

## THE INFLUENCE OF CONFLICT AND EDUCATIONAL BACKGROUND TOWARDS EMPLOYEE WORK ETHIC PT. NUSANTARA PERMATA LESTARI

Edwin<sup>1</sup>, Thomas Sumarsan Goh<sup>2</sup>, Chon Cho Reynolds Manday<sup>3</sup>, Syawaluddin<sup>4</sup>  
1,2,3,4Management Study Program, STIE Professional Management College Indonesia

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#### E-mail:

[edwinlai147@gmail.com](mailto:edwinlai147@gmail.com)  
[gotho@gmail.com](mailto:gotho@gmail.com)  
[cr.manday@gmail.com](mailto:cr.manday@gmail.com)  
[syawal73@pmci.gmail.com](mailto:syawal73@pmci.gmail.com)

### ABSTRACT

This research was conducted on employees who work at PT. Nusantara Permata Lestari. The purpose of this study was to determine and analyze the effect of conflict and educational background on the work ethic of employees. The population and sample in this study amounted to 35 people. The sampling technique used is saturated. Data collection techniques are by distributing questionnaires and interviews. Data analysis used multiple linear regression analysis. The conclusion in the study that conflict and educational background simultaneously have a positive and significant effect on the work ethic of employees of PT. Nusantara Permata Lestari. Partially, the conflict affects the work ethic of the employees of PT. Nusantara Permata Lestari. Partially, educational background has a positive and significant effect on the work ethic of employees of PT. Nusantara Permata Lestari. The magnitude of the coefficient of determination can be seen from the RSquare value of 0.536 which means that Conflict and Educational Background is able to explain the work ethic of employees by 53.6% while the remaining 46.4% is influenced by variables not examined such as: Training, Work Motivation, and so on.

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## 1. INTRODUCTION

PT. Nusantara Permata Lestari is a distributor of lubricant products that distribute quality lubricants accompanied by after-sales service that can provide comfort and satisfaction for customers spread throughout the regions in the provinces of North Sumatra and Aceh. Marketing PT. Nusantara Permata Lestari is supported by salespersons who have a lot of experience in lubricant marketing and are supported by *Lube* Engineers who have also received a lot of training on today's lubricant technology. Addressed at Jl. Captain Sumarsono Komplek Graha Metropolitan Ruko Northcote Blok G-16, Medan 20124, North Sumatra, Indonesia.

The work ethic of employees at PT. Nusantara Permata Lestari can be seen from their hard work such as working overtime, but some employees do not take advantage of existing working hours and tend to reduce their working hours. According to the results of observations made by many of these employees who fill their work time by sitting around chatting, or leaving the office for matters that are not related to their work duties. Employees also have low perseverance. Judging from the work not completed because it is influenced by low discipline in work, low compliance, low sense of responsibility, and not showing professional ability at work. Employee responsibilities for PT. Nusantara Permata Lestari is still low. Judging from the fact that there are still some employees who do not seem to be doing their duties seriously, when the leader asks for the results of his task responsibilities, employees tend to collect perfunctorily, not checked before being handed over to the leadership.

This shows their weak sincerity and perseverance at work, Employee honesty is still lacking. Observations showed that some employees stole time during working hours such as sitting in front of a computer screen, but their eyes actually targeted social media pages. This happens when you are not in the mood to do your job or are bored with the high pressure from your boss, and gossip with colleagues until you forget about the obligation to work. The low work ethic of employees at PT. Nusantara Permata Lestari

is due to the principle that working only to earn money, the absence of contributions from employees to the progress of the organization, the feeling that the work that has been carried out cannot realize the desired ideals and also conflicts that often occur in the company and the background of the level of education that is not in accordance with their field of work.

