

RELATIONSHIP BETWEEN ORGANIZATIONAL CULTURE, EMOTIONAL INTELLIGENCE, AND PROFESSIONAL ATTITUDE TOWARD WORK BEHAVIOR AT PDAM TIRTA MEDAL, SUMEDANG

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Abstract

Work behavior in a company is influenced by several factors, including organizational culture, emotional intelligence, and professional attitude. Organizational culture is essentially a system of general values. Emotional intelligence is the ability to understand and control emotions. Professional is a meaning that refers to a designation of a person who holds a profession and a designation about a person's appearance in realizing performance following his profession. The purpose of this research is to determine the relationship between organizational culture and work behavior, the relationship between emotional intelligence and work behavior, and the relationship between professional attitude and work behavior. This research was conducted at PDAM Tirta Medal, Sumedang, with 132 employees, and was taken randomly. The research data analysis technique is a descriptive method and qualitative approach. The results showed a relationship between organizational culture and work behavior, emotional intelligence and work behavior, and professional attitudes and work behavior. Keywords: organizational culture, emotional intelligence, professional, work behavior.

INTRODUCTION

In this era of globalization, one of the biggest challenges faced by a company in Indonesia is how to display employees who have emotional intelligence and professional attitudes supported by an organizational culture so that it has an impact on work behavior. This challenge is reasonable, considering that empirically the company wants employees who, in carrying out their duties, must be optimal to provide the company's best results (Hussein, T., & Goel, 2016). The rapid development of knowledge forces an organization to be responsive in finding various programs to realize individual and organizational goals. The target organization has supporting instruments such as technology and resources. Resources include

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capital resources and human resources. Human resources are also called employees (Ployhart, R. E. et al., 2011).

Several factors affect performance achievement, such as the ability factor. Psychologically, employee abilities consist of potential and emotional abilities. Many organizations still do not know that emotional intelligence is needed in the work field (Fismawanty et al., 2018). According to Romadhon et al. (2021), emotional intelligence is very strategic for organizations or companies. Emotional intelligence is one of the essential factors for someone in carrying out tasks (D. N. C. Pardede & Indrawati, 2020). Emotional intelligence is strongly influenced by the environment, not permanent, and can change at any time. Emotional intelligence reflects a person's attitude and relationship with others (Wira, 2018).

Although all organizations have a culture, not all cultures have the same influence on employees. An organization's culture is strong or weak depending on factors such as organization size (Sailan, 2016). A strong culture, seen in organizations where fundamental values are firmly held and widely followed, has a more significant impact on employees than a weak culture.

Then, professionalism is determined by a person's ability to carry out a job according to their expertise, such as the portion, object, continuous in any situation and condition, and a relatively short completion period (Ramadhan, 2018). A person's work behavior depends on how they perceive and interpret work in living it (Nugroho, 2014).

Based on the description of the background above, this study aims to determine the relationship between organizational culture, emotional intelligence, and professional attitudes toward work behavior at PDAM Tirta Medal, Sumedang. Thus the title of the study is "The Relationship Between Organizational Culture, Emotional Intelligence, and Professional Attitude toward Work Behavior at PDAM Tirta Medal, Sumedang.

RESEARCH METHODS

This study uses a qualitative approach by describing the relationship between organizational culture, emotional intelligence, and professional attitudes toward work behavior at PDAM Tirta Medal, Sumedang. The qualitative approach allowed us to identify aspects of procrastination in a way that would compensate for the shortcomings, as mentioned earlier, of the dominant quantitative research approach (Klingsieck et al., 2015). With the use of this qualitative approach, it is expected to provide comprehensive facts regarding the relationship between variables (Moto, 2019).

In addition, to descriptive approach is used. According to Ansori (2019), the descriptive method is carried out by describing the facts, followed by analysis, not only by elaborating but by providing sufficient understanding and explanation. The data collection techniques are questionnaires and literature study. Literature study used to collect information and data from various kinds of assistance such as books, journals, articles, and others (Mirzaqon & Purwoko, 2018). Literature study also means data collection techniques by reviewing books, literature, notes, and reports related to the problems studied (Moto, 2019). The data sources used are the results of research data and books, journals, articles, and similar things obtained through Google Scholar.

DISCUSSION

Organizational culture

Robbins in (Auliya, 2018) defines organizational culture as a system of shared meanings held by organization members that distinguish an organization from others. This organizational culture describes how members see the organization and organization members' preferences. Organizational culture is sometimes defined as shared values, ways of doing things, or shared rituals and stories when bringing someone new into the organization (Mayer, 1989).

Organizational culture is essentially a system of general values. Perceptions of organizational culture are based on the conditions experienced by a person in their organization, such as rewards, support, and behaviors that are expected to be obtained in the organization (Normadewi et al., 2018). According to Robbin & Judge (Rilistina, 2021), the function of organizational culture is; first, culture has the role of setting boundaries which means culture creates a clear distinction between one organization and another. Second, culture provides a sense of identity to organizational members. Third, culture facilitates commitment to something broader than one's self-interest. Fourth, culture increases the stability of the social system. Culture is the social glue that helps hold the organization together by providing precise standards of what employees need to say and do. Finally, culture is a meaning-making and controlling mechanism that integrates and shapes employees' attitudes and behavior.

