



Analyzing of Self Esteem, Self Efficacy, and Learning Organization on Employee Performance at PT Bank Republik Indonesia Branch Jemursari Surabaya

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Abstract: Theory of Self-esteem and self-efficacy in Social Work (including historical reviews of social work alliances inconsistent with self-esteem and self-efficacy theory, emerging power perspectives, and narrative focus (Frankenberger et al. Families develop self-esteem and self-efficacy to pressures of military segregation) (Frankenberger et al., 2014). We see them together in one document. In this case, we want to study the flexibility of banking system factors that have never been done before. Private companies rely mainly on people, and human resources are undoubtedly distinctive. The quality of labor and returns will be the litmus test, that is, turnover high sales force due to low entry and exit b (Rana and Javid, 2019). In this article, we want to empirically examine the concept of flexibility associated with marketers in banking system. We are interested in seeking banking system flexibility for banking system professionals as the banking system factor is the focal point for private companies. It has been noted that the private sector is facing a crisis in the learning skills and competences of field staff - the key business team. They are distinguished by the criteria set for their employment. Anyone with basic training can become a banking system agent and start promoting and selling their own products. (Mahresh, 2014). Private companies need a reliable and strong team to keep improving the company's performance so that it remains competitive and evolving. To have a reliable banking system team, especially in private service companies, it takes rigorous banking system professionals who are smart about providing education to the public, especially potential customers, about the special benefits. Banking system professionals even face obstacles in their work. Results of interviews with researchers with people working in the field of banking system. The interviews revealed that their work was underestimated, leading to them being banned from friendship or family relationships early in their careers as marketers. While the banking

system agent has basic needs, social and subjective needs in performing his job. Basic needs, social and subjective needs are factors related to job satisfaction; Stress, career advancement and work environment have emerged as factors for leaving the company.

Keywords: Self-Esteem, Self-Efficacy, Banking, Development, HRM

INTRODUCTION

While elasticity theory has evolved over the last seventy or eighty years, it has seen a resurgence over the last two or three decades (Bernier & Meinen-Dick, 2014). Early research into the roots of self-esteem and self-efficacy in children has developed into a broad, dynamic, and exciting field. Current self-esteem and self-efficacy theory focuses on the individual (both children and adults), family, community, workplace, and the politics of dealing with people. There are many areas of life that are somehow untouched by resistance theory, including the military community (Bernier & Meinen-Dick, 2014). This is to understand how businesses can thrive in the digital age and how to spread the COVID-19 pandemic, which relies on the banking system team.

This paper summarizes the abundance of literature on self-esteem and self-efficacy and provides an aggregate summary of this literature. There are 915 sources cited in this document, published in 2020, images from books, academic journals, master's and doctoral theses, published government and military reports, family training, brochures, popular magazines, and unedited research reports.

A comprehensive review, discussing individual self-esteem and self-efficacy (including childhood resistance, salutogenesis, sense of cohesion, development, flexibility, learning resources, self-efficacy, locus of control, efficacy, endurance, and personal reasoning) (Wagnild & Young, 1993).). Family self-esteem and self-efficacy (including the family stress study, the ABCX Hill family stress model, the family strength study and several models of family self-esteem and self-efficacy developed by McCubbin and colleagues - the multiple ABCX model, the FAAR model, the T-Double ABCX model and most recently the family adaptation and self-esteem and self-efficacy model) (Wagnild & Young, 1993). Community self-esteem and self-efficacy (including social support systems and some recent writings in this growing area). Self-esteem and self-efficacy-based policies (again with recent reflections on incorporating self-esteem and self-efficacy theory into policy formulation, and with detailed sections on work or family life policies as examples of self-esteem and self-efficacy-based policies) (Wagnild & Young, 1993).

Their jobs are usually in the field meeting potential clients, so they often get rejections. Prolonged psychological and physical fatigue will be a challenge for banking system professionals. To deal with these circumstances, it is important for the banking system person to be flexible in handling situations in the field. Therefore, there are not only a few banking system people who come in and out of private companies, but also many banking system people who excel and receive awards (national and international awards) every year, travel abroad and earn hundreds of millions to billions of rupees. This gap can be filled and challenges overcome by focusing the power of banking system personnel on “professional practice development” (Mehrishi, 2014)

