

The Influence of Organizational Culture and Work Ethics on Employee Performance at Sendy's Supermarket, Palangka Raya City, Central Kalimantan, Indonesia

Usup Riassy Christa

Dosen Fakultas Ekonomi dan Bisnis Universitas Palangka Raya

Corresponding Author: Usup Riassy Christa

usupriassy.christha@feb.upr.ac.id

ARTICLE INFO

Keywords: Organizational Culture, Work Ethics, Employee Performance, Self-Service Companies

Received : 23, April

Revised : 25, Mei

Accepted: 27, June

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ABSTRACT

Research on organizational culture related to the performance of self-service employees is very important in maintaining consumer trust. The research objective is to improve employee performance with work ethics contained in standard operating procedures. The research was conducted at a sendys supermarket in Palangka Raya, Central Kalimantan, Indonesia, by testing a questionnaire on 30 employees. Quantitative research methodology and analyzed with SPSS version 23. The results show that the very important role of organizational culture and work ethics is 73%. Important research implications are organized and work supervision from reports given by employees to leaders which contain organizational culture and work ethics, so that businesses can be sustainable in providing excellent service. Future research can be a reference in the field of human resources.

INTRODUCTION

The current competitive conditions are increasingly competitive. This requires companies or organizations to be able to improve employee performance in achieving increased productivity in quality and quantity, so that they can compete with other companies and even be able to be above other companies (Schuldt & Gomes, 2020). Human resources or employees play an important role in achieving goals for a company or organization. High performance that describes the success and success of employees in carrying out their duties and responsibilities assigned to them and vice versa, low performance that describes the failure and incompatibility of employees in carrying out the duties and responsibilities assigned to them (Akpa et al., 2021). An employee is said to have high performance, if the set workload is achieved and if he has high performance, if the set workload is achieved and if the realization of work results is higher than specified. In an effort to improve the performance of employees of an organization or company must pay attention to Organizational Culture and Work Ethics.

In addition to work ethics (Wijethilake et al., 2023), organizational culture also needs to be considered where Organizational Culture is a shared system of values (what is important) and beliefs (how things work) that interact with a company's people, organizational structure and control system to produce norms -positive behavioral norms (the way we do things here). When the organizational culture is going well, this will greatly affect the performance of employees in a positive direction, so that with increased performance, this will also be followed by increased achievement in the organization (Ferine et al., 2021). However, if the organizational culture is not going well, this indicates that there is a problem in the employee performance system, so that the problem must be resolved as soon as possible because it will affect the achievement of the organization.

Problems that arise related to Organizational Culture are employees who arrive late, do not come to work for various reasons, such as illness, permission or without explanation and the tendency for employees to feel unhappy with the culture that exists within the organization which can be seen from their daily performance. . Then like to procrastinate work which then has an impact on the emergence of many complaints from external parties of the organization, for example complaints from customers or consumers. This complaint has a negative impact which indicates the existence of organizational values or norms that have not been implemented by employees, if it continues, the behavior of employees who often delay work like this can disrupt the system that has been implemented for a long time and will affect employee performance (Mubarak et al., 2022).

Then the problem related to work ethics is the number of employees who work and are placed in inappropriate fields, do not get job satisfaction resulting in negative attitudes or behavior, such as not doing work on time, and often arriving late. For organizations, job satisfaction is also carried out in the context of increasing production through improving employee attitudes and behavior as well as skills. Implications of research to improve employee performance with organizational culture and work ethics, so as to create excellent service and sustainable business.

Organizational culture is defined as "the values that become handle human resources in carrying out their obligations and also behavior in the organization." These values will give the answer whether an action is right or wrong and whether a behavior is encouraged or no. Organizational culture is the result of the process fuse the cultural styles and behaviors each individual brought before him in a new philosophy and norms, which have the same energy group pride in the face of something and a particular goal. The definition of organizational culture is: Organizational culture is the values that guide human resources in carrying out their obligations and behavior within the organization. Furthermore, organizational culture can be defined as a system of values, beliefs, assumptions, or long-standing norms that are agreed upon and followed by members as a guideline for behavior and solutions. organizational problems (Suprpto et al., 2021). A similar definition related to organizational culture is the basic philosophy of the organization which includes shared beliefs, norms and values that become these characteristics about how to do things in the organization.

