

Analysis of Factors Affecting the Quality of Performance of Human Resources in Islamic Banking in Indonesia

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ABSTRACT: *The purpose of this study is to analyze the factors of understanding of Al-Qur'an of employees, factors of motivation of employees, factors of educational background of employees, factors of family background of employees, factors of knowledge of employees, and factors of happiness of employees affect the quality of Islamic banks Human Resources performance.*

This study used quantitative methods with a structural equation model (SEM) approach. The population in this study was the Employees of Islamic Banks in Indonesia with a sample of this study were 300 respondents. This study used a data analysis method using SmartPLS software version 2.0.m. PLS (Partial Least Square). Samples collected were 287 respondents consisting of employees of 4 largest Sharia Banks in Indonesia namely; Bank Syariah Mandiri (BSM), BRI Syariah, BNI Syariah, and Bank Muamalat Indonesia (BMI).

The results of this study indicate the factors affecting the quality of Islamic Bank Human Resources performance through the understanding of Qur'an, Motivation, Educational Background, Family Background, Knowledge and Happiness variables. The results of the coefficient of determination (R-Square) indicate that the ability of Understanding of Qur'an, Motivation, Educational Background, Family Background, Knowledge and Happiness variables in explaining the Performance of Islamic Bank Employees is 0.5558 or 55.58%, which means that the opportunity for other variables in explaining the variables of Islamic Bank Employee Performance is 44.42%. The implication of the results of this study is that to improve the performance of Islamic bank employees, not only raises the understanding of the Qur'an in the implementation of improving the quality of human resources, but also needs to consider motivation, educational background, family background, knowledge and happiness owned and experienced by the employees while working in an institution, especially Islamic banking institutions.

Wellbeing's implication of the Interaction, Integration and Creative Evolution that resulted from this research is that to improve the performance of Islamic bank employees not only raises the understanding of the Qur'an in the implementation of improving the quality of human resources, but also needs to be considered the happiness felt by employees while working at an institution, especially Islamic banking institutions.

Keywords: *Islamic Bank Human Resources Performance, Understanding of Al-Qur'an, Motivation, Educational Background, Family Background, Knowledge, Happiness.*

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I. INTRODUCTION

The practice of Islamic banking has currently not widely understood by society, in general, even Muslims themselves neither in the form of business activities, products or services causing a lack of public interest in using the Islamic banks' services. The existence of Islamic banks likely to be something relatively new to the society, although it was around 22 years ago since the establishment of Bank Muamalat Indonesia (BMI) in 1992. (Noor and Sanrego, 2014).

Islamic banking workforce or human resources (HR), both Islamic Commercial Banks (BUS), Islamic Business Units (UUS) and Islamic Rural Banks happened to increase during the 2014-2017 period, except in 2016, they experienced a decrease in number. As of June 2017, the number of Islamic banking workforce was 61,737 people and the largest increase happened in Islamic Commercial Banks.

Based on the data in 2017, Indonesia was in 90th place among countries in the Asia Pacific region in the 2017 Global Talent Competitiveness Index (GTCI). This position is still lower compared to several ASEAN countries; Singapore and Malaysia, each of which sat in 2nd and 28th position in 2017 (Global Talent Competitiveness, 2017). Global talent is meant to be an Indonesian HR who is abroad or an Indonesian HR who is in the country but is working in a foreign company, foreign organization, or doing a joint venture with a foreign party. The 2017 Global Talent Competitiveness Index (GTCI) ranking must be a serious concern of the government of the Republic of Indonesia to improve the quality of Indonesian human resources.

Bariah, Hubeis, Hafidhuddin, Hartoyo (2015) identified the factors affecting the performance are Islamic work motivation (MKI), experiment/trial (EXP), family background (LBK) and educational background

(LBP). While Azmi (2015) states that training and development practice affects a person's performance. In another study, Hashim (2008) produced a study that Islamic work ethics significantly influence an organizational commitment and job satisfaction. Siswanto's research results (2014) differ from the results of research conducted by Hashim (2008). Siswanto's research (2014) produced a result that the implementation of the Qur'an in human resource management cannot directly increase job satisfaction. Meanwhile, Wijayanto (2017) produced a study that there are happiness variables that can affect employee performance. From the results of a preliminary survey conducted by Wijayanto (2017), by conducting interviews with several employees, it is found that there is a feeling of calm, comfort, and happiness in working because of their hopes and perceptions of a positive work environment, even though the income earned was still not as they desired.

