



Work Professionalism Through Work Discipline on Employee Performance (a Literature Study Human Resource Management)

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Abstract: Previous research or relevant research is very crucial in research or scientific article. Previous research or relevant research serves to strengthen the theory and phenomena of the relationship or the influence between variables. This article reviews the effect of work professionalism on employee performance through work discipline, either directly or indirectly. This article is a literature study of human resource management conducted with a literature review or literature research that examines or critically reviews knowledge, ideas, or findings in the body of academic-oriented literature, and also formulates the theoretical and methodological contributions for a particular topic. The results of this library research are: 1) work professionalism affects work discipline; 2) work discipline affects performance; 3) work discipline affects performance, and 4) work professionalism affects performance through work discipline.

Keywords: Work Professionalism, Performance, and Work Discipline.

INTRODUCTION

An organization is required to have professional employees to optimize their skills, time, energy, knowledge, and resources by the field they are in, these will affect the performance of employees. According to Siagian (2010), professionalism is reliability and expertise in carrying out tasks so they can be done with high quality, on time, accurate, and understandable procedures.

For employees, high professionalism will encourage the creation of high professional awareness which is used as a reference for establishing bonds and loyalty not only with co-workers but also to the organization to which they belong. According to Handayani, et al (2018), a professional employee is someone who has high skills, knowledge, experience, intelligence, innovation, and an independent attitude.

Work professionalism relates to employee appreciation for the work assigned to them, fully obeying and submitting to the work rules and the organization. If employees are not professional, it will cause negligence and distraction in carrying out their duties, so this will

also diminish the employee performance to be not optimal. Not only affects their performance, but the lack of professionalism in working also indirectly affects the work discipline. This is stated by (Khumaira, 2020) in her research which suggests that if an employee has professionalism, they will always obey the applicable regulations because violating the rules or acting undisciplined is an unprofessional attitude. The results of this study indicate that professionalism can affect a person's work discipline towards the organization.

The professionals provide an understanding that a professional in his field must be responsible and disciplined towards him and the organization. For employees, high professionalism will encourage the creation of high professional awareness which they use as a reference for establishing bonds and loyalty not only with their co-workers but also to the organization to which they belong.

The importance of employee professionalism in carrying out their duties to support the organization in achieving the organization's vision and mission, the purpose of this article is: 1) To determine the effect of work professionalism on employee work discipline; 2) To determine the effect of work professionalism on employee performance; 3) To determine the effect of work discipline on employee performance, and 4) To determine the effect of work professionalism on employee performance.

LITERATURE REVIEW

Work Professionalism

A professional person is someone who has the skills, abilities, or expertise to carry out their work well according to their respective fields to get recognition or awards. A professional employee should also be able to own and take on the responsibilities assigned to him. According to Kurniawan (2012), professionalism is a person's abilities and skills in doing work according to their respective fields and levels. Professionalism concerns the compatibility (*fitness*) between the capabilities possessed by the bureaucracy (*bureaucratic competence*) with task needs (*task requirements*). The fulfillment between abilities and task needs is one of the conditions in aiming for professional employees. This means the expertise and ability of the apparatus along with the goals which the organization wants to achieve.

In a study about professionalism, Winarno (2012) stated that professionalism is carrying out duties using scientific techniques and procedures, dedication, and service orientation based on solid technical expertise and procedures as well as a certain personality attitude. Furthermore, Siagian (2010) added an interpretation of the work professionalism of employees or workers which essentially contains these aspects: 1) Potential aspects; 2) Professional and vocational aspects; 3) Functional aspects; 4) Operational aspects; 5) Personal aspects; and 6) Productivity aspect.

According to Winarno (2012), professionalism is a form or field of activity that provides services with specialization and high intellectualism. This activity in using its achievements carries out three main principles: 1) There is a basic knowledge that can be studied carefully and there is an attitude in someone who masters a technique that provides services for the community; 2) The success achieved by a profession is measured by how fast we complete the service for the community and not what people can achieve for their interests, and 3) The development of a supervision system as the efforts and practical activities of professionals in applying their knowledge and educational outcomes through the establishment of associations and the creation of various codes of ethics.

