

The Effect of Self-Efficacy, Interpersonal Communication and Work Ethics on Sustainable Work Commitment

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ABSTRACT

The objectives of the study were to test and analyze (1) the effect of self-efficacy on sustainable work commitments, (2) the influence of interpersonal communication on sustainable work commitments, (3) the influence of work ethics on sustainable work commitments. This type of research is explanatory research. The research population was all employees of Honda Surya Utama Perkasa Semarang Dealership as many as 123 employees. Instruments used in data collection using questionnaires with Likert scale Analysis techniques using regression models. Research findings that Self-Efficacy positively affects sustainable work commitments. Interpersonal Communication has no effect on continuous work commitment. Work Ethic positively affects the commitment to sustainable work. The implications of the findings of this study show that employees' sustainable work commitment is determined by employee self-efficacy and work ethic. Therefore, leaders in recruiting employees need to assess the ownership aspects of self-efficacy and work ethics.

Keywords: *Self-Efficacy, Interpersonal Communication, Work Ethic, Continuous Work Commitment*

INTRODUCTION

Honda Surya Utama Perkasa as an official dealer for Honda motorcycles headquartered in Semarang, and has branches in various areas in Central Java such as Brebes, Tegal and Pati, which has been operating for more than 25 years, with a vision to become the leader in the motorcycle market in Indonesia and become a world-class player by making consumers' dreams come true, creating joy for consumers and contributing to society.

To achieve this vision requires commitment from all employees to their organization (company). Organizational commitment is the psychological condition of employees in involvement, identification and persistence as members/employees of a company (organization) to be involved in achieving company goals.

The growing commitment to sustainable work is manifested by self-awareness to survive and not wanting to leave the company. Continuous work commitment will easily grow in employees who have self-efficacy and work ethic. and good interpersonal communication in order to gain public (society) trust.

Self-efficacy is related to employee confidence in the ability to complete a task and setting work motivation, so that it is easy to build employee work commitment to the company.

Interpersonal communication is communication between two people or between people in a small group, usually done face to face (DeVito in Barus, RKI et al, 2020). Work ethic is work enthusiasm based on certain values or norms (Harsono and Santoso, 2016). The work ethic is manifested in

individual behavior and attitudes at work

A study of the findings from previous research regarding the effect of self-efficacy variables, interpersonal communication variables and work ethic on organizational commitment, searches via Google obtained the following picture: self-efficacy has a positive effect on organizational commitment (Maria, et al; Almutairi, 2020; Akhtar, et al; 2013; Lee, & Kim, 2019; Nakir, et al, 2020). (2) Interpersonal communication influences organizational commitment (Siburia, T.A, 2013; Sukmana, ED, 2020; Putra, RB, 2018; Syamsuri, AR, 2020); (3) work ethic influences organizational commitment (Persada, et al, 2020; Elsintania, F, Archianti, P, 2016; Filatrovi, EW2021; K., 2016; Mardianti, 2019; Siswanto, et al, 2019). Furthermore, searching via Google concerns the findings of research results on the influence of self-efficacy variables, interpersonal communication and work ethic variables on continual work commitment (a dimension of organizational commitment) have not been found much. Therefore, this research is still important and meaningful to do.

Considering that there are still not many research findings regarding the influence of self-efficacy variables, interpersonal communication variables and work ethic on continuing work commitment, research is still needed to be carried out.

The formulation of the research problem is as follows: (1) How does self-efficacy influence continuous

work commitment, (2) How does interpersonal communication influence continuous work commitment, (3) How does the work ethic influence positive effect on continuous work commitment. The research hypotheses are as follows: (1) self-efficacy has a positive effect on continuing work commitment, (2) Interpersonal communication has a positive effect on continuing work commitment, (3) work ethic has a positive effect on continuing work commitment.

LITERATURE REVIEW

1. Self Efficacy

According to Bandura (1997) self-efficacy is a person's belief in his ability to organize and carry out a series of actions needed to complete a particular task. Self-efficacy is the result of cognitive processes in the form of decisions, beliefs or expectations about the extent to which individuals estimate their own ability to carry out certain tasks or actions needed to achieve the desired results (Nuzulia, 2010). Thus, employee self-efficacy is self-confidence in the ability to carry out an activity/work assigned to the employee concerned to achieve the set goals. Employee self-efficacy as a predictor of one's work commitment.