LITERATURE REVIEW

Self-Esteem and Self-Efficacy

Due to the many stresses in life, some individuals have the capacity to recover faster than others and gain strength from the situation. Self-esteem and self-efficacy has been described as a dynamic process in which an individual adapts positively to adversity (Sarrionandia, Díaz and Lasarte 2018 in Luthar et al., 2000). That is, self-esteem and self-

efficacy is the capacity of a dynamic system to successfully adapt in the context of significant threats to system functionality, viability, or development (Masten, 2013). Self-esteem and self-efficacy has been linked to several factors, such as: 1. Welfare 2. Satisfaction with life 3. The influence of self-concept 4. Engagement 5. Personal competence

Although there are various approaches to understanding self-esteem and self-efficacy, in this study self-esteem and self-efficacy is considered as a trait. According to this approach, self-esteem and self-efficacy is a positive personality trait that promotes adaptation (Wagnild and Young, 1993; Connor and Davidson, 2003). Whereas, self-esteem and self-efficacy is considered as a series of individual attributes that can facilitate the ability to cope when faced with stressful life events (Hoge et al., 2007). On the one hand, stressors can represent opportunities to grow and increase one's self-esteem and self-efficacy, and thereby promote a return to higher levels of balance. On the other hand, the individual may have adjustment problems and use destructive means to cope with the stressor. This implies that resilient individuals can maintain their psychological health by shielding the negative effects of difficult times.

The analysis also suggests a useful operational definition of self-esteem and self-efficacy used here – the ability to overcome adversity, and succeed despite exposure to high risk (Fraser et al., 1999). The ability to maintain competence under stress and the ability to recover from trauma are also frequently cited definitions (Masten, 1994).

Learning Organization

Basically, the organization does not only rely on how much employee performance and how much influence and accuracy it has on the goals to be achieved by an organization or company. They must be able to learn about future economic conditions, learn from goals that are starting to become irrelevant to the economic situation and renew the company's goals so that they can continue to survive and not be paralyzed in the midst of developing the national and global economy.

Therefore, according to Srimulatsih, M. (2021:168) organizational learning can be interpreted as an organization that seeks to understand every need of entities within the organization that will have an impact on the achievement and improvement of the desired organizational goals, namely the achievement of organizational performance. Then according to Vera and Crossan in Song (2009). Organizational learning is a process of joint learning activities by sharing thoughts and actions that are influenced and based on the climate within the organization.

Argyris (1976:363) in Hadi, H. K., Juniawati, T., & Siswanto, T. (2018: 213-2014) reveals that organizational learning is a process of detecting and correcting errors. Organizational learning is something new that is sometimes still misinterpreted only as an effort to train and develop organizational and employee capabilities. from the various kinds of exposure, it can be concluded that an effort is made by the organization to evaluate all components of the organization both work concepts, vision and mission, performance and goals in order to adapt to the internal climate of the organization that has been formed and adapt to the current economic climate. as well as the future.

Performance

If a human resource in the organization is hired to fulfill the vision and mission of the company or organization then this cannot be allowed to just carry out their work without reviewing their performance by the organization, the review can be in the form of measuring the performance of an employee whether it has appropriate and maximal in carrying out his work obligations to fulfill the vision and mission of the organization or company.

According to the explanation of Kasmir, s.e., (2016) in Harianja, N., Kusumapraja, R., & Wekadigunawan, C. S. P. (2022:94). Performance is the result of work and work behavior that has been achieved by employees in completing the tasks and responsibilities given within a certain period. In another definition, performance is the result of work achieved by a person in carrying out tasks in accordance with the responsibilities given to him (Sebayang, S., & Sembiring, J. 2017:335).

Meanwhile, according to (Hamali & Saboor, 2019) is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and contributes to the economy. In this explanation, it can be concluded that performance is the work output produced by an employee in carrying out his job duties whether it is in accordance with the company's vision and mission in the agreed time period to measure its accuracy and success to meet company goals. or organization.

RESEARCH METHODS

The type of research used in this research is quantitative research. Quantitative research method is one type of research whose specifications are systematic, well-planned and clearly structured from the beginning to the making of the research design. According to Sugiyono (2013) in Agung, A., Ratnawili, R, (2020:30), quantitative research methods can be interpreted as research methods based on the philosophy of positivism, used to examine certain populations or samples, sampling techniques are generally carried out randomly, data collection using research instruments, statistical quantitative data analysis with the aim of testing the established hypothesis. This study focuses on research variables in the form of clear numbers and aims to find facts about the performance of employees of Bank BRI's Sunsari branch in Surabaya.

