



Article

The Influence of Resilience, Work Ethic, and Self-Awareness on the Performance of Employees of Private Universities in Bengkulu City

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Abstract: This study examines the impact of resilience, work ethic, and self-awareness on the performance of employees at private universities in Bengkulu City. The research addresses the need for higher education institutions to enhance job satisfaction and performance by focusing on various dimensions, including job conditions, professional commitment, and workplace dynamics. Despite the demands that often exceed capacity, employee resilience is crucial for fulfilling these responsibilities. The study fills a knowledge gap by exploring the relationships between these psychological factors and employee performance. A quantitative approach was employed, utilizing questionnaires distributed to 160 respondents. The sampling method was Non-Probability Sampling, with an 85% response rate. Data were analyzed using Multiple Linear Regression with SPSS for Windows. The results indicate a significant positive effect of resilience, work ethic, and self-awareness on employee performance, with an F-count of 74.551 and a p-value of 0.000 ($p < 0.05$). The findings suggest that private universities should invest in education and training to enhance employee skills and knowledge, thereby improving performance and loyalty. Future research should extend the study duration and improve researcher-respondent feedback to build on these insights.

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Keywords: Resilience, Work Ethic and Self Awareness, Employee Performance

1. Introduction

In every organisation, corporation and work institution, the important role of human resource management (HR) is a necessity, including in universities related to teaching staff (lecturers) and education staff. HR management is the lifeblood of higher education, because it determines the path or stagnation of activities in higher education. Human resource management in higher education is the management of the entire academic community. One of the challenges for higher education leaders, especially related to HR management, is to present professional employees and education personnel so that universities are able to produce competent and highly competitive graduates as the final out-put. In other words, the existence of employees, lecturers and education personnel is a necessity to realise the vision and mission of higher education.

In the development of this globalisation era, universities are required to maximise the performance of their human resources, because in this globalisation era, universities continue to face fierce competition, so universities need to develop their universities, especially in the field of human resources. Human resource issues are a very important

concern for universities to survive. Because human resources play an important role in an organisation or business. Human resources must be managed properly to improve organisational performance and achieve goals. The college's own goals can be achieved with employees who have a high level of effectiveness, because the performance of the college / organisation is a combination of the performance of all individuals / employees involved in the running of a college. College performance is largely determined by qualified employees [1].

Employee performance is the result in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him based on a work agreement, which includes behaviour that comes from oneself, namely mental (thinking) and physical effort, which can be assessed separately from the results of the work. As said by [2] Performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

According to [3] Performance is the quantity or quality of individual or group work results in the organisation in carrying out main tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been determined or that apply in the organisation. From the description above, we can conclude that employee performance is a key factor in the progress of a company or organisation. Employee performance is the use of certain skills to carry out tasks in accordance with the responsibilities given with the aim of improving the performance of the employee himself. Because performance is a key factor in the progress of the organisation.

Employee performance is of course influenced by complex factors, not only the vision, mission but also the value system and beliefs in the environment where education personnel work, as reflected in organisational culture, especially in private universities (PTS). In general, organisational culture will be able to improve employee performance [4].

As a private university, it is faced with challenges in HR management of private universities, both internal and external challenges. To meet the demands of services, employees and education personnel who have a high work ethic are needed. work ethic is an attitude or view and the way a person views things positively and meaningfully so that it is then manifested in a maximum work behaviour. If employees have a high work ethic, they will have high performance as well.

Each College also strives to fulfil employee job satisfaction by paying attention to many dimensions, including employees having affective and positive responses, namely the work itself, work facilities, health maintenance, promotion opportunities, supervision, and co-workers. Employees in higher education are required to optimally empower educators and education personnel, obliged to create a meaningful, fun, creative, dynamic, and dialogical educational atmosphere. Have a professional commitment to improve the quality of education and set an example and maintain the good name of the institution, profession and position in accordance with the trust given to him.

From the description above, we can conclude that employee performance is a key factor in the progress of a company or organisation. Employee performance is the use of certain skills to carry out tasks in accordance with the responsibilities given with the aim of improving the performance of the employees themselves. Because performance is a key factor in the progress of the organisation.

