

Original Research

Application Of Employee Work Professionalism In Achieving The Performance Of Koperasi Simpan Pinjam Mitra Abadi

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Abstract

Introduction: This study aims to determine the Application of Employee Work Professionalism in Achieving the Performance of Koperasi Simpan Pinjam Mitra Abadi. This research was motivated by the problems that occurred in the Mitra Abadi Savings and Loans Cooperative, namely problems in decreasing employee performance caused by declining professionalism in work. Researchers try to describe the application of Employee Work Professionalism in Achieving Performance based on theories that exist in reality in the field. The data sources used in this study are using primary and secondary data sources.

Methods: The data collection technique of this study is through interviews, observation, and documentation.

Results: This research is expected to provide value (benefits) and contributions related to problems in the field. Researchers want to provide benefits both theoretically and practically. Theoretically, this research is expected to be able to provide information and knowledge related to the application of Employee Work Professionalism in Achieving the Performance of Mitra Abadi Savings and Loans Cooperatives. Practically it can be used as a consideration or information for companies in dealing with phenomena that occur regarding the application of Employee Work Professionalism in Achieving Maximum Performance.

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INTRODUCTIONS

One of the important things in managing labor resources is the issue of Performance. Dessler (2015) defines performance as work performance, namely the comparison between real work results with established work standards. Thus, performance focuses on the results of his work. Performance is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him. Performance is also a result of work achieved by a person in carrying out the tasks assigned to him which is based on ability, experience, sincerity and time. Performance is closely related to the motivation of the work environment, compensation and professionalism of the workforce. Factors that affect performance are professionalism, which is as a motivation for a very important part in an organization or company.

Employee performance in general is influenced by two things, namely individual factors and situation factors. There are differences in performance between one person and another in a work situation. This is due to the different characteristics of individuals, and also the same person can produce different performance in different situations. Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to employees.

Realizing the importance of labor for the company, the company must pay special attention to its employees. Companies need to understand and know the needs of their employees, because the needs of employee life is one of the reasons that cause him to work. And when the needs of employees are met then they will get satisfaction.

Currently, companies use sophisticated attendance system tools (check clock) to detect employee attendance so that employees have a sense of responsibility and are punctual in their attendance. This is done so that employees can be disciplined so that the expectation of Employee Performance will also increase. One element to improve Employee Performance is the quality or quality of good resources in these employees and professionalism in carrying out existing duties and rules, as well as the commitment of employees they have to the company to realize company goals.

According to Siagian (2009) Professionalism is reliability and expertise in carrying out tasks so that they are carried out with high quality, the right time, carefully, and with procedures that are easy to understand and follow by customers. In working, every human resource must have professionalism because professionalism contains expertise, skills, and abilities in doing work and has high quality and quality, there is a desire to spur the mission in progress to

develop his career and the company. This is where professionalism is needed that plays a role in organizations at various levels of management to move existing human resources rationally so that performance reaches the goals and objectives to be achieved. Professionalism must also be able to accommodate changes both on a domestic and global scale due to the growing dynamics of society.

Every employee is encouraged to be able to have a professional attitude at work in order to optimize their skills, time, energy, knowledge and resources in accordance with the field undertaken, so that it will affect the performance carried out by employees. According to Andrias Harefa (2004) that professionalism is first of all a matter of attitude. Then he said there are several things that can be considered to represent an attitude of professionalism, namely, high skills, service delivery oriented to the public interest, strict supervision of work behavior and a system of remuneration which is a symbol of work performance. Such as research from Rangga Saputra and Nurmasari (2020) entitled "Analysis of Employee Work Professionalism at the Kapur IX Sub-District Office, Fifty City Regency" found that employee professionalism was less than optimal and Arifin Mongilong, Frans Singkoh, Josef Kairupan (2018) research entitled "Analysis of Career Development Training Factors and Job Satisfaction on Employee Work Performance" obtained

the results of realizing qualified employees in carrying out their duties. The principal and function as employees are supported by resources that are classified as productive.

