

HUMAN RESOURCES (HR) DEVELOPMENT AT THE EMPLOYEE LEVEL ETHOS

Rusmasari Marisya¹, Septin Maisharah K², Irwan Sugiarto³

Pemerintah Kabupaten Banjar, Kalimantan Selatan¹, Stikes Muhammadiyah Bojonegoro²,
Sekolah Tinggi Hukum Bandung³

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E-mail:

sarimarisya29@gmail.com¹
chamaisharah09@gmail.com²
irwansugiarto8@gmail.com³

ABSTRACT

The purpose of this research is to identify the description of Human Resource Development at the level of Employee Work Ethics at the Hotel Hilton Bandung. Employees at the Hotel Hilton Bandung, which has a population of 52 people, provided the data. The sample methodology used is saturation sampling, which means sampling based on the existing population. The research method used in this study is associative research. Based on research conducted by evaluating the data gathered there is a relationship between Human Resource Development Factors and a positive and significant influence on Employee Work Ethics at Hilton Bandung Hotel with a value of 3.962, while t table is 2.006, so the t value is $3.962 > 2.006$. The coefficient of determination results

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1. INTRODUCTION

Human Resources (HR) as one of the most important factors cannot even be separated from a company. Human Resources are an important asset for every company, because it determines the success of the company in achieving its business goals [1]. Human Resources in the company need to be developed in order to improve their work capabilities. A company needs to encourage every employee to improve their performance so that the company's desires and goals are quickly achieved [2].

Work ethic is very important at work because the success of a company depends on the work ethic of an employee [3]. Opinion [4] "Work ethic is often described as integrity, discipline, hard work, perseverance and others". Improving the work ethic is a form of employee accountability to the company [5]. Therefore, every individual or group in the company must have a high work ethic to support the achievement of a company's goals.

One of the company's activities to improve the performance and work ethic of employees is the development of Human Resources. Development given to employees includes changing attitudes so that employees can do their jobs more effectively. Development is an activity to develop quality, improve mastery of theory and skills on issues related to company activities. This effort is made to improve the productive contribution of employees and deal with all possibilities that occur due to environmental changes [6]. [7] said that it is important to implement Human Resource Development in organizations to improve employee performance and work ethics, comprehensive development will improve the performance of employees in a company. [1] stated that the purpose of developing Human Resources is to create employees who have a good work ethic by increasing their abilities, besides that developing Human Resources is an important thing to do to change the Human Resources of the company, from one situation to another, even better. [8]

Based on the interview according to the HR Manager of the Hilton Bandung Hotel, each company will be required to continue to make improvements in various aspects, one of which is in the field of HR. One company that is always making improvements to become a better company is Hotel Hilton Bandung. Based on the data owned by this hotel, it is a hotel located in the City Center of Bandung, precisely on Jl. Bhayangkara RT 03 RW 01, Sriwidari, Gunungpuyuh District, Bandung City. This hotel has 88 rooms and 52 employees. The Hilton Bandung Hotel is a hotel that is currently developing and is always trying to improve the quality and quality of service provided to its customers. Sadly, there is a problem with the work ethic with one of the indicators, namely the level of attendance of employees who are inconsistent with the inaccuracy of being present at the place where they work. Employee work ethic has decreased as seen from the level of employee attendance. From company data, it is known that in August-September

2019, the percentage of employee absences was 5%. From 52 hotel employees and a total working day of 26 days so that the total attendance of 100% is 1,401, the total attendance is only 1,340[7].

Mudiartha in [9] stated that an average absence of 2-3 percent per month can still be considered good and an absence of more than 3 percent illustrates the condition of work discipline that is not good in the organization. The employee attendance data for the Hilton Bandung Hotel shows an absentee level of more than 3 percent and this shows an indication of the problems that occur in the hotel[10].

The low level of attendance and work ethic of these employees may be caused by several factors, the authors assume that the low level of employee work ethic at the Hilton Bandung Hotel theoretically has not yet reached optimal work ethic conditions, lack of Human Resource Development for Hilton Bandung Hotel employees in understanding the importance work ethic at work, allegedly one of the factors in the low level of employee work ethic[11].

This study aims to analyze the effect of human resource development on the level of work ethic of employees at the Hilton Hotel Bandung. For this reason, this research is expected to be useful for the hotel.