Based on the results of a field survey conducted by researchers at four private universities in Bengkulu city using the observation method and the phenomena that occur, the following results were obtained: There are still many employees who feel more comfortable working from home (wfh), there are still many who come not on time based on the provisions of Private Universities, there are some employees who leave during working hours and cannot complete tasks on time and are still less friendly to the services provided to students.

Organisations must believe that to achieve excellence, it is necessary to strive for the highest individual performance. Basically, individual performance affects team performance and ultimately affects the performance of the organisation as a whole. To achieve high performance, resilience is needed in the face of any situation such as the Covid outbreak that hit in 2019/2020 where even though faced with a tense situation the demands of the job must still be carried out, so resilience behaviour is needed. According to [5,6] Resilience is an individual's ability to respond in a healthy and productive way when dealing with trauma, where it controls the pressures of everyday life. As the results of his research [7] show that Employee Resilience affects employee performance.

Employee performance can be influenced by many kinds of factors. One of the factors that can affect employee performance in a college is Resilience. According to [8,9]. Resilience is the ability to maintain psychological stability in the face of stress. This is because the higher the level of Resilience in employees, they will become more resilient and adaptive in carrying out their work demands so that their performance will also increase. Resilience will succeed in making employees face unpleasant situations in facing the world of competition.

Resilience is a resilient workforce that is able to respond positively and competently in the face of various difficulties and is very important to maintain organisational survival and future prosperity [10], states that Resilience as the ability to face a challenge or Resilience will be seen when someone faces difficult conditions and knows how to deal with or adapt to them.

Resilience can naturally affect an individual's ability to respond in healthy and productive ways to overcome trauma that controls emotions or the pressures of everyday life [11,12]. Resilience in a company or college environment can be expressed as an individual's ability to recover from setbacks while being able to rise in the face of all the demands that exist in difficult situations. Based on some of the definitions above, it can be said that Resilience is a factor that is key for individuals to survive stressful circumstances, can adapt to difficult situations and have the spirit to rise in the face of various difficulties and pressures in the workplace.

Resilience is needed in higher education employees considering that there are often demands that exceed capacity, so employees must remain resilient to complete it, which is a job requirement that must still be completed. Employees who have high resilience can affect higher performance as the results of his research [13], as well as the results of his research [14] and [15] which state that individually and simultaneously Resilience affects employee performance, this shows that employees who have high Resilience will get high performance too.

According to [16], work ethic is the characteristics, attitudes, habits, and beliefs inherent in a person or group of people. In addition, one of the important factors considered in improving employees is the work ethic that must be fostered by all employees in a company or college. Work ethic is a distinctive spirit of work in individuals or work groups, based on work ethics or a point of view that is believed and produced through certain determinations and actions in the world of work [17].

Work ethic is very important to encourage employees in a company to take actions that lead to achieving certain goals. When an employee has a good work ethic, in the end, he will do his best to achieve company goals. With a good work ethic, employee performance will also increase, this is in accordance with the results of his research [18] as well as the results of his research [19] which states that work ethic has a significant effect on employee performance. In line with the results of his research [20] which states in the results of his research that work ethic has an influence on employee performance, this shows that employees who have good work ethics can improve employee performance.

In addition, Self-awareness or self-awareness is also needed in improving employee performance, Self-awareness or self-awareness is an ability to recognise feelings in oneself.

Lao Tse, a Chinese philosopher said that ‘subduing others is very demanding, and subduing ourselves is very demanding’. It means that it is easier for us to subdue others than to subdue ourselves. Self-awareness makes us understand what we are feeling and also know what the cause of the feeling is. Self-awareness is the ability to realise one's emotions, moods and impulses to do things. Self-awareness is a readiness for events that occur in the surrounding environment and a cognitive event consisting of memories, thoughts, feelings and physical sensations [21].

