

## The Role of Business Ethics in Improving the Quality of Job Performance

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### Abstract

**Purpose:** The study aims to identify the role of business ethics in improving the quality of job performance. Methods: A survey was carried out by recruiting 540 individuals, who were working with the Ministry of Youth and Sports of Republic of Sudan.

**Results:** The outcomes have been developed on the basis of three hypotheses. The reliability value of the questionnaire was 0.817 for the 18 variables. Majority of the respondents have shown positive or neutral responses towards the statements. The squared values of differential statements have shown idealistic outcomes in accordance with the work ethics.

**Conclusion:** It is concluded that it is necessary to develop the practice of work ethics, which will definitely result in increased quality of employees' performance.

**Keywords:** Business ethics; Job performance; Squared values; Honesty; Fairness

### Introduction

Work ethics play a major role in the organizational success because it reflects the confidence of employees on their organization that will lead to the employees' development, transparency, integrity, organizational reputation, and better work processes. Work ethics is also significant in developing functional behavior in the public or private sector that received considerable attention [1-3]. The roots of functional behavior are already developed from the school's era. It develops a behavior among students that cheating in exams is not fair with self and others; therefore, strict dealing is required to perform the tasks. In such a way, the student gets used to respect the rights of others; for instance, waiting in line and abiding by the traffic rules. Such simple concepts must be taken seriously to develop the virtue of honesty and fairness as functional behavior that usually leads to work ethics [4,5].

Career behaviors are generally known as principles, values, rules, and standards that are governed in the working environment. Work ethic in functional behaviors is also influenced by the factor of loyalty, discipline, productivity, and professionalism, good manners, collaboration with colleagues, public morality, and respect for clients. Moreover, maintaining business insights, following the rules and regulations, maintaining the property and funds, and the development of skills and abilities are also considered as common features of work ethics. The general function of ethics is the basics of behavior that plays a major role in influencing the job performance of employees [6-9]. It reflects the confidence of employees towards their organization along with the confidence of community. Therefore, the knowledge of ethics in public service and awareness of their role would be helpful to enhance their performance and reduce the burden. The study is significant to develop the role of business ethics in improving the quality of job performance [8,10]. Therefore, the study aims to identify the work ethics, learn about the business ethics and their impact on the behavior, identify the roles of business ethics in accordance with the organizational goals, and develop the recommendations, based on outcomes.

### Hypotheses of the Study

**H<sub>1</sub>:** There is a direct relationship between lack of commitment towards work ethics and low quality of job performance among employees.

**H<sub>2</sub>:** There is an association between patronage and low staff behavior.

**H<sub>3</sub>:** There is a direct correlation between poor work ethics and low quality performance.

### Methodology

The study has opted descriptive and analytical research design for attaining outcomes. A survey was carried out by recruiting 540 individuals, who were working with the Ministry of Youth and Sports of Republic of Sudan. Business ethics is defined as a set of principles and criteria, governing the behavior of individual (or group); these principles are helpful for determining about the right and wrong concepts in accordance with the scenario. SPSS version 20 has been opted for analyzing the collected data.

### Results and Discussion

Cronbach's alpha test was used to measure the reliability and validity of questionnaire; the results are presented in Table 1. The reliability value of the questionnaire is 0.817 for the 18 variables. Therefore, it can be said that the questionnaire was reliable and valid to be applied in research settings.

### Results of the First Hypothesis

"There is a direct relationship between lack of commitment towards work ethics and low quality of job performance among employees."

Self-honesty factor	Reliability factor	Number of variables
0.748	0.817	18

Table 1: Findings of Cronbach's alpha.

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Table 2 shows the frequency distribution of the study sample, answering the statements of first hypothesis. To test statistically significant differences between the numbers of respondents, squared test was used to identify such differences.

Squared value has indicated the differences between sample preparation of first term (43.667), and this squared value is greater than the value of indexed at freedom (4) and abstract level (5%). It indicated that the presence of statistically significant differences between respondent's answers is invalid as most of them have agreed to the statement.

Squared value further indicated the differences between the preparation of the study sample members to the second term (47.444); and this squared value is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid neutrals.

Squared value also identified the differences between the preparations of the study sample members to the third term (17.000); this squared value was also greater than the value of indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid neutrals. Squared value further mentioned the differences between the preparation of the study sample members to the second term (33.889) and this squared value was greater than the value of the indexed at freedom (4) and abstract level (5%) at the sig value of 0.000. It indicated the presence of statistically significant differences between respondents' answers and invalid neutrals that "Staff is committed to come on time as scheduled".

Squared value also showed the differences between the preparation of the study sample members to the second term (16.778); and this squared value is greater than the value of indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid neutrals that Business insights are kept as secrets (Table 3). The business professionals are well-aware about the state of art techniques

to analyze data, which has resulted in the dramatic improvement in data gathering [11]. Squared value of the last statement also identified the differences between the preparation of the study sample members (36.333); and this value squared is greater than the value of indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approver that "Employees take responsibility and show respect towards superiors and clients."

### Results of the Second Hypothesis

"There is an association between patronage and low staff behavior."

Table 4 shows the frequency distribution of the study sample answering statements about second hypothesis. Table 5 summarizes the outcomes for the phrases for assessing statistically significant differences between the numbers of respondents to denote the differences (Tables 4 and 5).

Squared value indicated the differences between the sample preparation to first term (53.556), and this value is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approver that there is no equal treatment between employees. Squared value further indicated the differences between the preparation of the study sample members to the second term (57.889) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approvers that there is no justice in the distribution of work between employees.

Squared value further identified the differences between the preparation of the study sample members to the second term (24.756) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid neutrals that there is mediation while assigning new employees. Squared values have further shown the differences between the

Statements	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Statements
Iterations	28	144	104	184	80	540
Ancestry	5.19%	26.67%	19.26%	34.07%	14.81%	100%

Table 2: Frequency distribution.