Based on various opinions according to experts, researchers conclude that organizational culture is a tool or system whose contents contain values that must be agreed upon by members and these members are obliged to implement them. From the theories above, the researcher concludes that organizational culture is the shared habits or values adopted by an organization that are expected to improve the quality of the organization.

LITERATURE REVIEW

Organizational Culture

The definition of organizational culture is: Organizational culture is the values that guide human resources in carrying out their obligations and behavior within the organization (Lazuardi & Muhtarom, 2017). Furthermore, organizational culture can be defined as a system of values, beliefs, assumptions, or long-standing norms that are agreed upon and followed by members as a guideline for behavior and solutions organizational problems (Balci et al., 2012). A similar definition related to organizational culture is the basic philosophy of the organization which includes shared beliefs, norms and values that become these characteristics about how to do things in the organization.

Based on various opinions according to experts, researchers conclude that organizational culture is a tool or system whose contents contain values that must be agreed upon by members and these members are obliged to implement them. From the theories above, the researcher concludes that organizational culture is the shared habits or values adopted by an organization that are expected to improve the quality of the organization (Sapada et al., 2017). It is clear that organizational culture is one of the factors that determine the success of an organization. Therefore, the success of a organization also depends on how good the organizational culture (Grover et al., 2022). Organizational culture that is formed, developed, strengthened or even changed, requires practice that can help unify the cultural values of members with the cultural values of the organization. Organizational culture is a habit that has been going on for a long

time and is used and applied in work life activities as one of the drivers for improving the quality of work of employees and company managers.

The breadth of understanding of organizational culture opens opportunities for emergence various views on the types of organizational culture. Developed type diverse with different points of view (Tulcanaza-Prieto et al., 2021). Four cultural typologies that can also be seen as a cultural life cycle, are as follows:

1.The Monoculture

Monoculture is a single mental program, people think alike and according to the same cultural norms. Is a “pure race” model which causes a lot of conflict in a world where there are many different ethnic and racial groups.

2. The Superordinate Culture

The superordinate culture is the ideal type of organizational culture. Consists of coordinated subcultures, each with its own beliefs and values, ideas and viewpoints, but all working within one organization and all motivated to achieve organizational goals.

3. The Divisive Culture

The divisive culture is divisive. Within this culture is a sub-culture within the organization individually has an agenda and goals alone. The divisive culture is the most common culture in society or work.

4. The Disjunctive Culture

The disjunctive culture is characterized by frequent organizational breakdowns Typology of organizational culture that is general in nature can be applied in almost all organizations (Azeem et al., 2021). But there are still specific cultures that are more relevant to achieving goals organization. There are 4 (four) specific cultures that are felt important to organization, namely:

a. Customer Service Cultures.

Many organizations try to create a customer service culture focused on service quality. Successful organizations create service culture has shown changes in employee attitudes and behavior towards customers.

b. Safety Cultures

Meta-analytic studies highlight the fact that having a safety-oriented culture means higher levels of safety performance and fewer injuries and accidents for organizations.

c. Diversity Cultures

Diversity culture makes changes to discrimination. If always recruiting all whites and all men at first, then change by hiring more new minority managers, replacing the male half of the board of directors with women, organizing diversity training and perform all other symbolic actions.

d. Creativity Cultures

Creativity cultures affect both the quantity and quality of ideas creative organization. The importance of new ideas and innovation in many industries, it is understandable that some organizations focus on strengthening creativity culture. Based on previous theories and empirical studies, the proposed hypothesis: H1. Organizational Culture has a positive and significant impact on employee performance.

Work Ethics

Work ethics is a system of values or norms that are used by all company employees, including their leaders in carrying out their daily work (Mubarak et al., 2022). Companies with good work ethics will have and practice values, namely: honesty, openness, loyalty to the company, consistent in decisions, good cooperation, discipline and responsibility, explosively or even become individual cultural units

Etymologically, ethics is the teaching or science of customs relating to generally accepted good or bad habits regarding attitudes, actions, obligations and so on. Ethics is the study of the rights and obligations of a person, regarding the moral rules that people use in making decisions, and the characteristics of human relations (Zhang & Chen, 2022). Ethics is a role model for humans who live in society, which can help people to distinguish between what is good and what is bad, so that human behavior can be controlled properly and does not harm others. Work ethics in the company play an important role in carrying out the work flow of employees within the company. Ethics is a branch of philosophy looking for bad human behavior.

