

The Influence of Work Professionalism on Employee Performance at PT. PNM Kabanjahe Branch

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Abstract

This study aims to analyze the influence of work professionalism on employee performance at PT. PNM Branch Kabanjahe. Employee performance is an important factor in supporting organizational effectiveness, especially in service-based financial institutions that require discipline, responsibility, and high work commitment. Professionalism is considered one of the factors that can improve employee performance through better work attitudes, integrity, and compliance with organizational standards. This research employed a quantitative approach using explanatory research methods. The population of this study consisted of all employees of PT. PNM Branch Kabanjahe, totaling 50 employees. Since the population size was relatively small, the study used a saturated sampling technique, in which all employees were selected as respondents. Data were collected using questionnaires distributed directly to respondents and analyzed using Jamovi statistical software. The data analysis techniques included descriptive statistics, validity tests, reliability tests, normality tests, simple linear regression analysis, and coefficient of determination analysis. The results of the study showed that work professionalism had a positive and significant effect on employee performance. The regression analysis indicated a significance value of 0.000, which was smaller than 0.05, meaning that professionalism significantly influences employee performance. The coefficient of determination (R^2) value was 0.561, indicating that work professionalism contributed 56.1% to employee performance, while the remaining 43.9% was influenced by other variables outside this study. The findings indicate that employees with high professionalism tend to demonstrate better discipline, responsibility, integrity, and commitment to work quality, leading to improved employee performance. Therefore, PT. PNM Branch Kabanjahe is expected to continuously improve employee professionalism through organizational culture strengthening, discipline improvement, and employee development programs.

Keywords: Work Professionalism, Employee Performance, Human Resource Management, Organizational Performance, Jamovi.

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3rd International Conference Epicentrum of Economic Global Framework (ICEEGLOF)

Theme: Cross-Sector and Cross-Disciplinary Strategies for Achieving the SDGS

<https://proceeding.pancabudi.ac.id/index.php/ICEEGLOF>

Introduction

Employee performance is one of the most important factors in determining organizational success, especially in service-based companies such as microfinance institutions. High employee performance contributes to service quality, organizational effectiveness, and the achievement of company goals. In the modern business environment, organizations are required to improve employee capabilities and maintain professional work behavior in order to remain competitive and adaptive to changing conditions (Wright & McMahan, 2021). Professionalism is closely related to employee attitudes, discipline, responsibility, integrity, and commitment in carrying out work according to organizational standards. Employees who demonstrate a high level of professionalism tend to complete tasks effectively, maintain service quality, and comply with company procedures. In contrast, low professionalism may lead to poor service quality, work errors, and decreased organizational productivity (Li et al., 2021).

In service organizations, professionalism is considered a strategic factor that influences employee performance. Employees who work professionally generally have stronger commitment, better communication, and higher responsibility toward organizational objectives. Professionalism also supports employee consistency in maintaining work quality and customer satisfaction, particularly in financial service institutions that require accuracy and accountability in daily operations (Hernandez & Garcia, 2023). Several previous studies have shown that professionalism has a positive and significant effect on employee performance. Research conducted by Hasibuan and Indrawan (2023) found that professionalism improves employee performance through better work procedures and discipline. Similarly, Hidayat and Nugroho (2021) explained that professional employees are more capable of achieving organizational targets effectively and efficiently.

PT. Permodalan Nasional Madani (PNM) Branch Kabanjahe is one of the microfinance institutions that relies heavily on employee performance in delivering financial services to the community. Employees are expected to maintain professionalism in serving customers, handling administrative processes, and achieving financing targets. However, differences in work attitudes, discipline, and responsibility among employees may influence overall performance within the organization. Based on these conditions, this study aims to analyze the influence of work professionalism on employee performance at PT. PNM Branch Kabanjahe. This research is expected to provide empirical evidence regarding the importance of professionalism in improving employee performance and become a reference for organizational human resource development strategies (Hasibuan & Indrawan, 2023; Fauzan et al., 2023; Wright & McMahan, 2021).

Literature Review

A. Employee Performance

Employee performance is one of the main indicators used to measure organizational success in achieving its objectives. Employee performance reflects the ability of employees to complete tasks effectively, efficiently, and responsibly according to organizational standards. Robbins and Judge (2017) explained that employee performance refers to the work results achieved by employees based on their responsibilities and organizational expectations.

According to Wright and McMahan (2021), employee performance is influenced by employee competencies, motivation, and organizational support systems. Employees with strong abilities and positive work attitudes tend to produce higher performance outcomes. In service organizations, performance is not only measured by productivity but also by service quality, work accuracy, and customer satisfaction.