According to Louis (Schein, 1988), as more investigators and theorists have begun to examine organizational culture, the normative push has been counterbalanced by more descriptive research and clinical investigations to find out the reality in organizations before we rush in to tell managers what to do about them. The data processing results on respondents' perceptions indicate that respondents with statements that they strongly agree with organizational culture are

5%. Respondents with a statement agreeing as much as 27%, respondents with a moderate assessment of agreeing as much as 46%, and respondents with an assessment of disagreeing as much as 22%. With an overall score of 473, the respondents' assessment agrees that organizational culture is formed.

Emotional Intelligence

Emotional intelligence is understanding and controlling emotions (Utami, 2014). Emotional control is essential for individuals who have emotional intelligence. If someone is good at adjusting to the moods of other individuals or can empathize, that person will have an excellent emotional level and easily adjust to social interactions (Kurniawati, 2016). Emotions usually arise in response to an internal or external event, which has a positive or negative value for the individual. Emotions can be distinguished from the closely related concept of mood in that they are shorter and generally more intense (Mayer, 1989).

Research devoted to emotional intelligence has now split into two different perspectives. Both perspectives share that cognitive ability is not a unique predictor of adaptation success, but emotional competence should be considered. However, these perspectives differ markedly regarding their conceptualization of emotional competence and its measurement (Nelis et al., 2009).

According to Goleman (I. B. S. A. Pardede & Wijono, 2021), an employee with high emotional intelligence can recognize self-emotions, manage emotions, motivate oneself, and recognize other people's emotions, and have social skills. Individuals who have emotional stability can tolerate discomfort and do not complain about minor management mistakes that occur in the workplace (Sumiyarsih et al., 2012). The importance of emotional intelligence is not limited to job performance. Several studies have realized the interaction between emotional intelligence and leadership ability (Dewi & Hendra, 2018).

The results of data processing from the questionnaire show that for respondents with an assessment of strongly agree, as much as 5% of respondents with an assessment of agreeing, as much as 28% of respondents with an assessment of moderately agreeing, as many as 42% of respondents with an assessment of disagreeing as much as 25%. Thus, the respondents' assessment is in the category of quite agree, which means they agree on the formed emotional intelligence. Overall the value is 500.

Professional Attitude

Attitudes are some of the most critical determinants of human behavior (KARADAĞ et al., 2015). Walgito (Librawati et al., 2013) suggests that attitude is a picture of a person's personality that is born

through a person's personality from physical movement and thought responses to a situation or an object. Attitudes have two essential properties: they are long-term, and they include cognitive, emotional, and behavioral manifestations.

According to Yudi (Asri, 2018) stated that professional refers to a designation about a person who holds a profession and a designation about a person's appearance in realizing performance following his profession. A Professional is a unique ability or expertise in a well-educated and trained field (Asmara, 2020). Professional humans are individuals who have special skills and work in more than one department within the organization (Muljono, 2008).

Professional attitudes can be developed by providing knowledge, understanding, training, and planned appreciation (Sartika & Muchtar, 2014). According to Hamalik (Satrianegara et al., 2017), professional criteria are divided into four: "physical, personality or mental, scientific or knowledge, and skills."

The data processing results show that the statement strongly agrees as much as 4%, respondents with an assessment of agreeing as much as 27%, respondents with an assessment of quite agree as much as 43%, and with an assessment of disagree as much as 26%. When looking at the overall results of 466, thus, respondents in the category, quite agree.

Work Behavior

The study of work behavior over the past two decades has been characterized by a theory-oriented, but the theory is not permanently practical. They need to be viewed periodically and re-evaluated to determine whether the ideas proposed, and the predictions derived from them are still viable. Eventually, all theories emerged, and a new framework became needed, one that was better able to handle accumulated research data. The legitimate aim of all theory is to work itself out of business. The theory's continuing responsibility is to further this process by continuously examining its work and initiating change as new data becomes available (Korman, 1980).

CONCLUSION

Based on the study results, it can be concluded that the respondents' assessments agree with the organizational culture formed. Respondents' intelligence assessments are in the moderately agree category, meaning they entirely agree toward emotional intelligence. Respondents' assessments are in the category of entirely agreeing on the professional attitude. Thus, it can be concluded that there is a relationship between organizational culture, emotional intelligence,

and professional attitude toward work behavior at PDAM Tirta Medal, Sumedang.

Innovative work behavior refers to "day-to-day innovation" that relies on the intentional efforts of employees to provide valuable new results in the workplace (Janssen, 2000). Uniquely, work behavior can be influenced by the supportive characteristics of the employee's immediate work environment (Amabile, T. and Gryskiewicz, 1989). Management and co-worker support are specific dimensions of a supportive work environment that act as innovative situational managers. Management support and co-worker support are specific dimensions of a supportive work environment that act as situational antecedents of innovative work behavior by expanding employees' self-perceptions about their roles and their proactive motivational state of work behavior (Ma et al., 2014).

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