THE INFLUENCE OF PROFESSIONALISM, WORK ETHICS, AND WORK ABILITY ON EMPLOYEE PERFORMANCE AT RIEZ PALACE HOTEL TEGAL

Bahrul Ulum[1], Setyowati Subroto[2], Mei Rani Amalia[3]
[1]Management, Pancasakti Tegal University
Email: bahrulu468@gmail.com
[2]Management, Pancasakti Tegal University Email:
titie.putri@gmail.com
[3]Management, Pancasakti Tegal University

ABSTRACT

This research aims to determine the influence of professionalism, work ethics, work ability on employee performance at the Riez Palace Hotel Tegal. The population in this study was 40 employees. The sample was determined using a saturated sampling technique, namely by taking a total of 40 respondents from the entire population. The analytical tools used are validity and reliability tests, using classical assumption test data analysis methods, multiple linear regression, hypothesis testing, and coefficient of determination test R2 and using IBM. SPSS Version 25. The research results show that (t test) professionalism has an influence on employee performance, work ethics has an influence on employee performance, work ability has an influence on employee performance, (F test) professionalism, work ethics, work ability have a direct influence simultaneous impact on employee performance.
Keywords: Professionalism, Work Ethics, Work Ability, Employee Performance

ABSTRACT

This study aims to determine the influence of professionalism, work ethics, and work ability on employee performance at Riez Palace Hotel Tegal. The population in this study is 40 employees. The sample was determined using a saturated sampling technique, namely by taking a number from the entire population as many as 40 respondents. The analysis tools used were validity tests and reliability tests, using data analysis methods of classical assumption tests, multiple linear regressions, hypothesis tests, and R2 determination coefficient tests and using IBM SPSS Version 25. The results of the study show that (Test t) professionalism has an influence on employee performance, work ethics has an influence on employee performance, work ability has an influence on employee performance, (Test F) professionalism, work ethics, work ability have a simultaneous influence on employee performance.
 Keywords: Professionalism, Work Ethics, Work Ability, Employee Performance

INTRODUCTION

A hotel is a means of accommodation that is widely used by tourists as a place to stay and provides food, drinks, and room facilities and many other supporting facilities needed by guests. Considering that a hotel is a form of business that prioritizes *service* or service as the main tool to attract guests with good service and is different from other hotels is a special attraction for guests. Good service is certainly produced from human resources who are professional and have expertise in their fields. Thus, human resources have a very important role in achieving the goals of a company. The success of a company in achieving its goals is determined by several factors, one of which is the employee performance factor. There are several factors that affect performance, including professionalism, work ethics, and work ability.

The phenomenon that occurred based on the results of interviews in relation to the professionalism of Riez Palace Hotel employees is currently not said to be professional at work because there are still employees who come to work late.

Table 1
Riez Palace Hotel Tegal Employee Delay Data in 2022

No.	Moon	Number of Employees	Delay > 15 minutes
1	January	40	1
2	February	40	1
3	March	40	2
4	April	40	2
5	May	40	3
6	June	40	1
7	July	40	1
8	August	40	1
9	September	40	-
10	October	40	2
11	November	40	1
12	December	40	-

Data Source: Riez Palace Hotel Tegal

Based on the table above, it shows that the level of professionalism of employees is still lacking in terms of lack of discipline towards time. In addition, the current performance condition of employees has not shown good quality and task implementation, this is because the sense of responsibility of employees for their work is still low, which should be professional employees who work with full responsibility. This can be seen from the many complaints of guests who are not paid attention to and the response from employees who are so slow to respond to the complaints of hotel guests.

Table 2
Guest Complaint Data at Riez Palace Hotel Tegal in 2022-2023

No.	Types of Complaints	Number of Complaints (people)
1.	Less cold room air	10

	conditioning	
2.	Service is still too slow	14
3.	Misdelivery of guest orders	7
4.	Poorly cleaned and untidy bedrooms	8
5.	Dusty and incomplete room properties	9
6.	Poorly cleaned bathroom	6
7.	Less friendly staff	2
8.	Less varied food menu	8

Source: Riez Palace Hotel Tegal

Furthermore, the phenomenon of work ethics of Riez Palace Hotel employees is still low, which can be seen from the attitude and behavior of employees who are not in accordance with service standards, such as employees who are not friendly to hotel guests and employees who do not listen well to what hotel guests need.

The last phenomenon regarding the low working ability of employees, judging from intellectual ability, employees have not had the initiative in evaluating and improving performance with new strategies. The mastery of employee information is still lacking, so the information provided is not fast and accurate, which causes the service to be not optimal, while in emotional ability, employees are still not confident in communicating and other skills needed in their fields, so there are many complaints from hotel guests. In addition, the desire of employees to help and serve each other is very lacking, so that it causes conditions and work environments that are less conducive

and employees should be able to adapt to all circumstances and needs of hotel guests and colleagues.

