



THE EFFECT OF WORK ETHICS ON JOB SATISFACTION AND EMPLOYEE PERFORMANCE IN NIGERIA

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Abstract:

It has been shown that the bad degradation of ethical conduct in the organization, continuous investigation of the asymmetry between productivity and worker commitment about employment have been satisfied. Results shown in practice could not improve employee performance in different work ethics. The effect of work ethics on employee performance has been explained when employee satisfaction is perceived as a mediator variable. The purpose of this paper is to investigate the effects of unethical behavior on employee commitment and productivity in Nigeria. For the study, a descriptive survey research method was used, with fifty valid questionnaires distributed to employees from five cluster government establishments in Ilorin, Kwara State, Nigeria. Secondary data and documentation were also reviewed and used in the study.

Keywords: work ethic, job satisfaction, employee performance, team work

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1. Introduction

Ethical behavior and the prevailing system of employment relations in any work organizations is very crucial for general development, the production of goods and services, both for domestic consumption and international trade or exchange, creation of national wealth, the attainment of political stability, and the inclusive benefits of sustainable human developments. In other words, how well organizations adhere to ethical standards, determines the well-being of all the stakeholders, the organization's productivity and the subsequent profitability, as well as the macroeconomic growth and development of the nation. The concept of efficiency as applicable to the context of the employment relationship is a function of proper management of employees at work, including adherence to workplace ethical standards. Admittedly, work dominates the lives of most men and women, and the management of employees, both individually and collectively, remains a central feature of organizational life. The totality of the essence of work in society is that it is the primary determinism around which human lives are ordered, organizations improved and nations are developed. Also, the primacy of work in society and the critical role of the production function have naturally contributed to the growth, development and advancement of nations throughout human history. In practical terms, nations are in existence to provide security, safety, and most important developments to people who had surrendered their sovereignty in exchange for the aforementioned necessities of life, using organizations and all human resources available to them. Indeed, organizations advance the fortunes of nations through efficiency, productivity, output level, and performance, as engendered by the institutional labor or a group of people known as workers. These workers are human beings with aspirations, hope, and feelings. They render their human efforts (labor) in exchange for equitable wages and salaries, a good physical working environment, and longevity of employment relationship, anchored on ethical standards and human resource best practices, any behavior contrary to the expectations of these actors would rather hinder the trajectory of production processes and the development of the organizations. Since national development is dependent on what the labor can generate by way of Gross Domestic Products (GDP), substantial attention must be paid to the agreement legally, socially, and economically entered into by all the stakeholders for the parties to enjoy the expected efficiency, equity, and development, which are the main objectives of the employment relationship and the overall impact on the organizational productivity.

2. Statement of Problem

The desperation of the productive enterprise to achieve corporate goals and workers' desire for equity has naturally affected etiquette, integrity, and self-discipline and by extension the level of performance and productivity within the framework of employment relationship, hitherto, Nigerian workers were ranked among the best in world, given a conducive work situation. Today, the rating has developed far below average as Nigerian workers only care about what he can benefit from employment

relationship. Ultimately, this study is to see standards and favorable situations in the work system acting as a catalyst to increasing performance of employees, in terms of efficiency, effectiveness and real output. Admittedly, globalization and its concomitants pose a potent challenge to organized labor, hence necessitates the adoption of a proactive strategy in the continuous interface with employers, management and government and onerous pursuit of the development agenda in Nigeria. Gone were the days of irresponsible trade unionism. The inconclusive results in the literature put policy makers in a crossroad; the question therefore is what the effect of work ethics on job satisfaction and employee performance in Nigeria is.

3. Work Ethic

Work ethics can be interpreted as a gesture of personality, temperament, character, and belief in something. This attitude is not only owned by individuals, but also by other groups, and even the public. Ethics established by habit, the influence of culture, and value systems that are believed (Tasmara, 2002). Work ethic has many elements: sourced and are associated with the values of a person's psychological, shows an ingrained view, shows the attitude and hope someone (Wijayanti, 2012). Ethos is the character and attitudes, habits and beliefs and so on that is special about the individual or group of people. Ethos can be interpreted as referring to the meaning of ethics or morals are morals the essential qualities of the human person or group, including a nation. Ethos also means ethos human group of her developing nations view concerning the good and bad which is ethics (Madjid, 2010).