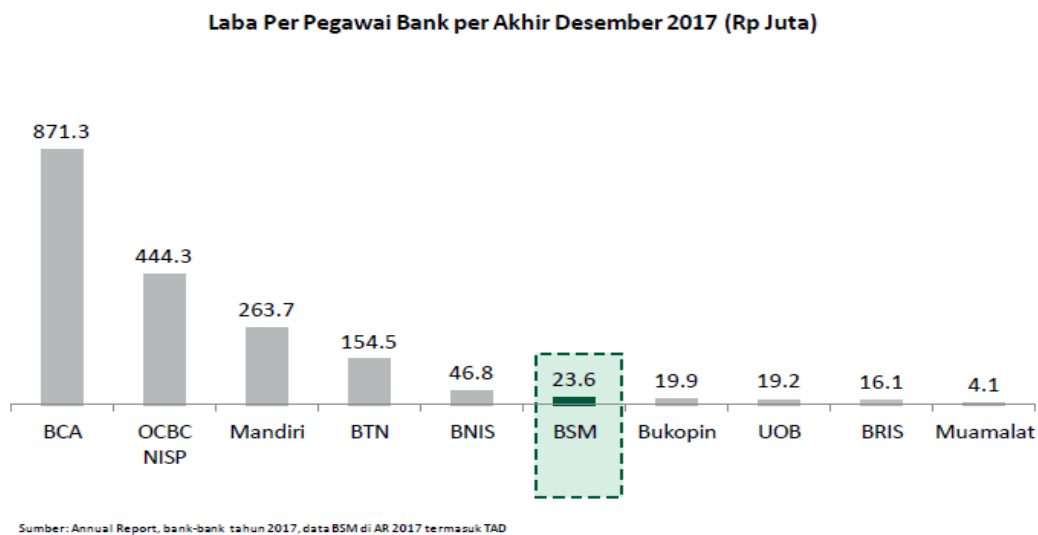


Figure 1
Profit per Banking Employee

Based on the graph above, it illustrates that the profit per employee of Islamic banks such as BNI Syariah, Bank Syariah Mandiri, BRISyariah and Bank Muamalat which is a description of the Islamic Bank with the largest number of assets, number of employees and number of branches depicts work productivity, in this case, is viewed from earnings per its employees are still under the other conventional banks, such as Mandiri, BCA, OCBC, BTN and also Bukopin and Bank UOB. This surely is interesting and becoming a particular concern for the management of Islamic banks to be analyzed and become a study related to the above of productivity description. Why it happens, shall be the factors affecting it which can be developed so as the performance and productivity of Islamic bank human resources are even better in the future.

The role of professional human resources is very significant in achieving organizational success. This is a concern for the management of human resource management (HR) to be able to present innovative, creative and superior human resources and leading in expertise in their respective fields. In this regard, Islamic banks are committed to developing their human resources as one of the basic capital in the face of competition.

Profit per employee of Islamic banks as it is shown above is an interesting case to be studied related to the quality and productivity of human resources of Islamic banks. Presumably, what factors affecting the quality of the performance of the Islamic bank's human resources to have better performance and productivity in the future?.

Based on the foregoing problem formulation as with some previous researches and studies, the following are research questions need to be asked: (1) Does the understanding of the Qur'an from employees related to the implementation of HR functions can affect the Quality of HR Performance Islamic Bank? (2) Does the work motivation of employees affect the Quality of HR Performance in Islamic Banks? (3) Does the educational background of the employees affect the Quality of the Islamic Bank HR Performance? (4) Does the family background of the employees affect the Quality of HR Sharia HR Performance? (5) Does the knowledge (cognitive, affective and psychomotor) of employees affect the Quality of HR Performance of Islamic Banks? (6) Does the happiness of employees affect the Quality of Islamic Bank HR Performance?

