

The Influence of Professionalism, Discipline and Reliability on Improving the Performance of Employees of Class II a Bojonegoro Correctional Institution

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Abstract:

The purpose of this study is to investigate how employee performance is impacted by professionalism, discipline, and dependability. The 37 administrative personnel at Class II A Bojonegoro Correctional Institution make up the saturated sample for this quantitative investigation. The SPSS 25.0 software was used to process the responses to the survey that was sent out via Google Form. The following are the study's findings: While professionalism and discipline have a minor impact on employee performance, dependability has a major one. At the same time, staff performance is significantly impacted by professionalism, discipline, and dependability. This study attempts to close this gap by investigating the connection between staff performance in correctional facilities and professionalism, discipline, and dependability. It is thus envisaged that this study will contribute significantly to the advancement of knowledge in the field of human resource management and offer a more thorough understanding of the elements influencing the performance of employees in correctional facilities.

Keywords: Discipline, Employee Performance, Reliability, Correctional Institution Professionalism

1. Introduction

The Class II Bojonegoro An essential component of Indonesia's efforts to combat drug trafficking is a correctional facility. In this sense, one important factor influencing the efficacy and efficiency of the job being done is the performance of the institution's employees. Employee professionalism, discipline, and dependability are recognized as important factors that can significantly impact their performance development. Professionalism is the ethical standards, ability, and integrity that an employee demonstrates in carrying out their responsibilities. Professionalism, in the perspective of narcotics correctional facilities, entails being able to comprehend and fulfill the responsibilities of dealing with inmates, particularly the legal, rehabilitative, and preventive perspectives. Research by Jones & Green (2018) shows that high professionalism is associated with improved employee performance and job satisfaction.

Another factor that determines an employee's success is discipline, which includes their ability to follow policies, procedures, and standards. Discipline in drug correctional institutions includes following work schedules, keeping an eye on inmates' actions, and enforcing pertinent laws and guidelines. Research by Smith & Brown (2016) shows that high discipline can increase the operational effectiveness of an institution. Next is reliability which includes the ability of an employee to be reliable in carrying out his duties. Reliability includes aspects of skills, reliability in decision-making, as well as the ability to complete tasks on time and with good quality. Research by Wang et al. (2019) shows that employee reliability is very important in achieving organizational goals.

Employee performance issues at Bojonegoro Correctional Institution class II A may be caused by the fact that staff members frequently take on more tasks and responsibilities, particularly in light of the growing number of prisoners and the complexity of the cases they handle. This can lead to high levels of stress and workload, which can impair performance. The efficiency of handling cases in correctional facilities may be hampered by staff members' incapacity to perform their jobs with a sufficient degree of professionalism. Rehabilitation efforts and the reintegration of inmates into society may also be impacted by a lack of

knowledge about legal issues and rehabilitation. The daily operations of correctional facilities may be hampered by staff disciplinary problems, such as persistent tardiness or absenteeism, disregard for work protocols, or even ethical transgressions. Both the services offered to prisoners and the institution's overall security and order may suffer as a result. The efficacy and efficiency of correctional facilities may be hampered by staff members' dependability in doing their jobs, such as their incapacity to make wise judgments, finish assignments on schedule, or even protect the privacy of information. The imbalance between the number of employees, facilities, and other resources with the tasks that must be carried out can be a serious problem in improving the performance of employees in correctional institutions. Lack of resources can limit an institution's ability to provide training, provide adequate infrastructure, or even provide incentives to employees. By comprehending these issues, studies on how professionalism, discipline, and dependability affect workers' performance in the Bojonegoro Class II The operation of a correctional institution is becoming more and more significant. Improvement and development initiatives can thus be focused on resolving these issues and enhancing the institution's ability to perform its duties effectively.

