

The Important Functions of Intellectual Capital for Improving the Professionalism Bank Indonesia Employees

Tjiptogoro Dinarjo Soehari

Mercu Buana University Jakarta, Indonesia

Iffah Budiningsih

As-Syafiiyah Islamic University Jakarta, Indonesia

Akhmad Tarmizi

Tri Sakti University Jakarta, Indonesia

Sarfilianty Anggiani

Tri Sakti University Jakarta, Indonesia

ABSTRACT

The purpose of the study was to determine the important functions of Intellectual Capital, which consists of Human Capital (HC), Social capital (SC), and Organizational Capital (OC) in improving the Professionalism of Bank Indonesia Employees. The research method used is a quantitative explorative technique using SPSS IBM 25 with the dependent variable Professionalism (PF) while the independent variables are Human Capital (HC), Social Capital (SC), Organizational Capital (OC) case study conducted at Bank Indonesia with a target population of personnel Experienced in serving at least First Line Officers at Bank Indonesia, namely at least once served as Manager, with a minimum education of Diploma, with work experience above 15 years, an affordable population/target of 140 respondents, with a purposive quota sample that meets the requirements of expert practitioners, 51 respondents. The results obtained: 1) $PF = 0.592 + 0.398 HC + 0.460 SC + 0.009 OC$. Adjusted R-Sq = 0.704, R-Square = 0.732, $F = 40.721$ with $Sig = 0.000 < 0.05$. 2) Human Capital and Social Capital (SC) have a significant effect on strengthening Professionalism 3) Organizational Capital has no significant effect on strengthening Professionalism 4) If you ignore Human Capital (HC), Social Capital, and Organizational Capital, then Professionalism is very bad with a constant value of 0.592 at scale 5.

Keywords: Professionalism, Human Capital, Social Capital, Organizational Capital, Bank Indonesia Employees

INTRODUCTION

The Financial Services Authority of the Republic of Indonesia [1] in its quarter I-2020 report stated that despite being hit by Covid 19, the domestic economy grew 2.97% (yoy) although it was still much lower than 4.97% (yoy) in the previous quarter (before Covid19). In March 2020, commercial bank loans grew by 7.95% (yoy) while deposits grew higher at 9.54% (yoy). The high growth of banking activity needs to be supported by the professionalism of the banking

profession in order to mitigate risks while continuing to maintain high growth to support national economic growth. The Ministry of Finance of the Republic of Indonesia [2], stated that the World Bank in The Human Capital Index 2020 Update: The Human Capital in the Covid 19 "said that the value of Indonesia's HCI in 2020 rose to 0.54 this shows that the value of Indonesia's HCI in 2020 rose to the value of Indonesia's HCI in 2018 which was at number 0, 53. However, the ranking among ASEAN countries is still below Singapore, Vietnam, Malaysia, Thailand, and the Philippines. The human capital index is one of the World Bank's programs designed to explain how health conditions in education can support the productivity of future generations.

World Bank [3]. The ranking position of the Human Capital Index and its components is ranked 87, while based on the Global Human Capital Index-WEF it is ranked 65, this shows that the quality of Indonesian human resources is still ranked 6th among countries in the ASEAN region. In order to compete among the ASEAN Economic Community (AEC), Indonesia needs to improve the quality of human resources by improving the professionalism of human resources through intellectual capital. Soehari [4], argues that competence and career are important elements in human capital that affect performance employees. Soehari [5], also stated that human capital policies that focus on competence and training will have an impact on improving employee performance. Based on the phenomena and gaps above, research on improving professionalism through intellectual capital for improving the professionalism Bank Indonesia Employees is important. This is also in line with the opinion of the Deputy Governor of Bank Indonesia (BI), Sugeng [6], stating that the quality of human resources needed is professional human resources, namely those who have technical capabilities, master the principles of governance, and business practices in the banking industry and institutions. others, which are areas that contain risks that require high operational capabilities. So that emphasized the need to build synergy between Business Institutions with the Ministry of Manpower and several related institutions in order to improve standardization of work competencies to face the ASEAN Economic Community (AEC).

LITERATURE REVIEWS

Professionalism

Gary Dessler [7], suggests that professionalism is the creativity of employees to generate potential company profits by serving customers effectively. Employees must understand how the company operates, including strategic planning, marketing, production, and finance. They must be able to participate in the management team in order to formulate plans for how the company responds to pressures in competition. Currently, we must be able to capture the meaning of return on investment, payback period, cost per unit of service, which are business languages that have been commonly discussed. Hall Bradley W [8], rgues that professionalism is being able to clearly define outputs both related to customers and shareholders, build a system, build a system to deliver the expected results and use a matrix to understand the contribution of each system. Manage the system with discipline, taking into account its relation to financial performance, and the effectiveness of human capital management related to customers, shareholders, manufacturing management effectiveness. The United Nations [9], argues that professional competence is the core value of an institution which is the ability to work calmly, competently, and committed which is a very important factor for all staff members, and all staff members are required to demonstrate that value, Melo [10] argues that the professionalism of employees is reflected in creativity in sparking clear ideas in carrying