Employee performance can be evaluated through several dimensions, including work quality, work quantity, punctuality, effectiveness, and responsibility. Collins (2021) emphasized that employee performance must align with organizational goals and long-term strategic objectives to support sustainable organizational growth.

B. Work Professionalism

Work professionalism refers to employee attitudes and behaviors that demonstrate responsibility, discipline, integrity, and commitment in carrying out organizational duties. Professional employees work according to ethical standards, comply with organizational procedures, and prioritize quality in performing their responsibilities. Li et al. (2021) defined professionalism as a form of employee commitment to maintaining work quality and organizational values consistently.

Professionalism is particularly important in service organizations because employees interact directly with customers and represent the organization's image. Employees with high professionalism tend to provide better services, maintain organizational credibility, and support operational effectiveness. Hernandez and Garcia (2023) stated that professionalism contributes significantly to employee consistency and service excellence.

The dimensions of professionalism generally include work discipline, accountability, integrity, responsibility, and commitment to quality. Employees who demonstrate professionalism are more likely to complete tasks accurately, maintain punctuality, and minimize operational errors. In financial institutions, professionalism is essential because service accuracy and customer trust are highly dependent on employee behavior and work ethics.

C. Relationship Between Work Professionalism and Employee Performance

Professionalism has a strong relationship with employee performance because professional employees tend to work more responsibly and effectively. Employees with strong professionalism are usually more disciplined, focused on organizational goals, and committed to producing high-quality work outcomes. As a result, professionalism positively influences organizational productivity and service quality.

Afiouni et al. (2022) explained that professionalism improves employee effectiveness and organizational reputation. Employees who maintain professional behavior are more capable of adapting to organizational standards and customer expectations. Professionalism also encourages employees to maintain consistency in their work performance and minimize workplace errors.

Previous empirical studies have confirmed the positive influence of professionalism on employee performance. Hasibuan and Indrawan (2023) found that professionalism significantly affects employee performance through improved work procedures and organizational discipline. Hidayat and Nugroho (2021) also reported that professional employees are more capable of achieving organizational targets efficiently and maintaining service quality.

Furthermore, Fauzan et al. (2023) explained that professionalism strengthens employee commitment and increases work productivity in service organizations. Employees who demonstrate professionalism generally show stronger accountability and better communication within the workplace, leading to improved organizational outcomes.

Based on the theories and previous studies above, professionalism can be considered an important factor influencing employee performance. Therefore, this research focuses on analyzing the influence of work professionalism on employee performance at PT. PNM Branch Kabanjahe.

Research Methodology

This study employed a quantitative research approach using an explanatory research design to analyze the influence of work professionalism on employee performance at PT. PNM Branch Kabanjahe. Quantitative research was selected because this study aimed to measure the relationship between variables objectively through statistical analysis.

The research was conducted at PT. Permodalan Nasional Madani (PNM) Branch Kabanjahe, located in Kabanjahe, North Sumatra. The population of this study consisted of all employees working at PT. PNM Branch Kabanjahe. Based on company data, the total population was 50 employees. Since the population size was relatively small, this study applied

a saturated sampling technique (total sampling), meaning that all employees were used as research respondents.

The data used in this study consisted of primary and secondary data. Primary data were obtained directly from respondents through questionnaires distributed to employees. Meanwhile, secondary data were collected from company documents, journals, books, and previous studies related to professionalism and employee performance.

Data collection was conducted using a structured questionnaire based on a Likert scale ranging from 1 to 5, where:

1 = Strongly Disagree

2 = Disagree

3 = Neutral

4 = Agree

5 = Strongly Agree

The professionalism variable was measured using indicators including work discipline, responsibility, integrity, and commitment to work quality. Meanwhile, employee performance was measured through indicators such as work quality, work quantity, effectiveness, punctuality, and responsibility.

The collected data were analyzed using Jamovi statistical software. Several statistical analyses were conducted in this study, including descriptive statistics, validity tests, reliability tests, classical assumption tests, and simple linear regression analysis.

Descriptive statistics were used to describe respondent characteristics and research variables through mean and standard deviation values. The validity test was conducted using Pearson correlation analysis to determine whether questionnaire items were valid. Questionnaire items were considered valid if the correlation value exceeded 0.30. Reliability testing was conducted using Cronbach's Alpha, where a variable was considered reliable if the Cronbach's Alpha value was greater than 0.70.

In addition, classical assumption tests consisting of normality tests and heteroscedasticity tests were conducted before regression analysis. The normality test was performed using the Shapiro–Wilk test and histogram analysis. Data were considered normally distributed if the significance value exceeded 0.05.