Work ethics are attitudes and views towards work, work habits that belong to a person, a group of people or a nation (Widyastuti & Riana, 2019). Work ethics is a set of positive and high-quality work behaviors, rooted in a clear conscience and strong belief in an interrelated work paradigm.

Based on the opinions of these experts, it can be concluded that work ethics is the nature or character of both an employee and a leader who has positive work behavior for an organization or company. Also moral awareness at work that produces positive and high-quality work habits.

The eight aspects of the work ethic are: a. Work is a blessing, whatever our job, be it entrepreneurs, office workers, or even unskilled laborers, is a gift from God. b. Work is trust. Work is a valuable entrusted entrusted to us so that morally we must work properly and responsibly. c. Work is a calling Work is a duty that is in accordance with the calling of the soul so that we are able to work with full integrity. d. Work is actualization. Work is a means for us to reach the highest human nature, so we will work hard with enthusiasm. e. Work is worship Work is a form of devotion and piety to God, so that through work humans direct themselves to the great purpose of the creator in devotion. f. Work is art. This awareness will make us work with pleasure just like doing a hobby. g. Work is an honor No matter how trivial our job is, it is an honor. If we can maintain our honor properly, then another, greater honor will come to us. h. Work is service

Humans work not only to meet their own needs but to serve, so they must work perfectly and humbly.

In general, work ethics functions as a permanent driving force for individual actions and activities (Schilpzand & de Jong, 2021), the functions of work ethics are:

- a. The driving force behind the action. Work ethics can be a driving force for actions, where work ethics can make individuals or groups perform an action in order to achieve the desired thing.
- b. Passion in activity. In carrying out a daily activity either individually or in a group, work ethics can make it more enthusiastic in carrying out these activities, so that the desired results can be achieved.

Movers are like engines for big cars. Work ethics can move individuals or groups of people to want to do something to achieve what they want, so an agreement is created in achieving these targets. Based on previous theories and empirical studies, the proposed hypothesis: H2. Work Ethics has a positive and significant impact on employee performance.

Employee Performance

Performance in the organization is the answer to the success or failure of the organizational goals that have been set (Riyanto et al., 2021). Performance (work achievement) is a work result that is achieved by someone in carrying out the tasks assigned to him based on skills, experience and sincerity as well as time. Performance is a picture of the level of achievement of the implementation of an arrangement of activities and decisions to obtain targeted targets covering the vision and mission of the organization set out in an organization's strategic plan (Mira et al., 2019).

The definition of performance or performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission that are contained in the strategic planning of an organization. Performance is the result that employees can achieve and provide through the capabilities they have in carrying out their duties (Yoopetch et al., 2021). Performance is work performance, namely comparing the actual results of work with established work standards. Every government or private agency always improves the performance of its employees in order to achieve the goals that have been set. The definition of performance is the comparison of the results achieved with the participation of labor per unit time (usually per hour). The definition of performance as an expression such as output, efficiency and effectiveness is often associated with productivity (Affini et al., 2022). Employee performance (work achievement) 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 him.

In accordance with some of the explanations about the meaning and explanation of what is called performance, it can be concluded that a person's performance is a combination of ability, effort and opportunity which produces work results that are achieved with the participation of the workforce so as to produce output, efficiency and effectiveness (Alshurideh et al., 2022) often associated with productivity, both in quality and quantity in carrying out their duties in accordance with the responsibilities given to that person. Based on expert opinions, the researchers concluded that employee performance is a form of output for what employees have done in completing work or tasks that have been assigned to them so that the goals of the organization or agency that provide job satisfaction to these employees are achieved.