According to [22] Self awareness is a person's self-awareness that is able to accept, understand and manage all potential to develop his life in the future. It can be understood that self-awareness is a knowledge of himself and how to manage the potential that has been realised so that it becomes an action that can be done and has an impact on the people around him. Employees who have self awareness can improve their performance as the results of their research [23] show that employees who have high self awareness can improve their performance. However, the results of his research [24] and [25] that Self awareness has an insignificant effect on employee performance, this contradicts the results of his research [26] and the results of his research [27] which state that Self awareness has a significant effect on employee performance.

2. Materials and Methods

This study uses a quantitative approach, namely testing hypotheses that have been formulated based on theoretical and empirical studies. The research was conducted on a population and sample of employees at four private universities in Bengkulu. Data analysis is quantitative / statistical with the aim of testing predetermined hypotheses. The positivism philosophy views reality / symptoms / phenomena as classifiable, relatively fixed, concrete, observable [28].

3. Results

Validity

Table 1. Validity Test Of Research Instruments

Variable X1			
Question Item	R count	R table	Description
X1.1	0,66	0,159	Valid
X1.2	0,64	0,159	Valid
X1.3	0,64	0,159	Valid
X1.4	0,80	0,159	Valid
X1.5	0,73	0,159	Valid
X1.6	0,69	0,159	Valid
X1.7	0,70	0,159	Valid
Variabel X2			
Question Item	R count	R table	Description
X2.1	0,77	0,159	Valid
X2.2	0,72	0,159	Valid
X2.3	0,80	0,159	Valid
X2.4	0,75	0,159	Valid
X2.5	0,81	0,159	Valid
X2.6	0,79	0,159	Valid
X2.7	0,72	0,159	Valid
Variabel X3			
Question Item	R count	R table	Description
X3.1	0,78	0,159	Valid
X3.2	0,76	0,159	Valid
X3.3	0,80	0,159	Valid
X3.4	0,83	0,159	Valid
X3.5	0,76	0,159	Valid
X3.6	0,77	0,159	Valid
X3.7	0,76	0,159	Valid
Variabel Y			
Question Item	R count	R table	Description
Y.1	0,85	0,159	Valid
Y.2	0,83	0,159	Valid
Y.3	0,83	0,159	Valid
Y.4	0,86	0,159	Valid
Y.5	0,83	0,159	Valid
Y.6	0,81	0,159	Valid
Y.7	0,82	0,159	Valid

Based on table 1 above, it shows that all the correlation coefficient values (r-count) of the research variable indicators are greater than the r-table of 0.159. These results illustrate that all research instruments used to measure research variables are valid.

Reliability

Table 2. Research Instrument Reliability Test

Variable	Alpha	Description
X1	0,822	<i>Reliabel</i>
X2	0,885	<i>Reliabel</i>
X3	0,896	<i>Reliabel</i>
Y	0,927	<i>Reliabel</i>

Based on Table 2 above, it is known that the Cronbachs alpha value. Rule of thumb variable X1 of (0.822), variable X2 of (0.885), variable X3 of (0.896) and variable Y of (0.927)

is greater than the alpha value (0.60), it can be interpreted that all variables of this study are declared reliable.

Multikolinierita

Tabel 3. Uji Multikolinieritas

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	.496	2.030		.245	.807		
	X1	.391	.074	.350	5.281	.000	.601	1.663
	X2	.190	.077	.171	2.457	.015	.543	1.841
	X3	.399	.081	.368	4.941	.000	.474	2.108

a. Dependent Variable: Y

Based on table 3 it can be seen in the VIF column table above for the independent research variable X1 is worth 1.663. X2 is worth 1.841. X3 is worth 2.108. Thus, based on the data analysis results and test provisions. Multicollinearity is known that the three independent variables, namely Resilience, Work Ethic and Self awareness have a VIF value < 10 and a tolerance value > 0.10, so it can be concluded that there is no multicollinearity.

Hypothesis Testing

Hypothesis testing is carried out to prove that the temporary conjecture (hypothesis) is accepted or rejected. If the hypothesis is accepted, the statement will change from a hypothesis (temporary conjecture) to a thesis (scientific statement) [29]. In this study, the hypothesis testing that will be carried out is as follows.

