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THE EFFECT OF WORK ETHICS AND EMPLOYEE EMPOWERMENT ON ORGANIZATIONAL PERFORMANCE IN TEBET DISTRICT, SOUTH JAKARTA ADMINISTRATIVE CITY

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ABSTRACT

The research objective is whether there is an influence of work ethic and employee empowerment together on organizational performance in Tebet District, South Jakarta Administrative City. The purpose of this research is to find out and examine the influence of work ethic and employee empowerment jointly on the organizational performance of Tebet District, South Jakarta Administrative City.

The research method uses a survey of a quantitative approach that is correlational. In this study, the sampling technique used was saturated or census sampling, which is a sample research technique in which all members of the population are used as samples. This is often done when the population is relatively small. In this study, the number of samples was 33 respondents. The variables studied were work ethic and employee empowerment as independent variables, while organizational performance was the dependent variable.

Based on the results of the research that has been done, it can be concluded that from the results of the discussion and research, namely: 1) Based on the results of the hypothesis test the effect of the work ethic variable on organizational performance in Tebet District, South Jakarta Administrative City, has a strong and significant positive influence, this is shown to the value of the correlation coefficient that is equal to 0.779 and the t-count test of 6.919 is greater than the t-table of 2.042. While the coefficient of determination is 0.607 or 60.7%, this means that 60.7% of organizational performance is determined by work ethics, and the remaining 39.3% is determined by other factors. 2) Based on the results of hypothesis testing the effect of the employee empowerment variable on organizational performance in Tebet District, South Jakarta Administrative City, it turns out to have a strong and significant positive influence, this is shown in the correlation coefficient value that is equal to 0.746 and the t-count test is 6.228 which is greater than the t-table of 2.042. While the coefficient of determination is $r^2 = 0.556$ or 55.6%, this means that 55.6% of organizational performance is determined by employee empowerment, and the remaining 44.4% is determined by other factors. 3) To test the double correlation hypothesis, the effect of work ethic and employee empowerment variables together on organizational performance in Tebet District, South Jakarta

Administrative City, turns out to have a strong positive and significant influence on the correlation coefficient value of 0.787 to the F-count test of 24.412 greater than F-table of 3.32. While the coefficient of determination is $r^2 = 0.619$, this means that together 61.9% of organizational performance is determined by work ethics and employee empowerment, and the remaining 38.1% is determined by other factors.

KEYWORDS: Work Ethics, Employee Empowerment, and Organizational Performance.

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1. INTRODUCTION

Organizational performance can be influenced by work ethic and employee empowerment. A professional work ethic is key to the path to success. The work ethic is something that needs to be understood by employees as servants of the state and servants of the community to develop competence so that they can adapt well to the organizational environment and the social environment of the community. In both business and public organizations, some components cannot be separated from one another, known as the "6 m" consisting of man, money, method, material, machine, and market. All of these six elements are needed in the organization. One of the most important elements in an organization is human resources, better known as employees. Employees are organizational assets, without employees who have a good work ethic, the organization will not progress or will not achieve the goals set. Conversely, no organization loses out if it treats employees well and appreciates their achievements.

Work and offices are places to learn and develop employee potential. Promotional career positions await those who work and work seriously and with a sense of responsibility. However, what needs to be observed is that employees are successful not because carrying out their work is the fruit of their sweat, but rather due to other supporting resources. An advanced organization where employees do their work always in the form of a team. Employees who work alone without asking for help from people or not receiving help from other employees will have an impact on egoism or arrogance.

To achieve high organizational performance, the work ethic of employees is needed in doing their jobs. The work ethic must be supported by other resources such as work facilities, health, awards, and old age security and so on which encourage employees to be motivated in carrying out their work. If these resources are met, it will certainly affect organizational performance. This influence can be positive and negative. Employees who have a positive influence from these resources are employees who have a high work ethic, conversely, those who receive a negative influence then their work ethic decreases.

With the level of community development which is increasingly critical and playing a large role, it is necessary to reform the figure of the state apparatus through the development of a management style that is participatory, accommodative, and matures the community. At the same time, it is necessary to improve the quality, effectiveness, efficiency, and rationality of the dominant activities to create equity and justice.

To deal with the dynamics of this development, it is necessary to empower human resources and transform management in public organizations aimed at increasing professional capabilities and work effectiveness accompanied by a spirit of service to the community. In addition, considering the role of human resources as the dominant factor driving the wheels of the organization, especially in terms of improving organizational performance, it demands the need for each individual to be able to carry out his work creatively and professionally.