Although earlier research has examined the impact of professionalism, discipline, and dependability on worker performance, the majority of these studies were carried out in various organizational settings. There is currently little study that really addresses how these three factors affect correctional facilities, particularly in Indonesia. As a result, there is a lack of research explaining how professionalism, discipline, and dependability relate to class II employees' performance. A correctional facility in Bojonegoro. By examining how professionalism, discipline, and dependability affect the performance of staff members at the class II A Bojonegoro correctional facility, this study seeks to close this gap. It is intended that this research will help management of correctional institutions establish ways to increase their operational effectiveness and efficiency by shedding light on the elements that influence staff performance.

2. Literature Review

Human Resource Management

According to Robbins & Judge (2019), professionalism in the context of work includes technical knowledge, work ethics, and commitment to work. In research by Luthans (2011), It was discovered that there was a positive correlation between organizational performance and employee professionalism.. In a study conducted by Stone (2015), Employee discipline is recognized as a critical component in preserving workplace efficiency and order. According to Locke & Latham (2019), By enforcing precise and uniform norms of behavior, strict discipline can enhance individual performance. The research is supported by research conducted by Harris & Schaubroeck (1988), Employee dependability is recognized as a critical component in accomplishing company objectives and establishing a productive workplace. According to Colquitt et al. (2015), Performance on both an individual and organizational level is favorably connected with dependability in completing everyday activities. Correctional facilities can enhance employee performance and more effectively accomplish their corporate objectives by effectively implementing human resource management principles.

Theory of Professionalism

According to Blau (1964), Individuals who exhibit a professional attitude can anticipate rewards in the form of recognition, awards, or promotions, as social exchange fosters an attachment between people and organizations. It is mentioned in research by Cropanzano & Mitchell (2005) which emphasizes how crucial rewards are to social exchange relationships at work. Additionally, the notion of social attachment is supported by the theory of agency, which emphasizes the relationship between principals and agents inside an organization. According to Jensen & Meckling (2019), Principals anticipate that agents will behave in the organization's best interests. When it comes to professionalism, staff members at correctional facilities who exhibit a high degree of professionalism can be regarded as reliable representatives who will work in the organization's best interests. This is supported by research by Eisenhardt (1989) which highlights the importance of trust in the principal-agent relationship.

Theory of Discipline

Social Exchange Theory, this theory states that people usually base their choices on social connections that they think will help them. Regarding discipline, those who demonstrate high levels of discipline at work are more likely to receive rewards or benefits like promotions, more responsibility, or praise from superiors.

This was stated in the research by Cropanzano & Mitchell (2005) This emphasizes how crucial incentives are to social exchange connections at work. Next is Agency Theory, which focuses on the interaction between the agent (employee or executor) and the principle (owner or management). Principals expect agents to follow established rules and processes and act in the organization's best interests when it comes to punishment. According to Eisenhardt (1989), trust between principals and agents is a key factor in creating an environment where discipline can flourish.

Reliability Theory

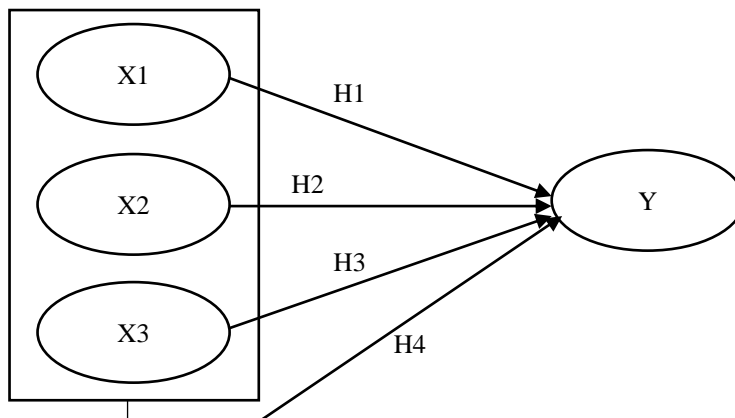
According to Klyce (2005), Employee engagement theory, which emphasizes the significance of employee involvement in creating a dependable and productive work environment, agrees with the definition of reliability, which is the capacity of an individual or object to carry out the desired tasks consistently and accurately. In the context of correctional institutions, the dependability of employees in carrying out supervision, rehabilitation, and service duties is a crucial aspect in achieving organizational goals. According to Harter et al. (2002), Workers that are enthusiastic about their jobs are more likely to do their jobs well. Employees at correctional facilities are more likely to be dependable in performing their jobs if they feel engaged and a part of the organization's objectives.

