

EMPLOYEE WORK CULTURE: EVIDENCE FROM INDONESIA

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ABSTRACT

Work culture is a philosophy based on a view of life as values that become traits, habits, driving forces that are entrenched in the life of a community group or organization which are then reflected in behavior, beliefs, ideals, opinions and actions that manifest as work. or work. Examples of negative employee behavior in general are: prioritizing personal interests, lazy behavior, indifference to public or public complaints, and lack of interest in disseminating various regulations to the public and so on. In this regard, the purpose of this study was to determine the work culture of employees at the UPTD Puskesmas Abiansemal II, Abiansemal District, Badung Regency. Data collection techniques used include questionnaires and documentation. While the data analysis technique used descriptive analysis assisted by a simple table. From the results of this study, the authors conclude that the work culture of employees at the UPTD Puskesmas Abiansemal II, Abiansemal District, Badung Regency can be said to be good.

KEYWORDS: work culture, behavior, values.

1. INTRODUCTION

The work culture of employees who are less productive seems difficult to avoid in every government agency. The reason is that the performance and discipline of employees are only oriented to the existing main tasks and functions, as well as standard bureaucratic rules. Many factors influence work culture, including leadership, law, technology, reward and punishment and politics. Meanwhile, Iswandi Ananda, M.Sc., (expert staff of the State Minister of PAN in the field of work culture) in Srisanto Widayiswara (2015), stated that there are at least five conditions that must be met in order to improve the work culture of employees. First, there are values that support the achievement of the vision. Second, there is motivation that can spur an employee's work. Third, there are the right ideas and strategies. Fourth, there is a clear common goal. Fifth, work ethic that is grown through the system.

Examples of negative employee behavior patterns are usually carried out by employees in general, namely: prioritizing personal, group or group interests including the interests of their superiors over public interests, lazy behavior in taking initiatives outside of regulations, strong waiting for instructions from superiors, indifferent attitude towards complaints. the community or the public, are slow or even make it difficult to provide services to the public, and are less interested in disseminating various regulations to the public and so on.

Work culture is a philosophy based on a view of life as values that become traits, habits and driving forces that are entrenched in the life of a community group or organization which are then reflected in behavior, beliefs, ideals, opinions and actions that manifest as work. or work.

Based on this background, the researcher is interested in carrying out a study with the title "Employee Work Culture at the UPTD of the Abiansemal II Health Center, Abiansemal District, Badung Regency."

2. METHOD

This study uses a survey approach with a descriptive research format. What is meant by the survey here is the observation of the work culture at the UPTD of the Abiansemal II Health Center, Abiansemal District, Badung Regency, while the descriptive referred to here is to provide a brief description of the work culture of the employees at the UPTD of the Abiansemal II Health Center, Abiansemal District, Badung Regency.

This study took place at the UPTD Puskesmas Abiansema II, Abiansema District, Badung Regency. This location was chosen based on the consideration that the UPTD of the Abiansema II Health Center, Abiansema District, Badung Regency has implemented an employee work culture, one of which is supported by the implementation of online attendance using retina scans which must be carried out by all puskesmas staff. In addition, another supporting reason in choosing the research location is that the author works at the health center, making it easier for the research process and guaranteed data accuracy both from distributing questionnaires, filling out questionnaires that can be observed or observed thoroughly by researchers.

Data collection techniques used in compiling this research include primary and secondary data collection. The primary data used in this research is a questionnaire. According to Sugiyono (2019), the questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. The structure of the questionnaire created for this study consists of 16 parameters to measure the 4 indicators selected in measuring work culture. According to Nurhadijah in Fandi (2020) there are 4 indicators regarding work culture, namely discipline, openness, mutual respect and cooperation.

According to Sugiyono (2018), secondary data is a data source that does not directly provide data to data collectors, for example through other people or through documents. This data is as a support to provide complementary information on the results of research obtained at the UPTD of the Abiansema II Health Center, Abiansema District, Badung Regency. Secondary data collected include; puskesmas profile documents and puskesmas staffing data base.

The method of processing and analyzing data in this study used a Likert Scale. According to Sugiyono (2018), the Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena. This Likert scale will measure agreement with a score of 1–5 as follows.

1. Respondents who chose the answer strongly agree, were given a score of 5.
2. Respondents who choose the answer agree, are given a score of 4.
3. Respondents who chose the answer in doubt, were given a score of 3.
4. Respondents who chose the answer did not agree, were given a score of 2.
5. Respondents who chose the answer strongly disagree were given a score of 1.

3. RESULTS AND DISCUSSION

1. Research result

In this study, there were 25 respondents, the characteristics of the respondents who were selected as samples in this study, can be stated in the following tables:

Table 1

Description of Respondents by Gender

No	Gender	Amount (people)	%
1	Man	3	12
2	Woman	22	88
	Amount	25	100

From table 1 it can be seen that most of the respondents, namely 88% are female and 12% are male.

Table 2
Description of Respondents by Education Level

No	Level of education	Amount (People)	%
1	S1	5	20
2	DIII	18	72
3	SMA	2	8
	Amount	25	100

From table 2, it can be seen that most of the respondents, namely 72% have DIII education, followed by 20% with undergraduate education and 8% with high school education.

Table 3
Description of Respondents by Group

No	group	Amount (People)	%
1	IV	3	12
2	III	15	60
3	II	7	28
	Amount	25	100

From table 3, it can be seen that most of the respondents, namely 60% were in group III, followed by group II as many as 28% and group IV as much as 12%.