out their duties in order to improve their performance in order to support the business success of the institution. Gapuri Ramadhan [11], stated that professionalism is a systematic work to meet the needs of community members. A profession must be carried out by people who have professional abilities in accordance with professional norms, namely having technical abilities, caring and having a commitment to the quality of work, dedicated to the interests of customers, and sincere to help others who need them in completing their duties and work. The characteristics of professionalism are (a) always pursuing perfect results, (b) having a strong fighting spirit which is reflected in perseverance, steadfastness, not easily satisfied, never giving up, and always improving quality, (c) having a careful following with a high commitment to produce quality work (d) have the integrity to always maintain high work effectiveness. Meanwhile, the characteristics of a professional are as follows: (a) proud of his work and show personal commitment to the quality of his work, (b) trying to know and master the scope and workflow; (c) capable, agile, skilled, creative and always takes the initiative to improve the quality of work; (d) able to analyze the situation, draw conclusions on the basic principles and procedures for the smooth implementation of their duties; (5) trusted and tested in their field of duty. Ni Kadek Nandya Puspitayani I Wayan Suartana [12], suggests that a profession is a job which in carrying it out can meet certain requirements, while professionalism is an attribute possessed by an individual regardless of whether the job is a profession or not. (Kalbers and Fogarty [13]. Mintz and Mowssier [14] suggest that professionalism is an attribute based on behavior, goals or qualities as a sign of a characteristic or profession of a professional. Hardjana [15], suggests that professional is a term for someone who in carrying out his profession according to his expertise. Sharifah Hayaati Syed Ismail al-Quds, Asmak Ab. Rahma, Mohd Izani bin Mohd Zain [16], argues that 5 main characteristics are professional; (1) competent and well-informed (2) practicing life-long learning (continuous learning) (3) anticipatory, creative, and innovative (4) reliable and with integrity. (5) able to analyze and conclude on basic principles and professional work procedures for further development.

Based on the description above, the definition of professionalism is as follows: (1) Having creativity and innovation, generating corporate profits, serving customers effectively, understanding company operations including strategic planning to respond to competitive pressures, being able to capture the meaning of return on investment, payback period, cost per unit of service which is a commonly discussed business language. (2) Able to clearly define outputs to be communicated with stakeholders and understand the contribution of each component of the system. (3) Managing the system with discipline, paying attention to its relation to financial performance, and the effectiveness of human capital management related to customers, shareholders, and the effectiveness of manufacturing management. (4) Work systematically, have technical skills, produce quality work, always maintain high work effectiveness, be able to analyze situations, draw conclusions on basic principles and procedures, be trusted and have integrity in carrying out their duties. Overall, the factors mentioned above contain elements of intellectual capital consisting of human capital, social capital, and organizational capital so that these factors are taken as independent variables.

Human Capital

Human Capital is an element of intellectual capital and the term human capital is very popular beyond the popularity of intellectual capital. There are many theories regarding human capital, but Baron Angela and Armstrong Michael [17], focus more on intellectual capital which consists of 3 elements, namely: (1) human capital: knowledge, skills, abilities, and capacity to develop

and innovate. owned by people in an organization; (2) social capital: structures, networks, and procedures that enable these people to acquire and develop intellectual capital in the form of availability and flow of knowledge derived from relationships within and outside the organization; (3) organizational capital: institutionalized knowledge owned by the organization that is stored in databases, manuals, etc. which is basically knowledge owned by the organization.

The idea of investing in human resources was first developed by Adam Smith [18], in his book entitled *Wealth of Nation*, argued that there are differences between the workings of individuals with different levels of education and continuous learning, reflecting differences in the returns required to finance acquisition costs. those skills. The return on investment in the form of skills can be compared to the return on investment in physical capital but not their workers, except in slave societies. Bonits et al [19], suggest that humman capital is the role or value of humans in an organization; is a combination of intelligence, skills, and expertise that form a certain character of the organization. The important value of humans for organizations is the ability to learn, change, innovate and provide creative impetus and if properly motivated can guarantee that the organization will be able to maintain its survival in the long term. The Basically human capital does not belong to the organization but its development is created through working relationships. People as employees are an important element of human capital that enters the organization which is further developed by experience and continuous learning while in the organization. Davenport [20], all people have innate abilities, behavior and personal energy and these elements form the human capital that will be brought by them in carrying out their duties and responsibilities in the workplace. They are the real owners of human capital, not the employer, so the employees themselves will decide when, how, and where they will donate it according to their choice. Employment is basically an arena of two-way value exchange, not one-way exploitation of assets by their owners.