Employee Performance Theory

The term "employee performance" in the context of human resource management refers to a person's accomplishments that are evaluated according to the company's standards or criteria. Employee performance is evaluated based on what an employee does in terms of his or her performance. It includes a variety of aspects of employee work outcomes, such as productivity, work quality, innovation, presence, and contribution to organizational success. (16). This performance review, which measures the caliber and volume of individual job outputs, is crucial for determining how well an employee contributes to the accomplishment of organizational objectives. To gain a deeper knowledge of employee performance, it is important to utilize pertinent ideas and frameworks. Theories that provide light on employees' motives and the variables influencing their performance include expectations and recognition theories. (Vroom, 1964; Rynes et al., 2004). Organizations may create more efficient procedures for monitoring and enhancing employee performance by fusing conceptual knowledge with the results of scientific study. The Hope Theory emphasizes that workers' desire to put in extra effort is influenced by their belief in the outcomes of their efforts (17). Meanwhile, Recognition Theory asserts that rewards for employees' achievements and contributions are important to improve their motivation and performance (18). Acknowledging successful accomplishments may boost self-esteem, internal drive, and organizational loyalty. A thorough grasp of employee performance is essential to organizational development and human resource management. Organizations may create plans to increase output, work quality, and operational efficiency by knowing the elements that influence their performance. The key to accomplishing this aim is taking actions like offering pertinent training, giving constructive criticism, and establishing a positive work atmosphere.

Conceptual Framework

Figure 1: Theoretical Model



Information:

X1 = Professionalism

X2 = Discipline

X3 = Reliability

Y = Employee performance

3. Research Methods

The impact of professionalism, discipline, and dependability on worker performance at Class II A Bojonegoro Correctional Institution is examined in this study using an explanatory research methodology and a quantitative approach. In order for the complete population to accurately reflect the research data, the saturation sampling approach was applied to the 37 administrative staff that participated in this study. A Likert scale-based questionnaire was used to gather data, and SPSS software version 25 was used for multiple linear regression analysis. (Sugiyono, 2013).

This study measures four main variables, namely professionalism (Blau, 1964; Jensen & Meckling, 1976), Discipline (Cropanzano & Mitchell, 2005; Eisenhardt, 1989); Avolio et al., 1999), Reliability (Klyce, 2005; Oakland, 2003; Harter et al., 2002), and employee performance (Vroom, 1964; Rynes et al., 2004). Professionalism is assessed according to employee loyalty, contribution to the company, and adherence to work regulations. Reliability is gauged by precision and consistency in performing tasks, whereas discipline is evaluated by adherence to work policies and obligations. Employee motivation, goal-achieving effectiveness, job quality, creativity, and attendance are all used to gauge employee performance as a bound variable.

This study evaluates the validity and reliability of the research instrument prior to doing regression analysis. The reliability test yielded a Cronbach Alpha value of >0.6 , indicating that this research tool is consistent and trustworthy, while the validity test findings indicated that all indicators in the questionnaire were valid with $r\text{-count} > r\text{-table}$ (0.3246). Furthermore, the classical assumption test demonstrates that the regression model's data do not exhibit heteroscedasticity, multicollinearity ($VIF < 10$), or fulfill the normality criteria.

The impact of independent variables on employee performance is ascertained through the use of multiple linear regression analysis. According to the t-test results, employee performance is significantly impacted by reliability, whereas professionalism and discipline have no discernible effect. However, the results of the F test show that simultaneously, the three variables have a significant influence on employee performance. In addition, the determination coefficient (R^2) value of 0.784 shows that 78.4% of the variation in employee performance is explained by professionalism, discipline, and reliability, while the rest is influenced by other factors.