Employee professionalism is built through mastery of competencies that are needed in completing work. Purwanto (2014) stated that the important competencies for employees are competent in their fields of substance, communication, and relations as well as community service. Then Winarno (2012) suggested that work professionalism can be measured through

1) Professional Competence; 2) Personal Competence; 3) Social Competence, and 4) Ability to provide humanitarian services. Meanwhile, according to (Siagian, 2010) the employees' professionalism is measured through these: 1) The conformity of expertise with the field of duty; 2) Planning skills; 3) Implementing and evaluating work; 4) Always improving self-ability, and 5) Being aware of the chosen profession.

Work Discipline

Work discipline is a mental attitude that is reflected in the actions or behavior of a person or society in the form of obedience to the rules, and norms that are applied in the community, (Siagian, 2010). According to (Handoko, 2011) discipline is defined as an organization in which the members are willing to comply with the rules that have been set by a person/group of people, discipline is a person's awareness and obedience to company/institutional regulations and applicable social norms.

According to (Davis, 2012) Discipline is a management action that encourages the implementation of organizational standards, this is training that leads to justifying and involving the knowledge and behavior to make the employees more disciplined, and this will lead to better cooperation and performance. Meanwhile, according to Mondy (2010) Discipline is a condition of an employee's self-control and behavior that show the real level of teamwork in an organization. There is one aspect of internal employee relations that is very important but difficult to be done the application of disciplinary action.

According to Handoko (2011), there are two types of discipline: 1) self-discipline, this discipline is when a person feels his needs are fulfilled and he understands that he has become part of the organization, he is more aware and voluntarily complies with the regulations; and 2) Command discipline, this discipline does not grow from sincere feelings, but arises because of coercion or threats from others.

Furthermore, Handoko (2011) also explained that work discipline is influenced by several factors which are also indicators of work discipline: 1) Punctuality, the employees come to the office on time, organized and regularly, this means that work discipline has taken place 2) Using office equipment properly, the prudence of employees in using office equipment. This also shows that someone has a good work discipline attitude, so that the office equipment will be maintained well 3) High responsibility, meaning that employees complete the tasks assigned to them based on the procedures and is responsible for their work results 4) Obedience to office rules, this means that the employees always follow the rules in the office, such as wearing office uniforms. Identity cards, always asking permission when they are not able to come to work, this is also a reflection of high discipline.

Performance

Performance is the amount of effort that individuals expend in devoting a certain amount of energy to work (Mathis & Jackson, 2019). According to Simamora (2011) performance is the attitude of employees in carrying out their duties by their responsibilities. Meanwhile, Sutrisno (2012) explained that performance is an achievement obtained by someone in carrying out a task.

According to Mangkunegara (2017) performance is the result of work in quality and quantity achieved by an employee after finishing theirs based on their responsibilities given to him. In addition, Rivai dan Sagala (2011) explained that performance is a function of motivation and the ability to complete a task or job. One should have a certain degree of willingness and level of ability. A person's willingness and skills are not effective enough to do something without a clear understanding of what to do and how to do it. Performance is a real behavior that is displayed by everyone as a work performance produced by employees by

their role in the organization. Employee performance is a very important thing in the organization to achieve goals.

August W. Smith in Sedarmayanti (2017) states that performance is the result or output of a process. For this reason, an organization needs an evaluation process to assess employee performance. Furthermore, Cardy and Leonard (2011) stated that several things must be done to assess employee performance. These steps are: 1) Performance, 2) Diagnosis, 3) Evaluation, 4) Feedback, 5) Dealing with feedback, 6) Improving performance and 7) Future performance.

According to Mangkunegara (2017), two factors affect the achievement of performance in organizations; individual factor and organizational environmental factor. Psychologically, normal individuals have high integrity between their spiritual and physical functions. With high integrity between spiritual and physical functions, they have good self-concentration. This good concentration is the main thing for individual human beings to manage and utilize their potential optimally in carrying out daily work activities in achieving organizational goals.

