

Work Islamic Ethics, Organizational Culture, Work Motivation on Citizenship Organization Behavior and Employees Performance at Bank Aceh Sharia

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Abstract

Influence of Islamic work ethics, motivation on Organizational Citizenship behaviour and employee performance at Bank Aceh Syariah. This study focused on all Islamic banking branch offices in Aceh Province, which amounted to Banda locations. By using primary data through interviews and questionnaires. Using the stratified proposition technique, namely the random sampling method and the structural inquiry model (SEM), and intervening variables. The study results show that commitment and loyalty significantly affect work culture values in Islamic Bank employees. The main fundamental principle is the Islamic work ethics created in Siddiq, Amanah, Tabligh, and Fatanah is the main basic principle. The work ethic becomes a mirror for employee performance. It shows a positive and significant influence on organizational culture and performance that can incentivize improving the climate positive corporate culture. Good. Furthermore, these factors will be analyzed and studied by examining the trends and leading features of the community's expertise. The researcher will conduct a Focus Group Discussion (FGD) to examine the findings. The achievement targets of this research are the publication of indexed international journals with the status of Submitted and International Proceedings Scopus Publish and Copyright with granted status. In the end, this research will produce a social policy that can use in Islamic banking services. The OCB factor has a very positive influence on trust in Islamic banks, which will make BPD Bank as mainstream Sharia the only one belonging to the people of Aceh and become the sole property of the Acehese people.

Keywords

ethics; motivation;
organizational behavior;
citizenship



I. Introduction

The strategic planning stage (Corporate Plant), Bank Aceh Syariah is still strengthening determination carry out strategic transformations, improve and build the foundation for bank business growth which includes cultural transformation, business transformation and appearance transformation within the framework of sound bank management based on risk and implementation of good corporate governance principles to achieve the best performance (Performance Excellences). To support the achievement of the transformation target of Bank Aceh Syariah as a Regional Champion, at each stage to implement and refer to the three pillars, strong resilience, ability as an Agent of Regional Development and the ability to serve the needs of the community. Bank Aceh Syariah is a commercial bank owned by Provincial, Regency / City governments, Bank Aceh Syariah is

a Regional Development Bank that is committed to strengthening itself to become a leading bank in its area by raising funds (funding), providing financing to the community (lending) and providing services. Finance (services), development the Acehese economy.

Researchers define from a religious perspective there is an Islamic work ethic. According to Tasmara (2008) explained that there are five things that underlie Islamic work ethics, namely (1), unity (unity), this concept is related to the concept of the oneness of God (tawhid) as a form of vertical relationship between humans and their God. As a Muslim, we must see that everything in this world belongs to Allah and will be returned to Him. (2), equilibrium (balance), this concept is related to the concept (justice and ownership). (3), free will (freedom of will) everyone is given the freedom to do what he wants to a certain degree, but that freedom must be accompanied by responsibility to God and to others, because God does not change a person's destiny until he changes it himself. (4), responsibility (responsibility), This is related to one's responsibility for all actions taken, both those related to humans and God. (5), benevolence (benevolence), every Muslim is encouraged to do good deeds according to his ability without expecting anything in return for what he has done.

According to Yousef, (2001) defines work ethics as a set of moral principles that distinguish what is right from what is wrong in the context of Islamic values. Ethics is a normative field because it determines what ought to be done or not to be done. Ethics includes moral issues and choices related to right and wrong behavior. It is now realized that what determines ethical behavior is not only individuals and groups, but also a number of other related factors from the cultural, organizational, and external environment (Luthans, 2006). Ethics can also be considered as the basic principles by which employees and companies interact.

These principles must be considered in making business decisions and dealing with customers and customers (Noe et al, 2010).Based on the formulation of the problem described above, the objectives of this study are: To find out whether there is an influence of Islamic work ethics on Organizational Citizenship Behavior (OCB) at Bank Aceh Syariah in Aceh Province. To find out whether there is an influence of organizational culture on Organizational Citizenship Behavior (OCB) at Bank Aceh Syariah in Aceh Province. And To find out whether there is an effect of work motivation on Organizational Citizenship Behavior (OCB) at Bank Aceh Syariah in Aceh Province. The results of this study, it is hoped that it can contribute theoretically and apply to intellectuals, practitioners and the community in Aceh Province in particular and in general the people in Indonesia who are interested in this problem, while some of the uses of this research are as follows: Aceh Syariah in terms of human resource management and employee performance in a better direction. The results of this study can be useful for educational institutions, as a source of information on human resource management in its management in the Islamic banking industry. The results of this study can be useful for researchers, in order to increase knowledge related to Islamic work ethics, organizational culture, work motivation.