2. LITERATURE REVIEW

2.1. HR Development

According to Sedarmayanti [7], with a good HR development program, organizations or companies will have competitive strength that is more efficient and able to compete positively. Meanwhile, according to [12], development is a process in which employees acquire the skills and experience to be successful in the current job and future assignments. The term development is more often used for jobs at the managerial level.

Sedarmayanti (2017) suggests that employee knowledge must be improved and developed so that they do not harm the company or organization in achieving its goals. Knowledge and skills alone are not enough to guarantee the success of achieving goals. The attitude of employees towards the implementation of tasks is also a key factor in achieving success. [13] states that the implementation of HR development is intended to increase the level of work ethic of employees so they want to work with good behavior. Good work according to what is desired by the company in order to increase the company's work productivity. If the employee's work ethic is high, then by itself it will affect the performance of the company or organization.

The objectives of development as described by [7] objectives in HR development are as follows. (1) Employee work productivity will increase, the quality and quantity of production will improve. (2) Increase the efficiency of manpower, time, raw materials, and reduce engine wear. (3) Reducing damage to goods, production and machines because employees are getting more skilled and skilled. (4) Reducing the accident rate of employees. (5) Improving service to organizational customers because providing good service is a very important attraction.

(6) Employees will be better because their expertise and skills match their work. (7) Opportunities to improve employee careers are getting bigger. (8) Leaders are more capable and faster in making decisions. (9) The leadership of a leader will be better. (9) With development, more attention will be paid to remuneration. (10) Providing good benefits to service user communities.

Human Resource Development according to [14] is formed from four dimensions, namely education, work experience, skills, and technological capabilities. While the indicators for HR Development according to [15] consist of three indicators, namely: Motivation, Personality, and Skills.

2.2. Work ethic

Conceptually, the work ethic according to Anoraga in June (2017) is "the views and attitudes of a nation or people towards work. If individuals in the community view work as a noble matter for human existence, their work ethic tends to be high, conversely, if attitudes and views towards work are of low value to life, work ethic will be low. Meanwhile, according to Sinamo in June (2017), "work ethic is a set of positive behaviors that are rooted in fundamental beliefs accompanied by a total commitment to an integral work paradigm according to a person, company, or community that adheres to a work paradigm, believes in and is committed to that work paradigm, will show their typical attitude and work behavior. That is the work culture."

A good work ethic must be owned by individuals, but also by groups, even by society at large [12]. The American heritage dictionary of English language (in June, 2017) states that ethos can be understood from the following two meanings. (1) The disposition, character, or attitude peculiar to a specific people, culture or a group that distinguishes it from other peoples or groups, fundamental values or spirit, mores. The special dispositions, characteristics or attitudes of people, culture or groups that distinguish them from other people or groups, the values or souls that underlie customs. (2) The governing or central principles

in a movement, work of art, mode of expression, or the like. The main principle or control in a movement, work of art, form of expression, or the like[16].

To find out whether the work ethic or morale of employees in a company is in high or low condition, it can be seen from the dimensions and indicators. According to [17] the dimensions of the work ethic are as follows. (1) Have a hard working attitude. Someone who has a work ethic will demonstrate the behavior of working to the maximum extent possible without complaining. (2) Discipline, honest and responsible. This is reflected in his habit of getting assignments at work. (3) Diligent and diligent, can be seen from its performance when completing each task and responsibility without never giving up before completion. (4) Using time appropriately. In completing each job, someone who has a work ethic will use the time as well as possible.

hypothesis

H1: There is influence of HR Development (X1) on the level of employee work ethic (Y).

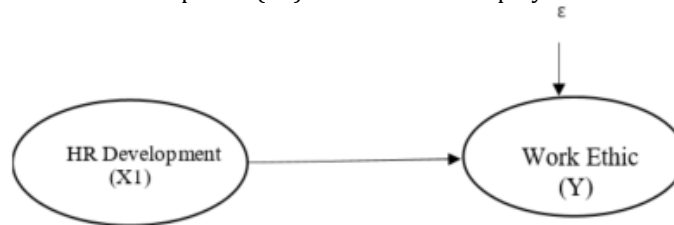


Figure 1. Research Model

3. METHODS

This research is quantitative. HR development is the independent variable (X1) while work ethic is the dependent variable (Y). While ϵ is another variable outside the research. The research model can be seen in Figure 1. The population is Hilton Bandung Hotel employees. The population in this study were all employees, totaling 52 people. The sampling technique was carried out using the saturated sample method, which means that the sample is taken based on the existing population. The method used to collect data is a survey method with the help of questionnaires with a Likert scale. HR Development and Work Ethics are measured by 8 items. The questionnaire was first tested for validity with the Pearson product moment correlation, and for reliability with Cronbach's Alpha using the IBM-SPSS Statistics application version 23=