Conflict is the reality of life, whether you like it or not, whether you like it or not, sooner or later in living his life everyone will definitely face. In everyday life, conflicts can arise anytime and anywhere. Conflict can also be experienced by anyone indiscriminately, parents, teenagers, children, men, women, educated people, ordinary people, poor people, millionaires or anyone who lives in the midst of a general association will inevitably face and experience conflict. Likewise, for conflicts that occur in an organization, no matter how small the conflicts that arise either originating from each individual or the organization at large, must be recognized what stimulates the emergence of such conflicts. From the aspect of time, conflicts need to be seen when they arise and at what time they are known. Meanwhile, from the aspect of place, conflict also needs to be seen where the conflict occurs, as well as in the situation where the conflict arises. Then from the side of the perpetrator, who is involved in the conflict, and find out the answer to what is the root of the problem that is the cause of the conflict. Awareness, sensitivity, and accuracy / intelligence in finding causes and then being able to manage them are much needed steps in an organizational leadership. Conflicts that arise in an organization will disrupt the smooth relationship between individual members of the organization. If the relationship between individuals is disturbed due to conflict, then the conflicting individuals will feel the working atmosphere and psychological atmosphere depressed. People who work under psychological stress can result in a decrease in the level of work motivation. As a result of all that will result in a decreased personal work ethic in the organization.

As for the phenomenon that occurs in PT. Nusantara Permata Lestari shows that there are often conflicts within the company involving fellow employees, thus reducing the work ethic of employees. Conflicts that occur are usually caused by miscommunication between divisions, such as the purchasing department and warehouses that lack communication so that it is not uncommon to cause conflicts where when the stock of goods has run out and requires new stock, the warehouse section informs the purchasing department with the condition that the purchasing staff is also busy taking care of other work. This incident often results in conflicts due to miscommunication that occurs between employees caused by a low work ethic as well.

As for the phenomenon that occurs in PT. Nusantara Permata Lestari shows that there is a difference between the abilities possessed by employees who graduate from junior high schools such as skills and expertise in working are still lacking or still standard when compared to Diploma-Bachelor graduates so that in applying or applying their work, employees are still found who are less thorough to the tasks assigned to them and there are employees who lack the ability or lack skill in operating technology such as computers and also the work ethic of junior high school graduates tend to be lower than diploma-bachelor graduates.

With a low educational background condition by several employees at PT. Nusantara Permata Lestari causes a lower work ethic of employees. This is because some employees with low educational backgrounds have more difficulty adjusting to the work environment because of the low work ethic and difficulty to adapt to companies that have a work ethic that has been implemented by superiors.

The results of Kutat's research (2021) stated that the level of education affects work ethic while Noprianty, et al (2018) in their research concluded that there is a strong and negative significant relationship between dual role conflicts and work ethic. Sartika (2021) in his research concluded that there is a significant influence between work conflicts on work ethic

## 2. LITERATURE REVIEW

### Theoretical Studies

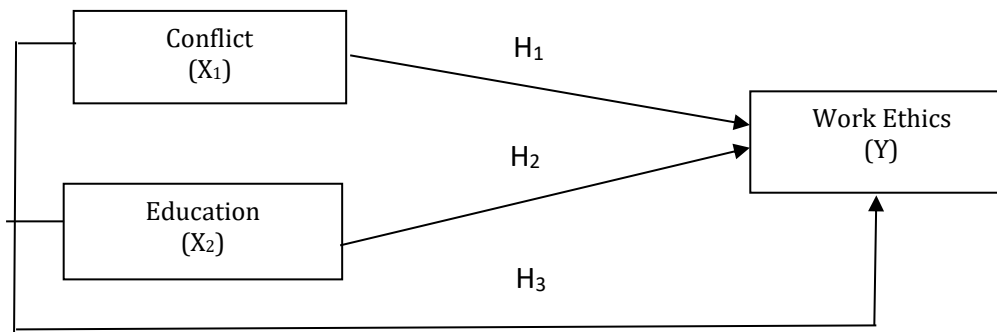
According to Handoko (2018:346) conflict is a discrepancy between two or more members or groups of organizations that arises due to the fact that they have to divide limited resources or work activities, or because they have differences in status, goals, values, or perceptions.