(Mathis & Jackson, 2019) suggested that the aspects to assess performance are as follows: 1) Quantity of work; 2) Quality of work; 3) Time utilization; 4) Cooperation; and 5) Presence. Meanwhile, according to Rivai dan Sagala (2011) the aspects that are assessed to measure a person's performance based on the results of a study by Lazer and Wikstrom (1997) are classified into three: 1) Technical ability; 2) Conceptual ability; and 3) The ability of interpersonal relations.

Table 1. Previous Research

No	Name and Year of Research	Title	Research result
1	(Khumaira, 2020)	The Influence of Incentives and Professionalism towards Employees Discipline and Performance at the General Bureau of the Regional Secretariat of Riau Province.	The result of this study indicates that there is a significant influence between incentives and professionalism on employee performance, either directly or indirectly through work discipline. The direct effect is smaller than the indirect effect. This explains that work discipline has an important role in increasing the effect of incentives and professionalism on employee performance.
2	(Fujianti, 2012)	The Effect of Professionalism on Organizational Commitment and Job Satisfaction and Its Impact on the Performance of Educator Accountants.	The result of the study indicates that there is a significant effect of educator accountant professionalism on organizational commitment, job satisfaction, and performance. And there is a significant effect of job satisfaction on performance. While the organizational commitment of educator accountants showed no significant effect on performance.
3	(Putra, 2018)	The Influence of Professionalism and Work Climate on Employee Performance at PT. Bank Tabungan Negara Malang Branch Office.	The result of this study concludes that work professionalism and work climate have a positive and significant influence on employee performance at PT. Bank Tabungan Negara Malang Branch Office, either partially or simultaneously.
4	(Bolung et al., 2018)	The Influence of Professionalism and Skills on Job Satisfaction and Their Impact on Employee Performance of the Regional Development Planning Agency of	The result of the study shows that professionalism and skills affect employee performance, either directly or indirectly through job satisfaction. Likewise, job satisfaction also influences employee

No	Name and Year of Research	Title	Research result
5	(Dwiyanti et al., 2015)	North Sulawesi Province. The Effect of Work Motivation on Work Discipline and Its Impact on Employee Performance (Study at PT. PG. Krebet Baru)	performance. The result of the analysis shows that work motivation does not affect employee performance, work discipline affects employee performance, and work motivation has an indirect effect on employee performance through work discipline.
6	(Tri Widodo et al., 2018)	Analysis of the Effect of Leadership Style, Work Discipline, and Job Training on Employee Performance at PT. Telkom Indonesia Batam Branch.	The result of the analysis conducted in this study indicates that leadership style, work discipline, and job training partially or simultaneously have a significant influence on employee performance.
7	(Ayer et al., 2015)	The Influence of Work Motivation and Discipline on Employee Performance at the Agriculture Service of Support Regency.	The result of this study concludes those work motivation and work discipline on employee performance simultaneously and partially have a positive and significant effect. Where the work discipline has a more dominant influence compared to other variables.
8	(Agussalim et al., 2016)	Analysis of work discipline and work spirit toward employees performance (case study at Pratama tax office II Padang)	The results of this study conclude that work discipline and work spirit have a positive and significant influence on employee performance either partially or simultaneously.

RESEARCH METHODS

This type of research is library research, which is a series of studies related to library data collection methods, or research in which the objects are explored through various library information (books, encyclopedias, scientific journals, newspapers, magazines, and documents) (Arikunto, 2014). Literature review or literature research is research that examines or critically reviews knowledge, ideas, or findings which are contained in the body of academic-oriented literature, and also formulates the theoretical and methodological contributions to certain topics. (Hapzi Ali. Nandan Limakrisna, 2013). The focus of library research is to find various theories, laws, propositions, principles, or ideas that are used to analyze and solve formulated research questions. The nature of this research is descriptive analysis, this is a regular breakdown of the data that has been obtained, which is then explained so that it can be understood well by the reader.

FINDINGS AND DISCUSSION

This article analyzes and discusses the variables of Human Resource Management (HR): professionalism, discipline, and performance. Where professionalism affects employee performance either directly or indirectly through work discipline, the previous research and relevant articles:

Professionalism toward Work Discipline

Professionalism and work discipline has a positive and interrelated relationship, this is stated by (Khumaira, 2020) in her research which suggested that if an employee has a professional attitude, then he will always obey the applicable regulations because breaking the rules or acting undisciplined is unprofessional.