Human Resources (HR) is the most important component in a company or organization to run the business it does. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired (Shah et al, 2020). The development of human resources is a process of changing the human resources who belong to an organization, from one situation to another, which is better to prepare a future responsibility in achieving organizational goals (Werdhiastutie et al, 2020).

The development and growth of the banking world is the most strategic element that is able to create a competitive advantage in an organization, so it is only natural for Bank Aceh Syariah to consider the importance of maintaining an Islamic work ethic owned by its employees. The management of Bank Aceh Syariah in making strategic decisions regarding bank operational policies, should be aware that the use of too dominant influence of power will result in not developing the initiative and creativity of employees. Each employee has Islamic cultural values that are different from employees at other Banks.

The management of Bank Aceh Syariah realizes that organizational cultural values are a supporting force that is able to become the basis for thinking, behaving and act for all members of the organization in overcoming any problems and achieving the vision and mission of the organization. There are 3 (three) ways that become strengths in order to maintain and maintain the cultural values of an organization, namely: (1) Through understanding employee work ethics, (2). Top management policy, (3) Through the method of socialization.

II. Review of Literature

Performance is the level of achievement of results on the implementation of certain tasks. Company performance is the level of achievement of results in order to realize the company's goals. Performance management is the overall activity carried out to improve the performance of the company or organization, including the performance of each individual and work group in the company. Individual performance, group performance and organizational performance are influenced by many internal and external factors of the organization. According to Bangun (2012) performance is the result of work achieved by a person based on job requirements. A job has certain requirements to be carried out in achieving goals which are also known as job standards, so job standards are the expected level of a certain job to be completed properly by employees in an organization.

According to Wirawan (2009) performance is the output produced by the functions or indicators of a job or a profession within a certain time. According to Rivai, (2011) Performance is a real behavior that is displayed by everyone as work performance produced by employees. Achievement of performance results on the implementation of certain tasks. Company performance is the level of achievement of results in order to realize the company's goals. Performance management is the overall activity carried out to improve the performance of the company or organization, including the performance of each individual and work group in the company. Individual performance, group performance and organizational performance are influenced by many internal and external factors of the organization.

Factors Affecting Performance

According to Wake (2012) that to measure employee performance are as follows: Number of Jobs, this dimension shows the number of jobs produced by individuals or groups as requirements that become job standards. Quality of work, every employee in the company must meet certain requirements to be able to produce work according to the quality demanded by a particular job. Timeliness, each job has different characteristics, for certain types of work must be completed on time, because it has dependence on other jobs. Attendance, a certain type of work requires the presence of employees in doing it according to the specified time.

III. Research Method

Variable Concepts and Operation This study involves the dependent variable in the form of saving behavior (SB) and the independent variable (independent variable) consisting of religiosity (A), profit sharing rate (BH), interest rate (R), income (Inc.), expenses family dependents (B), level of trust (T). In detail it is explained as follows: Thus the Intervening Organization Citizenship Behavior/OCB variable (Y1) and the independent variable Motivation (X3), Dependent Variable (Y2) is the result of work in quality and quantity achieved by an employee in carrying out the given responsibilities. . Intervening variable Organizational Citizenship Behavior/OCB (Y1) is individual contribution based on individual performance results or compliance, loyalty and participation in one's business activities. The independent variable is Islamic work ethic (X1), which is a rational behavior. Independent Variable Motivation (X3) So that the hypothesis analysis can be justified The collection method can be done through data analysis using the stratified random sampling method and using correlation, regression, and variant analysis with an investigation structure capable of describing empirical evidence (Arfan et al 2018:132).

3.1 Data Collection Techniques

The list of questions (questionnaire) is to provide a set of questions or a written statement given to Branch employees and the Head of the Cash Office of PT. Aceh Sharia Bank. Documentation studies and other data sources that support this research are in the form of employee data, organizational structure of data, and the annual report of Bank Aceh Syariah.

3.2 Population and Sample

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are applied by researchers to be studied and then drawn conclusions. Based on this definition, the researcher decided that the population in this study was employees who served at the branch of PT. District/City Aceh Syariah Banks in Aceh and North Sumatra Provinces as many as 1905 employees of Bank Aceh Syariah, (2020). Thus, the intervening variable Organization Citizenship Behavior/OCB (Y1) and the independent variable Motivation (X3).