According to Simamora (2016:274), Education is considered a formal education in a school, academy or college.

According to Ismainar (2018:168), "Ethos comes from the Greek ethos, namely character, way of life, habits of a person, motivations or moral goals of a person and their worldview, namely the most comprehensive picture, way of acting or idea of order."

### Frame of Mind

*the influence of conflict and educational background towards employee work ethic pt. Nusantara permata lestari- edwin<sup>1</sup>, thomas sumarsan goh<sup>2</sup>, chon cho reynolds manday<sup>3</sup>, shawaluddin<sup>4</sup>*



**Figure 2. 1. Frame of Mind**

According to Larasati (2018:73), "Placement is a human resources policy to determine a person's position/position according to the ability he has in order to carry out his work in a position effectively and efficiently." According to Hasibuan (2016: 63), employee *placement* is a follow-up to the selection, namely placing prospective employees who are accepted (passing the selection) in positions / jobs that need them and at the same time delegating *authority* to that person. Thus, the prospective employee will be able to perform his duties in the position in question. According to Nurningsih (2021:74), the work intersection of employees or employees is a company / organization policy to channel employees or employees who are competent in the job position that best suits the needs of the position, knowledge, skills and abilities of the employee in order to obtain optimal job satisfaction and work performance. Because of the importance of this so that job placements can be effective, the recruitment process and the implementation of employee selection must be carried out carefully in order to get maximum results in obtaining good quality employees.

### Hypothesis

According to Santosa and Pusparatri (2021:182), a hypothesis can be interpreted as a conclusion that is not yet final or a temporary conclusion that still has to be tested for truth. A hypothesis is a temporary answer to the proposed problem that remains to be tested for correctness in the research to be carried out.

Based on the above frame of mind, the hypotheses in this study are as follows:

- H<sub>1</sub> : Conflict affects Work Ethic
- H<sub>2</sub> : Educational Background (Education) affects Work Ethic
- H<sub>3</sub> : Conflict and Educational Background (Education) affect Work Ethic

### 3. METHOD

This research was conducted at PT. Nusantara Permata Lestari which was addressed at Komp. Graha Metropolitan Ruko Northcote Block G-16, Medan 20124, North Sumatra, Indonesia. This study was conducted from September 2021 to June 2022.

#### Population and Sample

According to Sugiyono (2016: 115), population is a generalized area consisting of objects or subjects that have certain qualities and characteristics that are determined by researchers to be studied or studied and then drawn conclusions. The population of this study was employees of PT. Nusantara Permata Lestari which amounted to 35 (thirty-five) people. According to Sugiyono (2016:116), the sample is part of the number of characteristics possessed by the population. The sampling method carried out in this study used the jernih sampling method.

According to Sugiyono (2016: 122), saturated sampling is a sample determination technique when all members of the population are used as samples. The sample of this study is the total number of the population, thus the number of samples is equal to the number of populations (saturated samples or census).

The data analysis model used in this research hypothesis is a multiple regression analysis model. In this study, researchers used a 26 windows version of the SPSS software program. To find out the influence of free variables and bound variables, the multiple regression analysis formula is used as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

Information:

Y = Employee Work Ethic

a = Constants

b<sub>1</sub> = Variable Regression Coefficient X<sub>1</sub>  
(Conflict)

b<sub>2</sub> = Variable Regression Coefficient X<sub>2</sub> (Educational Background)