4. RESULTS AND DISCUSSION

4.1. Validity test

Table 1 Data Validity Test Results

No	Items	R Count	R Table	Information
1	X1.1	0.352	0.266	Valid
2	X1.2	0.657	0.266	Valid
3	X1.3	0.578	0.266	Valid
4	X1.4	0.408	0.266	Valid
5	Y1.1	0.640	0.266	Valid
6	Y1.2	0.448	0.266	Valid
7	Y1.3	0.303	0.266	Valid
8	Y1.4	0.691	0.266	Valid

The results of the validity test in table 1 show that all statement items regarding variables X and Y have a value of r count > r table, and are in accordance with predetermined conditions, so this means that all of the question items are all valid and can be used in research .

4.2. Reliability Test

Reliability test seen Cronbach's Alpha value of 0.605. Reliability value > 0.600 means that the statement items from all variables are all reliable and can be used in research.

4.3. Simple Linear Regression Test

The results of the regression analysis of the equation show a constant number of unstandardized coefficients of 7.900, which means that if there is no HR Development (X), then the consistent value of Work

Ethics (Y) is 7.900. The results of the regression coefficient obtained a coefficient value for the independent variable of 0.539. This means that for every 1% addition to the level of HR Development (X), the increase in Work Ethic (Y) will increase by 0.539. Because the regression coefficient value is positive, HR Development (X) has a positive effect on employee work ethic (Y). The significance value indicates that H1 is proven in this study.

Table 2 Results Of The R2 Test

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.482a	.232	.217	1,160

a. Predictors: (Constant), HR Development (X1)

Table 2 shows that R2 is equal to 0.232 or 23.2%, this means that the HR Development variable (X) has an effect on the Employee Work Ethics variable (Y) at the Hilton Bandung Hotel, which is 23.2% while the remaining 76.8% is influenced by another variable.

4.4. Effect of HR Development on Employee Work Ethics

Human resource development aims to prepare employees to keep up with changes and developments in globalization. The human resource development program implemented by the Hilton Bandung Hotel can be said to be good. Based on the results of hypothesis testing, it is known that the effect of human resource development on employee work ethics is positive and significant. The results of this study support and are in line with research [18] which reveals that training programs and human resource development have a significant effect on increasing the Islamic work ethic of Bank Syariah Bukopin Surabaya employees. There are similarities in this study using the human resource development variable and the independent variable work ethic[19].

Based on these results it can be said that the better the human resource development provided, the work ethic of employees at the Hilton Bandung Hotel will increase. Human resource development is very important to do to support the level of employee work ethic so that it is better. Furthermore, the test results mentioned above mean that intervention efforts on the human resource development variable will be able to have a greater effect on improving the level of employee work ethic. The results of the regression of the human resource development variable are very suitable to be applied to predict the work ethic of employees at the Hilton Hotel Bandung. That if the hotel wants a better work ethic then one of the most appropriate intervention efforts is first to improve its Human Resources[20].

5. CONCLUSION

Based on the results of the research and hypothesis testing that has been done, in this study it can be concluded that the Human Resource Development Variable has a significant effect on the level of Employee Work Ethics at the Hilton Hotel Bandung. With simple regression analysis it has a positive value, which means that if the Human Resource Development increases, the level of Employee Work Ethics increases. For this reason, human resource development in companies needs to be managed properly so that a balance is created between the abilities of employees and the demands of the company. With the development of better Human Resources, it will provide an increase in the work ethic of employees who are better too.

Human Resource Development organized by the Hotel is very important to implement. With Human Resource Development it is hoped that employees will be able to work more effectively and efficiently and have a high level of work ethic. To deal with changes that occur such as changes in technology, changes in work methods, it also requires changes in attitudes and behavior, skills and knowledge. Therefore, if the hotel wants to develop, the Human Resource Development of its employees must receive great attention. This Human Resource Development can be used as a reference in human resource management activities in planning and organizing in order to achieve various company goals.

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