The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions (Sugiyono, 2013 in Agung, A., Ratnawili, R, 2020:31). Based on these qualities and characteristics, the population can be understood as a group of individuals or objects of observation that have at least one characteristic in common. With regard to this research, it can be concluded that the population in this study is the employees of Bank BRI Jemursari Surabaya branch as many as 50 employees.

The sample is part of the number and characteristics possessed by the population (Sugiyono, 2013 in Agung, A., Ratnawili, R, 2020:30). Because all of the population in this study were sampled, the sampling method used a non-probability pattern of saturated samples. The data collection technique is using a non-probability pattern, namely a sampling technique in each population with equal opportunities (Alam, A. P., & Lubis, J., 2021:19). According to Sugiyono (2013) in Agung, A., Ratnawili, R, (2020:30) the saturated sample method is a sampling technique when all members of the population are used in research. So the sample in this study were all 50 employees at Bank BRI Jemursari Surabaya branch.

FINDINGS AND DISCUSSION

Table 1.

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.137	3.146		.044	.965
	Self Esteem	.279	.111	.305	2.514	.015
	Self Efficacy	.432	.100	.525	4.339	.000
	Learning Organization	.078	.154	.061	.505	.616

a. Dependent Variable: Performance

- 1) The results of the T test The results of the T-test on the Self Esteem variable show the t-count value of $2.514 > 1.67$ t table. Meaning that there is an effect of Self Esteem on Performance. The significant value also shows $0.015 < 0.05$ which means there is a significant effect.
- 2) The results of the T test on the Self Efficacy variable show the t count value of $4.339 < 1.67$ t table. Meaning that there is an effect of Self Efficacy on Performance. The significant value also shows $0.000 < 0.05$ which means there is a significant effect.
- 3) The results of the T-test on the Organizational Learning variable show the t-count value of $0.505 < 1.67$ t table. Meaning that there is no effect of Organizational Learning on Performance. The significant value also shows $0.616 > 0.05$ which means there is no significant effect.

Can be seen from the regression table above, The calculated T value in the table means as follows, The results of the F test or simultaneous test can be shown in the following table:

Table 2.
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	80.741	3	26.914	7.745	.000 ^b
	Residual	159.839	46	3.475		
	Total	240.580	49			
a. Dependent Variable: Performance						
b. Predictors: (Constant), Learning Organization, Self Efficacy, Self Esteem						

The results of the calculated F test in table 4.10 can show that the calculated F is $7.745 > 2.81$ Ftable. Meaning that there is an effect of Self Esteem, Self Efficacy, and Organizational Learning on Performance simultaneously. Sign value $0.000 < 0.05$ also proves that the effect is significant.

Discussion

The results of the tests carried out concluded that Hypothesis 1 which explained about Self-esteem had a significant effect on the performance of Bank BRI employees, the Jemursari branch of Surabaya, was accepted. It is proven by the result of T test which is higher than T table. Furthermore, evidence was obtained from the T test which was significantly lower than the critical value, indicating that the results of the tests carried out showed a significant effect of Self Esteem on performance. This study supports previous research that has been carried out by Sebayang, S., & Sembiring, J. (2017) which suggests that self-esteem has a significant influence on performance. Then Hidayat, H., & Setiawan, I. A. (2016) also explained that self-esteem has a significant influence on performance. Furthermore, supported by Kusniawati, A., & Kader, M. A. (2021) also conducted research which found that self-esteem had a significant effect on job satisfaction. With the job satisfaction obtained by employees, it is possible that their work performance, work performance, and performance will increase. It is further supported by previous research conducted by Nirmalasari, L., & Masusan, K. (2022) which explains that self-esteem has a positive and significant effect on work performance. Performance and work performance are two things that are closely related, proving that self-esteem is important so that employees can maximize their work potential.

There are also studies that have been criticized, namely Prasetya, V., Handayani, D., & Purbandari, T. (2013) with the results of self-esteem not having a significant effect on individual performance. Self-esteem in several studies has been shown to have a significant influence on performance because it is caused by factors that influence it. If an employee has

high self-esteem, he will automatically see himself as a person who has a feeling of self-respect, a feeling of acceptance, a feeling of ability, and a feeling of worth. These four factors have positive indications that cause employees to want to be competent, achieve, and feel valued. So that in the end lead to increased performance.