II. LITERATURE REVIEW

Islamic banks have a unique role compared to conventional banks. It is not only as a business organization but also as a social and propaganda organization (Muhammad, 2005;). Regarding Islamic banking, it is explained that regulations related to Islamic banking have not fully taken into account the uniqueness of Islamic banks, including the regulation of performance appraisal systems. This is proven by the Islamic bank performance appraisal system which is commonly used still more focused on the role of Islamic banks as business organizations, such as: traditional financial performance appraisal, Balanced Scorecard (BSC) and Capital, Assets Quality, Management, Earnings, Liquidity, and Sensitivity to Market Risk (CAMELS).

Bariah et.al (2015) uses three indicators in measuring the performance of human resources based on the Qur'an and Hadith, they are Achievement, Capacity, and behavior. The three indicators formed in Bariah et.al research (2015) be based on the understanding of performance are the assessment of those who have carried out the functions required of them, including the implementation work process (implementation), achievement (achievement), the results of the skills of the specified targets, in addition to what has been done or not done by employees according to Mathis and Jackson (2003). Employee performance according to Singh, Verbeke, Rhoads (1996) is someone who carries out their responsibilities and duties. Gomes (2003) points out job performance is the recording of results or outcomes that result from certain job functions or certain activities in a certain period.

Siswanto's research (2014) uses five indicators to measure the understanding of the Qur'an in Human Resources. The five indicators are Recruitment, Selection, Performance Assessment, Training and Development, and Compensation. Measurement of the understanding of the Qur'an in human resources is based on the concepts conveyed by Hashim (2008).

Spiritual motivation is a motivation that is driven by spiritual power and can move the human potential to perform according to God's guidance. Research conducted by Bariah et.al (2015) uses 6 indicators to measure employee motivation. The six indicators are Promotion, Job Performance, Work itself, Awards, Responsibilities, and Recognition. This study uses six indicators to measure employee motivation following the results of research Bariah et.al (2015).

Measurement of educational background uses the approach of the results of research Bariah, Hubeis, Hafidhuddin, Hartoyo (2015) which uses 1 indicator Educational background, which is formal education. Formal education is seen from the last level of education taken by respondents.

Jusmin Research (2012) observes the influence of family background on the entrepreneurial desires of students in vocational schools. Lambing & Kuehl (2000) in Jusmin's research points out that most of the entrepreneurial families eventually bring children into the business, starting from a very early age, children help in company activities. While Katz & Green (2009) in Jusmin's research (2012) also states that a child who gets entrepreneurial work experience on their early age, will help them develop skills, competencies, and confidence, to become successful entrepreneurs. This is following the opinion of Frinces (2011) which states that a prospective entrepreneur in question does indeed have descendants from his parents or their previous parents who naturally have descendants of a person or family of business people or entrepreneurs.

Some understanding of family background above shows that the characters possessed by parents will be inherited to their children. This research notices the quality of the performance of human resources, so it can be concluded that the quality of human resources can be affected by the family background that educating a human being to be an employee in a quality institution. So the family background indicators in this sense are based on the research of Jusmin (2012), Such as 1. The characters of parents; 2. Talent owned by parents; and 3. Family environment

Some research results show the extent to which the impact of knowledge is successful in increasing the ability of organizational innovation. The results obtained shall be different between individuals. Organizational factors and technology also influence innovation performance (Taylor and Goodwin, 2004; Lee and Choi, 2003; Connelly and Kelloway, 2003). Engel, Blackwell, and Miniard (1995) in Sumarwan (2004) stated that the types of knowledge are divided into 3 (three) types:

1. Product knowledge. Product knowledge is a collection of various information about the product. This knowledge includes product categories, brands, product terminology, product attributes or features, product prices and beliefs about the product.
2. Purchasing knowledge. Purchasing knowledge includes various information processed by consumers to obtain a product. Product knowledge consists of knowledge where to buy products and when to buy the products.
3. Usage knowledge. A product provides benefits to consumers if the product has been used or consumed by consumers. For these products to provide maximum benefits and high satisfaction to consumers, consumers must be able to use or consume these products correctly.

Knowledge indicators in this study use indicators in Sumarwan (2004) research. There are three indicators used, they are product knowledge, purchasing knowledge, and usage knowledge.