Tebet District, South Jakarta Administrative City, in carrying out its authority requires individuals or in this case, employees to be able to increase their work effectiveness. Empowerment of human resources is one of the efforts made by Tebet District in improving the quality of its human resources, in this case, its employees. Achieving optimal organizational performance in Tebet District, South Jakarta Administrative City is an important factor for creating good governance. Increasing work skills, abilities, and expertise possessed by employees can be done by giving authority, autonomy, and trust to each individual to encourage them to be creative in carrying out their work.

Based on the results of temporary observations conducted by researchers in Tebet District, South Jakarta Administrative City, it turns out that the achievement of organizational performance is still not optimal and has not reached the targets set, this can be seen from the not yet optimal work ethic of employees in carrying out their daily work; employee morale tends to decrease; employee work discipline that is still not optimal; coordination and communication between employees that are still not cohesive; lack of quality of work of employees in the completion of work assignments; low completion of work by employees by the amount of work available; lack of education and training programs provided by the organization for employees who need special skills; and the lack of complete work facilities by the implementation of the task.

LITERATURE REVIEW

Work Ethic

Work ethic is the ability of an employee to carry out his duties with full responsibility, honesty, discipline, cooperation and future orientation, hard work attitude, farsightedness, respect for time, and the view that tomorrow must be better than today. The work ethic variables in this study include indicators of responsibility, honesty, discipline, hard work, and future orientation.

Employee Empowerment

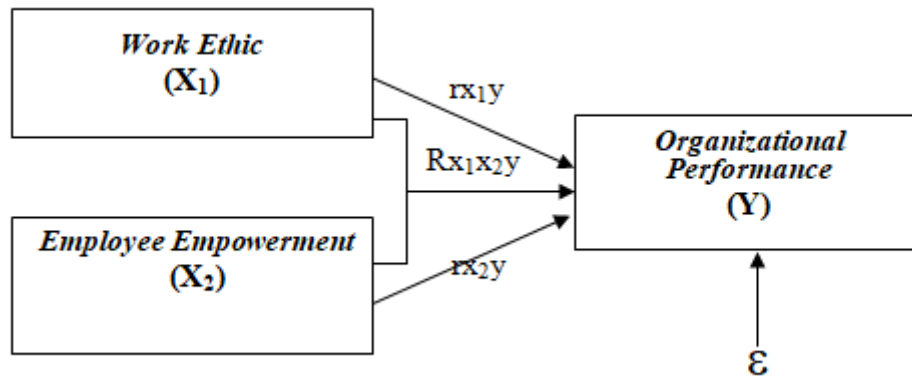
Employee empowerment is a concept that is currently popular, referring to efforts to foster a desire in an employee to actualize himself, carry out upward mobility, and provide psychological experiences that make an employee empowered. Employee empowerment variables in this study include indicators of ability, fluency, consultation, cooperation, and guidance.

Organizational Performance

Organizational performance is the result of all activities carried out by the organization according to predetermined criteria and as a reflection of the achievements achieved by the organization through input, process, output, results, benefits, and impact for the achievement of organizational goals. Organizational performance variables in this study include input, process, output, outcome, benefit, and impact indicators.

Research Methods

Research Design



Population and Sample

According to Sugiyono (2014), a population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. So the population is not only people but also objects and other natural objects. The population is also not just the amount that exists in the object/subject being studied but includes all the characteristics/traits possessed by the subject or object. The number of employees in Tebet District, South Jakarta Administrative City is 33 people.

Sugiyono (2014), stated that the sample is part of the number and characteristics possessed by the population. If the population is large and it is impossible for the researcher to study everything in the population due to limited funds, manpower, and time, then the researcher can use samples taken from that population. What is learned from the sample, and the conclusions will apply to the population. For this reason, samples taken from the population must be truly representative.

The sampling technique is a sampling technique. To determine the sample to be used in research, there are various sampling techniques used. In this study, the sampling technique used was saturated or census sampling, which is a sample research technique in which all members of the population are used as samples. This is often done when the population size is relatively small; another term for saturated sampling is that all members of the population are used as samples.

Data Processing Techniques

In data processing to provide a description or description of the problem being discussed, the data that has been collected from respondents in the form of questionnaire answers will be processed through several stages of data processing, which include:

1. Editing. The data that has been collected through a questionnaire, then examined whether all the respondents have filled in or not.
2. Scoring. The questionnaire that has been filled in is then assessed according to the scale that has been determined for each statement item.
3. Data tabulation. The questionnaire that has been given a value is then tabulated in a table to find out the total raw score for each item and the total raw score for each item and the average score for each item and the average for all items.