IV. Results and Discussion

4.1 Bank Aceh Syariah Overview

Bank Aceh Syariah as a Regional Champion Bank (Become Regional Champion Bank), as a company owned by the Provincial, Regency / City government Bank Aceh Syariah is a Regional Development Bank that is committed to strengthening itself to become a leading bank in the region. Bank Aceh Syariah through competitive services with an extensive network and professionally managed in order to encourage regional economic growth, is expected to become a leading bank in Aceh. Regional Champion Banks will continue to transform into Regional Development Banks throughout Indonesia which are expected to become champions in their own regions, so that Bank Aceh Syariah can become the Leading Regional Bank in the Aceh region. To support the achievement of the transformation target of the Regional Development Bank as a Regional Champion,

A determination that is manifested by every human resource of Bank Aceh Syariah by prioritizing service quality by serving more proactively to move forward into a new era, making changes, a transformation towards sustainable long-term change, becoming a

regional champion bank and giving meaning to its presence in the community.2016-2017 is in line with the corporate plan which is set to be the year 2016-2017 *leading Regional Bank* namely the growth and acceleration of the business of Bank Aceh Syariah which grew significantly in all segments. In line with changes in management and the ongoing transformation process, Bank Aceh Syariah is determined to take advantage of this momentum to become a Regional Champion Bank and re-lead regional banking according to the 2017 Leading Regional Bank strategic planning phase.

Of course, it requires a deep understanding of customers to provide the best banking solutions they need. Building long-term relationships requires mutual trust, expertise and experience. By always trying to give our best to meet customer needs and expectations, we hope to create maximum customer satisfaction in all banking activities. Bank Aceh Syariah always understands and strives to realize what is needed to become a bank of choice. We are very grateful for the positive appreciation given by the Acehnese people as the bank of choice among the bank choices in Aceh, namely 16 Commercial Banks, 12 Sharia Commercial Banks, 6 Sharia Business Units, 5 BPR and 10 BPRS with a total office network of 475 offices.

4.2 Characteristics of Respondents

From the results of the research data obtained and then analyzed, the characteristics of the respondents can be conveyed as follows:

Characteristics of Respondents Based on Age

To find out the age of the employees of Bank Aceh Syariah who became respondents in this study, it can be seen in Table 1 below:

Table 1. Characteristics by Age					
Age		<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Valid	17 - 25 Years	22	12.9	12.9	12.9
	26 - 35 Years	99	58.2	58.2	71.2
	36 - 45 Years	34	20.0	20.0	91.2
	45 and up	15	08.8	08.8	100.0
	Total	170	100.0	100.0	100.0

Characteristics of respondents seen from age can be explained that most of the respondents are aged 26-35 years, as many as 99 respondents or 58% respondents aged between 46 - 45 years as many as 34 respondents or 20%. Respondents who are more than 17-25 years old are 22 respondents or 13%, while those aged over 45 years are 15 respondents or 9%, it can be concluded that the age of respondents is 26-35 who very dominant respondents in this study are.

4.3 Characteristics of Respondents based on Gender

Although this study did not examine the relationship between gender and the variables studied, it is also necessary to know the gender characteristics of respondents who work at Bank Aceh Syariah.

4.4 Characteristics Respondents by Position

To find out the characteristics of the positions of employees who work at the NABire district health center, Bank Aceh Syariah who were used as respondents in this study, it can be seen in Table 2 which describes the job descriptions of employees as follows.

Table 2. Characteristics by Position

Position		<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>	<i>Cumulative Percent</i>
Valid	Branch head	5	2.9	2.9	2.9
	Head of Division	1	0.6	0.6	3.5
	Head of Division	14	8.2	8.2	11.8
	Supervisor	25	14.7	14.7	26.5
	Staff	125	73.5	73.5	100.0
Total		170	100.0	100.0	100.0

From the results of the study, it is known that the respondents in this study were staff employees as many as 125 respondents or 74%, supervisors as many as 25 respondents or 15%, heads of sections as many as 14 respondents or 8%, heads of divisions 2 respondents or 1% and heads of branches as many as 5 respondents or 3%. Based on the results of this study, it can be explained that the dominating respondents in the study are staff employees, this is in line with the information that must be collected in analyzing the development of employee performance at Bank Aceh Syariah.

V. Conclusion

The influential on the marketing of the creative economy. The study will cover the process of managing employees of Bank Aceh Syariah starting from. The recruitment, placement and career development of the employees concerned must be carried out professionally. Bank Aceh Syariah needs to consider and improve the role of Islamic work ethics for employees who have the ability, attitude, values and personality in carrying out bank operational activities. Thus, it can be realized the placement of the right people in the correct positions, who have the mandate, act reasonably and help each other. The method used in this study is the Intervening Variable Organization Citizenship Behavior/OCB (Y1), which is an individual contribution based on individual performance results or compliance, loyalty and participation in one's business activities. The independent variable is Islamic work ethic (X1), rational behavior. The independent variable is Motivation (X3 so that Hypothesis analysis Further analysis.

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