

## THE INFLUENCE OF HUMAN RELATIONS AND ISLAMIC WORK ETHIC ON EMPLOYEE PERFORMANCE AT LAZISMU PURWOREJO REGION

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**Abstract:** This study aims to determine the effect of human relations, Islamic work ethic and employee performance at LAZISMU Purworejo Region. The population of this research is LAZISMU Purworejo Region employees from various ranks/classes. The sampling technique used is random sampling. Data related to research variables were collected using questionnaires distributed to all respondents and filled out by respondents themselves based on respondents' perceptions. Based on the instrument test conducted, it is proven that all statement items in the questionnaire are proven to be valid and reliable. The analytical technique used to prove the hypothesis is multiple linear regression. The results showed that Human Relations did not have a positive and significant effect on employee performance. Islamic work ethic has a positive and significant effect on the performance of LAZISMU Purworejo Region employees. Suggestions that can be given to LAZISMU Purworejo Region is to keep paying attention to Human relations (relationships between humans) where the relationship or cooperation between two or more individuals, especially in relationship status or social interaction and good social communication can certainly affect an individual's performance in complete tasks assigned by superiors. The better the level of human relations between employees, superiors, and customers, the better the performance of employees. Furthermore, the management of LAZISMU Purworejo Region also needs to improve the existence of a high work ethic in employees where the work ethic will make the employee effective at work. The better the Islamic work ethic, the better the performance of employees

**Keywords:** *Human Relations, Islamic Work Ethic, Employee Performance*

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### 1. Introduction

Human resources are one of the important company assets where companies depend on the quality of these human resources. Therefore, qualified human resources are required who are able to provide value for the achievement of organizational goals. Fitriyani (2019) argues that human resources are someone who works in a company or agency working in accordance with their duties and responsibilities so that the company's goals are achieved. The success of an organization is seen from the achievement of high performance where qualified employees and have adequate work effectiveness. Human resources are resources that are needed by the

organization. One of the most important issues related to human resource issues is performance issues.

Quality employee performance can have a positive impact on the survival of a company, (Rosalina, 2018). Performance is a real behavior that is displayed by each individual as a work achievement that has been done by an employee in accordance with his role in the company, (Magito, 2020). Setiawan (2021) states that high performance is a step towards the process of achieving the goals of the organization concerned. Whether or not a performance is a benchmark in making effective and efficient decisions for the company. however, not all employees have quality performance due to many factors that influence it. according to rodi ginanjar, (2013: 23) there are five performance indicators that can measure the work level of employees, namely; (1) quantity, (2) quality, (3) punctuality (4) attendance. Suryadin (2021) argues that there are several influencing factors in organizational performance, namely, human relations, work environment, wages, work ethic, discipline, and loyalty. Performance can be influenced by social relations between fellow employees who are intertwined in an organization.

The first factor stated by Suryana (2021) that affects performance is human relations. according to Sugianti (2020) human relations are human relations which are more emphasized on spiritual elements which include; nature, character, behavior, personality and other psychological aspects contained in humans that lead to happiness and satisfaction. human relations are all formal and informal relationships that are carried out by leaders to employees, among fellow employees in an effort to establish intimacy and harmony to achieve the goals that have been set (Atalia, k, et. al . 2019). yonaldi (2018) argues that human relations is a relationship between a person and another, either in a work situation or outside the work organization. Human relations are interactions between humans including spiritual elements such as nature, character, behavior, personality and psychology contained in humans which are aimed at happiness (Nadapdap, 2017). according to yonaldi (2018) human relations can be measured by (1) social action, (2) social contact (3) social communication.

Another important thing in improving the quality of performance is the Islamic work ethic. Sinamo (2016) argues that the Islamic work ethic is a moral in work that is in accordance with Islamic values so that in its implementation there is no need to think about it because the soul believes it is something good and right. Furthermore, Ahmad (2021) argues that the Islamic work ethic is an act of attitudes and behavior that is determined by Islam to its adherents to achieve a high quality of life. Islamic work ethic is the work ethic of a Muslim is the spirit to tread the straight path, in terms of making any decisions, leaders must hold the mandate, especially the judges, (Suryadi, 2021). According to Didin (2003) Islamic work ethic can be measured by (1) al-salah, (2) al-itqan, (3) al-mujahadah, (4) al-ihsan, (5) observing the value of time, (6) tanafus .

