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FOREWORD

Alhamdulillah, praise be to Allah Subhanahu Wa Ta'ala for granting us the opportunity to organize and publish the proceedings of the 3nd International Conference on Business and Banking Innovations (ICOBBI) with the topic "*Unlocking New Marketing Strategies on ASEAN After Covid-19 Pandemic*". This proceeding contains several researches articles from many fields in Business & Marketing, Banking & Sharia Banking, Accounting & Financial Management, Human Resources Management, Operations Management, Investasi, Insurance & Capital Market, Strategic Management, Technology Management, and Information System.

The 3nd International Conference on Business and Banking Innovations was held on 6th – 7th March 2021 by virtual (online) meeting and organized by the Master Management Study Program of STIE PERBANAS Surabaya in Collaboration with three Higher Education Institutions in Indonesia and two Universities from Asia countries. Keynote speakers in this conference were: Prof. Jessa Frida T Festijo (Lyceum of the Philippines University), Prof. Krisda Tanchaisak, Ph.D (Ramkhamhaeng University Thailand) and Burhanudin, Ph.D (Head of Undergraduate Program In Management of STIE Perbanas Surabaya, Indonesia).

I would like to give high appreciation to the Rector of STIE Perbanas Surabaya for his support at this event. Acknowledgments and thank you to all the steering and organizing committees of the ICOBBI for the extra ordinary effort during the conference until this proceeding published. Thank you very much to all presenter and delegates from various Universities. Beside it, I would like to express our gratitude to the three universities, namely Universitas 17 Agustus Surabaya, STIE 66 Kendari, Institut Institut Bisnis dan Keuangan Nitro Makassar which has been the co-host of this event.

Hopefully, the proceeding will become a reference for academics and practitioners, especially the business and banking industry to get benefit from the various results of the research field of Business and Banking associated with Information Technology. Proceedings also can be accessed online on the website https://pascasarjana.perbanas.ac.id.

Chair of the Master Management Study Program
STIE Perbanas Surabaya

Prof. Dr. Tatik Suryani, M.M.

Tabel of Content

Business and Marketing

Banking and Syar'i Banking

Accounting and Financial Management

Human Resources

Operating Management

Operating Management

The Influence of Work Ability and Self-Confidence on Employee's Performance on Cosmetic Companies in Surabaya Indonesia

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ABSTRACT

This study aims to prove and analyze the influence of work ability, self-confidence on employee performance. The respondents of this study were 105 employees of several companies in Surabaya. The research used total population sampling or sampling techniques that make all members of the population a sample. The data collection method used in this study is the survey method with questionnaires as instruments. The results of this study indicate that work ability has a significant effect on employee performance. Self Confidence has a significant influence on employee's performance. Work ability and self-confidence simultaneously significantly influence employee's performance, this research implies that to improve employee's performance, the company must pay attention to the ability of employees, and self confidence to increase employee performance.

Keywords: *Work Ability; Self Confidence; Employee performance.*

1. INTRODUCTION

Human resources play a significant role in the success of many organizations. Without effective and efficient human resources, it will be difficult to achieve organizational objectives. Often the role of Human Resources (HR) is neglected because most of them work behind-the-scenes, the work scope of the HR department is undoubtedly more than just processing payroll and setting benefits for employees, it plays an important role in carrying out company strategy therefore, employee's competence is needed throughout units. For this reason, the company must have employees who have good *work ability* and *self-confidence* so that employees can work better.

Work ability means having the occupational competence, the health required for the competence, and the occupational virtues that are required for managing the work tasks, believing that reasonable tasks and the work environment is acceptable (Mujanah, 2020). Work ability is the ability of working within a required health, basic competency standards, and relevant work needed to do a type of work priorities (Tengland, 2010)

Companies need to develop employee work abilities better just so, each employee can produce competent work performance along with the company objectives. In particular, a beauty product company whose employees must have the work ability considering that beauty products must truly meet high standards following the strict formulas for the beauty product. Therefore, work ability is needed because the ability is interrelated to the employees potential in doing their jobs. Good work abilities can also support the success of a company in achieving

its goals because it will create a high level of work productivity. Conversely, if the level of work ability decreases, it will hinder the company from achieving its goals.

Work ability greatly contributes to the company performance (*Rachmawati, 2018)*, every employee has different work abilities in doing their job. However, the company tries to meet the needs to improve the work abilities, one of which is by building self-confidence, so that employees can work better.

Self Confidence is an attitude towards all challenges in any situation, and this will be a force that encourages a person to progress, develop and always improve them self (Elfiky, 2009). Someone with self-confidence will have the courage to do a job, especially in a cosmetics company that has outlets in several malls to sell their products directly to consumers, therefore, employees who have high self-confidence are needed to convince consumers to buy their products.