Performance appraisal can be reviewed in terms of the amount and quality of work completed by employees in a certain period. Employees who can complete work in an amount that exceeds work standards are judged with good performance. Likewise, work whose quality exceeds work standards can be assessed with good performance (Sabuhari et al., 2020). Factors that affect employee performance, namely: 1. Individual Capabilities The individual abilities of these employees include talents, interests, and personality factors. The level of raw material skills possessed by a person in the form of knowledge, understanding, abilities, interpersonal skills, and technical skills. Thus, it is likely that an employee will have good performance. If the employee has good skills, the employee will also produce good performance. 2. Efforts devoted Efforts expended by employees for the company are motivation, work ethic, presence. The level of effort is a picture of the motivation shown by employees to get the job done well. From that even if the employee has the skill level to do the job, but will not work well if only a little effort. This relates to the difference between skill levels is a reflection of what is done, while the level of effort is a mirror of what is done. 3. Organizational support In organizational support, the company provides facilities for employees including training and development, equipment and technology, performance standards, and management and colleagues.

Performance is basically what employees do or don't do. Employee performance is what influences as much as they contribute to the organization (Younas et al., 2022). Factors that influence performance are: 1. Personal/individual factors, including: knowledge, skills, abilities, self-confidence, motivation, and commitment possessed by each individual. 2. Leadership factors, including: quality in providing encouragement, enthusiasm, direction, and support provided by managers and team leaders. 3. Team factors, including: quality of support and enthusiasm given by colleagues in a team, trust in fellow team members, grouping and closeness of team members. 4. System factors, including: work systems, work facilities or infrastructure provided by the organization, organizational processes, and performance culture within the organization. 5. Contextual (situational) factors, including: pressures and changes in the external and internal environment. Performance measurement is the result of employee work seen in the aspects of quality, quantity, working time, and cooperation to achieve the goals set by the organization. Based on

previous theories and empirical studies, the proposed hypothesis: H3. Organizational Culture and Work Ethics have a positive and significant impact on employee performance.

METHODOLOGY

The type of research used in this study is a quantitative analysis method. Quantitative analysis method is a research method based on the philosophy of positivism which is used to examine certain populations or samples with research data in the form of numbers and analysis using statistics with the aim of testing the hypotheses that have been set in order to obtain significant differences between the variables studied (Kristinae et al., 2020). Descriptive analysis techniques are statistics that are used to analyze data by describing or describing the data that has been collected as it is without intending to make general conclusions or generalizations from the questionnaire distributed to 30 employees at Sendy's supermarket in Palangka Raya City. The data used later comes from the answers given by the respondents to the items contained in the questionnaire. In this study descriptive analysis used the mean value test (IBM, 2021). The mean is the most popular means of measuring the average to find out the characteristics of a group of data by dividing the total amount of data content by the amount of data (Okagbue et al., 2021).

RESEARCH RESULTS AND DISCUSSION

Preliminary research from the instrument test which was stated to be valid and reliable from the Cronbach Alpha value > 0.5 and the validity of the minimum requirement value $r \geq 0.3$. Furthermore, the classical assumption test for linearity test and to find out whether the two variables have a significant linear relationship or not. To find out whether variable X and variable Y have a linear relationship or not, it can be seen by looking at the calculated F value with F table. If $F_{\text{count}} > F_{\text{table}}$, the conclusion is that there is no linear relationship and vice versa if $F_{\text{count}} < F_{\text{table}}$, the conclusion is that there is a linear relationship between variable X and variable Y. It is known that F_{count} is 70.216 $< F_{\text{table}}$ is 3.16, so it can be concluded that there is a relationship which is linear between variable X and variable Y.

Table 1. Results of test t (Parsial)

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	1,150	.235		,575	.691
	Organizational Culture (X1)	.375	.055	.513	6,210	.000
	Work Ethich (X2)	.333	.047	.424	5,526	.000

Source : Authors, 2023

Based on the table above, it can be determined that the multiple linear regression model is expressed in the form of the following equation:

$$Y = 1.150 + 0.375 X_1 + 0.333 X_2 + e$$

1. The value of the constant is positive which shows a positive influence on all independent variables (organizational culture and work ethics), so that if the independent variable increases, employee performance will increase.
2. The regression coefficient value of the organizational culture variable (X1) has a positive value which indicates that if the organizational culture variable increases assuming other independent variables the value is constant. Organizational culture (X1) has increased, so employee performance (Y) will increase assuming other variables have a fixed value.
3. The regression coefficient value of the work ethic variable (X2) is positive which indicates that if the work ethic variable (X2) increases, employee performance (Y) will increase assuming other variables have a fixed value.