Tabel 4 Uji T

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.496	2.030		.245	.807
	X1	0.391	0.074	0.350	5.281	0.000
	X2	0.190	0.077	0.171	2.457	0.015
	X3	0.399	0.081	0.368	4.941	0.000
a. Dependent Variable: Y						

Based on table 4 above, we can see the following data:

1. The X1 Resilience variable has a t-test value of 5.281 and a p-value of $0.000 < \alpha 0.05$, so there is a positive influence on the Y variable Employee Performance.
2. Variable X2 Work Ethic has a t-test value of 2.457 and a p-value of $0.015 < \alpha 0.05$, so there is a positive influence on variable Y Employee Performance.
3. Variable X3 Self Awareness has a t-test value of 4.941 and a p-value of $0.000 < \alpha 0.05$, so there is a positive influence on variable Y Employee Performance.

Table 4 . F Test

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1230.610	3	410.203	74.551	.000 ^b
	Residual	858.365	156	5.502		
	Total	2088.975	159			

a. Dependent Variable: Y

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

Based on the results of table 4.13 above, the F-count value is 74,551 and the p-value is 0.000. The p-value of $0.000 < \alpha 0.05$. These results indicate that each independent variable together has a significant effect on the dependent variable or there is a positive influence of Resilience, Work Ethic and Self awareness on the performance of employees of private universities in Bengkulu City.

Test Coefficient of Determination / Square (R2)

Table 5. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.768 ^a	.589	.581	2.346

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

b. Dependent Variable: Y

Based on Table 5 it is known that the coefficient of determination (R Square) is 0.589. This means that the ability of the Resilience, Work Ethic and Self-awareness variables to influence the performance of employees of private universities in Bengkulu City is 58.9%. While the remaining 41.1% is influenced by other factors not examined.

4. Discussion

The Effect of Resilience on Employee Performance of Private Universities in Bengkulu City

Based on the results of the analysis, it can be stated that Resilience has a positive effect on the Performance of Employees of Private Universities in Bengkulu City, the more employees have resilience at work, the more employee performance will increase. [30] in [31] Resilience is a factor that plays an important role in being able to survive in overcoming problems and maintaining oneself in stressful situations, and being able to

adapt and learn in these situations. Resilience has a very positive influence on individuals because resilience can change a person's life for the better. Individuals who can do resilience well will be able to overcome the difficulties and trauma faced. Resilience is a factor that plays an important role in being able to survive in overcoming problems and maintaining oneself in stressful situations, as well as being able to adapt and learn in these situations. Resilience has a positive influence on individuals because resilience can change a person's life for the better. Individuals who can do resilience well will be able to overcome the difficulties and traumas they face.

This is in line with research [32] entitled Contribution of Work Discipline and Resilience to Teacher Performance. Resilience has a significant effect on employee performance. Individuals who have high resilience abilities are able to learn and develop from the challenges being faced, of course, resulting in higher quality employee or employee performance. This statement is not much different from the results of research [33] with the research title The Effect of Employee Resilience on Employee Performance Through Life Satisfaction Employee resilience has a significant effect on employee performance. The higher the level of resilience possessed by nurses at the Surabaya Islamic Hospital, the nurse's performance will also increase.

Based on the analysis of research data, researchers found several factors that greatly influence Resilience such as employee resilience in working both in ordinary situations and under pressure and employees are able to control emotions and can solve problems, are able to optimize organizational or individual achievements and dare to take risks.

The Effect of Work Ethic on Employee Performance of Private Universities in Bengkulu City

Based on the results of the analysis, it can be stated that work ethic has a positive effect on the performance of employees of private universities in Bengkulu City, the more employees have a good work ethic at work, the better employee performance will be. Tasmara (2002) in [34] asserts that work ethic is the totality of personality, as well as a way of expressing, seeing, believing and how to give meaning to something that encourages him to act and work optimally.