LITERATURE REVIEW
A. Performance
Performance can be defined as the quality and quantity of work achieved by an employee in performing his or her functions in accordance with the responsibilities that have been given to the employee (Mangkunegara, 2017:67).

B. Professionalism
According to (Sedarmayanti, 2009:157) said that professionalism is an attitude and circumstance in carrying out work that requires expertise through certain education and training and is carried out as a job that is a source of income.
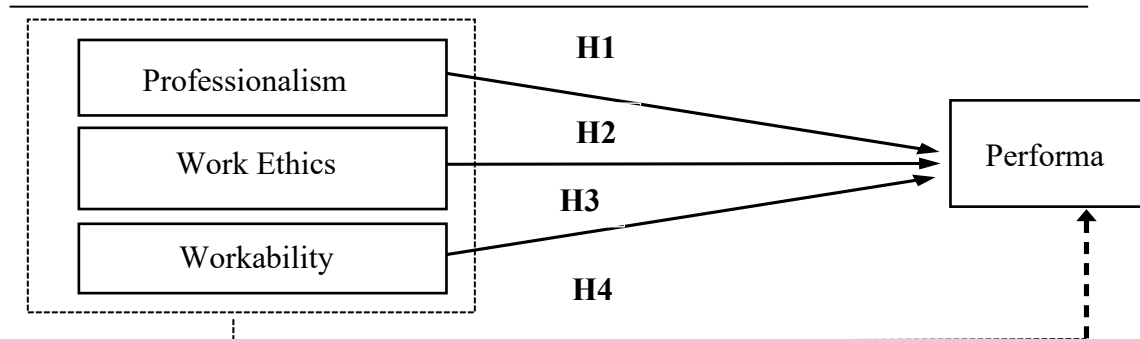
C. Work Ethics

According to (Mangkuprawira, 2009) which explains that work ethics is a normative rule that contains a system of values and moral principles that are used as guidelines for employees in carrying out their work duties in the company.

D. Workability

according to (Thoha, 2008:53) stated that employability is one of the elements related to knowledge and skills obtained from education, training, and experience.

HYPOTHESIS

Picture 1
Conceptual Thinking Framework

Information:

——————————▶ : **Partial influence**

·············▶ : **Simultaneous Influence**

H1	: Professionalism affects employee performance at Riez Palace Hotel Tegal
H2	: Work ethics affect employee performance at Riez Palace Hotel Tegal
H3	: Workability affects employee performance at Riez Palace Hotel Tegal
H4	: Professionalism, work ethics and work ability are simultaneously influential on employee performance at Riez Palace Hotel Tegal

RESEARCH METHODS

This study uses a quantitative research method. The population in this study is 40 employees. The sample used was a saturated sampling technique, which is sampling from all employees working at Riez Palac Hotel Tegal. The analysis tools used were validity tests and reliability tests, using data analysis methods such as classical assumption tests, multiple linear regressions, hypothesis tests, and R2 determination coefficient tests. Then the data obtained was processed using the help of *IBM SPSS Version 25* software.

RESULTS AND DISCUSSION   **Results**
A. Validity and Reliability Test

Table 3 Validity Test Results

No Item	r Calculate				r table
	Y	X1	X2	X3	
1	0.532	0.566	0.201	0.873	0,361
2	0.734	0.571	0.490	0.834	0,361
3	0.614	0.363	0.208	0749	0,361
4	0.206	0.663	0.458	0.474	0,361
5	0.603	0.617	0.793	0.137	0,361
6	0.350	0.647	0.648	0.801	0,361
7	0.594	0.614	0.728	0.507	0,361
8	0.398	0.474	0.393	0.578	0,361
9	0.381	0.474	0.654	0.624	0,361
10	0.456	0.296	0.831	0.676	0,361
11	0.010	0.557	0.721	0.140	0,361
12	0.567	0.572	0.289	0.699	0,361

Source: Primary Data Processed (2023)

Based on the results of testing the validity of the statement items of the table 3 questionnaire, it can be concluded that of the 12 statement items in the Performance variable (Y) 9 statement items are proven valid and 3 statement items are proven to be invalid, namely in items 4, 6 and 11 because the calculated r value does not meet the table r criterion of 0.361.

Furthermore, in the Professionalism variable of 12 statement items, the Professionalism variable (X1) 11 items are proven to be valid and 1 statement item is proven to be invalid, which is found in item number 10 because the calculated r value does not meet the criteria of r table of 0.361.