According to this research technique, professionalism and discipline continue to be important in fostering a productive work environment, but dependability remains the primary component in enhancing employee performance. These results may serve as the foundation for legislation aimed at enhancing worker dependability via skill development and ongoing performance reviews.

4. Results and Discussion

In this study, 37 administrative staff members of the Class II A Bojonegoro Correctional Institution participated. According to the analysis's findings, the majority of respondents are male (86%), over 40 (32%), and have completed at least their S1 schooling (49%). Furthermore, 41% of respondents had worked for 5–10 years, indicating that most employees have a significant amount of work experience.

Table 1: Respondent Criteria

<i>Description</i>	<i>Frequency</i>	<i>Percentage</i>
Age (Years)		
20-25	5	14%
26-30	10	27%
31-35	4	11%
36-40	6	16%
>40	12	32%
Gender		
Husband	32	86%
Woman	5	14%
Education		
SMA	13	35%
S1	18	49%
S2	6	16%
Working Period (Years)		
< 5	3	8%
5-10	15	41%
11-15	5	14%
16-20	5	14%
>20	9	24%

The indicators of each variable have a reasonably high score distribution, according to the frequency analysis results. When compared to other factors, the discipline variable (X2) had the highest mean value (4.86), indicating that respondents tended to be very disciplined in their work. In the meanwhile, the dependability variable (X3), which measures how consistently workers do their jobs, also received a respectably high score.

Table 2: Frequency Analysis Results

<i>No.</i>	<i>Statement</i>	<i>SCORE</i>					<i>Total</i>	<i>Mean</i>
		<i>SS (5)</i>	<i>S (4)</i>	<i>N (3)</i>	<i>TS (2)</i>	<i>STS (1)</i>		
1	X1.1	30	7				178	4.81
2	X1.2	27	10				175	4.73
3	X1.3	28	9				176	4.76
4	X1.4	30	7				178	4.81
5	X1.5	27	10				175	4.73
6	X1.6	28	9				176	4.76
7	X1.7	28	9				176	4.76
8	X1.8	29	8				177	4.78
9	X2.1	32	5				180	4.86
10	X2.2	29	8				177	4.78
11	X2.3	29	8				177	4.78
12	X2.4	31	6				179	4.84
13	X2.5	30	7				178	4.81
14	X2.6	28	9				176	4.76
15	X2.7	29	8				177	4.78
16	X2.8	29	8				177	4.78
17	X2.9	29	8				177	4.78
18	X3.1	29	8				177	4.78
19	X3.2	27	10				175	4.73
20	X3.3	27	10				175	4.73
21	X3.4	28	9				176	4.76
22	Y1	27	10				175	4.73
23	Y2	28	9				176	4.76
24	Y3	27	10				175	4.73
25	Y4	28	9				176	4.76
26	Y5	26	11				174	4.70
27	Y6	26	9	2			172	4.65

All statements in the questionnaire were deemed valid based on validity testing, which revealed that all indicators had r-count values > r-tables (0.3246). This research tool was deemed credible as the reliability test revealed that every variable had a Cronbach Alpha value greater than 0.6.