Analysis Method

Sugiyono (2014), explains that testing the validity of data in research is often only emphasized on testing the validity and reliability. In quantitative research, the main criteria for research data are valid, reliable, and objective. Validity is the degree of accuracy between data that occurs on research objects with data that can be reported by researchers. Thus valid data is data that does not differ between the data reported by the researcher and the data that occurs on the research object.

Data Analysis Technique

In the process, after the researcher collects data and processes the data, the next step is to analyze it. The data obtained in the form of an ordinal scale is then scored which is then described through the use of the Frequency Distribution Table to analyze data. The data analysis technique used in this study is inference statistical analysis or inductive statistics, namely to analyze sample data, and the results are applied to the population. In analyzing the data, it was carried out through several stages, namely: a) tabulating the data from the results of the respondents' answers, b) making a frequency distribution of the respondent's answers, and c) testing the effect of the independent variable on the dependent variable.

As a tool to measure and examine the effect of the independent variables on the dependent variable (organizational performance), where the independent variables are more than one variable (work ethic and employee empowerment), data testing was carried out using correlation analysis. Meanwhile, to find out whether the level of influence between these variables is significant or not, using the correlation coefficient test through test. In connection with the independent variables that affect the dependent variable there are two variables, so to test the associative hypothesis the double correlation technique is used.

RESULT

1) The Effect of Work Ethics (X1) on Organizational Performance (Y)

Based on the results of these calculations, the correlation coefficient found is 0.779. After consulting this value with the previous interpretation guide table, it is known that the correlation coefficient is included in the strong positive category because it is between the interval (0.600 – 0.799). This shows that the work ethic has a positive and strong influence on the organizational performance of Tebet District, South Jakarta Administrative City. Meanwhile, to determine the contribution of work ethic to organizational performance can be calculated by the coefficient of determination (r^2) using the following formula:

$$\begin{aligned} Kd &= r^2 \times 100 \% \\ &= (0,779)^2 \times 100\% \\ &= 0,607 \times 100\% \end{aligned}$$

$$= 60,7\%$$

Based on these calculations, this means that the work ethic of 60.7% affects organizational performance while the remaining 39.3% is influenced by other factors. Furthermore, to find out the effect of work ethic on organizational performance in Tebet District, South Jakarta Administrative City. From the results of these calculations, a t-count value of 6.919 is obtained, then this value is compared with the t-table value for an error of 5%, using a two-part test where $dk = n - k$; $33 - 2 = 31$, and a t-table value of 2.042 is obtained.

Based on the results of these calculations, it can be stated that t-count falls in the area of rejection of H_0 , so it can be concluded that the null hypothesis (H_0) which states that there is no positive and significant influence between work ethic on organizational performance is "rejected" and the alternative hypothesis (H_a) which states that there is a positive and significant influence between the work ethic on organizational performance "accepted". So, in conclusion, the t-count falls in the H_a area, namely the hypothesis is accepted where the correlation coefficient between work ethic on organizational performance of 0.779 is strongly positive and significant, meaning that this coefficient can be applied to the entire population.

2) The Effect of Employee Empowerment (X2) on Organizational Performance (Y)

Based on the results of these calculations, the correlation coefficient found is 0.746. After consulting this value with the previous interpretation guideline table, it can be seen that the correlation coefficient is included in the strong positive category. This shows that employee empowerment has a strong positive influence on organizational performance. Meanwhile, to determine the contribution of employee empowerment to organizational performance can be calculated by the coefficient of determination (r^2) using the following formula:

$$\begin{aligned} Kd &= r^2 \times 100 \% \\ &= (0,746)^2 \times 100\% \\ &= 0,556 \times 100\% \\ &= 55,6\% \end{aligned}$$

Based on these calculations, this means that employee empowerment of 55.6% affects organizational performance while the remaining 44.4% is influenced by other factors. Furthermore, to find out the influence of employee empowerment on organizational performance in Tebet District, South Jakarta Administrative City. Based on these results, it is stated that t-count falls in the area of rejection of H_0 , so it can be concluded that the null hypothesis (H_0) which states that there is no positive and significant effect between employee empowerment on organizational performance is "rejected" and the alternative hypothesis (H_a) which states there is a positive and significant influence between employee empowerment on "accepted" organizational performance. So in conclusion t=ount falls on the H_a area, namely the hypothesis is accepted where the correlation coefficient between employee empowerment on organizational performance of 0.746 is strong positive and significant, meaning that this coefficient can be applied to the entire population.