In the Work Ethics variable of 12 statement items, the Work Ethics variable

(X2) 9 is proven to be valid and 3 statement items are proven to be invalid, namely in items number 1, 3 and 12 because the calculated r value does not meet the table r criteria of 0.361.

And finally, in the variables of the 12 statement items, the Work Ability variable (X3) 10 is proven to be valid and 2 statement items are proven to be invalid, namely in items 5 and 11 because the calculated r value does not meet the table r criterion of 0.361.

**Table 4
Reliability Test Results**

Variable	Cronbach's Alpha Values	Standard	Information
Professionalism (X1)	0.776	0,60	Reliable
Work Ethics (X2)	0.773	0,60	Reliable
Workability (x3)	0.829	0,60	Reliable
Performance (Y)	0.664	0,60	Reliable

Source: Primary Data Processed (2023)

Based on table 4, it can be concluded that all variables in the study have a positive value of Cronbach's Alpha and >0.60 so that the data can be said to be reliable or consistent.

B. Results of the Classic Assumption Test

Table 6Results of the normality test

Source: Primary Data Processed (2023)

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		40
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.46119152
Most Extreme Differences	Absolute	.093
	Positive	.075
	Negative	-.093
Test Statistic		.093
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Based on table 5 above, the Asymp value. Sig 0.200 > 0.05, it can be concluded that the data is normally distributed.

Table 6Results of Multicoloniality Test

Coefficientsa		
	Collinearity Statistics	
Type	Tolerance	VIF
(Constant)		
Professionalism (X1)	,634	1,577
Work Ethics (X2)	,634	1,577
Workability (x3)	1,000	1,000

Source: SPSS 25 data processing (2023)

The test results showed that the tolerance value was >0.01 and the VIF value, so there was no indication of multicollinearity between variables.
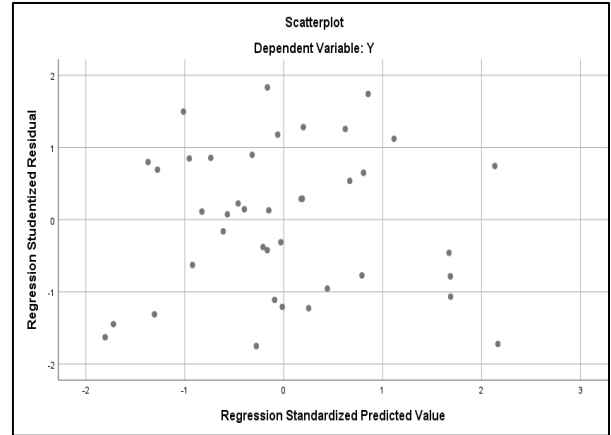
Heteroscedasticity Test Results

Based on the Scatterplot graph of the distribution of points above and below the zero number on the Y axis, the data is homoscedasticity

C. Multiple Linear Regression Analysis Results

Table 7Results of Multiple Linear Regression Analysis

Type	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	1.584	1.532		.351	.308
Professionalism (X1)	.271	.041	.360	2.248	.000
Work Ethics (X2)	.537	.042	.701	12.850	.000
Workability (x3)	.067	.033	.088	2.036	.049

Source: Primary Data Processed (2023)

Based on table 7 above, it can be written in the regression equation formula as follows:

Y = 1.584 + 0.271X1 + 0, 537X2 + 0.067X3 + e

Figure 2

D. Hypothesis Test Results

Table 8 Partial Test Results (t-Test)

Type		t	Sig.
1	(Constant)1	1.034	.308
	Professionalism (X1)	6.612	.000
	Work Ethics (X2)	12.850	.000
	Workability (x3)	2.036	.049

Source: Primary Data Processed (2023)

a. The Professionalism variable (X1) obtained a calculated t-value of 6.612 with a significance value of 0.000. So it can be concluded that Ho was rejected and Ha was accepted. Thus, it means that there is an influence of Professionalism on Employee Performance at Riez Palace Hotel Tegal.

b. The work ethics variable (X2) obtained a calculated t value of 12.850 with a significance value of 0.000. So it can be concluded that Ho was rejected and Ha was accepted. Thus, it means that there is an influence of Work Ethics on Employee Performance at Riez Palace Hotel Tegal.

c. The Workability variable (X3) obtained a calculated t-value of 2.036 with a significance value of 0.049. So it can be concluded that Ho was rejected and Ha was accepted. Thus, it means that there is an influence of Work Ability on Employee Performance at Riez Palace Hotel Tegal.