This is in line with research conducted by [35] A very vital role in realizing the performance achievement of an employee is himself. How he has a high spirit and work ethic to be able to have a positive influence on his performance. In this case, education personnel have good competence and integrity in having the main qualities that are able to carry out the mandate successfully and have good performance. Based on the analysis of research data, researchers found several factors that greatly influence work ethic such as employees working seriously in carrying out tasks, having responsibility for the work given and working hard in completing work and being committed to the vision and mission and targets of the college both in the short and long term.

The Effect of Self Awareness on Employee Performance of Private Universities in Bengkulu City

Based on the results of the analysis, it can be stated that Self-awareness has a positive effect on Employee Performance of Private Universities in Bengkulu City, the more employees have self-awareness at work, the more employee performance will increase. [36] in [37] Self-awareness or self-awareness is also an important role in improving employee performance Self-awareness is a person's self-awareness that is able to understand, accept and manage all potential for future life development.

This is in line with research conducted by, [38] in his research stated that employees who have high selfawareness will work better according to organizational standards and will ultimately achieve better performance. In this case, education personnel have a high commitment to show optimal performance, so that they are able to contribute to the organization [39,40]. Meanwhile, employee performance can support the level of

achievement of the implementation of an activity program or policy in realizing the goals, objectives of the organization's vision and mission as outlined through the strategic planning of an organization [41].

Based on the analysis of research data, researchers found several factors that greatly influence selfawareness such as employees being able to see their abilities and deficiencies so that they can orient themselves in a job but in high job demands employees are also required to make their own decisions in a problem, employees of Private Universities in Bengkulu City have quality [42], high commitment to work and are able to contribute highly.

Strategic Implications

From the results of the study, researchers know that there is an influence between Resilience, Work Ethic and Self awareness on the performance of employees of Private Universities in Bengkulu City. This shows that Resilience at work and self-awareness have an important role in improving performance in employees [44].

The implication of the results of this study is that to improve employee performance, Private Universities (Stikes Bhakti Husada Bengkulu, Stikes Sapta Bakti Bengkulu, Stikes Tri mandiri Sakti Bengkulu and Stikes Al-fatah Bengkulu) should pay attention to employee education and knowledge by holding education and training to improve skills and knowledge [45]. Increasing the level of education and length of service will create maximum performance in employees So further research is held to examine other factors that affect performance.

5. Conclusion

The results of the analysis that has been carried out by the researcher are intended to answer the question of problem formulation, so the following conclusions can be drawn:

1. Based on the results of hypothesis testing, there is a positive and significant influence between Resilienci on the performance of employees of Private Universities in Bengkulu City.
2. Based on the results of hypothesis testing, there is a positive and significant influence between Work Ethic on the performance of employees of Private Universities in Bengkulu City.
3. Based on the results of hypothesis testing, there is a positive and significant influence between Self awareness on the performance of employees of private universities in Bengkulu City.

Of the three variables above, it is known that the coefficient of determination (R Square) is 0.589. This means that the ability of the Resilience, Work Ethic and Self awareness variables in influencing the performance of employees of private universities in Bengkulu City is 58.9%.

SUGGESTION

Based on the conclusions and implications above, the researchers submit suggestions that can be used as useful input for the research site and further research.

1. For Private Universities in Bengkulu City, with this research, it is hoped that Private Universities in Bengkulu City will pay attention to employees both in terms of performance achievement and employee loyalty. good employees are employees who have resilience / resilience at work, have a good work ethic and have high self-awareness of work commitments, but it is hoped that Private Universities in Bengkulu City will continue to pay attention to employees such as including them in training, continuing their education to a higher level and getting bonuses for achieving performance targets.

2. For further researchers, this research is expected to add references to further research by reviewing new things that are more relevant so that readers can feel the benefits.
3. The contribution given from Resilience, Work Ethic and Self awareness together reaches 58.9%. So that universities in Bengkulu City still need to pay attention to other factors besides Resilience, Work Ethic and Self awareness that have been identified in this study. Based on the results of this study, which is proven that there are other factors or variables that can affect employee performance, it is very necessary to conduct further research using other factors or variables that can affect employee performance and to find the existence of other factors outside Resilience, Work Ethic and Self awareness

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