Baron Angela and Armstrong Michael [21] reveal that human capital is related to mastering and developing the knowledge, skills, abilities, capacities and innovations of people in organizations. Furthermore, they also stated that Human Capital Management (HCM) can support and develop the ability of Line Managers in carrying out their duties in the fields of: leadership, productivity, improving customer service, and controlling employee turnover and absenteeism. Hall Bragley W [22], suggests that human capital strategy includes: clearly defined strategies, clarity of capabilities and accountability, focus on critical roles, comprehensive and integrated, measurable and managed like money, focus on external customers, result oriented, proactive and focused on development from year to year. Meanwhile, Soehari [23], states that the important factors in implementing the concept of human capital are: people and skills, creating value for the organization, people as assets, remuneration, training, development, career advancement to create values for business success. The other important thing in human capital is to correlate people with performance models where the role of career opportunities and satisfying rewards are important factors that are part of the model framework to create performance.

Based on the description above, the definition of human capital is as follows: (1) The role or value of humans in an organization who have intelligence, skills, expertise, character, ability to learn, change, innovate, be creative, have motivation, and be able to maintain their survival in the long term to support the survival of the organization. (2) The basically human capital does

not belong to the organization but its development is created through working relationships, development of experience, continuous learning. (3) Support and develop Line Manager capabilities regarding: leadership, productivity, improving service to customers, supervision of employee turnover and absenteeism, capability, accountability, focus on critical roles, comprehensive and integrated, result oriented, proactive and focus on development from year to year, creating value for the organization, career planning, creating values for business success. The human capital factor has an effect on professionalism, so the formulation of the hypothesis is as follows;

H1. Human capital has an effect on professionalism.

Social capital

Putnam [24], the specific character of humans as social beings is a social network, social norms or values, trust between fellow members of the social community that allows them to carry out joint activities in a more effective way to fight together to achieve the World Bank's common goals. World Bank [25] defines that social capital is the norms or social values that can shape the quality and quantity of community social interaction. Social capital is a collection of institutions that not only support their social life, but also strengthen the bonds that unite them. The World Bank also stated that social capital is a set of horizontal social communities between individuals, in the form of social networks and social values or social norms that affect the community, productivity, and welfare. This also shows that social capital has a significant meaning that social capital is an important part of intellectual capital. This clarifies the meaning and significance of the concept of social capital as an important element of intellectual capital. It should be a concern for an organization that intellectual capital is the property of individual employees, not the property of the company. Youndt [26] suggests that within certain limits employees are free to leave their companies so that organizations have a significant risk of suffering intellectual capital losses, organizations must strengthen social capital through the transfer of individual employee knowledge and skills, shared, changed, and institutionalized. Social capital is a knowledge that is acquired and developed as a result of the relationship between employees, partners, customers, and suppliers followed by the exchange of knowledge supported by a collaborative organizational environment so that knowledge and information can flow freely Bontis [27], and Coleman [28]. Schuller [29] suggests that the role of social capital allows a person or an institution to realize the potential of its human capital. In addition, research by Kinnie et.al [30] confirms that social capital basically has a much bigger role as an element of intellectual capital than the capital that is formed in people before strengthening through social capital.

Based on the description above, the definition of social capital is as follows: (1). Having and paying attention to social networks, social norms or values that can shape the quality and quantity of community social interaction, trust between fellow members of the social community that allows them to carry out joint activities in a more effective way to fight together to achieve common goals. (2) Pay attention to and have a set of institutions that not only support their social life, but also strengthen the bonds that unite them. (3) Having and paying attention to a set of horizontal social communities between individuals, in the form of social networks and social values or social norms that affect the community, productivity, and welfare. (4) The need to strengthen social capital through the transfer of individual employee knowledge and skills, shared, transformed, and institutionalized through relationships between employees, partners, customers, and suppliers followed by knowledge exchange

supported by a collaborative organizational environment so that knowledge and information can flow. freely. The social capital factors affect professionalism, so the formulation of the hypothesis is as follows;

H2. Social capital has an effect on professionalism.

Organizational Capital

Baron Angela and Armstrong Michael [31] suggest that organizational capital (organizational capital) is often also referred to as structural capital (structural capital), which is a capital that emphasizes something in the form of knowledge owned by the organization rather than that of individual employees. . This also means that the knowledge possessed by the organization does not only come from individual employees but can also come from various other sources. As an illustration of knowledge that is within the organization institutionalized and maintained using information technology in the form of a database that is easily accessible by authorized people, easy to develop, and safe, the knowledge can include explicit knowledge that has been stored in the database, in the form of manuals, standard procedures and operations, records or records of tactical knowledge, knowledge exchange, and other matters related to knowledge and as far as possible, codified. Processes or procedures in an organization are made based on the knowledge possessed by individuals.

Davenport and Prusak [32] argue that theoretically the knowledge owned by the organization no longer belongs to the individual so that it no longer depends on who initially developed the knowledge that the organization already has so that ownership of knowledge by the organization can be stable and permanent. An individual expert may move in or out of the organization, but cannot stop a process or reduce or delete the knowledge that has been stored in the organization (company). Organizational capital is created and developed with the principle of humans or employees as human capital, but is also the result of interactions between employees, work units, work units that exist within the organizational environment so that the knowledge it produces belongs to the company (organization) and can be managed, maintained, and developed. through the knowledge management process with the aim of acquiring, storing and developing this explicit and tacit knowledge.