Happiness according to Moomeni et.al (2011) is a feeling of satisfaction and pleasure in all aspects of life. Boehm and Lyubormirsky (2008) define a happy person as someone who always feels positive emotions. Some research results show the benefits of happiness, such as; improving physical and mental health (Peterson, 2000 in Moomeni, et.al. 2011), tend to be more cooperative, generous, and other social traits (Isen, 1970; Kasser and Ryan, 1996; William and Shiaw, 1999; in Lyubomirsky, et.al., 2005). The results of research done by Lyubomirsky, et al. (2005) show that happy people can immediately respond to any condition more positively and harmoniously; have lower stress levels and a better immune system compared to unhappy people. Fisher's research (2010) provides ample evidence that happiness has important consequences, both individually and organizationally. Jones (2010) defines happiness at work as A mindset which allows you to maximize performance and achieve your potential. The mindset that allows you to maximize performance and optimize one's potential. This can be done by realizing their position, either when working alone or with others. Therefore, the key to happiness is to realize it, and the focus of happiness is not only on individuals but also the roles involved in a group or organization (Jones, 2010). Some experts have statements about the source of happiness. Lyubomirsky (2005) states that happiness comes from 50% genetically, 10% from the environment, and 40% from practicing self-improvements, such as greeting, doing a good deed, forgiving, social activities, meditation, and physical activities. According to Martin Seligman (in Ulrich, 2010), three things have been identified as sources of happiness, they are things that can give a deep meaning (things we find deeply meaningful), deeply engaging things, and things that make them better (things that simply feel good).

Hills and Argyle (2002) state that there are eight indicators in measuring happiness, such as a. life is rewarding b. mentally alert c. pleased with life d. find beauty in things e. (satisfied in life f. can organized time g. look attractive h. Happy memories.

Wijayanto (2017) conducted a study that finds the effect of organizational climate on employee performance with happiness as an intermediate variable. Wijayanto (2017) uses 8 indicators to measure happiness according to Hills and Argyle (2002).

The happiness variable in this study uses 8 indicators according to Wijayanto's research (2017), such as life is rewarding, mentally alert, pleased with life, find beauty in things, satisfied in life, can organize time, look attractive, and happy memories.

III. METHODOLOGY

This research is a combination of quantitative research. Quantitative research used is the structural equation model (SEM) approach. Quantitative research is a study model for finding and explaining causal relationships between variables through hypothesis testing that use the quantitative approach and will be qualitatively and quantitatively analyzed to be able to explain the causal relationship between variables through hypothesis testing and analysis of the research variables. By testing the effect of variables related to Understanding of the Al-Qur' an, Motivation, Educational Background, Family Background, Knowledge, and Happiness on Human Resources Performance in Islamic Banks.

Population, Samples, and Data Collection Methods

The population of this research is the Employees of Islamic Banks in Indonesia. The four Islamic banks become the sample in this study were: Syariah Mandiri Bank, BNI Syariah, Muamalat Bank, and BRI Syariah. The selection of the four Islamic banks was based on the highest number of branch offices compared to other Islamic banks. Based on November 2018 Islamic Banking Statistics data PT. Bank Syariah Mandiri has the most Branch Offices as much as 130 units, PT. Bank Muamalat Indonesia has 83 units, PT. BNI Syariah Bank has 68 units and PT. BRI Syariah Bank has 52 units. While other Islamic Commercial Banks have under 50 units of Branch Offices. Data collection methods are used to obtain two types of data, they are primary data (questionnaire instrument) and secondary data.

Data Analysis Model

This research uses a data analysis method using SmartPLS software version 2.0.m. PLS (Partial Least Square) is a variance-based structural equation analysis (SEM) that can simultaneously test the measurement models and structural model. This study uses unidimensional variables with reflective indicator models. Unidimensional variables are variables that are formed from indicators both reflectively and formative (Hartono and Abdilah, 2009). While the reflective indicator model is a model that assumes that the co-variance between measurements is explained by variants which are manifestations of the latent construct where the indicator is an effect indicator. According to Ghozali (2005), the reflective model is often called as the principal factor model in which co-variance measurement indicators are affected by latent constructs. The reflexive model hypothesizes that changes in latent constructs will affect changes in indicators and omitting an indicator from the measurement model will not change the significance or meaning of the construct (Bollen and Lennox, 1991). This analysis is also used to calculate the factor scores of the exogent variables: motivation, educational

background, family background, understanding of the Qur'an, and knowledge of Endogent variables are organizational performance.