X<sub>1</sub> = Conflict Variable

X<sub>2</sub> = Educational Background Variables

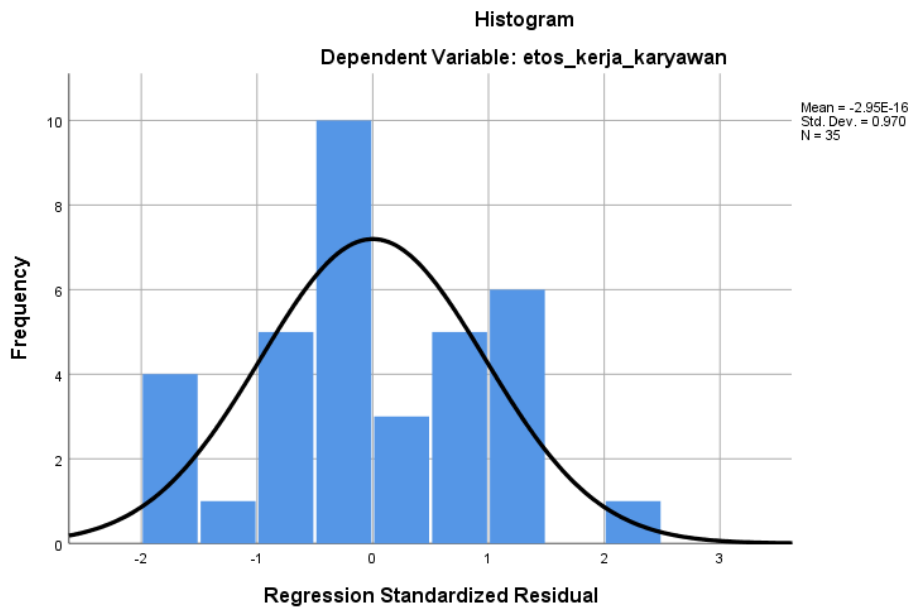
e = Error Percentage (0.5)

#### 4. RESULTS AND DISCUSSION

##### Multiple Regression Coefficient Test Results

Multiple regression hypothesis testing states that there is a conflict and educational background on the work ethic of PT employees. Nusantara Permata Lestari.

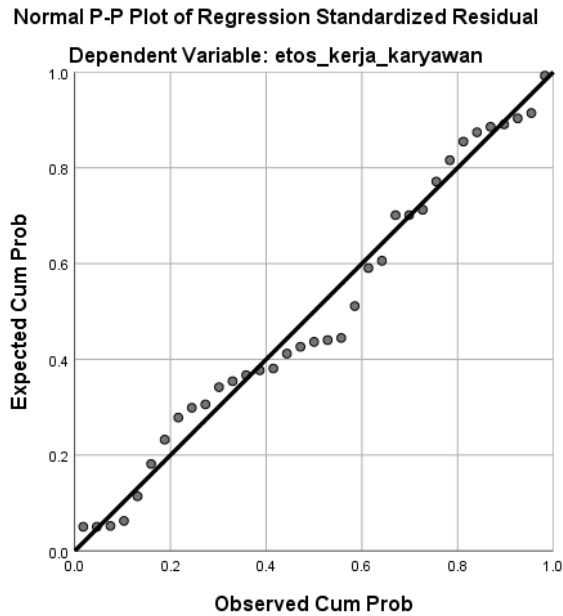
##### Normality Test



Source : Research Results 2022 (Data Processed)

**Figure 4. 1. Histogram Normality Test**

Figure 4.1. shows the real data forming a curve line tends to be symmetrical not to deviate to the left or to the right, then it can be said that the data is normally distributed.



Source : Research Results 2022 (Data Processed)

**Figure 4. 2. Normality Test P-P Plot**

Figure 4.2. The *P-P Plot Normality* graph looks at the data spreading around the diagonal line and mostly close to the diagonal line so it can be concluded that the data is normally distributed.

**Table 4. 12 Normality Test Results**

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardize d Residual
N		35
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	3.53941047
Most Extreme Differences	Absolute	.129
	Positive	.129
	Negative	-.072
Statistical Test		.129
Asymp. Sig. (2-tailed)		.154 <sup>c</sup>

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source : Research Results 2022 (Data Processed)

Table 4.12. it was seen that the results of *the Kolmogorov Smirnov* normality test showed a significant value of 0.154 greater than 0.05. Thus from the test results *Kolmogorov Smirnov* showed normally distributed data.