Based on the description above, the definition of organizational capital is as follows: (1) having and paying attention to organizational capital (organizational capital) which emphasizes something in the form of knowledge owned by the organization not only from individual employees but can also come from various other sources. (2) Institutionalize and maintain knowledge by using information technology in the form of a database that is easily accessible by authorized persons, easy to develop, and secure which includes explicit knowledge that has been stored in the database, in the form of manuals, standard procedures and operations, records or records of tactical knowledge, knowledge exchange, and other matters related to knowledge and as far as possible, codified. (3) Processes or procedures in an organization are made based on individual knowledge, interactions between employees, work units, work units within the organization so that the knowledge it produces belongs to the company (organization) and can be managed, maintained, and developed through the knowledge management process. with the aim of acquiring, storing and developing this explicit and tacit knowledge. The organizational capital factors affect professionalism, so the formulation of the hypothesis is as follows;

H3. Organizational capital has an effect on professionalism.

RESEARCH METHODOLOGY

The research method used is a quantitative explanatory empirical study using Excel and SPSS IBM-25 software for descriptive and analytical formats. The population is Bank Indonesia officials, has served at least Manager (First Line Officer), with a minimum education diploma, work experience of more than 15 years in a leading bank institution. The population is 140 respondents who meet the criteria of expert practitioners as many as 51 samples. Dissemination and collection of data through google forms. A case study in Bank Indonesia as a central bank institution in Indonesia that has the authority to regulate banking in Indonesia.

ANALYSIS AND FINDINGS

Respondents Overview

The study was conducted using a questionnaire via google form and directly to Bank Indonesia Official and Bank Indonesia retirees who are members of the DKI Jakarta Bank Indonesia Pensioner Association (PPBI), obtained 140 respondents. Line Officers at Bank Indonesia with work experience above 15 years so that they are expected to have sufficient experience and knowledge regarding professionalism in Bank Indonesia. The results of the selection of 140 respondents who meet the sample purposive quota are 51 respondents with the following characteristics. See in Table 1.

Table 1. Respondents Character

No	Respondents Character	Annual	Percentage
I	Gender		
	1. Female	16	32.37
	2. Male	35	68.63
II	Age		
	1. 31-40	7	13.73
	2. 41-50	9	17.65
	3. 51-60	6	11.76
	4. >60	29	56.86
III	Education		
	1. Diploma	6	11.76
	2. Graduate (S1)	22	43.14
	3. Post-Graduate (S2)	20	39.22
	4. Doctor (S3)	3	5.88
IV	Position		
	1. Director	10	19.61
	2. Deputy Director	9	17.65
	3. Assistant Director	19	37.25
	4. Manager	13	25.49

Source: Data Processing Results (2022)

Validity and Reliability Test

Validity test is carried out in order to test the extent to which the measuring instrument can measure the feasibility of the instrument. The instrument will be declared valid if it can measure what it is supposed to measure correctly. The data is declared usable or valid if it passes the research instrument test, in this study 30 respondents were used, then the

instrument was declared valid if the value of r (validity) was calculated above 0.3 while the reliability was above 0.6.

Professionalism (PF), see in Table 2, all 10 statements have arithmetical validity greater than table validity and arithmetic reliability is greater than table reliability, then all 10 statements Professionalism instruments all meet the criteria for arithmetic validity > 0.3 and arithmetic reliability > 0.6 so that all instruments of professionalism are eligible to be included in further analysis.

Table 2. Test of Professionalism Reliability and Validity (PF)

Reliability Statistics					
Cronbach's Alpha			N of Items		
.938			10		

Kuisi oner	Validitas Hitung	Passing grade > 0,300	Reliabilitas Hitung	Passing grade > 0,600	Predikat
PF1	0.785	Ok	0.931	Ok	Ok
PF2	0.795	Ok	0.929	Ok	Ok
PF3	0.764	Ok	0.931	Ok	Ok
PF4	0.614	Ok	0.937	Ok	Ok
PF5	0.778	Ok	0.930	Ok	Ok
PF6	0.739	Ok	0.932	Ok	Ok
PF7	0.804	Ok	0.929	Ok	Ok
PF8	0.753	Ok	0.931	Ok	Ok
PF9	0.737	Ok	0.932	Ok	Ok
PF10	0.767	Ok	0.931	Ok	Ok

Source: SPSS Data Processing Results (2022)

Human capital (HC), see in Table 3, all 9 statements have arithmetical validity greater than table validity and arithmetic reliability is greater than table reliability, then all 9 statements of Human Capital instruments all meet the criteria for arithmetic validity > 0.3 and count reliability > 0.6 so that all Human Capital instruments are eligible to be included in further analysis.