Every organization wants to have professional employees in carrying out their main duties and functions. But it is not easy to have professional employees, professionalism is carrying out duties that require scientific techniques and procedures, dedication, and service-oriented which is based on solid technical expertise and procedures as well as a certain personality attitude (Asnawir, 2011).

Professionalism can be interpreted as a person's abilities and skills in doing work according to their respective fields and levels. Professionalism concerns the compatibility (*fitness*), between the abilities possessed by the bureaucracy (*bureaucratic-competence*) and task requirements (*task requirements*), the fulfillment of abilities and task needs is the formation of a professional apparatus. This means that the expertise and capabilities of the apparatus reflect the direction and goals of an organization (Kurniawan, 2012).

Employee professionalism is determined by the level of employee ability which is reflected through their daily behavior in the organization. A high level of employee ability will quickly lead to the achievement of organizational goals that have been previously planned, in the other hand if the level of employee ability is low, the tendency of organizational goals to be achieved will be slow and even deviate from the original plan.

Professionalism towards Performance

Professionalism is an appropriate ability and skill in doing work according to the field and appropriate skills in doing work according to their respective fields and levels. Professionalism is a match between the capabilities of the bureaucracy and the needs of the task (Kurniawan, 2012). According to Siagian (2010), professionalism is reliability and expertise in carrying out tasks so they can be done with high quality, on time and using procedures that are easily understood and followed by customers.

In working, every human resource is required to have professionalism because professionalism contains expertise in optimizing knowledge, time, and energy. An employee must have professionalism at work because professionalism at work will also provide good work results. This is stated by several studies that have been done previously which revealed that work professionalism significantly influences a person's performance, including research conducted by (Siahaan, 2010) which suggested that work professionalism has a positive and significant effect on employee performance.

In addition, Ramadhan, G (2018) in his research also revealed that there is a significant relationship between work professionalism and employee performance. This shows that the higher the professionalism of the employees, the better the employees' performance as expected. Other studies conducted by Bolung, et al (2018) and Kartono (2018), also revealed that work professionalism has a positive and significant influence on employee performance. This means that the higher the level of professionalism of employees at work, then this will be followed by the better performance provided by employees in the organization.

Work Discipline with Performance

Work discipline is a management action to enforce organizational standards (Davis, 2012). Discipline is also a form of employee self-control and regular implementation which shows the level of seriousness of the teamwork in the organization, Discipline demands punishment for employees who fail to meet the specified standards. Therefore, disciplinary action is not applied haphazardly but requires wise consideration.

Discipline is a positive behavior that is essentially formed as attitudes, behavior, and actions that are by applicable regulations, both written and unwritten (Tri Widodo et al., 2018). In an organization, discipline is a very important factor to achieve its goals, without discipline an organization cannot achieve optimal performance results.

Previous studies have also noted that discipline has a significant effect on performance. Among them is research that has been conducted by (Agussalim et al., 2016), (Ayer et al., 2015) and (Dwiyanti et al., 2015) which stated that discipline is the form of effective use of time, obedience to established regulations, come and go home on time, influencing the performance of human resources shows that discipline will improve the performance of human resources.

Professionalism through Work Discipline on Performance

Professionalism reflects the attitude of employees towards the profession they are engaged in, and their seriousness to explore, master, apply and uphold professional ethics. Professionalism has a broad dimension. Concerning a person's state of mind that reflects the pattern of thinking and pattern of life. Professionalism does not merely reflect the distinctive skills or mastery of special knowledge (*intellectual abilities*) possessed by a person. However, it can also be shown with a disciplined attitude to do their work on time, never leave their job, and always follow the rules that have been set by the organization. If employees can be disciplined in carrying out their duties, it will indirectly affect the optimal work results for the organization.