**Multicollinearity Test**

**Table 4. 11 Multicollinearity Test**

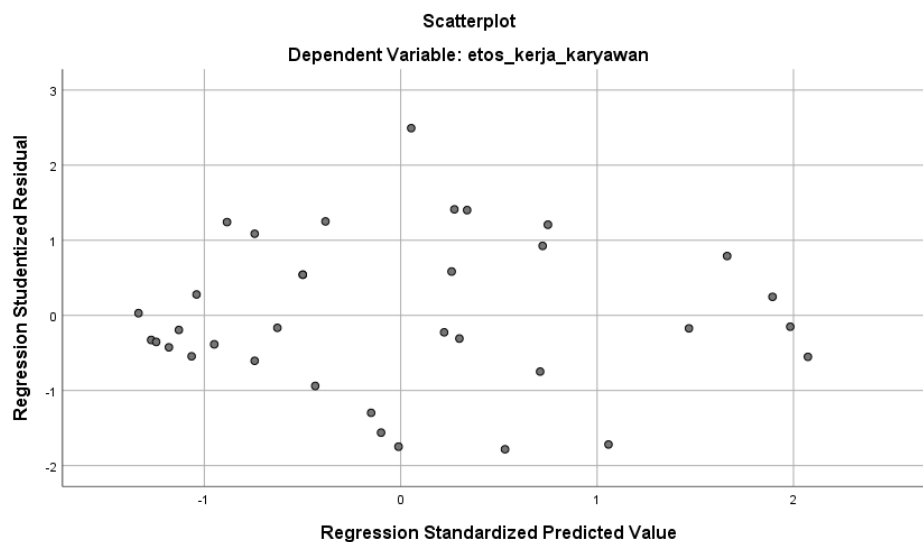
Type	Coefficients <sup>a</sup>					Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Tolerance	VIF
	B	Std. Error	Beta				
1 (Constant)	.437	2.631		.166	.869		
conflict	.391	.108	.503	3.611	.001	.748	1.337
latar_belakang_educasi	.343	.142	.336	2.410	.022	.748	1.337

a. Dependent Variable: etos\_kerja\_karyawan

Source : Research Results January 2022 (Data Processed)

Based on table 4.11, it can be seen that the correlation value for the work competency and selection variables has a *tolerance* value (0.950) > 0.1 and a VIF value (1.052) < 10 so it can be concluded that the independent variable (free variable) does not have adanya symptom of multicollinearity.

**Heteroskedasticity Test**



Source : Research Results 2022 (Data Processed)

**Figure 4. 4. Scatterplot Chart**

Figure 4.4. *The scatterplot* chart shows that the scatter points with an unclear pattern both above and below the zero (0) on the Y-axis, do not gather in one place, so from *the scatterplot* chart it can be concluded that there are no symptoms of heteroskedasticity pada regression model.

**Table 4. 14. Multiple Linear Regression Analysis Results**

Type	Coefficients <sup>a</sup>				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.437	2.631		.166	.869

conflict	.391	.108	.503	3.611	.001
latar_belakang_educasi	.343	.142	.336	2.410	.022

a. Dependent Variable: etos\_kerja\_karyawan

Source : Research results,2022 (data processed)

$$Y = 0.437 + -0.391 \text{ Conflict} + 0.343 \text{ Educational Background}$$

The meaning of the multiple linear regression analysis equation above is:

1. The constant of 0.437 states that if Conflict and Educational Background are worth 0 then the Employee's Work Ethic remains at 0.437.
2. The Conflict regression coefficient of 0.391 and negative value states that each increase in Conflict 1 unit will increase the Employee's Work Ethic by 0.391 units assuming other variables remain.
3. The educational background regression coefficient is 0.343 and is positive, this states that every increase in Educational Background 1 unit will increase the employee's Work Ethic by 0.343 units with the assumption that other variables remain.