Employees who work for companies, agencies or institutions need to have passion and enthusiasm in themselves in order to carry out the mandate of the job well given to them. This is often referred to as the work ethic, in Muhammadiyah organizations always get inspiration, namely the three ethos of the Koran to achieve and achieve the goals in building an Islamic society that is expected, including the ethos of mercy (compassion), al-Ma'un and al-`Ashr ( Rozikan, 2019).

LAZISMU Purworejo Region is a zakat management institution whose job is to manage zakat and alms infaq funds nationally. LAZISMU Purworejo Region was formed in 2017 and has 25 Branch Offices. According to the Chairman of LAZISMU Purworejo, Mr. H. Moh. Mansur, S.Pd. I., in maintaining relations between workers at LAZISMU Purworejo, the tent will run well and communicatively, if both parties can establish good interactions. Therefore, one way that can be done is to create human relations and work ethic where each employee is judged by his daily work ethic to be able to maintain behavior related to his work environment.

Employees can work well together if employees work based on a high work ethic, with this high work ethic, it is undeniable that it will also improve employee performance.

Based on the explanation above, the researcher aims to determine the effect of human relations on employee performance and Islamic work ethic on the performance of LAZISMU employees in Purworejo Region

## **2. Research Method**

This research is categorized into survey research where the information obtained from respondents is collected using a questionnaire. Sugiyono (2017: 6) survey research is collecting data using a questionnaire instrument to get responses from respondents. Operational variables in this study are Human Relations ( $X_1$ ), Islamic Work Ethic ( $X_2$ ), Employee Performance ( $Y$ ). This study uses an alternative 5 Likert measurement scale. The population in this study were all employees of LAZISMU Purworejo. The sampling technique used was random sampling. This study used a sample of 40 employees of LAZISMU Purworejo Region. The data analysis technique uses multiple linear regression analysis, namely research with a minimum number of 2 independent variables (Sugiyono, 2017).

## **3. Results and Discussion**

### **3.1. Results**

The results of the validity tests carried out using can be seen in the following table:

**Table 1**  
**Validity Test Results**

<b>Variable</b>	<b>Items Statement</b>	<b>Pearson Correlation</b>	<b>r min</b>
Employee Performance (Y)	$Y_1$	0,519	0,3
	$Y_2$	0,716	
	$Y_3$	0,600	
	$Y_4$	0,715	
	$Y_5$	0,612	
	$Y_6$	0,707	0,3
	$Y_7$	0,666	
	$Y_8$	0,528	
	$Y_9$	0,599	
	$Y_{10}$	0,668	
Human Relation ( $X_1$ )	$X_{1.1}$	0,542	0,3
	$X_{1.2}$	0,566	
	$X_{1.3}$	0,847	
	$X_{1.4}$	0,752	

	X <sub>1,5</sub>	0,554	
	X <sub>1,6</sub>	0,698	
	X <sub>1,7</sub>	0,518	
	X <sub>1,8</sub>	0,546	
	X <sub>1,9</sub>	0,597	
	X <sub>1,10</sub>	0,538	
	X <sub>1,11</sub>	0,808	
Islamic Work Ethic (X <sub>2</sub> )	X <sub>2,1</sub>	0,549	0,3
	X <sub>2,2</sub>	0,480	
	X <sub>2,3</sub>	0,673	
Variable	Items Statement	Pearson Correlation	r min
	X <sub>2,4</sub>	0,743	
	X <sub>2,5</sub>	0,778	
	X <sub>2,6</sub>	0,685	
	X <sub>2,7</sub>	0,707	

Source: Primary data processed, (2021)

Based on table 1, the total person correlation item correlation shows that all indicators of employee performance (Y), human relations (X<sub>1</sub>), and Islamic work ethic (X<sub>2</sub>) have a correlation coefficient of more than 0,3 so that all statement items tested can declared valid means that the statement items used in this validity test are able to measure the research variables. Therefore, all statement items can be used in further data collection.