Companies that engage in beauty products need high quality of work ability and this is one of the superiorities that must be highlighted in this business in order to get optimal product results. Several companies in Surabaya continue to strive to create good quality products in order to meet the consumer's needs. Therefore, there are several factors that the company needs to pay attention to, such as *work ability* and *self-confidence* which may affect employee performance and impact the company's sustainability. With employees high *work abilities* and *self-confidence*, high performance and high product quality will easily be achieved.

2. LITERATURE

2.1. Work Ability

Ability is the individual capacity to perform various tasks in a job (Robbins and Judge, 2009: 57). Ability is an element of maturity related to knowledge or skills that can be obtained from education, training, or experience (Thoha, 2010). *Work ability* is a balance between work demands and individual resources. Work ability is also defined as the extent to which the person can work (Haitze et al, 2012).

Work abilities are critical for employees in carrying out the tasks they have to complete. They who have high work abilities will easily complete their work so that they achieve high performance. According to the research results of Eva Rachmawati, et al. (2018). Likewise, the results of research by Kristiani et al. (2013) stated that work ability has a positive and significant effect on employee performance.

2.2. Self Confidence

According to (Lauster, 2012: 12-14), self-confidence is an attitude or feeling of confidence toward one's abilities so that the person is not too anxious in his actions, feel free to do things as he wishes, and feel responsible for his actions, warm and polite in interacting with others, strive for achievement and aware of his strengths and weaknesses.

Self-confidence is the belief to do something for the subject as a personal characteristic in which there is confidence in self-ability, optimism, objectivity, responsibility, rationality, and realism (Kamila, 2020), And according to Diana Dewi Satria, et al. (2018) stated that self-confidence can have an effect on improving employee performance. Lastly that Self confidence affects to the employee performance (Kamila, 2020)

2.3. Employee Performance

It is the result of quality and quantity achieved by an employee in carrying out his / her duties under the responsibilities given (Mangkunegara, 2013: 67).

Rivai, (2008) stated that performance is the result or person's level of success during a certain period in carrying out a task under various possibilities, such as work standards, targets, or criteria that have been determined in advance and have been mutually agreed.

Employee performance is an achievement obtained by employees in carrying out the tasks assigned to them, the individual performance of each employee will have an

effect on improving overall company performance (Walyono et al, 2019). For this reason, it is necessary to look for anything that can improve employee performance, in this study consisting of work abilities and self confidence.

Based on the theoretical study above, this research will answer whether work ability and self-confidence individually and simultaneously have an effect on employee performance at a cosmetic company in Surabaya, Indonesia.

3. RESEARCH METHOD

This study aims to analyze the effect of work ability and self-confidence on employee performance at a cosmetic company in Surabaya, Indonesia. This research is included in the quantitative descriptive research method because the researcher aims to explain the causal relationship of several work ability variables and self-confidence on the performance of the employees of a cosmetic company in Surabaya.

The population in this study were employees of 3 (three) companies in Surabaya engaged in cosmetic products with a total of 128 employees, while the sample was taken incidentally, namely employees who were met at 3 (three) times of data collection, and obtained as many as 105 people. The questionnaire was successfully obtained and can be analyzed further after editing.

Sources of the primer data in this study are taken using a survey method with a questionnaire instrument measured by a Likert scale with a scale of 1-5 from strongly disagreeing to strongly agreeing which is tested for validity and reliability first. While the data analysis method used is multiple linear regression analysis and hypothesis testing, in analyzing the data using SPSS version 26 software. Hypothesis testing is done by using the F-test and t-test analysis techniques.

The variables in this study consisted of *work ability, self-confidence,* and employee performance where each variable was measured by indicators, such as work ability measured by intellectual ability and physical ability (Robbins, 2009), while *Self-confidence*

was an attitude or feeling confident in one's abilities so that the person is not too anxious in his actions, feel free to do things as he wishes and feel responsible for his actions, is warm and polite in interacting with others, strive for achievement and understanding of advantages and disadvantages (Lauster, 2012). Another variable in this study is employee performance, namely the results in quality and quantity achieved by an employee in carrying out his duties under the responsibilities given (Mangkunegara, 2013)

4. RESULTS AND DISCUSSION
4.1.Validity and Reliability Instrument

Data analysis was carried out using SPSS which consists of descriptive analysis, validity tests and instrument reliability, classical assumption test and hypothesis testing. The validity test in this study was carried out by comparing the calculated r-squared value with the r-table for the 5 percent significance level of *degree of freedom* (df) = n-2. The results of the analysis of the validity test show that all R-squared values are more than the R-table of 0.2656 so that all statement items are declared valid.