### Determination Test (R<sup>2</sup>)

The coefficient of determination (adjust R<sup>2</sup>) is used to measure the magnitude of the influence between the free variables, namely: conflict (X<sub>1</sub>) and educational background (X<sub>2</sub>) on the employee's work ethic (Y). The results of the determination test can be seen below:

**Table 4. 15. Coefficient of Determination Testing**

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.732 <sup>a</sup>	.536	.506	3.648

a. Predictors: (Constant), latar\_belakang\_educasi, conflict

b. Dependent Variable: etos\_kerja\_karyawan

Source : Research results,2022 (data processed)

Table 4.15 shows that the value of *R<sub>square</sub>* is 0. 536 means Conflict and Educational Background are able to explain the Work Ethic of employees by 53.6% while the remaining 46.4% is influenced by unexplored variables such as: Training, Work Motivation, and so on.

### F Test (Simultaneous)

**Table 4. 16. Simultaneous Test Results (F Test)**

Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	491.039	2	245.519	18.446	.000 <sup>b</sup>
	Residual	425.932	32	13.310		
	Total	916.971	34			

a. Dependent Variable: etos\_kerja\_karyawan

b. Predictors: (Constant), latar\_belakang\_educasi, conflict

Source : Research results,2022 (data processed)

Based on Table 4.16. it can be seen that the calculated F value > F<sub>of the table</sub> (18.446 > 3.28) with the hypothesis H<sub>0</sub> is rejected and H<sub>1</sub> is accepted. So it can be concluded that Conflict and Educational Background affect the Work Ethic of employees at PT. Nusantara Permata Lestari and its influence is positive with a significant level (α) is 5%. By looking at the probability that is smaller than the significant level (0.000 < sig 0.05) it can be concluded that the equation model has a significant effect.

### T test (Partial)

The following is a table of the results of partial hypothesis testing, namely:

**Table 4. 17. Partial Test Results (t Test)**

Type	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.437	2.631	.166	.869	
	conflict	.391	.108	.503	3.611	.001
	latar_belakang_educasi	.343	.142	.336	2.410	.022

a. Dependent Variable: etos\_kerja\_karyawan

Source : Research results,2022 (data processed)

Table 4.17. shows the table's t value for a significant 0.05 at the free degree  $df=n-k=35-3=32$  is 2.011. The results of the partial test can be described as follows:

1. The results of the partial t-test calculation for the Conflict variable obtained a calculated t value (3.611) greater than  $t_{table}$  (2.036) with a significant value of  $0.001 < 0.05$ , then the Conflict negatively and significantly did not affect the Work Ethic of employees PT. Nusantara Permata Lestari.
2. The results of the partial t-test for the Educational Background variable obtained a calculated t value (2.410) greater than the table t (2.036) with a significant value of  $0.022 < 0.05$ , then the Educational Background positively and significantly affected the Work Ethic of PT employees. Nusantara Permata Lestari.

### 5. CONCLUSIONS

Conflict affects the Work Ethic of PT. Nusantara Permata Lestari, Educational Background affects the Work Ethic of PT. Nusantara Permata Lestari Conflict and Educational Background affect the Work Ethic of PT. Nusantara Permata Lestari. It is expected for superiors to pay attention to frequent work conflicts to employees and conduct work evaluations to find out what causes conflicts. That way, it can improve the work ethic of employees because the conflicts that usually hinder work have been resolved properly. It is recommended that every time there is a conflict at work, between employees can carry out effective two-way communication in order to minimize miscommunication so that work conflicts can be minimized. It is recommended to superiors to pay attention to the educational background of each employee because according to research shows that there is an influence of employees who have a good educational background on the work ethic of employees. Superiors can also provide training for employees who have a poor educational background so as to improve the employee's work ethic. It is expected for superiors to pay more attention to factors that can improve employee work ethic. One of them is by paying attention to conflicts that often occur and not infrequently hindering employee work and paying attention to the educational background of employees who are still lacking so that they can be given good training and coaching so as to improve the work ethic of employees in PT employees. Nusantara Permata Lestari.

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