The coefficient of the organizational culture variable (X1) is significant at $\alpha = 0.05$, because $t_{\text{count}} > t_{\text{table}}$ ($7.210 > 1.664$) or $\text{sig. } 0.000 < 0.05$. This means that the influence of organizational culture variables on employee performance is significant. It means that the hypothesis which states that organizational culture influences employee performance is acceptable. The coefficient of the work ethics variable (X2) is significant at $\alpha = 0.05$, because $t_{\text{count}} > t_{\text{table}}$ ($4.526 > 1.664$) or $\text{sig. } 0.000 < 0.05$. This means that the influence of work ethics variables on employee performance is significant. Means the hypothesis which states that work ethics affect employee performance can be accepted.

Tabel 2. Uji F (Simultan)

ANOVA ^b					
Model		Sum of Squares	Df	Mean Square	F Sig.
1	Regression	26,317	2	5,219	70,266 .000 ^b
	Residual	5,412	28	.088	
	Total	31,729	30		

Source : Authors, 2022

This test is used with the aim of proving whether the independent variables jointly affect the dependent variable. The results of calculations via SPSS show that Fcount is 70.266 and Ftable = 3.16 (using a significance level of 0.05% and degrees of freedom (df); $n-(k+1)$; $30-(2+1)=28$). This states that fcount (70.266) > Ftable (3.16) so that the hypothesis is accepted. This means that the independent variables consisting of organizational culture (X1) and work ethics (X2), simultaneously affect the performance of Sendy's Supermarket employees in Palangka Raya City.

Table 3. Coefficient of Determination

Model	R	R Square	Adjusted R Square
1	.819a	.730	.628

Source : Authors, 2023

The coefficient of determination R Square (R²) is 0.730 indicating that variations in employee performance are explained by organizational culture and work ethic variables by 73% while 27% are explained by other variables not analyzed in the model.

1. The influence of organizational culture variables (X1) on employee performance (Y).

Based on the results of partial analysis, it is found that the β coefficient of organizational culture (X1) is positive, a positive sign indicates that the relationship between organizational culture variable (X1) and employee performance variable (Y) is unidirectional, meaning that the better an employee's organizational culture, the the better the performance will be. After testing, it turns out that the sig value is significant, thus meaning that there is a significant influence between organizational culture (X1) on employee performance (Y). The results of the study show that organizational culture has a positive and

significant influence on employee performance. Organizational Culture has an effect of 37% on Employee Performance.

2. Effect of work ethics variable (X2) on employee performance (Y).

Based on the results of partial analysis, it is found that the β coefficient of work ethics (X2) is positive, a positive sign indicates that the relationship between work ethics variable (X2) and employee performance variable (Y) is unidirectional, meaning that the better an employee's work ethics, the the better the performance will be. After testing, it turns out that the sig value is significant, thus meaning that there is a significant influence between work ethics (X2) on employee performance (Y). Based on the results of simultaneous analysis, it was found that work organizational culture and work ethics are positive, a positive sign indicates that the relationship between organizational culture and work ethics variables and employee performance variables is unidirectional, meaning that the better the organizational culture and work ethics of an employee, the more good performance too.

CONCLUSION AND DISCUSSION

The test results prove that organizational culture and work ethics have a significant effect on the performance of Sendy's Supermarket employees in the City of Palangka Raya. The results showed that organizational culture has a weak influence on employee performance (37%) and has a significant and positive effect on employee performance (0.023). Work ethics have a fairly strong influence on employee performance (33%) and have a significant and positive effect on employee performance (0.000). Organizational culture and work ethics have a fairly strong influence on employee performance (73%). These results can give the meaning that leaders need to control the work reports provided by employees and review the company's standard operating procedures, so as to improve performance which has an impact on self-service sustainability. This research still has limitations, considering that this study only analyzes how organizational culture and work ethics influence employee performance. If we look at various theories relating to employee performance, of course there are many factors that influence it. Therefore this research can be further refined and developed by adding various other variables, so that this research is more useful for the development of science and the interests of the practical world.

ADVANCED RESEARCH

Still conducting further research to find out more about the Influence of Organizational Culture and Work Ethics on Employee Performance at Sendy's Supermarket, Palangka Raya City, Central Kalimantan, Indonesia.

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