The results of the reliability tests carried out using can be seen in the following table:

**Table 2**  
**Reliability Test Results**

Variable	Statement Items	Cronbach's Alpha if Item Deleted	Cronbach's Alpha	Reliability Value Limit
Employee Performance (Y)	Y <sub>1</sub>	0,829	0,831	0,7
	Y <sub>2</sub>	0,806		
	Y <sub>3</sub>	0,824		
	Y <sub>4</sub>	0,805		
	Y <sub>5</sub>	0,819		
	Y <sub>6</sub>	0,806		
	Y <sub>7</sub>	0,811		
	Y <sub>8</sub>	0,825		
	Y <sub>9</sub>	0,818		
	Y <sub>10</sub>	0,811		
Human Relation (X <sub>1</sub> )	X <sub>1,1</sub>	0,831	0,830	0,7
	X <sub>1,2</sub>	0,821		
	X <sub>1,3</sub>	0,792		
	X <sub>1,4</sub>	0,804		
	X <sub>1,5</sub>	0,820		
	X <sub>1,6</sub>	0,810		
	X <sub>1,7</sub>	0,824		

	X <sub>1.8</sub>	0,834		
	X <sub>1.9</sub>	0,821		
	X <sub>1.10</sub>	0,826		
	X <sub>1.11</sub>	0,797		
	X <sub>2.1</sub>	0,785		
Islamic work ethic (X <sub>2</sub> )	X <sub>2.2</sub>	0,787	0,783	0,7
	X <sub>2.3</sub>	0,747		
	X <sub>2.4</sub>	0,733		
	X <sub>2.5</sub>	0,729		
Variable	Statement Items	Cronbach's Alpha if Item Deleted	Cronbach's Alpha	Reliability Value Limit
	X <sub>2.6</sub>	0,755		
	X <sub>2.7</sub>	0,751		

Source: Primary data processed, (2021)

Based on table 2, all statement items from employee performance variables (Y), human relations (X<sub>1</sub>), and Islamic work ethic (X<sub>2</sub>) resulted in Cronbach's alpha value greater than 0,7, so it can be concluded that the instrument is reliable. This means that the statement items in the questionnaire are consistent in measuring the research constructs or variables, so that they can be used to collect further data.

**Table 3**  
**Data Analysis Results**

<i>Variabel</i>	<i>Standardized Coefficients Beta</i>	<i>p-value</i>	<i>Keterangan</i>
Human Relations (X <sub>1</sub> )	0.092	0.604	Positive Not Significant
Islamic Work Ethic (X <sub>2</sub> )	0.645	0.001	Significant Positive

Source: Primary data processed, (2021)

Based on the results of Table 1. the regression equation is obtained as follows:

**Employee Performance: 0.092 Human Relations + 0.645 Islamic Work Ethic**

With the following interpretation:

b<sub>1</sub> = 0.092 the regression coefficient of the human relations variable (X<sub>1</sub>) is positive, meaning that human relations has a positive influence on employee performance (Y). These results indicate that the greater the human relations experienced by LAZISMU Purworejo employees, the employees will complete their duties and responsibilities optimally with their work.

b<sub>2</sub> = 0.645 regression coefficient of Islamic work ethic variable (X<sub>2</sub>) is positive, meaning that Islamic work ethic has a positive influence on employee performance (Y). These results indicate that the better the work ethic of employees in every organizational activity, the better their performance.

The results are significant for each independent variable consisting of human relations and Islamic work ethic with the dependent variable being employee performance. The terms of the variable are said to have a significant effect if the p-value < 0.05. Based on table 1, it can be explained as follows:

- Testing the influence of human relations on employee performance with p-value = 0.604 < 0.05, it can be concluded that human relations has no significant effect on employee performance.