No.	Statement	Degree of Freedom	Squared Value	Standard Deviation	Mediator	Significance Value	Outcome
1.	Care facility to the general appearance and behavior and ethics	4.	43.667	1.15	4.	0.000	Agree
2.	The staff is committed to rules and regulations and work instructions	4.	47.444	1.06	3.	0.000	Neutral
3.	The employee's loyalty to the organization is related to improved performance.	4.	17.000	1.14	3.	0.002	Neutral
4.	Staff is committed to come on time as scheduled	4.	33.889	1.18	3.	0.000	Neutral
5.	Business insights are kept as secrets.	4.	16.778	1.15	3.	0.002	Neutral
6.	Employees take responsibility and show respect towards superiors and clients	4.	23.333	1.11	4.	0.000	Agree
All phrases		4.	132.15	1.15	3.	0.000	Neutral

Table 3: Statistically Significant Differences between the Numbers of Respondents.

Statements	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Statements
Iterations	20.	92	78	181	169	540
Ancestry	3.7%	17.0%	14.4%	35.5%	31.3%	100%

Table 4: Frequency Distribution of the Study for 2<sup>nd</sup> Hypothesis.

No.	Statement	Degree of Freedom	Squared Value	Standard Deviation	Mediator	Significance Value	Outcome
1.	There is no equal treatment between employees	4.	53.556	1.08	4.	0.000	Agree
2.	There is no justice in the distribution of work between employees	4.	57.889	1.09	4.	0.000	Agree
3.	There is a mediation when assigning new employees	4.	24.756	1.03	3.	0.000	Neutral
4.	No initiatives are taken for established objectives	4.	30.222	1.17	4.	0.000	Agree
5.	They do not listen the opinions of heads and staff for development work	4.	15.000	1.25	4.	0.005	Agree
6.	There are tradeoffs in delivering services from another agent.	4.	36.111	1.10	4.	0.000	Agree
All phrases		4.	166.20	1.18	4.	0.000	Agree

Table 5: Statistically Significant Differences between the Numbers of Respondents.

Statements	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Statements
Iterations	26	84	62	209	159	540
Ancestry	4.8%	15.6%	11.5%	38.7%	29.4%	100%

Table 6: Frequency Distribution of Study Sample.

No.	Statement	Degree of Freedom	Squared Value	Standard Deviation	Mediator	Significance Value	Outcome
1.	Exploit employees work time to do other things.	4.	31.889	1.20	4.	0.000	Agree
2.	There is a lack of commitment of employees to perform work on time	4.	35.333	1.14	4.	0.000	Agree
3.	May be out of work without permission or excuse	4.	35.333	1.27	4.	0.000	Agree
4.	In task allocation, compatibility is not taken into account between the nature of job and the employee's abilities	4.	33.889	1.05	4.	0.000	Agree
5.	Care facility to the amount of work done more than quality	4.	51.111	1.14	4.	0.000	Agree
6.	Development staff cares only for professional advancement	4.	24.111	1.26	4.	0.000	Agree
All phrases		4.	205.72	1.18	4.	0.000	Agree

Table 7: Statistically Significant Differences between the Numbers of Respondents.

preparation of the study sample members to the second term (30.222) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). The study has shown the presence of statistically significant differences between respondents' answers and invalid approvers that no initiatives are taken for established objectives. Squared value also identified the differences between the preparation of the study sample members to the second term (15.000) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). The findings identified statistically significant differences between respondents' answers and invalid approvers that they do not listen the opinions of heads and staff for development work.

Squared value also mentioned the differences between the preparation of the study sample members to the second term (36.111) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). The study indicated the presence of statistically significant differences between respondents' answers and invalid approvers that there are tradeoffs in client service delivery.

### Results of Third Hypothesis

"There is a direct correlation between poor work ethics and low quality performance."

Table 6 shows the frequency distribution of study sample, answering the statements of third hypothesis. Table 7 has shown statistically significant differences between the numbers of respondents' squared values for denoting the differences (Tables 6 and 7).

Squared value has identified the differences between the sample

preparation to the first term (31.889), and this squared value is greater than the value of freedom index (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approver that exploit employees work time to do other things. Squared value have also identified the differences between the preparation of the study sample members to the second term (35.333) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approvers that there is a lack of commitment of employees to perform work on time.

Squared value also showed the differences between the preparation of the study sample members to the second term (35.333) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approvers that "may be out of work without permission or excuse". Squared value has shown the differences between the preparation of the study sample members to the second term (51.111) and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid conformists "in task allocation, compatibility is not taken into account between the nature of job and the employee's abilities".

Squared value has further identified the differences between the preparation of the study sample members to the second term (52.556),

and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). The study has indicated the presence of statistically significant differences between respondents' answers and invalid approvers "care facility to the amount of work done more than quality". Squared value has shown the differences between the preparation of study sample members to second term (24.111), and this value squared is greater than the value of the indexed at freedom (4) and abstract level (5%). It indicated the presence of statistically significant differences between respondents' answers and invalid approvers' development staff cares only for professional advancement. The professionals are likely to use these findings to address barriers, which prevent them from participating in different advanced procedures [12].

## Conclusion

There are different types of foundations and ethical standards of public service within the organizational settings. Therefore, it is necessary to develop the practices of work ethics, which will definitely result in the increased quality of employees' performance. For this purpose, staff training is required periodically on the tasks and responsibilities. Moreover, awareness of social responsibility and ethical dimensions will also place a positive impact on the performance improvement. There is also a need to develop effective programs for reducing medium and administrative corruption that outrageous the motivation of employees related to work ethics.

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