$

F Test

The F test is a simultaneous test conducted to see the effect of independent or independent variables on the dependent or dependent variable simultaneously or simultaneously. The results of the F test can be seen in the table below:

Table5
Simultaneous Test

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1687.820	2	843.910	97.911	.000 ^b
	Residual	715.390	83	8.619		
	Total	2403.209	85			

a. Dependent Variable: Work Performance

b. Predictors: (Constant), Working Environment, Islamic Work Ethos

From table 5 above, it can be seen that the calculated F value is 97,911 with a significance level of 0.000 which is smaller than 0.05, this shows that simultaneously or together the independent or independent variables, namely work ethic and work environment, have a positive and significant effect on employee performance.

The Coefficient of Determination (R²)

R square is used to see what percentage of the influence of the independent variable on the dependent variable or to see the ability of the independent variable to explain the dependent variable in percentage form. The expected value is ≥ 0.6 or $\geq 60\%$. The R² value in this study is as follows:

Tabel5
The Coefficient of Determination (R²)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.838 ^a	.702	.695	2.93584

a. Predictors: (Constant), Working Environment, Islamic Work Ethos

b. Dependent Variable: Work Performance

In table 5 above, it can be seen that the R² value is 0.702, which means that the independent variable affects or explains the dependent variable by 0.702 or 70.2% while the remaining 29.8% is influenced by other variables not examined in this study.

The result of this study is quite contrary with the theory of work in Islam in which Islamic work ethos has no relation to work performance. Islamic work ethics emphasize values and principles that can positively influence work performance and productivity (Badar et al., 2023). These ethics are based on Islamic teachings and principles found in the Quran and the Hadith (sayings and actions of Prophet Muhammad). Some of the key aspects of Islamic work ethics that can impact work performance include;

Honesty and Integrity: Islam encourages honesty and integrity in all aspects of life, including work. Employees who uphold these values are more likely to be trusted and respected by their colleagues and superiors, leading to better teamwork and collaboration; Hard Work and Diligence: Islam emphasizes the importance of hard work and putting in one's best effort in any task. This can lead to improved work performance and achievements; Responsibility and Accountability: Islamic ethics promote taking responsibility for one's actions and being accountable for one's work. This sense of responsibility can lead to improved performance and a focus on meeting targets and goals; Fairness and Justice: Islamic teachings encourage fairness and justice in all dealings. Employees who adhere to these principles are more likely to treat their coworkers fairly and contribute positively to a harmonious work environment; Respect and Kindness: Islam emphasizes the importance of treating others with respect and kindness. When employees practice these values, it can lead to a more positive and productive workplace atmosphere; Balancing Work and Personal Life: Islam encourages a balanced approach to life, which includes giving due attention to work while also taking care of one's family and personal well-being. This balance can lead to higher job satisfaction and better overall performance.

Work performance is influenced by various factors, including individual skills, education, motivation, and external circumstances. While Islamic work ethics can contribute to a positive work environment and personal development, they may not be the sole determinants of work performance (Gheitani et al., 2019, p. 78). Additionally, the impact of Islamic work ethics may vary depending on the individual and their adherence to these principles. Ultimately, work performance is a multifaceted outcome influenced by a combination of factors (Alshuweihy et al., 2022, p. 343).

If work performance is not influenced by Islamic work ethos in certain cases, several reasons could contribute to this outcome. It's essential to remember that individual behavior and performance can be influenced by various factors, and the application of Islamic work ethics might vary from person to person and workplace to workplace. Some possible reasons for the lack of influence of Islamic work ethos on work performance

For example, *Individual Adherence* which means not all employees may actively practice or follow Islamic work ethics, even if they identify as Muslims. Some may not be well-versed in Islamic teachings, while others may not prioritize applying these principles in their work. *Secular Work Environment*, somehow, in some workplaces, religion might not play a significant role, and employees might not feel compelled to integrate Islamic work ethics into their daily tasks. The work environment and organizational culture may not emphasize or reward adherence to these values. *Performance Metrics and Goals*, which is often measured through specific metrics and goals set by the organization. While Islamic work ethics can contribute to a positive work environment, they may not always align directly with the specific performance indicators used to evaluate employees. Lastly, *Workplace Culture and Leadership* which is the style in a particular organization can strongly influence employee behavior and performance. If the leadership does not promote or encourage Islamic work ethics, employees might not prioritize them in their work.

Therefore, it can be stated that the relationship between Islamic work ethos and work performance is not a direct and one-size-fits-all correlation. The influence of Islamic work ethics on work performance can vary significantly based on the individual, workplace culture, and other contextual factors. Additionally, other factors, such as skills, knowledge, and training, also play crucial roles in determining work performance. To promote the integration of Islamic work ethics in the workplace, organizations may need to create an inclusive and supportive environment that respects employees' beliefs and values while also focusing on fostering positive work behavior and performance through comprehensive training and development programs (Husin & Kernain, 2020).

The results of this study are in line with research conducted by Susilo et al., (2022) which states that the work environment can affect employee performance. The same thing was also conveyed by Nurjaya, (2021) which stated that work ethic, work environment and motivation have a positive and significant influence on employee performance. Furthermore, Dewi & Trihudyatmanto, (2020) revealed that work ethic, work motivation, and work environment partially and simultaneously affect employee performance.

Meanwhile, the results of this study on work ethic variables contradict the results of Astuti & Rahardjo's research, (2021) which states that work ethic, work environment partially and simultaneously affect employee performance. The same thing was revealed by Widyawati, (2021) which states that work ethic has a positive and significant effect on employee performance.

On the other hand, this research is in line with research conducted by Purnawijaya, (2019) which found that work ethic has no effect on employee performance. This research is also in line with research conducted by Nurhuda et al., (2020) which states that work ethic has no influence on employee performance. Therefore, it can be concluded that this research justifies and complements previous studies.

CONCLUSION

The results of this study found that partially work ethic has no positive and significant effect on employee performance at HuseinSastranegara Airport Bandung. Meanwhile, the work environment variable has a positive and significant effect on employee performance. Furthermore, simultaneously the two variables have a positive and significant effect on employee performance with an R^2 value of 0.702 which means that 70.2% of employee performance is influenced by work ethic and work environment, while the remaining 29.8% is influenced by other variables not examined in this study. Therefore, it can be stated that employees in HuseinSastranegara Airport Bandung are not implementing Islamic work ethos which is probably due to some aspect such as Individual Adherence, Secular Work Environment, Performance Metrics and Goals, and Workplace Culture and Leadership. Therefore, some aspect such as Honesty and Integrity, Hard Work and Diligence, Responsibility and Accountability, Fairness and Justice, and Respect and Kindness should be keys of aspect that related to Islamic work ethos.

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