Table 3. Human Capital (HC) Reliability and Validity Test

Reliability Statistics					
Cronbach's Alpha			N of Items		
.956			9		
Questionnaire	Validity Count	Passing grade > 0,300	Reliability Count	Passing grade > 0,300	Predicate
HC1	0.956	Ok	0.944	Ok	Ok
HC2	0.823	Ok	0.951	Ok	Ok
HC3	0.864	Ok	0.949	Ok	Ok
HC4	0.808	Ok	0.952	Ok	Ok
HC5	0.859	Ok	0.949	Ok	Ok
HC6	0.863	Ok	0.950	Ok	Ok
HC7	0.771	Ok	0.954	Ok	Ok
HC8	0.599	Ok	0.961	Ok	Ok
HC9	0.898	Ok	0.947	Ok	Ok

Source: SPSS Data Processing Results (2022)

Social Capital (HC), see in Table 4, all 10 statements have arithmetical validity greater than table validity and arithmetic reliability is greater than table reliability, then all Social Capital instruments with 10 statements all meet the criteria for arithmetic validity > 0.3 and count reliability > 0.6 so that all of them are eligible to be included in further analysis.

Table 4. Social Capital (SC) Reliability and Validity Test

Reliability Statistics					
Cronbach's Alpha			N of Items		
.934			10		
Questionnaire	Validity Count	Passing grade > 0,300	Reliability Count	Passing grade > 0,300	Predicate
SC1	0.847	Ok	0.923	Ok	Ok
SC2	0.693	Ok	0.930	Ok	Ok
SC3	0.720	Ok	0.929	Ok	Ok
SC4	0.746	Ok	0.928	Ok	Ok
SC5	0.705	Ok	0.929	Ok	Ok
SC6	0.765	Ok	0.926	Ok	Ok
SC7	0.822	Ok	0.923	Ok	Ok
SC8	0.727	Ok	0.929	Ok	Ok
SC9	0.720	Ok	0.929	Ok	Ok
SC10	0.691	Ok	0.930	Ok	Ok

Source: SPSS Data Processing Results (2022)

Organizational Capital (OC), see in Table 5, all 9 statements have arithmetical validity greater than table validity and arithmetic reliability is greater than table reliability, then all 9 statements of Social Capital instruments all meet the criteria for arithmetical validity > 0.3 and count reliability > 0.6 so that all of them are eligible to be included in further analysis.

Table 5. Organizational Capital (OC) Reliability and Validity Test

Reliability Statistics					
Cronbach's					
Alpha					
N of Items					
.945					
9					
Questionnaire	Validity Count	Passing grade $> 0,300$	Reliability Count	Passing grade $> 0,300$	Predicate
OC1	0.843	Ok	0.936	Ok	Ok
OC2	0.882	Ok	0.933	Ok	Ok
OC3	0.747	Ok	0.941	Ok	Ok
OC4	0.834	Ok	0.937	Ok	Ok
OC5	0.703	Ok	0.943	Ok	Ok
OC6	0.792	Ok	0.939	Ok	Ok
OC7	0.761	Ok	0.940	Ok	Ok
OC8	0.749	Ok	0.941	Ok	Ok
OC9	0.795	Ok	0.939	Ok	Ok

Source: SPSS Data Processing Results (2022)

Classic assumption test

Classical assumption tests including normality, heteroscedasticity, autocorrelation, multicollinearity were carried out in order to ensure that the regression equations generated from the analysis using SPSS were accurate, unbiased and consistent. The data that will be used for regression analysis is first tested with classical assumptions.

1) Normality test.

The normality test was carried out in order to test whether the research data carried out were normally distributed or not. Normality test was carried out on all variables, namely Professionalism (PF), Human capital (HC), Social Capital (SC), and Organizational Capital (OC) with a total data of 51 respondents, using Kolmogorov Smirnov. Normality test results show that the value of Sig = $0.294 > 0.05$, then the data is declared normally distributed, see in Table 6.

Table 6. Normality Test
One-Sample Kolmogorov-Smirnov Test

		Unstandardize d Residual
N		51
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	.26689506
Most Extreme Differences	Absolute	.137
	Positive	.137
	Negative	-.130
Test Statistic		.137
Asymp. Sig. (2-tailed)		.019 ^c
Monte Carlo Sig. (2-tailed)Sig.		.294 ^d
90% Confidence Interval		Lower Bound .189
		Upper Bound .399

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 51 sampled tables with starting seed 299883525.

Source: SPSS Data Processing Results (2022)

2) Heteroscedasticity

The Heteroscedasticity test was conducted in order to test whether the errors in this study had the same variance or not. The condition of heteroscedasticity from one study to another may vary. Research using multiple regression as in this study requires that there is no heteroscedasticity so that the regression results are expected to be good. Heteroscedasticity test can be seen in Table 7 which shows that the value of Sig Human Capital (HC) = 0.124 > 0.05 indicates that there is no heteroscedasticity, the value of Sig Social Capital (SC) = 0.514 > 0.05 indicates that there is no heteroscedasticity, the value of Sig Organizational Capital (OC) = 0.057 > 0.05 indicates that there is no heteroscedasticity. In connection with that, it is concluded that there is no heteroscedasticity so that further analysis using multiple linear regression can be continued.