3) *The effect of work ethic (X1) and Employee Empowerment (X2) together on Organizational Performance (Y)*

Based on the results of these calculations, the multiple correlation coefficients found is 0.787. After consulting this value with the previous interpretation guideline table, it is known that the multiple correlation coefficients is included in the strong category. This shows that work ethic and employee empowerment together have a strong positive influence on organizational performance in Tebet District, South Jakarta Administrative City. This effect applies to the entire population. To predict the magnitude of the influence between work ethic and employee empowerment together on organizational performance in Tebet District, South Jakarta Administrative City, is carried out by calculating the coefficient of determination, namely the following formula squaring the value of the correlation coefficient (r^2):

$$\begin{aligned} Kd &= r^2 \times 100 \% \\ &= (0,787)^2 \times 100\% \\ &= 0,619 \times 100\% \\ &= 61,9\% \end{aligned}$$

This means that the work ethic and employee empowerment of 61.9% jointly affect organizational performance, then the remaining 38.1% are influenced by other factors. Furthermore, to test the significance of the multiple correlations between work ethic and employee empowerment together on organizational performance in the possibility of applying it to the entire population. So we get an F-count value of 24.412, this value is then consulted with F=table, for dk quantifier = 2 and dk denominator = $(33-2-1) = 30$, the value of F=table at the specified error level is 5% = 3.32. In this case, the provision applies if F=count is greater than F=table, then the multiple correlation coefficient tested is significant, that is, it can apply to the entire population. From the calculation above it turns out that $F\text{-count} > F\text{-table}$ ($24.412 > 3.32$), it can be stated that the double correlation is strong, positive, and significant and can be applied where the sample is taken and the hypothesis that reads: There is a strong and significant positive influence between work ethic and employee empowerment jointly on organizational performance in Tebet District, South Jakarta Administrative City, is accepted or proven, meaning that if the work ethic is high and employee empowerment is good, then organizational performance will also be increase.

Multiple Regression Analysis

Multiple regression analysis was used to predict how much the independent variable (work ethic and employee empowerment) changes to the dependent variable (organizational performance) in Tebet District, South Jakarta Administrative City. Where this multiple regression analysis is expressed by the equation:

$Y = a + b_1X_1 + b_2X_2$. With the following formula:

$$b_1 = \frac{(\sum x_1y)(\sum x_2^2) - (\sum x_1x_2)(\sum x_2y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1x_2)^2}$$
$$b_2 = \frac{(\sum x_2y)(\sum x_1^2) - (\sum x_1x_2)(\sum x_1y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1x_2)^2}$$

$$a = \frac{\sum Y - b_1(\sum X_1) - b_2(\sum X_2)}{n}$$

$\sum X_1$	=	129,000	$\sum X_1^2$	=	510,227	$\sum X_1.Y$	=	513,489
$\sum X_2$	=	128,600	$\sum X_2^2$	=	506,324	$\sum X_2.Y$	=	511,422
$\sum Y$	=	130,200	$\sum Y^2$	=	519,364	$\sum X_1.X_2$	=	507,662

$$\sum x_1^2 = \sum X_1^2 - (\sum X_1)^2/n$$

$$= 510,227 - \frac{(129,000)^2}{33}$$

$$= 510,227 - \frac{16641,000}{33}$$

$$= 510,227 - 504,273$$

$$= 5,954$$

$$\sum x_2^2 = \sum X_2^2 - (\sum X_2)^2/n$$

$$= 506,324 - \frac{(128,600)^2}{33}$$

$$= 506,324 - \frac{16537,960}{33}$$

$$= 506,324 - 501,150$$

$$= 5,174$$

$$\sum y^2 = \sum Y^2 - (\sum Y)^2/n$$

$$= 519,364 - \frac{(130,200)^2}{33}$$

$$= 519,364 - \frac{16952,040}{33}$$

$$= 519,364 - 513,698$$

$$= 5,666$$

$$\begin{aligned}\Sigma x_1.x_2 &= \Sigma X_1.X_2 - \frac{(\Sigma X_1).(\Sigma X_2)}{n} \\ &= 507,662 - \frac{(129,000)(128,600)}{33} \\ &= 507,662 - \frac{16589,400}{33} \\ &= 507,662 - 502,709 \\ &= 4,953\end{aligned}$$