As we know, that a cooperative is not a business entity in the form of a pool of capital. A cooperative is a unique business entity because it is owned by many individuals. A cooperative is a collection of individuals who have the same vision, mission, and are based on the spirit of cooperation to achieve a certain goal. In its operation, the policies taken in cooperatives are carried out democratically in the interest of achieving common goals and desires. Basically, professional cooperative management is based on the ability of the management or cooperative management to carry out decisions and policies that have been made democratically in the Cooperative Member Meeting and supported by continuous supervision of the realization and implementation of these policies. Professional management or cooperative management is led to dare to reject irregularities and provide solutions to these members in professional ways because there is always a solution to one problem. In addition, managerial skills are also needed from management, supervisors or cooperative management to run a transparent business and be able to develop cooperatives. So management, supervisors or management must be able to read and see trends so that they

can follow dynamic business developments. Management, supervisors or management of cooperatives must learn to be open to all members both in the work system, financial statements, and the results of supervision of the running of the cooperative.

In addition, cooperative management or management also needs to provide education and training to cooperative members to improve the abilities and skills of members, member development, and knowledge about how to live a good and correct cooperative, one of which is the Mitra Abadi Savings and Loans Cooperative. Mitra Abadi Savings and Loans Cooperative is engaged in savings and loans business that participates in realizing an advanced, just and prosperous society. Mitra Abadi Savings and Loans Cooperative has been operating since November 18, 2009, this cooperative is located at Jl. Danau Buyan No.9, Sanur, South Denpasar. Mitra Abadi Savings and Loans Cooperative places employees according to their respective abilities which will affect morale. But employees forget about professionalism at work, because many ignore attendance hours and result in decreased achievement caused by employee unprofessionalism while working.

Based on the results of conservation carried out at Mitra Abadi Savings and Loans Cooperative. The

problem faced in terms of declining employee performance is the professionalism of the employees of the Mitra Abadi Savings and Loans Cooperative that has been determined. Like there are still many employees who are not punctual in entering office hours that have been determined by the company, and become incompetent employees at work which reduces employee performance.

Previous research has been conducted by Arifin Mongilong, Frans Singkoh, Josef Kairupan with the title Capacity Development of the State Civil Apparatus Improving Work Professionalism in the Regional Finance and Assets Agency of Bolaang Mongondo Regency The results of the study show that the process of developing the quality of employees at the Regional Finance and Asset Management Agency of Bolaang Mongondow Regency that runs well can have implications for the realization of qualified employees in implementing The main duties and functions as employees are supported by resources that are classified as productive in terms of age, so that the role of employees in achieving predetermined organizational goals can be realized so that the image of the organization / institution in the eyes of the community can be good, Employee Quality Development at the Regional Financial and Asset Management Agency of Bolaang Mongondow Regency has been running very well. Based on the aspects used to

assess the development of employee quality, namely formal education and training education (Diklat), then training is grouped into leadership training, functional training and technical training.

Furthermore, research conducted by Nurul Rafiqoh Lubis, Muhammad Arif with the title Analysis of Work Professionalism on Financial Governance of the Medan City Regional Secretariat. The results showed that even though it consists of different educational backgrounds, and in the place of work positions that are not in accordance with their educational background, the work is still carried out well in accordance with their duties and functions and follows the basic accounting equation system as a dsar in managing financial governance in the Regional Secretariat of Medan City.

Research conducted by Rangga Saputra, Nurmasari with the title Analysis of Employee Work Professionalism at the Kapur IX Sub-District Office, Fifty City Regency. The result of his research is the Analysis of the Work Professionalism of Employees at the Kapur IX Subdistrict Office of Fifty City Regency is categorized as quite good. The inhibiting factor is the absence of CCTV installed at the Kapur IX sub-district office, so that supervision of employee professionalism is less than optimal. Then some employees often delay during break hours. In addition, the services provided by employees at

the Kapur IX sub-district office are always slow and not on time.