2. Communication interpersonal

Interpersonal communication is a fundamental ability that a person has in social relations. The hard skills possessed must be supported by the ability to communicate (soft skills). Interpersonal communication is

more oriented to personal relationships. Solomon and Theiss (in Barus, RKI, et al, 2020) emphasized that interpersonal communication more specifically leads to communication that arises between people and creates personal bonds between them. will become part of shared memory among those involved in interpersonal communication (Suharyanto et al. in Barus, RKI, et al, 2020). Interpersonal communication plays an important role in an organization or company. West and Turner (2007) stated that interpersonal communication refers to face-to-face communication between people. Interpersonal communication is communication that requires more than one person or person. Interpersonal communication is the delivery and reception of messages by one person to another which is characterized by immediate feedback and known effects. Greence and Burles (2003) developed an interpersonal communication competency scale that reflects the following skills: (1) self-disclosure; (2) empathy; (3) social relaxation; (4) firmness; (5) altercentrism; (6) interaction management; (7) expressive; (8) support; (9) proximity; and (10) environmental control. Employee interpersonal communication as a predictor of work commitment. Interpersonal communication is communication that requires more than one person or person. Interpersonal communication is the delivery and reception of messages by one person to another

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3. Work ethic

Work ethic as a personality attitude that gives birth to a deep belief that work is a manifestation of the appearance of a trustworthy figure, to carry out a task or job to earn income to fulfill life's needs. Work ethic is manifested in

individual behavior and attitudes at work in the workplace. Work ethic is considered as one of the important soft skills that can determine attitudes and behavior related to work in the workplace (Park, H.Ch. and Hill, RB , 2017). Work ethic is a skill that can be learned and developed during one's lifetime by paying attention to and imitating people and then articulating their own attitudes and behavior (Park, H.Ch. and Hill, RB , 2017).

4. Commitment Continuous Work

According to Allen & Meyer (1990) continuous work commitment is a psychological construct which is (a) the characteristics of the employee/employee relationship with his company (b) has implications for decision making to continue his membership in the organization. Continuous work commitment is one dimension of organizational commitment. Larkin (1990) emphasizes that organizational commitment is the strength of one's identification and involvement in a particular company. In this study only examined the dimensions of continuance commitment. Continuous work commitment is an employee's assessment of the current situation and decides to stay with the company in the long term, taking into account the benefits and costs of leaving the organization.

RESEARCH METHODS

This type of research is a type of research (explanatory research) that is

testing hypotheses and explaining the influence between variables from hypotheses that have been formulated. The research population was all employees of the Honda Surya Utama Perkasa Semarang Dealer, with a total of 123 employees. The entire population is used as a sample (census method), namely all employees who are members of the WhatsApp group.

The research variables include independent variables, namely self-efficacy (X1), interpersonal communication (X2), work ethic (X3) and continuous work commitment (Y) as the dependent variable. The employee self-efficacy variable questionnaire uses a questionnaire adapted from the New General Self-efficacy Scale (GSE) developed by Gilad Chen, Stanley M. Gully and Dov (2009) which consists of 8 statement items. The interpersonal communication variable questionnaire adapted from the Interpersonal Communication Scale (ICS) developed by Campbell, JM-Akdemir, OA (2016). This instrument consists of 7 items. Water Questionnaire. The organizational commitment variable questionnaire was taken from the continuous work commitment adapted from the continuance commitment scale items from Allen & Meyer, 1990 in Jaros, S. 2007, which consists of 8 statement items.

Data collection using questionnaires. The questionnaire contains statements related to research variables with five alternative answers to measure each research variable. Data collection uses the Google form application which is sent to employees who are

members of the employee WhatsApp group. All participating respondents filled out a complete questionnaire to become data that could be analyzed.

RESEARCH RESULT

Questionnaires were distributed via the Google Form application to 123 employees and all were returned and analyzed. Of the 123 respondents, 37 were male (30.1%) and 86 (69.9%) were female. Judging from the level of education, 72 people (58%) graduated from SMA/SMK were dominated, followed by 42 graduates from bachelor/diploma (34.1%). Judging from the age dominated by relatively young workers (age 20-30 years) as many as 80 people (65%) then followed by workers aged 31-40 years as many as 24 (19%), and judging from their work experience most of them have work experience under 6 years as many as 73 people (59.4%). Furthermore, based on the results of descriptive statistical analysis of each variable, the average value (mean) is relatively high. In detail, the mean sequential variable mean self-efficacy variable (X1) = 4.198; mean interpersonal communication variable (X2)=3.835; mean work ethic variable (X3) = 4.344; the mean variable continuous

work commitment (Y) = 3.637.