$$\begin{aligned}\Sigma x_1.y &= \Sigma X_1.Y - \frac{(\Sigma X_1).(\Sigma Y)}{n} \\ &= 513,489 - \frac{(129,000)(130,200)}{33} \\ &= 513,489 - \frac{16795,800}{33} \\ &= 513,489 - 508,964 \\ &= 4,525\end{aligned}$$

$$\begin{aligned}\Sigma x_2.y &= \Sigma X_2.Y - \frac{(\Sigma X_2).(\Sigma Y)}{n} \\ &= 511,422 - \frac{(128,600)(130,200)}{33} \\ &= 511,422 - \frac{16743,720}{33} \\ &= 511,422 - 507,385 \\ &= 4,037\end{aligned}$$

Furthermore, to calculate constant prices or values (a), b1, and b2, the calculations are using the following formula:

$$b_1 = \frac{(\sum x_1 y)(\sum x_2^2) - (\sum x_1 x_2)(\sum x_2 y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1 x_2)^2}$$

$$= \frac{(4,525) \cdot (5,174) - (4,953) \cdot (4,037)}{(5,954) \cdot (5,174) - (4,953)^2}$$

$$= \frac{23,414 - 19,995}{30,807 - 24,534}$$

$$= \frac{3,420}{6,273}$$

$$= 0,545$$

$$b_2 = \frac{(\sum x_2 y)(\sum x_1^2) - (\sum x_1 x_2)(\sum x_1 y)}{(\sum x_1^2)(\sum x_2^2) - (\sum x_1 x_2)^2}$$

$$= \frac{(4,037) \cdot (5,954) - (4,953) \cdot (4,525)}{(5,954) \cdot (5,174) - (4,953)^2}$$

$$= \frac{24,035 - 22,414}{30,807 - 24,534}$$

$$= \frac{1,621}{6,273}$$

$$= 0,258$$

$$a = \frac{\sum Y - b_1(\sum X_1) - b_2(\sum X_2)}{n}$$

$$= \frac{130,200 - 0,545 (129,000) - 0,258 (128,600)}{33}$$

$$= \frac{130,200 - 70,323 - 33,221}{33}$$

$$= \frac{26,656}{33}$$

$$= 0,808$$

Based on the calculation results obtained:

$$a = 0,808$$

$$b_1 = 0,545$$

$$b_2 = 0,258$$

From the value of the constant a and the regression coefficients b1 and b2 above, the regression equation can be made, namely:

$$\hat{Y} = a + b_1X_1 + b_2X_2$$

$$\hat{Y} = 0,808 + 0,545X_1 + 0,258X_2$$

The regression equation for work ethic and employee empowerment together on organizational performance is $\hat{Y} = 0.808 + 0.545 X_1 + 0.258 X_2$. This means high or low organizational performance due to work ethic and employee empowerment can be predicted through the regression equation. Based on the data, the highest work ethic and employee empowerment score is 75 (5 x 15). 5 is the highest score for each answer, and 15 is the number of question items. Therefore, organizational performance is:

$$\begin{aligned}\hat{Y} &= 0,808 + 0,545 + 0,258.75 \\ &= 0,808 + 60,260 \\ &= 61,068\end{aligned}$$

It turns out that if the work ethic and employee empowerment are increased to 75 units, the organizational performance increases from 0.808 units to 61.068 units. This means that the higher the work ethic and the better employee empowerment, the higher the organizational performance in Tebet District, South Jakarta Administrative City.

Discussion

Based on the proposed hypothesis of the effect of work ethic and employee empowerment on organizational performance in Tebet District, South Jakarta Administrative City, it is necessary to discuss the existence of each variable.

The results of the research work ethic variable (X1) have a strong and significant positive influence with a correlation coefficient value of 0.779, while the coefficient of determination (r^2) is 0.607, meaning that the work ethic variable contributes 60.7% in explaining organizational performance variables.

The results of the research on the employee empowerment variable (X2) have a strong and significant positive influence on organizational performance, with a correlation coefficient value of 0.746, while the coefficient of determination (r^2) is 0.556, meaning that the employee empowerment variable contributes 55.6% in explaining organizational performance.

The results of the simultaneous analysis show that work ethic and employee empowerment have a strong and significant positive effect on organizational performance. It has been significantly proven from the results of research partially and simultaneously that the organizational performance of Tebet District, South Jakarta Administrative City can be determined by the factors of work ethic and employee empowerment, which can be seen from the correlation coefficient value of 0.787 while the resulting contribution of influence (r^2) 61.9% and the remaining 38.1% is determined by other factors outside this research model.