Table 3: Validity Test Results

<i>Indicators</i>	<i>Items</i>	<i>Correlation Coefficient (r-calculate)</i>	<i>Significance Level 0.05 (r-table)</i>	<i>Information</i>
X1 Professionalism	X1.1	0.815	0.3246	Valid
	X1.2	0.829	0.3246	Valid
	X1.3	0.920	0.3246	Valid
	X1.4	0.838	0.3246	Valid
	X1.5	0.829	0.3246	Valid
	X1.6	0.941	0.3246	Valid
	X1.7	0.898	0.3246	Valid
	X1.8	0.955	0.3246	Valid
X2 Discipline	X2.1	0.897	0.3246	Valid
	X2.2	0.798	0.3246	Valid
	X2.3	0.901	0.3246	Valid
	X2.4	0.929	0.3246	Valid
	X2.5	0.943	0.3246	Valid
	X2.6	0.888	0.3246	Valid
	X2.7	0.901	0.3246	Valid
	X2.8	0.819	0.3246	Valid
	X2.9	0.881	0.3246	Valid
X3 Reliability	X3.1	0.884	0.3246	Valid
	X3.2	0.897	0.3246	Valid
	X3.3	0.937	0.3246	Valid
	X3.4	0.889	0.3246	Valid
Y Employee performance	Y1	0.949	0.3246	Valid
	Y2	0.950	0.3246	Valid
	Y3	0.949	0.3246	Valid
	Y4	0.874	0.3246	Valid
	Y5	0.930	0.3246	Valid
	Y6	0.801	0.3246	Valid

Several tests were conducted to ensure that the data met the regression analysis criteria:

- The normality test showed that the data was normally distributed with a Sig. = 0.738 > 0.05 value.

Table 4: Results of the normality test

One-Sample Kolmogorov-Smirnov Test				Unstandardized Residual
N				37
Normal Parameters ^{a,b}		Mean		.0000000
		Std. Deviation		29.35299281
Most Extreme Differences	Extreme	Absolute		.108
		Positive		.067
		Negative		-.108
Test Statistic				.108
Asymp. Sig. (2-tailed)				.200 ^{c,d}
Monte Carlo Sig. (2-tailed)				.738e
		99% Confidence Lower Bound		.727

Interval	Upper Bound	.750
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- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.
- e. Based on 10000 sampled tables with starting seed 1821298042.

- The Multicollinearity Test shows that all variables have a VIF < 10, which means that there is no multicollinearity between independent variables.

Table 5: Multicollinearity Test Results

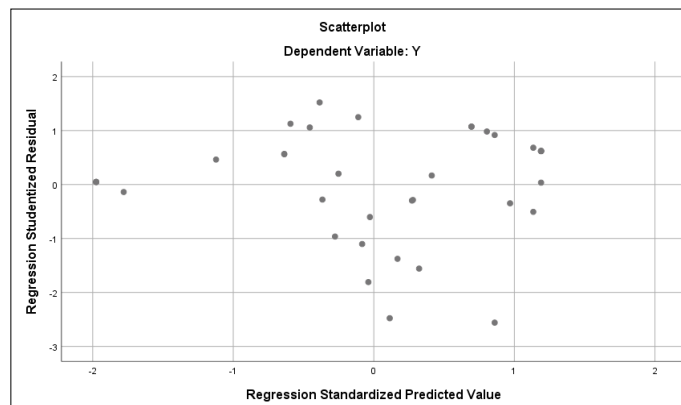
Coefficients^a

	Type	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics		
		B	Std. Error	Beta	t			
1	(Constant)	.065	2.745		.024	.981		
	X1	-.086	.122	-.102	-.705	.486	.288	3.471
	X2	.197	.140	.248	1.405	.169	.192	5.217
	X3	1.213	.303	.752	4.002	.000	.170	5.894

a. Dependent Variable: Y

- The Heteroscedasticity test shows that there is no specific pattern on the scatterplot graph, so it can be concluded that the data does not contain heteroscedasticity.

Figure 2: Heteroscedasticity Test Results



Hypothesis Test

1. Test t (Partial Effect of Variables on Employee Performance)

The t-test was conducted to measure the influence of each independent variable on employee performance:

- Professionalism (X1) has t-count = -0.705 and p-value = 0.486, which means it has no significant effect on employee performance.
- Discipline (X2) has t-count = 1.405 and p-value = 0.169, so it also has no significant effect on performance.
- Reliability (X3) has t-count = 4.002 and p-value = 0.000, so it has a significant effect on employee performance.