Employee performance is strongly influenced by the work ethic and discipline of employees. If government officials are already getting used to the discipline in all things, so any work that would soon be sorted out and well ordered, so that indirectly will improve a good work ethic. With a good working discipline, any government officials will always keep his job well and would not let her work be abandoned. With the implementation of this attitude, it will be a satisfactory service to the community so that people will find it all in the care of their needs about government. If a local government official has the work ethic and discipline is high, it will have a positive impact on the employee's performance. The point is that the employee's performance will be run in accordance with the objectives expected because of the work ethic and discipline has been applied so that each work will be carried out effectively and efficiently (Febriyanto, 2012; Herlambang, 2013). The performance of employees will increase if supported by solid teamwork (Hodges, 2015).

The work ethic of employees is normative rules containing a system of values and moral principles as a guideline for employees in performing job duties within the company. Aggregation of ethical behavior of employees who work a picture of the employee in the company's ethics Because the normative is derived from business ethics, Consequently, ethics are not applied or intended for employees only. This means that the management policy concerning employees should also ethical, such as fairness and openness in terms of compensation, career, and evaluation of employee's performance.

So, every ethical decision in the company is not only linked to the interests of management but also employees. The work ethic is the attitude, outlook, habits, traits, or characteristics of how to work a person, a group, or a nation (Tasmara, (2000).

Work ethics is the ethical character of government employees who will work together in the corridor that is complementary, fosters fair dynamics within the organization, such as accommodating, sensitive, responsive, and proactive. The study of ethics has been done by scholars, that work ethic positive and significant effect on job satisfaction (Rokhman 2010; Marri et al., 2012). Good work ethic proved capable of improving the performance of the individual (I Wayan Marsalia Indica, 2011; Ridwan, 2013; Syahrul Nizam et al., 2016). Different results are shown by other scholars that). Good work ethic proved unable to improve individual performance (Shafissalam & Misbahuddin Azzuhri, 2014).

4. Job Satisfaction

In some cases, in labor relations are often seen opposite between employees and management that led to the strike. Frustration that accompanies the performance of dissatisfaction can lead to aggressive behavior rather than withdrawal. Aggressive action could take the form of sabotage, deliberate wrongdoing, as well as the activities of the militant trade unions as irresponsible strikes, work delays, and excessive protests. So, a lot of fights and feuds among the workers when they are very frustrated. When the aggressive actions interfere in the course of the work, lowering the quality of production, as well as prohibit work together and in groups, they would show costly for the organization, Dissatisfaction because inadequate compensation or drudgery can also support incidents of theft by workers. Steal money, equipment, and inventories by workers are critical issues for organizations (Wesley & Yukl, 2005). Job satisfaction refers to a person's general attitude toward his or her jobs (Robbins & Coulter, (2009). Other scholars put forward the view job satisfaction is how an employee felt the job (Wexley & Yukl, 2005). Job satisfaction positive and significant effect on employee performance (Melina Ratnawati Taurisa & Intan, 2012).

5. Employee Performance

Performance management can be defined as a systematic process for improving organizational performance by developing the performance of individuals and teams (Armstrong, 2006). Thus, it can be interpreted that the optimized performance and stable, not something accidental. Certainly, it is through the stages with good performance management and maximum effort to achieve it. Individual performance can be measured (Miner, 1988) with; first, the quality of work by looking at the error rate, the extent of damage and accuracy in work; secondly, the quantity, the number of jobs generated; third, the use of time in the work indicated by absenteeism, tardiness, effective working time/working hours lost; fourth, cooperation with others in the works. Empirical facts

provide evidence that job satisfaction can act as intervening variables in analyzing the influence of organizational culture on company performance (Biswas, 2015).