The results of the instrument test include the validity test (table 1) and reliability test (table 2) for each variable with the help of the SPSS.26 for windows program, the following data are obtained:

Based on table 1 it is known that all variables have KMO values > 0.5, namely self-efficacy variable (X1) of 0.884, interpersonal communication variable (X2) of 0.802, work ethic variable (X3) of 0.881 and Continuing Commitment (Y) of 0.933. So, all variables have a KMO value of greater than 0.5, meaning that the sample has fulfilled the sample measurement adequacy requirements

Furthermore, it can be seen from the loading factor value for the self-efficacy variable (X1) of 8 items, all valid, with the loading factor value having a value > 0.4 Interpersonal Communication Variable (X2) of 7 items, and 2 items are invalid, namely X2.1 X2 .3 where the loading factor value is <0.4, the Work Ethic Variable (X3) has 10 items and all of them are declared valid, namely the loading factor value is > 0.4 and the sustainability commitment variable is 8 items and all of them are declared valid.

Table 1: KMO Value and Loading Factor for Each Variable

Variable	Number of Items	KMO value	Loading Factor>0.4	Loading Factor< 0.4	Number of Valid Items	Invalid Number of Items
Self Efficacy (X1)	8	0.884	X1.1; X1.2 X1.3; X1.4 X1.5; X1.6 X1.7; X1.8	-	8	-
Communication Interpersonal (X2)	7	0.802	X2.2; X2.4; X2.5; X2.6; X2.7;	X2.1;X2.3	5	2
Work Ethic (X3)	10	0.881	X3.1; X3.2 X3.3; X3.4 X3.5; X3.6 X3.7; X3.8	-	10	-

Sustainable Work Commitment (Y)	8	0.933	X3.9; X3.10 Y1; Y2; Y3; Y4; Y5; Y6; Y7; Y8;	-	8	-
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Table 2: Reliability Test Results

Variable	Cronbach's Alpha	Standard Alpha	Information
Self Efficacy (X1)	0.968	0.7	Reliable
Interpersonal Communication	0.912	0.7	Reliable

Table 4: Hypothesis Test Results

No.	hypothesis	Test result		Information
		Beta coefficient (β).	Significance (Sig)	
1	Self-Efficacy has a positive effect on continuous work commitment	0.287	0.002	Hypothesis accepted
2	Interpersonal Communication has a positive effect on continuous work commitment	0.078	0.402	The hypothesis is rejected
3	Work Ethics has a positive effect on continuous work commitment	0.205	0.032	Hypothesis accepted

(X2) Work Ethic (X3) Work Commitment sustainable (Y)	0.964 0.992	0.7 0.7	Reliable Reliable
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Based on the results of the reliability test (table 2), the results obtained for all variables have a Cronbach Alpha value of > 0.7. So it can be stated that all variables are declared reliable.

Table 3: Model Test Results

Mark Adjusted R-Square	F test	Sig.
0.188	10.42	0.000b

After conducting the Model Test (F test and Adjusted R Square) it can be seen that the Adjusted R-Square value is 0.188 and the F test = 10,423 and a significance test of 0.000b means that the model meets the requirements of Goodness of fit at the significance level (0.00). The Adjusted R Square value of 0.188 indicates that 18.8% of the teacher commitment and teacher efficacy variables are able to explain the continuous work commitment variable, and the remaining 81.2% is explained by other variables outside the model.

DISCUSSION OF RESEARCH RESULTS

Based on the results of the regression test as seen in table 4, the research findings are as follows:

1. Self-efficacy has a positive effect on continuous work commitment (significance value $0.002 < 0.05$ and β value of 0.287). This means that the higher the employee's self-efficacy, the higher the employee's continuous work commitment
2. Interpersonal communication has no effect on continuous work commitment (significance value $0.402 > 0.05$ and β value of 0.078). This means that good employee interpersonal communication does not affect commitment to sustainable work. Judging from the descriptive mean value of the continuous work commitment variable (Y) of 3.63, it means that employees perceive themselves to have a high continuous work commitment to the company and seen from the Mean value of the variable $X_2 = 3.8$ indicates that employees on average perceive themselves as having interpersonal skills which is good (Mean $X_2 = 3.8$), but if we trace further the descriptive statistical value of the interpersonal communication variable, it turns out that there are 2 items whose values are not good (moderate), namely $X_{2.1} = 3.15$ and $X_{2.3} = 3.13$.
3. Work ethic has a positive effect on continuous work commitment (significance value = $0.032 < 0.05$ and β value of 0.205). This means that the higher the employee's work ethic, the higher the employee's commitment to sustainable work.

CONCLUSIONS AND RECOMMENDATIONS

1. Conclusion

- a. Self-efficacy has a positive effect on continuous work commitment
- b. Interpersonal communication has no effect on continuing work commitment
- c. Work ethic has a positive effect on continuous work commitment.

2. Suggestion

Based on the results of research findings which show that employee continuous work commitment is determined by employee self-efficacy and work ethic. Therefore, company leaders in recruiting employees need to assess the ownership aspects of self-efficacy and work ethic.

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