While the reliability test was carried out by measuring just once with the SPSS version 26 statistical test tool *Cronbach Alpha* (A). A construct or variable is said to be reliable if it gives a value *Cronbach Alpha* > 0.60. The results of the reliability test of each variable have a Cronbach alpha> 0.6, thus the variables of work ability, self-confidence, and employee performance can be said to be reliable.

Before regression analysis is carried out, it is necessary to carry out a classic assumption test as a condition for testing the hypothesis, which consists of a normality test which aims to test whether in the regression model the confounding or residual variables have a normal distribution, and the results indicate that the data in this study meet the normality requirements through the *Probability Plot,* so that the regression model in the study is normally distributed. This means that the data in this study came from a normally distributed population.

Next is a multicollinearity test aimed at testing whether the regression model found a correlation between independent variables, and the results show that there is no multicollinearity because a tolerance of each variable is above 0.1 and the VIF is below 10. So the independent variable tested does not occur between independent variables.

The heteroscedasticity test was also carried out to test whether the regression model had an inequality of variants from the residuals of one observation to another. If the residual variance from one observation to another is constant, it is called homoscedasticity and if it is different it is called heteroscedasticity. The results of this test can be seen that the plot points have spread evenly and have met the test requirements so that it can be concluded that the data does not occur heteroscedasticity.

4.2. Correlation Coefficient

Before testing the hypothesis, noted that the correlation and determinants of each variable can be seen in Table 1.

Table 1: Test Results Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change	Durbin Watson
					Change Statistics					
1	.854a	.729	.718	.995	.732	70.48	2	52	.00	1.56

a. Predictors: (Constant), SUM_KPD, SUM_KKRJ
b. Dependent Variable: SUM_KNJ

Tabel 1 shows the results of the correlation calculation showing that the relationship between work ability and self-confidence with performance shows a correlation number of 0.855, this means that the two variables have a strong relationship with employee performance. Dn value of the coefficient of determination (R^2) showed a rate of 0.73. This suggests that improving the performance of employees may be determined by the work ability and self-confidence of employees by 73% while the remaining 27% is determined by other variables. This shows that work ability and self-confidence play a high role in improving employee performance.

4.3. Hypothesis Testing

Hypothesis testing is carried out using the t-test, which is to test the significance of the relationship between work ability variables and self-confidence on the employee performance variables partially, while the basis for taking the conclusions is to use the significance probability number, that is, if the significance probability value is> 0.05, then Ho accepted and Ha rejected and if the significance probability value <0.05, then Ho is rejected and Ha is accepted (Ghozali, 2005).

Table 2. Partial Test Results (t-test)

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	4.05	1.89		2.15	.037
	WA → EPF	.25	.06	.43	4.39	.000
	SC → EPF	.55	.11	.50	5.07	.000

Table 2 shows the value of the regression coefficient, and the equation made as follows: $Y = 4.05 + 0.25 X1 + 0.55X2$. From that equation shows that the constant value of 4.05 means that if the variable of work ability and self confidence equal to zero, so the employee's performance is equal 4,048

Meanwhile, the regression coefficient (b1) value of 0.25 indicates that if there is an increase in the work ability of employees, the performance will increase by 0.25. furthermore, the regression coefficient value for self-confidence is 0.55, its shows that every time there is an increase in self-confidence, the employee's performance will increase by 0.55.

Tabel 2 also mensions that the significance probability value for the Impact of work abilities to employee performance shows 0,000 or less than 0.05 and the t value of 4.39 is more than the t table of 2.00575, so it can be said that H1 is accepted. This means that work ability has a significant effect on employee performance. while the significance probability value of the influence of self-confidence on employee performance shows a number of 0,000 or less than 0.05 and the t value of 5.07 is more than the t table of 2.00575, so it can be said that H2 is accepted, this means that self-confidence has a significant effect on employee performance.

To find out the significance level of the influence of the variable simultaneously on the dependent variable, an F test analysis was carried out, the ground base of its conclusion was to use the significance probability number, that is, if the significance probability> 0.05, the hypothesis is accepted, and if the significance probability <0.05, then the hypothesis is rejected (Ghozali, 2005).

Table 3. Simultaneous Test Results (Test F)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	139.51	2	69.76	70.47	.00[b]
	Residual	51.47	52	.99		
	Total	190.98	54			

a. Dependent Variable: EPF
b. Predictors: (Constant), WA, SCD

Based on the table 3 it is known that the significance probability value of the work ability variable and self-confidence as simultaneously impact on the employee performance because the sig value is 0.000 or less than the significance level of 0.05 and the F value is 70,47 or more than the F table value of 3.17, so it can be concluded that work ability and self-confidence as simultaneously effect on employee performance.