- b. Testing the effect of Islamic work ethic on employee performance with  $p\text{-value} = 0.001 < 0.05$ , it can be concluded that Islamic work ethic has a significant effect on employee performance.

**Table 4**  
**Data Analysis Results**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,717	,514	,487	,2814

Source: Processed data (2021)

The coefficient of determination ( $R^2$ ) obtained a value of 0.524 (51.4%), means of variable human relations and Islamic work ethic as an independent variable capable of explaining the variation of the variable changes in Purworejo Regional LAZISMU employee performance as a dependent variable of 51.4%, while the remaining 49.6% is explained by other variables outside the model

### 3.2. Discussion

**H<sub>1</sub> = There is a positive and insignificant effect between human relations variables on employee performance.**

Based on the results of data analysis shows that human relations have no significant effect on employee performance. The conclusion is drawn from the results of the study that although the human relations variable in LAZISMU Purworejo is good, human relations is not the dominant factor in influencing employee performance at LAZISMU Purworejo but can be influenced by other factors.

According to Talumantak (2016), human relationships are all forms of relationships, both formal and informal, carried out by leaders to subordinates, by subordinates to fellow subordinates in an effort to foster intimate and harmonious cooperation in order to achieve predetermined goals. This study does not support the results of research conducted by Nadapdap, (2017), Talumantak (2016) where human relations has a positive and significant effect on employee performance. The same thing is not in line with the research results of Gusti, et al (2021) that human relations have a positive and significant effect on employee performance, where Gusti, et al (2021) stated that the implementation of human relations is very important because it can solve problems involving human factors in communication and can eliminate miscommunication and misinterpretation in work, so as to encourage employees within the company to be able to run according to company goals. Companies in building good relationships with employees or human relations are already good, it can be seen from the familiarity that exists between employees, but to be even better, companies can do it in an open way regarding issues involving feelings, ideas and emotions both superiors and employees as well as between employee.

The implementation of human relations really determines the success of the implementation of tasks and work where through the human relations approach every task and work can be carried out properly and employees have high performance.

**H<sub>2</sub> = There is a positive and significant influence between Islamic work ethic variables on employee performance.**



Islamic work ethic has a positive and significant impact on employee performance. This also shows that implementing an Islamic work ethic in a company is one of the efforts to improve employee performance. This research is supported by research conducted by Sono (2017) work ethic has a positive influence on employee performance. This is supported by the Islamic view, where it is a moral obligation for every member of the Muslim community to try as much as possible to implement all Islamic shari'ah (rules) in all aspects of life, including in the livelihood of life (economy) and more specifically in ethical matters at work. This study also corroborated the results of Sari's (2019) research that Islamic work ethic has a positive and significant effect on employee performance, that individuals who have a high level of Islamic work ethic will be more willing to work hard than they should in order to achieve a number of goals from their department.

Employees who have a high Islamic work ethic tend to show helpful behavior towards the organization and among co-workers. Islamic work ethic refers to the behavior, techniques, virtues and moral principles associated with work and adopting a spiritual approach to doing a better job. Employees who apply the Islamic work ethic should perform higher because they consider that working sincerely is a form of worship.

#### **4. Conclusion**

*Good human relations* between employees and superiors and between employees create positive feelings within employees. So, in carrying out the tasks that have been given will be carried out with feelings of joy and enthusiasm in working and the resulting performance will be maximized.

The character and habits (Islamic work ethic) of employees are good, where the six indicators that form the basis of human habits/character/employees have been filled with behavior shown by employees where employees feel that work is not only about pleasure/pride, showing humanity, but also to worship and therefore has a very high worship value. So that employees will work optimally.

Management of LAZISMU Purworejo Region needs to know the factors that affect the performance of its employees. So that employee performance is in accordance with what is expected in order to achieve company or organizational goals. Employee performance can be maximized by having good relationships between employees and superiors, employees and employees as well as individual habits or characters who have an honest attitude, respect time, and worship well.

The results of this study have limited research data. Therefore, it is hoped that future researchers can add other independent variables that are thought to have an influence on employee performance such as work environment variables, wages, discipline, and loyalty as further research

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