Furthermore, research conducted by Nikita Maharani (2019) entitled Analysis of the Application of Motivation and Compensation on the Performance of Bank BRI Syariah KC Madiun Employees. The results showed that the compensation received by employees was not in accordance with the achievements that employees had achieved while meeting the target, judging from the evidence of the 2018 management system recap preview in the moderation management system criteria column, indicating that there were some that needed to be improved. Because the application of compensation is not in accordance with the expectations and desires of employees so that it affects employee performance to be unproductive within the last one year, making the employee turnover rate increase.

Research conducted by Andika Winly Oroh, Novie Pioh, Gustaf Undap with the title Professionalism of Village Equipment Work in Public Services in Mobagu City Village, West Mobagu City District. The results showed that professionalism was studied from aspects of work competence, effectiveness, efficiency, and responsibility, where Kotamobagu Village employees in public services must be further improved, this is evident from the informant's response which stated that employee readiness in the implementation of public services is

discipline in starting and completing services, being able to do the work they are responsible for, the attitude of the apparatus in providing services to society, where the apparatus in working has not fully understood and carried out well their roles, duties and

responsibilities in providing public services

Based on the background and previous research that has been made, the framework of thinking in this study is as follows:



Figure 1. Frame of Mind

Source: Processed by researchers (2022)

METHODS

In this study, researchers use qualitative data is qualitative data. According to Sugiyono (2018) suggests that qualitative methods are research methods based on the philosophy of postpositivism, used to examine natural object conditions, where this method is used to obtain in-depth data, a data that contains meaning. While the data source used is the primary data source

collected and processed by the researcher himself directly from the respondents through an in-depth interview process. The primary data sources in this study are managers and employees at Mitra Abadi Savings and Loans Cooperative as the necessary resource persons, while the secondary data sources in this study are data from several national research journals on the Google Scholar site, and manuals

that support the theoretical basis used in this study.

Data collection techniques use observation, interviews and

documentation. In this study, the author selects research informants in accordance with the required data consisting of:

Table 1. Research Informants

No	Job Title	Qty
1	Chairman of Mitra Abadi Savings and Loans Cooperative	1
2	Head of Fund Section	1
3	Employees of Mitra Abadi Savings and Loans Cooperative	2
4	Mitra Abadi Savings and Loans Cooperative Customer	2
Total		6

Source: Processed by researchers (2022)

The data analysis technique used is qualitative data analysis that is inductive, which is an analysis based on the data obtained then developed into a hypothesis. This research is a qualitative type with a descriptive method, so it is relevant if the research uses qualitative

analysis on the results of this study. This qualitative analysis is carried out by conducting intensive analysis of data that has been obtained in the field in the form of interviews, documentation, and observations.

RESULT AND DISCUSSION

Discussion on professionalism in mitra abadi savings and loans cooperative From the results of interviews and observations that have been conducted by researchers, it can be stated that there is a decrease in the level of professionalism of the employees of the mitra abadi savings and loans cooperative. This is in accordance with the theory of budi rajab (2002) that professionalism is needed in organizations. Andrias (harefa 2004) professionalism is first of all a matter of attitude. There are several things that can be considered to

represent professionalism, namely, high skills, public interest-oriented service delivery, strict supervision of work behavior and a remuneration system that is evidence of work performance. Professional human resources are needed, so that it will create good performance and commitment from people working in the organization as well as being able to foster the image of the organization.