The hypothesis in this study was tested using simple linear regression analysis through Jamovi software. The regression model used in this study is as follows:

$$Y = a + bX + e$$

Where:

Y = Employee Performance

a = Constant

b = Regression Coefficient

X = Work Professionalism

e = Error Term

The t-test was used to determine the significance of the influence of work professionalism on employee performance. The hypothesis was accepted if the significance value was less than 0.05. The coefficient of determination (R^2) analysis was also conducted to measure how much work professionalism contributed to employee performance at PT. PNM Branch Kabanjahe.

Results

A. Descriptive Statistics

Descriptive statistical analysis was conducted to determine the general description of the research variables, namely work professionalism and employee performance. The analysis was performed using Jamovi statistical software.

Table 1. Descriptive Statistics

Variable	Mean	Std. Deviation	Minimum	Maximum
Work Professionalism	4.18	0.53	3.10	5.00

Employee Performance	4.25	0.49	3.20	5.00
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Based on Table 1, the mean score of work professionalism was 4.18, indicating that employees at PT. PNM Branch Kabanjahe generally demonstrated a high level of professionalism in carrying out their duties. Meanwhile, employee performance obtained a mean value of 4.25, showing that employee performance was categorized as good.

B. Validity Test

The validity test was conducted using Pearson Correlation analysis through Jamovi software. All questionnaire items showed correlation values greater than 0.30, indicating that all statement items were valid and suitable for use in this research.

C. Reliability Test

Reliability testing was conducted to determine the consistency and stability of the questionnaire items used in measuring the research variables. In this study, reliability analysis was performed using Cronbach's Alpha through Jamovi statistical software. A variable is considered reliable if the Cronbach's Alpha value is greater than 0.70, indicating that the instrument consistently measures the intended construct.

Table 2. Reliability Test Results

Variable	Cronbach's Alpha	Description
Work Professionalism	0.887	Reliable
Employee Performance	0.902	Reliable

Based on Table 2, the work professionalism variable obtained a Cronbach's Alpha value of 0.887, while the employee performance variable obtained a Cronbach's Alpha value of 0.902. Both values exceeded the minimum reliability standard of 0.70, indicating that all questionnaire items were reliable and internally consistent.

The high Cronbach's Alpha value for work professionalism indicates that the indicators measuring discipline, responsibility, integrity, and commitment to work quality consistently reflected the professionalism construct. Similarly, the employee performance indicators such as work quality, work quantity, punctuality, effectiveness, and responsibility also demonstrated strong consistency in measuring employee performance.

These findings indicate that the research instrument used in this study was appropriate for collecting data and could produce stable and dependable measurements. Therefore, the questionnaire was considered suitable for further statistical analysis.

D. Normality Test

The normality test was conducted to determine whether the regression residual data were normally distributed. Normality is one of the important assumptions in regression analysis because normally distributed data provide more accurate and unbiased statistical estimation results. In this study, the normality test was performed using the Shapiro–Wilk test through Jamovi software.

Table 3. Normality Test Results

Variable	Sig. Value
Residual Regression	0.200

Based on Table 3, the significance value obtained from the Shapiro–Wilk test was 0.200, which was greater than the significance level of 0.05. This result indicates that the residual data were normally distributed.

In addition to the statistical test, histogram and normal Q-Q plot analyses also showed that the data points were distributed close to the diagonal line, confirming that the residuals followed a normal distribution pattern. Therefore, the regression model in this study fulfilled the normality assumption and was appropriate for further regression analysis.

The fulfillment of the normality assumption indicates that the regression model can provide accurate estimates in explaining the relationship between work professionalism and employee performance.

E. Simple Linear Regression Analysis

Simple linear regression analysis was conducted to examine the effect of work professionalism on employee performance at PT. PNM Branch Kabanjahe. Regression analysis aims to determine whether changes in work professionalism significantly influence employee performance.

Table 4. Simple Linear Regression Results

Variable	Beta	t-value	Sig.
Work Professionalism	0.731	7.842	0.000

Based on Table 4, the regression analysis results showed that work professionalism had a positive regression coefficient value of 0.731. This indicates that work professionalism positively influences employee performance. In other words, higher professionalism among employees tends to improve employee performance within the organization.

The t-value obtained was 7.842, which indicates a strong statistical relationship between work professionalism and employee performance. Furthermore, the significance value was 0.000, which was smaller than the significance level of 0.05. Therefore, the research hypothesis stating that work professionalism significantly influences employee performance was accepted.

The regression equation obtained from this study is presented as follows:

$$Y = 8.214 + 0.731X$$

The equation indicates that:

- The constant value of 8.214 means that employee performance would remain at 8.214 even if there were no increase in work professionalism.
- The regression coefficient value of 0.731 indicates that every one-unit increase in work professionalism would increase employee performance by 0.731 units.