Table 9 Results of Simultaneous Tests (Test F)

					ANOVAa
Type	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	741.761	3	247.254	164.805	.000 b
Residual	54.010	36	1.500		
Total	795.771	39			

a. Dependent Variable: Performance
b. Predictors: (Constant), Work Ability, Work Ethics, Professionalism

Source: Primary Data Processed (2023)

The F was calculated as 164,805 and the significance value was 0.000. Therefore, it can be concluded that the variables of Professionalism (X1), Work Ethics (X2), and Work Ability (X3) simultaneously affect Employee Performance at Riez Palace Hotel Tegal.

E. Determination Coefficient Result (R^2)

Table 10 Results of Determination Coefficient (R^2)

				Model Summary[b]
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.965 a	.932	.926	1.224863

a. Predictors: (Constant), Work Ability, Work Ethics, Professionalism
b. Dependent Variable: Performance

Source: Primary Data Processed (2023)

Based on table 10 in the *Adjusted R Square column*, the test results obtained a value of 0.926,

So to see the percentage amount using the formula $Kd = r^2 \times 100\%$, the value of the determination coefficient obtained is 0.926 x 100% = 92.6% So it can be concluded that Performance can be influenced by the variables of Professionalism, Work Ethics, Work Ability by 92.6%, while for the remaining 7.4% it is influenced by other variables that are not examined in this study.

F. Discussion

1. Based on the results of the regression coefficient value in the Professionalism variable (X1), which is 0.271, and has a positive sign, and the t-value of the t-calculation > the table is 6.612 > 2.028 with a significant value of 0.000.

   From these results, Ho was rejected and Ha was accepted., meaning that there is an influence of the Professionalism variable on on Employee Performance at Riez Palace Hotel Tegal. So that the hypothesis proposed is accepted as true, and strengthened by the results of previous research conducted (Siregar et al., 2023) who found that Professionalism has an effect on Performance.

2. Based on the results of the regression coefficient value in the Work Ethics variable (X2), which is 0.571, and is marked positively, and the t-value

calculated > the table is 12.850 > 2.028 with a significant value of 0.000.

From these results, Ho was rejected and Ha was accepted., meaning that there is an influence of Work Ethics variables on on Employee Performance at Riez Palace Hotel Tegal. So that the hypothesis proposed is accepted as true, and strengthened by the results of previous research conducted (Ni Wayan Widnyani, 2021) who found that Work Ethics had an effect on Performance.

3. Based on the results of the regression coefficient value in the Employability variable (X3), which is 0.067, and is marked positive, and obtained The value of t calculated > t table is as 2,036 >2,028 with a significance value of 0.049. From these results, Ho was rejected and Ha was accepted., meaning that there is an influence of the Workability variable on on Employee Performance at Riez Palace Hotel Tegal. So that the hypothesis proposed is accepted as true, and strengthened by the results of previous research conducted (Siregar Daud Mhd, 2022) which found that Workability affects Performance.

4. Based on the results of the F test, it shows that F is calculated at 19,052 and the significance value is 0.000, so Ho is rejected and Ha is accepted. It can be concluded that the variables of Professionalism (X1), Work Ethics (X2), and Work Ability (X3) simultaneously affect Employee Performance at Riez Palace Hotel Tegal

CONCLUSIONS AND SUGGESTIONS

A. Conclusion

The conclusions that can be drawn from this study are as follows:

1. Professionalism affects Employee Performance at Riez Palace Hotel Tegal.

2. Work Ethics affects Employee Performance at Riez Palace Hotel Tegal.

3. Work Ability affects Employee Performance at Riez Palace Hotel Tegal.

4. Professionalism, Work Ethics, and Work Ability simultaneously affect Employee Performance at Riez Palace Hotel Tegal

B. Suggestion

Based on the discussion of the results of the research that has been carried out, the suggestions that can be given are as follows:

1. For the Company of Riez Palace Hotel Tegal

   a. For companies, they should pay more attention to professionalism towards employees. This can be done by the company having to provide strict sanctions so that employees are more disciplined in working to minimize the delay of employees coming to work. The better the professionalism that employees have, the performance of Riez Palace Hotel Tegal employees will increase.

   b. For companies, they should pay more attention to the attitude and behavior of their employees in serving hotel guests, namely by conducting evaluations once a week and providing education on how to work ethics in accordance with service standards. The better the work ethics applied by the employees, the better the performance of the employees will also increase.

   c. For companies, they should pay more attention to the work abilities possessed by each employee, namely by providing training and human resource development such as *service excellence*, *hospitality* or hospitality, *team building*, etc. to improve the mastery of the theory and skills of employees in completing work. The higher the work ability, the more the employee's performance will also increase.

2. For the next researcher

    d. For future researchers, they should be able to examine other variables such as work environment, human relations, etc. that are allegedly related to performance so that the research results can be influential and more accurate and to develop research

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