Table 7. Heteroscedasticity Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	t	
1	(Constant)	.565	.249		2.267	.028
	HUMAN CAPITAL	-.196	.125	-.530	-1.568	.124
	SOCIAL CAPITAL	-.085	.129	-.207	-.658	.514
	ORGANIZATIONAL CAPITAL	.193	.099	.507	1.955	.057

a. Dependent Variable: RES2

Source: SPSS Data Processing Results (2022)

3) Autocorrelation

Autocorrelation test is intended to test whether the error of a data in a certain period is correlated with other periods. The testing method uses Durbin-Weston (DW). In this study, the Durbin-Weston value = 1,470, which is above the value 1 and below the value 3, so in this study there is no autocorrelation, see in Table 8

Table 8. Autocorrelation Test

Sig. F Change	Dubin-Watson
.000	1.223

Source: SPSS Data Processing Results (2022)

4) Multicollinearity

The multicollinearity test is intended to test whether the multiple linear regression model in this study contains a correlation between the dependent variables. Multicollinearity testing in this study was carried out by looking at the tolerance number and variance inflation factor (VIF). In this study, the VIF value for Human Capital (HC) = 6,346; Social Capital (SC) = 5.458; Organizational Capital (OC) = 3,723. This shows that the independent variables of Human Capital, Organizational Capital, and Continuous Learning do not have a VIF value below 0 and still below 10, so it can be concluded that there is no multicollinearity. See in Table 9.

Table 9. Multicollinearity Test

	Collinearity Statistics	
	Tolerance	VIF
HUMAN CAPITAL	.158	6.346
SOCIAL CAPITAL	.183	5.458
ORGANIZATIONAL CAPITAL	.269	3.723

Source: SPSS Data Processing Results (2022)

1. Multiple Regression Analysis

Multiple linear regression analysis to measure the influence of the independent variables Human Capital (HC), Social Capital (SC), Organizational Capital (OC) on the dependent variable Professionalism (PF). Regression results see Table in 10.

$$PF = 0.952 + 0.398 HC + 0.460 SC + 0.009 OC$$

Table 10. Regression Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
		B	Std. Error			
1	(Constant)	.592	.363		1.630	.110
	HUMAN CAPITAL	.398	.182	.424	2.189	.034
	SOCIAL CAPITAL	.460	.188	.440	2.451	.018
	ORGANIZATIONAL CAPITAL	.009	.144	.009	.064	.949

Dependent Variable: PROFESSIONALISM

In Table 10 which is the result of multiple linear regression, it can be explained as follows:

- 1) The constant value is 0.592, the level of significance (Sg) = $0.110 > 0.05$. This shows that there is an insignificant (not significant) constant influence on professionalism. If in a system there is no Human Capital, Social Capital, Organizational Capital, the level of Professionalism cannot be concluded.
- 2) The value of the coefficient of the Human Capital factor (HC) = 0.398, the level of significance (Sig) = $0.034 < 0.05$. This shows that there is a significant influence of Human Capital on Professionalism. The value of the coefficient of the Human Capital factor on Professionalism = 0.398, which means that the sensitivity of the influence of Human Capital on Professionalism is 0.398. The implication of this factor coefficient is that if there is an increase in the quality of Human Capital by one unit, the quality of Professionalism will increase by 0.398 units.
- 3) Social Capital factor coefficient value (HC) = 0.640, Significance level (Sig) = $0.018 < 0.05$. This shows that there is a significant influence of Social Capital on Professionalism. The value of the coefficient of the Human Capital factor on Professionalism = 0.640 which means that the sensitivity of the influence of Human Capital on Professionalism is 0.640. The implication of this factor coefficient is that if there is an increase in the quality of Social Capital by one unit, the quality of Professionalism will increase by 0.640 units.
- 4) Organizational Capital factor coefficient value = 0.009, significance level (Sig) = $0.949 > 0.05$. This shows that there is an insignificant effect of Organizational Capital on Professionalism. The value of the coefficient of the Human Capital factor on Professionalism = 0.009 which means that the sensitivity of the influence of Human Capital on Professionalism is 0.009, but considering that the effect is not significant, it cannot be concluded

2. Determination Test

The test of determination intends to determine the proportion or percentage of the total variation in the dependent variable that can be explained by the independent variable. In this study, the value of Adjusted R Sq = 0.704 and R Square = 0.732 means that the proportion of the independent variables Human Capital (HC), Social Capital (SC), Organizational Capital (OC) can explain the dependent variable Professionalism (PF) of 73.2%. The large percentage of Human Capital (HC), Social Capital (SC), Organizational Capital (OC) can strongly explain the dependent variable, namely Professionalism (PF).