According to martin jr. (kurniawan, 2005) the characteristics of apparatus professionalism in accordance with the

demands of good governance, can be converted through three types of conversion processes, namely *equality*, *equity* and *loyalty*. Implementation by employees of mitra abadi savings and loans cooperative, namely:

1. Equality, equal treatment of services provided. The implementation of equal treatment for the services provided at mitra abadi savings and loans cooperative based on the results of interviews is that all customers will definitely be given the same service by employees. That cooperatives adhere to the concept of kinship, and in that concept employees should not discriminate the treatment given to customers.
2. Equity, in addition to equal treatment to the community, there is also fair and equal treatment. The implementation of fair treatment at mitra abadi savings and loans cooperative based on the results of interviews is that the services provided are generalized without discriminating customers by providing fair treatment
3. Loyalty: loyalty is given to the constitution of the law, leaders, subordinates and colleagues. The form of loyalty to the mitra abadi savings and loans cooperative based on the results of the interview is through the length of time employees work at the mitra abadi savings and loans cooperative, we can see that the loyalty that arises is very strong, and also by establishing good working relationships with employees with other employees can strengthen brotherhood so as to cause loyalty to the mitra abadi savings and loans cooperative.

Based on the characteristics of professionalism supported by the results of interviews with several informants, researchers can assess that professionalism is important to be applied at work. The concept can be seen from the approaches described above and this study has several findings whose research results are in line with previous research. Previous research conducted by (rangga saputra, nurmasari 2020) which discussed the pattern of employee work professionalism at the kapur ix sub-district office, fifty city regency, the results of previous research said that the analysis of employee work professionalism at the kapur ix sub-district office of fifty city regency was categorized as quite good. The factor of decreasing professionalism is that some employees often delay during break hours. In addition, the services provided by employees at the kapur ix sub-district office are always slow and not on time, where previous research is also in line with the results of the current research, namely the decline in work professionalism by employees of the mitra abadi savings and loans cooperative.

Discussion on employee performance at mitra abadi savings and loans cooperative

In accordance with the discussion of theoretical foundations (prawirosentono 2008) states that: performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with their respective authorities and responsibilities, in an effort to achieve the goals of the organization concerned legally, not violating the law and in

accordance with morals and ethics. Based on the assumptions above, researchers argue that the reality in the performance of mitra abadi savings and loans employees addressed to customers is not always good, there are also those who receive poor performance, such as length of service, employee friendliness.

Based on the theory proposed by rivai (2005) employee performance can be seen from work result standards, targets or targets that have been determined and mutually agreed. This theory is supported by the results of interviews with superiors who say that the *output* provided by employees of mitra abadi savings and loans cooperative can be said to be good and superiors are satisfied with the performance they do.

re both supported by the results obtained are not comparable to the performance provided.

CONCLUSION AND RECCOMENDATIONS

From the descriptive analysis of the interview results and the analysis of the discussion above, it can be concluded that there has been a decrease in the professionalism of Mitra Abadi Savings and Loans Cooperative employees, because the salaries or wages provided by the cooperative are smaller than before the pandemic. This is due to the lack of recovery in the internal condition of the Mitra Abadi Savings and Loans Cooperative due to the effects of the pandemic. Thus, the decline in professionalism has an impact on employee performance at work such as not

punctual employees entering office hours, slow service provided and less friendly employees when serving customers. In a previous study conducted by Nikita Maharani (2019) entitled Analysis of the Application of Motivation and Compensation on the Performance of Bank BRI Syariah KC Madiun Employees, it was found that the compensation received by employees was not in accordance with the achievements that employees had achieved while meeting targets, because compensation was not in accordance with employee expectations and desires, thus affecting employee performance to be unproductive within the last one year and making Increased employee turnover rate. Supported by this research, it can be concluded that decreased employee professionalism caused by reduced salaries or wages has an impact on employee performance that becomes less good

LIMITATION

This research only focuses on employees of Mitra Abadi Savings and Loans Cooperative, in the next research it is expected to use the mix method, by using the mix method, more comprehensive, valid, reliable and objective data will be obtained. Further researchers are expected to review more sources and references related to employee work professionalism.

CONFLICT OF INTEREST

Authors disclose no conflicts of interest Related to the work in this manuscript.

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