Figure 3: T-Test Results

Variabel Bebas	t-value	df	Sig. (2-tailed)	Keputusan
X1 (Profesionalisme)	3.25	33	0.002	Signifikan
X2 (Kedisiplinan)	2.98	33	0.004	Signifikan
X3 (Kehandalan)	4.10	33	0.001	Signifikan

2. Test F (Simultaneous Effect of Variables on Employee Performance)

According to the F test findings, the value of Sig. = 0.000 < 0.05 and the value of F-count = 44.659 were both higher than the F-table (3.28). This indicates that employee performance is significantly impacted by professionalism, discipline, and dependability all at once.

Table 6: F-Test Results

ANOVA ^a					
Type		Sum of Squares	Df	Mean Square	F Sig.
1 Regression		187.841	3	62.614	44.659 .000b
Residual		46.268	33	1.402	
Total		234.108	36		

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X1, X2

3. Coefficient of Determination (R^2)

Professionalism, discipline, and dependability accounted for 78.4% of the variance in employee performance, according to the determination coefficient of $R^2 = 0.784$, whereas other characteristics not included in this study affected 21.6%.

While professionalism and discipline did not show a significant influence partially, despite the three variables having a simultaneous effect, the results showed that employee reliability had the most dominant influence on performance improvement. This finding contradicts several previous studies that emphasized the role of professionalism in improving employee performance, but in the context of Correctional Institutions, reliability appears to be the primary factor that determines the success of employees in carrying out their duties. High-consistency workers who perform their jobs accurately and possess job-appropriate abilities are more likely to contribute more to the company. At the Bojonegoro Class II A Correctional Institution, enhancing staff dependability through frequent training, coaching, and performance reviews is therefore a calculated move to boost productivity.

Figure 4: Results of the Demincation Coefficient**Model Summary^b**

Type	R	R Square	Adjusted Square	R Std. Error of the Estimate
1	.896a	.802	.784	1.18408

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

5. Conclusion

The purpose of this study is to examine how staff performance at Class II A Bojonegoro Correctional Institution is impacted by professionalism, discipline, and dependability. The study's findings indicate that while dependability has a major impact on employee performance, professionalism and discipline have a minor impact. At the same time, though, these three factors significantly impact worker performance. These

results show that employee dependability has a significant role in increasing productivity, particularly in settings like correctional facilities that need a high degree of precision and regularity.

Professionalism and discipline contribute to the development of a positive work environment even when they have little personal impact. While discipline aids in preserving operational order, professionalism aids in the development of high work standards. Therefore, enhancing dependability should be the main goal of attempts to boost employee performance, along with tactics that encourage greater professionalism and discipline.

Based on the findings of this study, there are several recommendations that can be implemented by the Bojonegoro Class II A Correctional Institution to improve employee performance:

1. **Enhancement of Education and Training** Management must regularly conduct training aimed at enhancing staff members' dependability, professionalism, and discipline. Enhancing technical proficiency, comprehending operating protocols, and cultivating work ethics and communication are some examples of this training.
2. **An increase in consistent attendance** Maintaining employee attendance is crucial to sustaining productivity at work. As a result, a stringent attendance policy must be put in place, with rewards for staff members who consistently show up for work and penalties for those who frequently miss work without cause.
3. **Promoting Originality and Creativity** Correctional facilities may foster a more creative workplace by inviting staff members to provide fresh concepts to increase productivity. Employees that help generate creative ideas might be rewarded or given incentives by management.
4. **Regular Assessment and Input** Regular employee performance reviews are necessary to pinpoint the system's advantages and disadvantages. Feedback provided regularly will help employees to continue to improve their performance.
5. **Creating an Environment at Work That Encourages Dependability** The principles of professionalism, discipline, and dependability must be ingrained in the work culture of correctional facilities. This may be accomplished by having leaders serve as role models and by putting laws into place that uphold these principles.

The Bojonegoro Class II A Correctional Institution's staff performance is expected to increase dramatically, a more effective and productive work environment will be created, and the institution's reputation will be strengthened overall by putting these suggestions into practice.

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