3. F Test or Simultaneous Test

The F test intends to determine the effect of the independent variables Human Capital (HC) Social Capital (SC), Organizational Capital (OC) together (simultaneously) have a significant effect on the dependent variable, namely Professionalism (PF). The results of the analysis obtained a value of $F = 40.721$ with $\text{Sig} = 0.000 < 0.05$, this indicates that all independent variables, namely Human Capital (HC), Social Capital (SC), Organizational Capital (OC) and the constants simultaneously have a significant effect on the dependent variable. Professionalism.

DISCUSSION CONCLUSION ANN FUTURE STUDY

Discussion

In order to build the excellent performance of a Bank in the ultramodern era where the business environment is changing rapidly, it is necessary to have personnel who have high professionalism, especially for line officials of the Bank. This research focuses on strengthening

Professionalism (the dependent variable on PF) with the main objective of producing excellent bank performance. The independent partners are Human Capital (HC), Social Capital (SC), Organizational Capital (OC). This research was conducted at Bank Indonesia using Google Form, with the following results:

- 1) The value of the constant obtained from the regression analysis = 0.592, the value of Sig = 0.110 > 0.05, the constant has no significant effect on professionalism. The value of RSq = 0.749, the calculated F value = 20,457 with Sig = 0.000 < 0.05 indicates that the role of constants simultaneously with all independent partners, namely Human Capital, Social Capital (SC), Organizational Capital (OC) has a significant effect on Professionalism. An important finding in this study, if the Bank Management does not pay attention to the quality of Human Capital, Social Capital (SC), and Organizational Capital (OC) then the professionalism quality of Bank Officials is very poor.
- 2) Human Capital is an independent variable that has a significant effect and has a regression coefficient of 0.398 with a value of Sig = 0.034 < 0.05. The Human Capital (HC) regression coefficient of 0.398 shows the sensitivity of the influence of Human Capital (HC) on improving of Professionalism.
- 3) Social Capital is an independent variable that has a significant effect and has a regression coefficient of 0.460 with a value of Sig = 0.018 < 0.05. The regression coefficient of Social Capital (HC) of 0.460 shows the sensitivity of the influence of Social Capital (HC) on Professionalism. The value of the regression coefficient of Social Capital (SC) = 0.460 is higher than the regression coefficient of Human Capital and Organizational Capital, this shows that the role of Social Capital is greater or more important than the influence of Human Capital and Organizational Capital (OC) on improving of Professionalism.
- 4) Organizational Capital is an independent variable that has a significant effect and has a regression coefficient of 0.009 with a value of Sig = 0.949 > 0.05. Organizational Capital (OC) regression coefficient of 0.009 shows the sensitivity of the influence of Organizational Capital (HC) on Professionalism. The regression coefficient value of Organizational Capital (SC) = 0.009 is lower than the regression coefficient of Human Capital (HC) and Social Capital (SC), this shows that the role of Organizational Capital (OC) is lower than the influence of Human Capital and Social Capital (OC) on strengthening professionalism. In addition, the significance of the influence of Organizational Capital on Professionalism is also insignificant, meaning that it can be ignored, but considering the simultaneity test, namely the calculated F value = 20.457 with Sig = 0.000 < 0.05, Organizational Capital still plays a role in policy analysis of improving professionalism.
- 5) Simultaneous test shows that F count = 20.457 with Sig = 0.000 < 0.05, which means constants, Human Capital, Social Capital, and Organizational Capital simultaneously or equally have a significant effect on Professionalism. Of the 3 independent variables, namely Human Capital (HC), Social capital (SC), and Organizational Capital which has no significant effect is Organizational Capital, then in formulating policies to improving of Professionalism focus on strengthening Social Capital and Human Capital by prioritizing strengthening Social Capital.

Conclusion and Future Study

Social Capital has a positive and significant effect on strengthening professionalism which also means that social capital plays a very strategic role in efforts to strengthen professionalism. Human Capital has a significant positive effect, but the level of sensitivity of the influence of

Human Capital on Professionalism is under Social Capital, so the priority of strengthening Human Capital is under Social Capital. Organizational Capital has no significant effect on strengthening professionalism. Simultaneously Organization Capital together with Social Capital, Human Capital can be used to strengthen professionalism for Bank Indonesia Employees.

The findings in this study suggest that in strengthening professionalism for Bank Indonesia Employees, focus on social capital and human capital which has real power can strengthen professionalism. Organizational capital shows a very weak factor to support the strengthening of professionalism, so organizational capital is passed as a strategic factor to strengthen professionalism for Bank Indonesia Employees, it is enough to be fostered as a supporting factor. The limitation of this research is that the sample is selected by expert practitioners, namely line officials at Bank Indonesia who are organizationally well-established so that in future research it is recommended to use a wider sample so that the spectrum of opinion is wider. Furthermore, it is also necessary in future research to take other variables such as integrity, collaboration, and communication.