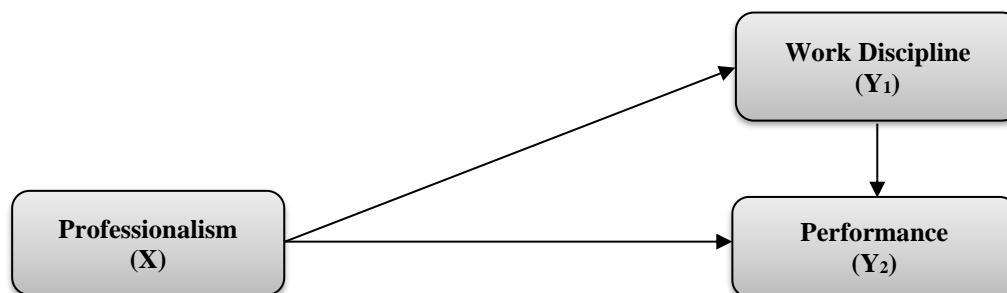
Discipline is a person's awareness and willingness to obey all organizational rules and applicable social norms. The meaning of awareness is the attitude of someone who voluntarily obeys all the rules and is aware of his duties and responsibilities. Meanwhile, the meaning of willingness is an attitude, behavior, or someone's actions under organizational regulations, both written and unwritten (Hasibuan, 2011).

The discipline itself is one of several factors that affect employee performance (Siagian, 2010). Because without discipline, the upcoming activities will bring unsatisfactory results and are not in line with expectations. This will cause a lack of achievement of the organization or company goals and can also hinder the running of the organization's programs.

According to Mathis & Jackson (2019), effective discipline should be directed to the behavior and not to the employee as a person, because the reason for discipline is to improve performance. A person who has a high level of discipline will continue to work well even though he is not supervised by a superior then will not steal work time to do other things that are not related to work and will obey the existing regulations in a work environment with a high basis without any coercion, so it will ultimately affect the achievement of optimal performance. Discipline is the key to the realization of organizational goals, with good work discipline the employees are aware and willing to do all their duties well (Hasibuan, 2011).

Framework of thinking

Based on the formulation of the problem, theoretical studies, relevant previous research, and discussion of the influence between variables, the framework of thinking in this article is as follows.



Picture 1: The Framework

Based on the description of the conceptual framework above, then: Professionalism (X) can affect performance (Y) either directly or indirectly through work discipline (Y1). In addition to the two exogenous variables that affect performance (Y2), many other variables influence it, including:

- 1) Work Motivation: (Riyanto, Sutrisno, et al., 2017), (Bastari et al., 2020), (Prayetno & Ali, 2017), (Rivai et al., 2017), (Chauhan et al., 2019), and (Nguyen et al., 2020b).
- 2) Work environment: (Purba et al., 2017); (Sardjijo & Ali, 2017); (Nguyen et al., 2020a)
- 3) Leadership: (Riyanto, Pratomo, et al., 2017), (Purba et al., 2017), (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), (Agussalim et al., 2016), and (Nguyen et al., 2020b).
- 4) Compensation: (Wydyanto & Yandi, 2020); (Reza Putra & Gupron, 2020); (Purba et al., 2017)
- 5) Job satisfaction: (Yandi & Bimaruci Hazrati Havidz, 2022); (Wydyanto & Yandi, 2020); (Birtch et al., 2016)
- 6) Communication: (C.C. Widayati et al., 2020), (Christina Catur Widayati et al., 2020), (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), (Agussalim et al., 2016).
- 7) Work engagement: (Yandi & Bimaruci Hazrati Havidz, 2022); (Trofimov et al., 2017)
- 8) Perception organizational support: (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), (Agussalim et al., 2016).
- 9) Communication: (C.C. Widayati et al., 2020), (Christina Catur Widayati et al., 2020), (Ridwan et al., 2020), (Djoko Setyo Widodo, P. Eddy Sanusi Silitonga, 2017), (Agussalim et al., 2016); and (Gupron, 2019).

CONCLUSION AND RECOMMENDATION

Based on the formulation of the article, the results, and discussion that are reviewed and discussed in this article, it can be concluded to build a hypothesis for further research, namely: a) There is an influence of work professionalism on work discipline; b) There is an influence of professionalism on performance; c) There is an influence of work discipline on performance; and d) There is an influence of professionalism through work discipline on performance.

Based on the conclusions above, the suggestion in this article is many other factors affect a person's performance at any type and level of the organization, therefore further studies are needed to complete what other factors can affect employee performance.

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