6. Review of Literature

Ethics as the "science of morality", or as a normal science of human conduct, is a systemic study of the fundamental principle of moral law. This means that ethics, which is different from descriptive or empirical sciences, is a normative science. The moral principles which form an ethical subject deal with the way people should comply with their work and their team, integrity and self-discipline. It follows that ethics is primarily the critical study of the standards of conduct to be followed by human actions. Accordingly, the term ethics refers to the fundamental principles of right and wrong; it is compliance. Discipline and indiscipline are conceptually human comportment dimensions. Disciplined behavior is a condition of survival and development for individuals, organizations and countries. Fair and unjust, right and wrong, discipline and discipline can be directly connected with ethics. However, work ethics as noted by Cascio is the accepted standards in terms of personal and social welfare of employee, their work attitudes, self-discipline, and commitment to their assignments. Velasquez observes that work ethics is the principle of conduct governing an individual or a group in the work place, which makes them conform to the ethical standards thus influencing organizational output level and the resultant profitability level. The work attitudes, integrity, self-discipline, teamwork, emphasis on quality, commitment and productivity of the Nigerian workers have painted a rather negative picture of an apathetic, uncommitted men and women, who are unresponsive to motivational techniques. The Nigerian workers have been described as indolent, apathetic, and unresponsive to motivation and generally, not willing to put forth maximum productive efforts . Whichever way we look at it, the Nigerian workers are what we have; hence we must encourage them to make a meaningful contribution to the development of the nation by becoming more productive.

6.1 Teamwork and Organisational Productivity

Every organization, large or small, private or public enterprise, struggles to acquire productivity to achieve success and maintain a valuable image in this present day of stiff organizational competitions. Though the population of workers in an organization may be large and organizational productivity also low with no improvement in their products, yet this could be as a result of the absence of teamwork in the organization. The absence of teamwork in the organization is the failure of an organization to coordinate works into work groups to tap from the respective human resources the organization possesses. Teamwork is the cooperative and coordinated efforts on the part of a group of persons who work together as a team. It is the willingness of people to work together to achieve a common goal. A team exists when individual strengths and skills are combined with teamwork in the pursuit of a common cause to produce meaningful results for the team members and the organization. Thus, a team combines individual strength with a shared

commitment to performance. There is a saying that many hands make light work. The reason not far-fetched, in that more, can be achieved as a collective than individual for instance, with teamwork, creativity is achieved. Because we have different skills, knowledge and personal attributes, by utilizing these different aspects in a team, more ideas can be generated and more creative solutions brought on board thereby leading to better results and thus improve on the organizational results/ productivity, not only that, even the best-qualified individual cannot have all of the skills to do everything. While some persons excel at coming up with ideas, some others have to be counted on when it comes to implementing and follow-through through a plan. The bottom line is that when a team works together, it has a wide range of skills available to deliver extra-ordinary results.

6.2 Integrity and Productivity

Every organization's aim is to ensure that employees comply with the mission and objectives of the company, i.e. that they are in full accordance with core values, that they follow a code of ethics, and that activities match beliefs in various situations. Meanwhile, integrity plays an important role in alignment patterns, sound moral principles, ethical principles and productivity of the employees. In addition, absenteeism, unjustified interruptions, theft of property, transformation of offices for personal use, gossiping, etc. are characteristics of unethical conduct which can affect organizational productivity. However, the level of productivity in the organization is directly proportional to the degree of engaging and satisfying employees, and therefore commitment and satisfaction are immaterial if not integral. Integrating integrity values into an organization's daily operation promotes ethical behavior for employees, prevents damage while exploiting human instincts for moral thinking and action, and improves sustained productivity.

6.3 Employee Commitment and Productivity

Most organizations have realized that the employees' commitment is fundamental in determining organization productivity. Meanwhile, employee commitment is an extent to which employee feels attached, loyal and dedicated to the organization goals and objectives. However, employee commitment can benefit the organization in several ways which include but are not limited to reducing absenteeism, promoting employee active engagement, reducing intention to quit thereby resulting in sustained productivity. Besides, Rajendran and Raduan (2005) opined that employee commitment tends to aid higher productivity if the employee morale is enhanced. A committed employee is perceived to be loyal and stays with the organization even in turbulent times, attends to work regularly, protects the organization's assets, and as well shares its goals. Therefore, employee commitment is an important factor for sustained productivity.