References

1. The Financial Services Authority of the Republic of Indonesia (2020), Banking Industry Profile Report I-2020 Quarter. Financial Services Authority. Jakarta.
2. The Ministry of Finance of the Republic of Indonesia (2020): <http://www.kemenkeu.go.id>.
3. World Bank (2020) website: worldbank.org.
4. Soehari, T.D., Budiningsih, I. 2017e. Performance Improvement Through Human Capital Strategic for Civil Servant. *International Journal of Applied Business and Economic Research*, 24 (6), 1-18. Retrieved from https://www.academia.edu/37325015/Performance_Improvement_through_Human_Capital_Strategic_for_Civil_Servant.
5. Soehari, T.D., Budiningsih, I., Havidz, Hastuti. 2017c. Strategic Factors of Human Capital for Employees Performance Improvement. *International Journal of Economic Research*, 14 (13), 49-67. Retrieved from https://www.academia.edu/34126126/STRATEGIC_FACTOR_HUMAN_CAPITAL_FOR_EMPLOYEES_PERFORMANCE_IMPROVEMENT.
6. Sugeng. Deputy Governor of Bank Indonesia (2017), interview at Bank Indonesia, regarding the program to improve the quality of human resources
7. Dessler Gary (2005). *Human Resource Management*. International Edition. Pearson Preactice Hall. Pearson Education International. New Jersey. USA.
8. Hall Bradley W (2008). *The New Human Capital Strategy*. AMACOM. New York. USA.
9. United Nations (2010). *UN Competency Development a Practical Guide*. Office of Human Resources Management of United Nations. www.un.org/staffdevelopment.
10. Mello A, Jeffrey. *Strategic Management of Human Resources*. International Edition. South-Western Cengage Learning. Canada. 2011.
11. Gapuri Ramadhan Analysis. (2018). The Relationship of Employee Professionalism to Employee Performance at the Population and Civil Registration Office of Banjarmasin City. *Journal of Public Administration* Vol. 1 No. August 15, 2018.
12. Ni Kadek Nandya Puspitayani I Wayan Suartana (2018). The Influence of Professionalism and Personality Aspects on the Effectiveness Analysis of Credit Provisions at Bank Negara Indonesia Denpasar. *Udayana University Accounting E-Journal* Vol.24.2. August (2018).

13. Kalbers, L. P., & Fogarty, T. J. (1995). Professionalism and Its Consequences: A Study of Internal Auditors. *Auditing: A Journal of Practice & Theory*, 14(1), 64–86.
14. Mintz and Mowday in Ni Kadek Nandya Puspitayani I Wayan Suartana (2018). The Influence of Professionalism and Personality Aspects on the Effectiveness Analysis of Credit Provisions at Bank Negara Indonesia Denpasar. *Udayana University Accounting E-Journal* Vol.24.2. August (2018).
15. Hardiana in Ni Kadek Nandya Puspitayani I Wayan Suartana (2018). The Influence of Professionalism and Personality Aspects on the Effectiveness Analysis of Credit Provisions at Bank Negara Indonesia Denpasar. *Udayana University. Accounting E-Journal* Vol.24.2. August (2018).
16. Sharifah Hayaati Syed Ismail al-Quds, Asmak Ab. Rahma, Mohd Izani bin Mohd Zain (2009). Strengthening Values and Professionalism Among Lay Officials Towards Government Effectiveness in Malaysia. *Shariah Journal*, Vol. 17, No. 3 (2009) 559-592. University of Malaysia.
17. Baron Angela and Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
18. Adam Smith (1776) in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
19. Bontis, (1996: 4-47) in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
20. Davenport and Prusak, L (1998) in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
21. Baron Angela and Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
22. Hall Bradley W (2008). *The New Human Capital Strategy*. AMACOM. New York. USA
23. Soehari, T.D., Budiningsih, I. 2017e. Performance Improvement Through Human Capital Strategic for Civil Servant. *International Journal of Applied Business and Economic Research*, 24 (6), 1-18. Retrieved from https://www.academia.edu/37325015/Performance_Improvement_through_Human_Capital_Strategic_for_Civil_Servant.
24. Putnam (1996; 66-72) in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
25. World Bank (2000) website: worldbank.org in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
26. Youndt, MA (2000) Human resource consideration and value creation: the mediating role of intellectual capital, paper delivered at National Conference of US Academy of Management, Toronto, August
27. Bontis, (1996: 4-47) in Angela & Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
28. Coleman, JS (1990) *Foundations of Social Theory*, University of Harvard Press, Ambridge, MA
29. Schuller, T (2000) Social and human capital; the search for appropriate technomethodology, *Policy Studies*, 21 (1), pp 25-35.
30. Kinnie, N, Swart, J, Morris, S, Snell, S and Kang, S- C (2006) *Managing People and Knowledge in Professional Service Firm*, CIPC, London
31. Baron Angela and Mastronig Michael (2012). *Human Capital Management*. Kogan Page Limited. London and Philadelphia. UK and USA.
32. Davenport, TH and Prusak, L (1998) *Working Knowledge: How organizations manage what they know*, Harvard Business School Press, Boston, MA