Based on the above, namely the work ethic and employee empowerment variables on organizational performance, it shows that the magnitude of the influence of the variables quantitatively can be explained as follows:

1. The influence of variable X1 (work ethic) on Y (organizational performance) needs to be analyzed by researchers because work ethic is the ability of an employee to carry out his duties with full responsibility, honesty, discipline, cooperation, and future orientation, hard work attitude, far-sighted, appreciates time and has the view that tomorrow must be better than today.
2. The effect of variable X2 (employee empowerment) on Y (organizational performance) needs to be analyzed by researchers because employee empowerment is a concept that is currently popular referring to efforts to foster a desire in an employee to actualize himself, carry out upward mobility and provide psychological experiences that make a powerful employee.
3. The influence of variables X1 (work ethic) and X2 (employee empowerment) together on variable Y (organizational performance) needs to be analyzed by researchers because organizational performance is the result of all activities carried out by the organization adjusted to the criteria that have been determined as well as a reflection of the achievements that have been achieved by the organization through inputs, processes, outputs, results, benefits, and impacts for the achievement of organizational goals.
 - a. Identifying the work ethic and employee empowerment variables will affect organizational performance. Based on the thoughts above, according to the researcher, the hypothesis states that work ethic and employee empowerment have a strong influence on organizational performance in Tebet District, South Jakarta Administrative City, is acceptable.
 - b. The magnitude of the influence of the two independent variables with the dependent variable also shows the fact how to implement and improve organizational performance optimally; this fact has been answered with a high work ethic and good employee empowerment. Practically speaking, the two variables run together, meaning that in the process work ethic and employee empowerment can become variables or factors that determine whether organizational performance is high or low. If the employee's work ethic is high and employee empowerment is good, then organizational performance will automatically increase.
 - c. In this discussion, the researcher concludes that the two independent variables above show a very significant influence, meaning that without a high work ethic and good employee empowerment, the organizational performance of the Tebet District, South Jakarta Administrative City cannot be increased or implemented optimally.

CONCLUSION

Based on the results of the research that has been carried out to test the hypotheses and answers to the formulation of the problems proposed, the researcher can draw the following conclusions:

1. Based on the results of hypothesis testing the effect of the work ethic variable on organizational performance in Tebet District, South Jakarta Administrative City, it turns out to have a strong and significant positive influence, this is indicated by the correlation coefficient value of 0.779 and the t-count test of 6.919 is greater than the t-table of 2.042. While the coefficient of determination is 0.607 or 60.7%, this means that 60.7% of organizational performance is determined by work ethics, and the remaining 39.3% is determined by other factors.
2. Based on the results of hypothesis testing the effect of the employee empowerment variable on organizational performance in Tebet District, South Jakarta Administrative City, it turns out to have a strong and significant positive influence, this is indicated by the correlation coefficient value of 0.746 and the t-count test of 6.228 which is greater than the t-table of 2.042. While the coefficient of determination is $r^2 = 0.556$ or 55.6%, this means that 55.6% of organizational performance is determined by employee empowerment, and the remaining 44.4% is determined by other factors.
3. To test the double correlation hypothesis, the effect of work ethic and employee empowerment variables together on organizational performance in Tebet District, South Jakarta Administrative City, turns out to have a strong and significant positive influence with a correlation coefficient value of 0.787 with an F-count test of 24.412 greater than F-table of 3.32. While the coefficient of determination is $r^2 = 0.619$, this means that together 61.9% of organizational performance is determined by work ethics and employee empowerment, and the remaining 38.1% is determined by other factors.

SUGGESTIONS

Based on the results of the research and discussion in the conclusion above, the researcher tries to put forward suggestions that might be followed up, namely as follows:

1. It is recommended that the work ethic of employees be improved by providing understanding to employees that the success achieved by the organization is the responsibility of the employee as a member of the organization so that with this the employee will be responsible for all the behavior he/she does and has obedience to orders given by the leadership in the organization. In addition, employees are required to work hard and be even more active to have a bright future in the organization.
2. Empowerment of employees is suggested to be increased by increasing the ability of employees to ensure the availability of accurate information, providing input that is useful for improvement and progress of the organization, and leaders are expected to be willing to provide quality guidance and job training to employees so that they can carry out work according to the instructions of the leadership.
3. Organizational performance is suggested to be further enhanced by carrying out work activities effectively and efficiently, with good delegation of authority and responsibility within the organization and with high discipline from employees towards work rules that exist within the organization.

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