6.4 Work Attitude and Productivity

Each individual worker has a different level of attitude to work, and this attitude is assessed by the involvement of employees in performing the assigned responsibilities, according to attitude as an acceptable and unacceptable evaluation of a particular person,

people, objects, events happenings or ideas. Attitude paves way for behavioral action which ultimately influences productivity. The relationship between work attitude and productivity has been largely studied and various factors are responsible for this relationship. Some studies argued that employees work attitude tends to be favorable when organizations facilitate industrial harmony, affection, recognition, friendliness, freedom that are crucial for enhancing organizational productivity. However, where these are ignored, intention leave, sabotage, absenteeism, labor turnover, low morale, and productivity become a common phenomenon. Also, argued that unfavorable work attitude could come as a result of a poor relationship with a leaders/manager, lack of recognition and flexitime, inequality, inconsistent promotion and payment of salary, lack of training, development and career opportunities increased industrial hazard, inadequate employment protection can be the push factor behind an individual's attitudes towards organizational productivity. It becomes imperative to note that an individual that is not satisfied with the pay, working environment, ethical values, culture, company policy, and processes may exhibit some attitudes that could be detrimental to organizational productivity. When productivity is adversely affected, then the achievement of corporate objectives suffers which will eventually make profit maximization unattainable. It is pertinent to note that the notion of an employee towards his/her job will certainly influence his/her attitude. However, favorable and unfavorable cultural and ethical values should be a formal and informal laid down policies, procedures and standards which are established to guide the conduct, attitude and behavior of employees in the workplace. Therefore, the success of every organization is a dependent factor on employees' attitude towards increasing productivity of the organization.

6.5 Self-Discipline and Productivity

Self-discipline at the workplace is an optimistic determination and effort which assists in developing certain traditions for guiding an individual's feelings, conducts, behaviors, thoughts, activities, and habits. Self-discipline could be seen as an art of self-control, self-reliance, self-determination, and self-sufficiency, which stimulates an individual to sustain his/her decisions and drives the individual towards achieving the set goals. To flourish and survive, organizations must drive the need to concentrate on stimulating self-discipline at work. The lack of self-discipline among workers may result to distressing thoughts, negativity and lack of enthusiasm at work, which adversely affect productivity of the employee and the organization at large. Leader and managers of organization need to admit the fact that self-discipline cannot be learnt transferred and fulfilled overnight. An organization benefits greatly when its employees demonstrate some measures of self-discipline at work.

Self-discipline at work promotes strong relationships to succeed and raises an environment of commitment, dedication, keenness, and devotion amongst the employees which ultimately results in improved organizational productivity. Maxwell, Chonko, and Loe (2001) indicated that self-discipline at work can be sustained by making sure that employees are cleared about performance expectations to sustain their focus towards the

accomplishment of work assigned to them. Self-discipline involves giving greater commitment to working without being coerced, compelled, and intimidated; relaying information to others; keeping them informed and updated; assuming responsibilities; caring for others' interests, etc. Self-discipline is not influenced and imposed by supervisors or managers rather it comes from one's attitude. When an individual in an organization has this attitude, it shapes and develops the culture of self-discipline which will ultimately lead to increased productivity. And where a new employee/individual joins the workforce, he/she inevitably and habitually imbibe the culture of self-discipline. Conversely, productivity can be affected adversely when individuals are overwhelmed with laziness, negligence, irresponsibility, favoritism, self-interest, and lack of self-determination. If managers and employees are not self-disciplined, hence the organization will become a lawless community which will eventually make increased productivity far from sight.

7. Methodology

The method used for the study is the administration of questionnaire. A research assistant was employed to carry out the exercise out of which reasonable number required for the study was achieved and successfully used. Also, the questionnaire used is a closed ended questionnaire that makes it easy to determine the effects between variables under investigations.

8. Conclusion

Work ethics has shown that employees have demonstrated their fulfillment in practice, but other workers are unable to improve work ethics in terms of causality and thus we must support high employee satisfaction in order to make an entire contribution to high employee performance. On the other hand, job satisfaction has shown that it improves employee performance. The impact on organizational performance of an interfering variable can be explained with job satisfaction.

9. Recommendations

It is recommended that organization should be transparency and answerable so as to maintain good stand for stakeholder, investors to have good belief about the organization and to belief in level of competencies of dealing with customers such as been open to them. Integrity puts organization in higher ranking thereby boosts the efficiency of organization. The study commends that, in order for the efficiency to be on increase and the more productive in the activities carry out, there should be reduction on unethical behaviour. Also, proper dissemination of information on indiscipline and punishment attach to it, so that such action will not occur again. Also, advice to ensure that there is committees to check unethical behaviour and give reward to ethical employee for others to emulate so there will be increase effectiveness and employee will be satisfied.

Conflict of Interest Statement

The authors declare no conflicts of interests.

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