The results of the tests carried out concluded that Hypothesis 2 which explained about Self Efficacy had a significant effect on the performance of employees of Bank BRI Jemursari Surabaya branch was declared accepted. It is proven by the result of T test which is higher than T table. Furthermore, evidence was obtained from the T test which was significantly lower than the critical value, indicating that the results of the tests carried out showed a significant effect of Self Efficacy on performance. This study supports previous research conducted by Harianja, N., Kusumapraja, R., Wekadigunawan, C. S. P. (2022) which suggests that self-efficacy has a significant effect on performance. Shows that self-efficacy is an important factor that influences employee performance.

The results of the tests carried out concluded that Hypothesis 3 which explained about Organizational Learning had a significant effect on the performance of employees of Bank BRI Jemursari Surabaya branch was declared rejected. It is proven by the result of T test which is lower than T table. Furthermore, evidence was obtained from the T test which was significantly higher than the critical value, indicating that the results of the tests carried out showed an insignificant effect of Organizational Learning on Performance. This study criticizes previous research conducted by Srimulatsih, M. (2021) with the results of organizational learning having an effect and a positive impact on employee performance. Furthermore, he also criticized similar research conducted by Hadi, H. K., Juniawati, T., & Siswanto, T. (2018) with organizational learning outcomes having a significant effect on performance. A similar study that was also criticized was the research conducted by Hamzali, S. (2022) with the results of organizational learning having a positive and significant effect on performance. Organizational learning can have no effect on performance because the model is not suitable for employees. It could also be because employees feel that there is no need for Organizational Learning because of the capture and absorption power factor. So according to them, there is no effect of Organizational Learning on Performance.

The results of the test concluded that Hypothesis 4 which explained about Self Esteem, Self efficacy, and organizational learning had a significant effect on the performance of the employees of Bank BRI Jemursari Surabaya branch was accepted. It is proven by the result of F test which is higher than F table. Furthermore, the evidence obtained from the F test is significantly lower than the critical value, indicating that the results of the tests carried out show that Self Esteem, Self Efficacy, and Organizational Learning have a significant effect on performance simultaneously. Support Previous research conducted by Sebayang, S., & Sembiring, J. (2017) which states that the variables of self-esteem and self-efficacy simultaneously have an influence on performance of 54.5%.

The simultaneous effect obtained from the two variables is because self-esteem and self-efficacy prove to have a significant influence on the discussion above. The causes of the influence of self-esteem and self-efficacy can be explained through discussion one and two. So even though organizational learning is said to have no significant effect on performance, the resulting contribution will still occur if it is carried out simultaneously. Supported by the coefficient of determination of the variables Self Esteem, Self Efficacy, and Organizational Learning contribute simultaneously to the performance of employees of Bank BRI Jemursari Surabaya branch with a value of 33.6%.

CONCLUSION AND RECOMMENDATION

The theory of self-esteem and self-efficacy is formed as a result of circumstances or social constructions that occur. Self-esteem and self-efficacy is divided into several aspects

and this research emphasizes individual and employee self-esteem and self-efficacy based on the implementation of banking system banking system workers. Individual self-esteem and self-efficacy there are aspects of the paradigm of interest development to create self-esteem and self-efficacy and one of them is salutogenesis. The coherent construction of social and work organization forces self-esteem and self-efficacy to emerge. The content of individual self-esteem and self-efficacy values is solutive and adaptive.

In this study, the development of self-esteem and self-efficacy in banking system banking system workers diversifies into two components, namely internal and external. Self-esteem and self-efficacy in its internal form comes from oneself and has a philosophical line. Subjectivity to internal factors are moral, ethical, and mental. External factors on employee self-esteem and self-efficacy are divided as indicated by the conception of society that is formed into norms. These two factors combine and form an employee self-esteem and self-efficacy model and implement it in banking system banking system workers.

Commitment To be a form of implementation of individual and employee self-esteem and self-efficacy. Employee commitment is based on the model of service to the company. Debate arises as to how this commitment can be measured. The benchmark for commitment is ultimately based on being antecedents, mediators, and moderators. These three aspects ultimately form a commitment to employee self-esteem and self-efficacy and are positive.

The elaboration of each aspect requires an internal causal condition in the company. The leadership factor is a direct or indirect influence on employee performance and self-esteem and self-efficacy. Leadership is a crucial aspect of a company to define the vision and moderate the mindset to be narrowed down coherently on the self-esteem and self-efficacy of banking system banking system workers.

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