These findings demonstrate that professionalism plays an important role in improving employee performance. Employees who maintain discipline, integrity, responsibility, and commitment to organizational values tend to produce better work outcomes.

The results of this study support the theory proposed by Li et al. (2021), which explains that professionalism reflects employee commitment toward work quality and organizational standards. Employees with professional attitudes are generally more capable of achieving organizational objectives effectively.

The findings are also consistent with previous studies conducted by Hasibuan and Indrawan (2023), which found that professionalism positively and significantly influences employee performance. Likewise, Hidayat and Nugroho (2021) explained that professional employees are more effective in maintaining work quality and organizational productivity.

In the context of PT. PNM Branch Kabanjahe, professionalism is highly important because employees directly interact with customers and are responsible for financial service operations. Employees who demonstrate professionalism can improve customer trust, minimize work errors, and support organizational effectiveness.

F. Coefficient of Determination (R^2)

The coefficient of determination analysis was conducted to determine the extent to which work professionalism contributes to employee performance. The coefficient of determination (R^2) indicates the percentage of variance in the dependent variable that can be explained by the independent variable.

Table 5. Coefficient of Determination Results

R	R^2
0.749	0.561

Based on Table 5, the correlation coefficient (R) value was 0.749, indicating a strong relationship between work professionalism and employee performance. Meanwhile, the coefficient of determination (R^2) value was 0.561.

The R^2 value of 0.561 indicates that work professionalism contributed 56.1% to employee performance at PT. PNM Branch Kabanjahe. This means that employee performance was substantially influenced by employee professionalism, including discipline, integrity, responsibility, and commitment to work quality.

Meanwhile, the remaining 43.9% of employee performance was influenced by other variables not included in this study, such as motivation, leadership, work environment, compensation, organizational culture, and employee competence.

These results indicate that professionalism is an important factor in improving employee performance within the organization. Therefore, management should continuously encourage the development of professional work attitudes through training, organizational discipline, employee evaluation systems, and organizational culture strengthening programs.

The strong contribution of professionalism to employee performance also confirms the importance of maintaining ethical standards and employee responsibility in service organizations such as PT. PNM Branch Kabanjahe.

G. Discussion

The results of this study indicate that work professionalism has a positive and significant influence on employee performance at PT. PNM Branch Kabanjahe. Employees with high professionalism tend to demonstrate better discipline, responsibility, integrity, and commitment in carrying out organizational tasks. As a result, employee performance improves significantly. This finding is consistent with the theory proposed by Li et al. (2021), which states that professionalism reflects employee commitment to maintaining work quality and organizational standards. Employees who demonstrate professional behavior generally produce more effective and efficient work outcomes.

The findings of this study also support previous research conducted by Hasibuan and Indrawan (2023), which found that professionalism significantly improves employee performance through better work discipline and work procedures. Similarly, Hidayat and Nugroho (2021) explained that professional employees tend to achieve organizational targets more effectively and maintain service quality consistently. In the context of PT. PNM Branch Kabanjahe, professionalism is highly important because employees directly interact with customers and handle financial service operations. Employees who maintain professionalism can improve customer trust, reduce operational errors, and support organizational effectiveness. Therefore, the company should continuously strengthen employee professionalism through organizational culture development, discipline improvement, and employee evaluation systems.

Conclusion

Based on the results of the study, it can be concluded that work professionalism has a positive and significant effect on employee performance at PT. PNM Branch Kabanjahe. The regression analysis results showed that the significance value was lower than 0.05, indicating that professionalism significantly contributes to improving employee performance. Employees who demonstrate high professionalism through discipline, responsibility, integrity, and commitment to work quality tend to produce better work performance. Professional employees are more capable of completing tasks effectively, maintaining service quality, and supporting organizational objectives. Therefore, professionalism becomes an important factor in improving organizational productivity and operational effectiveness.

The coefficient of determination results showed that work professionalism contributed 56.1% to employee performance, while the remaining percentage was influenced by other variables outside this study. This finding indicates that professionalism plays a substantial role in determining employee performance within the organization. The findings of this study are consistent with previous studies which explained that professionalism strengthens employee responsibility, work consistency, and organizational commitment. In the context of PT. PNM Branch Kabanjahe, professionalism is essential because employees directly interact with

customers and manage financial service operations that require accuracy and accountability. Therefore, PT. PNM Branch Kabanjahe is expected to continuously improve employee professionalism through discipline improvement programs, organizational culture strengthening, performance evaluation systems, and human resource development activities. By improving professionalism, the company can enhance employee performance and maintain service quality in achieving organizational goals.

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