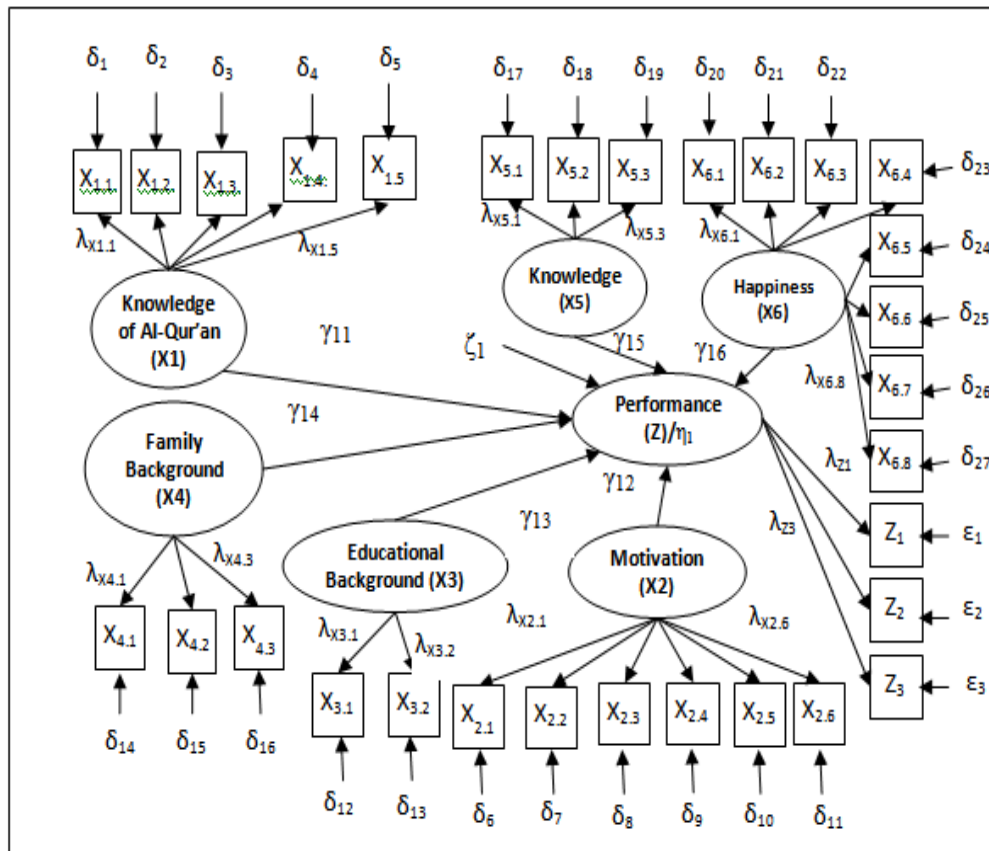


Figure 2 Research Model

IV. RESULTS AND DISCUSSION

The instrument test was conducted on 30 respondents who got valid and reliable results, the questionnaire instrument was used to collect research data of 300 respondents. Respondents who returned the questionnaire were 287 respondents.

The loading factor value of all indicators forming the Understanding of the Qur'an variable is greater than 0, 5, therefore, it can be seen that all indicators are valid in forming the Understanding of the Qur'an variable. The result of loading factor shows that all indicators are valid in measuring the motivational variable. The motivation of Islamic bank employees is formed from Promotion, Job Performance, Work itself, Awards, Responsibilities, and Recognition. The analysis of the loading factor values shows that informal education indicators are valid for measuring Educational Background variables. The validity of informal education indicators is based on the loading factor value which is greater than 0, 5. The loading factor is 0, 7266 for the third indicator, which is the family environment. The statement that represents the indicator is "I was born and raised in an Islamic environment". The meaning of the loading factor value for family environment indicators is that the family environment with the statement of respondents born and raised in an Islamic environment is valid for measuring Family Background variables. Knowledge variables in this research, besides to be valid, when it is measured from product knowledge and purchasing knowledge, it can also be measured from indicators of usage knowledge. Indicators of usage knowledge are manifested in the form of the statement "I always prioritize the delivery of the benefits of Islamic bank products to customers." The loading factor value for this indicator is 0, 9281 which is greater than 0.5. The results of this study indicate that the usage knowledge indicator is valid in measuring the variable knowledge of Islamic bank employees. All indicators in measuring the Happiness variable have a loading factor value greater than 0.5. These results indicate that indicators in the form: life is rewarding, mentally alert, pleased with life, find beauty in things, satisfied in life, can organized time, look attractive, and happy memories are valid in measuring the happiness variable of Islamic Bank employees. All three indicators have a loading factor value greater than 0.5. Thus, it can be concluded that the three indicators in the form of achievement, capacity and valid behavior measure the HR Performance variable of Islamic Banks