4.4. Discussion
4.4.1. Effect of Work Ability on Employee Performance

Based on the results of the t-test, it shows that the significance value of the work ability variable on employee performance is 0.000 less than the significance level of 0.05 and the t value is 4.388 more than the t table of 2.00575. Thus, it shows that the work ability variable influences employee performance at Surabaya cosmetic Company. This shows that the higher work abilities are, both intellectual and physical abilities, the higher their performance is.

The results in this study are in accordance with the theory by Choirul Anwar (2013) which states that work ability influences employee performance, "employees who have adequate abilities will be able to complete their work properly according to the time or target set in the work program. This happens because employees can devote all their abilities to carrying out the tasks that are their responsibility so that they can achieve the expected work performance. This also

supports the research results of Eva Rachmawati, et al. (2018) and Kristiani et al (2013) which state that the higher the work ability of the employees, the higher the performance will be.

The capacity of an individual to perform various tasks in a job is measured by indicators of Intellectual Ability and Physical Ability (Robbins, 2009), while *Self-confidence* is an attitude or feeling of confidence toward one's abilities so that the person is not too anxious in his actions, feel free to do things as he wishes, and feel responsible for his actions, warm and polite in interacting with others, strive for achievement and aware of his strengths and weaknesses, (Lauster, 2012) and several indicators of *self-confidence* in this study consist of act decisively without hesitation, experienced failure is seen as an experience, has an optimistic attitude, creative and has self-esteem. Another variable is employee performance, namely the results in quality and quantity achieved by an employee in carrying out his duties following the responsibilities he has been given (Mangkunegara, 2013) with indicators: Quality, Quantity, Work Implementation, and Responsibilities.

4.4.2. The Influence of Self-Confidence Against Employee Performance

Based on the results of the t-test, it shows that the significance value of the variable self-confidence on employee performance is 0.00 less than the significance level of 0.05 and the t value of 5.07 is more than the t table of 2.0058. Thus it can be said that self-confidence influences employee performance at cosmetic companies in Surabaya. This shows that if employees have high self-confidence which can be seen from their assertive actions and having no hesitation, considering failure as experience, have an optimistic attitude, creative, and have strong self-esteem, then they will have higher performance.

The results of this study are in accordance with the theory by Satria et al.

(2018) which states that self-confidence has a significant effect on performance, "the main driving factor in carrying out tasks is the need in which self-confidence is also an important factor." Likewise, the results of research by Kamila et al (2020) show that self-confidence has a significant effect on the employee performance.

4.4.3. The Effect of Work Ability and Self-Confidence Employee Performance

Based on the results of the F test, it shows that the probability value of the significance variable of work ability and self-confidence as simultaneously on the employee performance is 0.000 less than the significance level of 0.05 and the F value is 70.470 more than the F value. table 3,17. As well as the R square value of 0.730, this means that the variables of work ability and self-confidence contribute simultaneously to the employee performance variable (Y) by 73% and the rest is influenced by other factors.

Thus it can be concluded that the variables work ability and self-confidence have a simultaneous influence on employee performance and contribute to 73% of companies in Surabaya.

5. Conclusion and Recommendation

5.1. Conclusion

Based on the results of data analysis, it can be concluded that work ability has a significant effect on employee performance, this indicates that the higher the work ability is, the higher their performance is, therefore, the first hypothesis is accepted. Likewise, the results of the analysis for Self indicates that self-confidence has a significant effect on employee performance, this shows that the higher the employee feels confident in himself, the higher the performance he will achieve.

Simultaneously, work ability and self-confidence also show a significant effect on employee performance, this shows that the

higher the work ability and self-confidence possessed by employees, the higher the employee gets better performance.

5.2. Recommendation

Based on the results of the research and the conclusions that have been taken, some suggestions are conveyed, among others, that cosmetic companies in Surabaya should pay attention to the work ability and self-confidence of their employees, this can be done in the recruitment process by HR, employees should use people's reference or put advertisements in a place that can bring many qualified applicants, namely those who have work ability and high self-confidence, as well as in the selection of employees, they should be more observant in making the selection.

In addition, training should also be given to employees to improve their work abilities and increase their self-confidence, so that they can achieve higher performance in obtaining company goals.

AUTHORS' CONTRIBUTIONS

This research was conducted independently, starting from problem determination, theoretical study, research design, searching for data and analyzing and interpreting data.

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