2. Discussion

Indicators of employee work culture at the UPTD of the Abiansemal II Health Center, Abiansemal District, Badung Regency, among others.

a. Discipline Indicator

- A. For the statement, that respondents behave in accordance with the rules and norms that apply inside and outside the office, most of them are 68% of respondents agree and 32% of respondents state strongly agree. While the total score is 108. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that behaving in accordance with the rules and norms that apply inside and outside the office is a very good employee work culture.
- B. For the statement, that respondents are willing to carry out the rules in accordance with the rules that have been set, most of them, namely 52% of respondents agreed and 48% of respondents strongly agreed. While the total score is 112. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that being willing to carry out the rules in accordance with the regulations that have been set is a very good work culture.
- C. For the statement, that respondents are willing to carry out their duties as well as possible, most of them are 56% of respondents agree, 40% strongly agree and 4% are unsure. While the total score is 109. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that being willing to carry out the task as well as possible is a very good employee work culture.
- D. For the statement, that respondents entered, rested and left the office on time according to office rules, most of them were 80% of respondents agreed, 16% strongly agreed and 4% were unsure. While the total score is 103. Based on the criteria set, the number is in the 86-105 category which is classified as good. This indicates that entering, resting and leaving the office on time according to office rules is a good employee work culture.
- E. For the statement, that respondents dress according to the rules that have been set, most of them are 56% of respondents agree and 44% strongly agree. While the total score is 111. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that dressing according to the rules that have been set is a very good employee work culture

Thus, in general, it can be said that for discipline indicators, it has become a good employee work culture.

a. Openness Indicator

- A. For statements, that respondents are willing to give and receive correct information from and to all work partners for the benefit of the office, most of them are 84% of respondents agree and 16% strongly agree. While the total score is 104. Based on the criteria set, the number is in the 86-105 category which is classified as good. This indicates that being willing to give and receive correct information from and to all work partners for the benefit of the office is a good employee culture.
- B. For the statement, that respondents are able to express their opinions and feelings honestly, most of them are 76% of respondents agree, 16% strongly agree and 8% are unsure. While the total score is 102. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that being able to express opinions and feelings honestly is a good employee work culture.
- C. For the statement, that respondents are willing to do work and correct errors without having to wait for orders from superiors, most of them are 64% of respondents agree, 20% strongly agree, 12% are hesitant and 4% disagree. While the total score is 100. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that respondents are willing to do work and correct errors without having to wait for orders from superiors, which is a good employee work culture.

Thus, in general it can be said that for indicators of openness, it has become a good employee work culture.

b. Mutual Respect Indicator

- A. For the statement, that respondents give freedom to other employees to do things that do not agree with us without intimidating, most of them are 76% of respondents agree, 16% strongly agree and 8% are unsure. While the total score is 102. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that giving freedom to other employees to do things that do not agree with us without intimidating, is a good employee work culture.
- B. For the statement, that respondents are able to respect and respect the opinions of other employees, most of them are 76% of respondents agree, 16% strongly agree and 8% are unsure. While the total score is 102. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that being able to respect and respect the opinions of other employees is a good employee work culture.
- C. For the statement, that there is a harmonious relationship between employees and colleagues, most of them, namely 76% of respondents agree and 24% strongly agree. While the total score is 106. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that there is a harmonious relationship between employees and colleagues, which is a very good employee work culture.

Thus in general it can be said that for indicators of mutual respect, it has become a good employee work culture.

c. Cooperation Indicator

- A. For the statement, that respondents have clear goals in their work, most of them are 64% of respondents agree and 36% strongly agree. While the total score is 109. Based on the established criteria, the number is 106-125 classified as very good category. This indicates that having clear goals at work is a very good employee work culture.
- B. For the statement, that respondents showed an open and honest attitude in communicating, most of them were 76% of respondents agreed, 12% strongly agreed and 12% was unsure. While the total score is 100. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that showing an open and honest attitude in communicating is a good employee work culture.
- C. For the statement, that respondents are willing to listen to input from superiors and colleagues, most of them are 84% of respondents agree, 8% strongly agree and 8% are unsure. While the total score is 100. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that being willing to listen to input from superiors and colleagues is a good employee work culture.
- D. For the statement that respondents contributed to the team through constructive suggestions and input, most of them were 84% of respondents agreed, 12% strongly agreed and 4% were unsure. While the total score is 102. Based on the established criteria, the number is in the 86-105 category classified as good. This indicates that contributing to the team through constructive suggestions and input is a good employee work culture.
- E. e) For the statement, that the respondent is responsible for carrying out the task, most of them are 60% of the respondents agree and 40% strongly agree. While the total score is 110. Based on the established criteria, the number is in the 106-125 category which is classified as very good. This indicates that being responsible for carrying out tasks is a very good employee work culture.

Thus in general it can be said that for indicators of cooperation, it has become a good employee work culture.

Score and Category of Employee Work Culture Variable Assessment

No	Indicator	Evaluation		
		Total Score	Average Score	Category
1	Discipline	543	108.6	B
2	Openness	306	102	B
3	Mutual respect	310	103.3	B
3	Cooperation	521	104.2	B
	Amount	1.680	104.5	B

The findings on the results of this study, show the total score achievement for work culture is 1,680. This total is in the achievement of a score of 1,361-1,680, or an average score of 104.5 which is in the achievement of a score of 86-105, which means that the work culture is classified as good category, as determined by the criteria. Thus it can be said that the work culture of employees at the UPTD of the Abiansemal II Health Center, Abiansemal District, Badung Regency, is good.

4. CONCLUSION

Based on the results of the research that has been carried out, it can be concluded that the indicators of discipline, openness, mutual respect and cooperation are a work culture that is believed to be true and has become a habit in carrying out daily tasks and work. Individual and group behavior based on values is the root of a successful work. The values that become habits are called culture and considering this is associated with the quality of work, it is called work culture.

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