Table 1. Composite ReliabilityResult

Variable	Composite Reliability
Understanding of the Al Qur'an	0.82
Motivation	0.88
Educational Background	0.80
Family Background	0.81
Knowledge	0.94
Happiness	0.90
Performance	0.87

Source: Smart PLS Data Processing Results, 2019

The composite reliability values of all the variables in table 1 above indicate that all variables in this research have composite reliability values above 0.7. The reliability test results of this model shall mean that all variables in this research are reliable to be part of the Islamic Bank employee performance measurement model. Research variables have a high level of reliability based on composite reliability values greater and equal to 0.7. Overall the variables in this research are reliable and can be used for hypothesis testing. Hypothesis testing in this study uses inner weights (structural models) that are processed with PLS. The following are the results of the hypothesis proving output obtained:

Table 2 Result for Inner Weight

	Original Sample Estimate	Mean of Subsamples	Standard Deviation	T-Statistic
X11 <- Understanding of the Al Qur'an	0.7048	0.6916	0.0968	7.2835
X12 <- Understanding of the Al Qur'an	0.7247	0.7044	0.0973	7.4514
X13 <- Understanding of the Al Qur'an	0.6807	0.6615	0.1118	6.0865
X14 <- Understanding of the Al Qur'an	0.6350	0.6249	0.0997	6.3713
X15 <- Understanding of the Al Qur'an	0.6995	0.7005	0.0801	8.7367
X21 <- Motivation	0.7777	0.7744	0.0491	15.8250
X22 <- Motivation	0.8424	0.8389	0.0389	21.6707
X23 <- Motivation	0.7032	0.6930	0.0762	9.2251
X24 <- Motivation	0.7883	0.7836	0.0594	13.2735
X25 <- Motivation	0.7687	0.7678	0.0663	11.5985
X26 <- Motivation	0.6372	0.6223	0.0933	6.8306
X31 <- LBP	0.7878	0.7719	0.0929	8.4822
X32 <- LBP	0.8468	0.8444	0.0640	13.2292
X41 <- LBK	0.7632	0.7496	0.0934	8.1639
X42 <-LBK	0.7969	0.7955	0.0597	13.3410
X43<- LBK	0.7266	0.7182	0.0831	8.7400
X51 <- Knowledge	0.8863	0.8857	0.0370	23.9571
X52 <- Knowledge	0.9338	0.9325	0.0179	52.0567
X53 <- Knowledge	0.9281	0.9247	0.0197	47.0456
X61 <- Happiness	0.7681	0.7662	0.0441	17.4150
X62 <- Happiness	0.8002	0.7966	0.0394	20.2898
X63 <- Happiness	0.8018	0.7996	0.0434	18.4758
X64 <- Happiness	0.7730	0.7720	0.0438	17.6445
X65 <- Happiness	0.6705	0.6643	0.0724	9.2667
X66 <- Happiness	0.6366	0.6335	0.0681	9.3484
X67 <- Happiness	0.7046	0.7004	0.0581	12.1275
X68 <- Happiness	0.6793	0.6723	0.0748	9.0784
Y1 <- Performance	0.8454	0.8420	0.0375	22.5503
Y2 <- Performance	0.8295	0.8289	0.0392	21.1710
Y3 <- Performance	0.8213	0.8202	0.0309	26.5380
Understanding of the Al Qur'an ->Performance	0.0828	0.0909	0.0942	0.8794
Motivasi ->Performance	0.0435	0.0600	0.1016	0.4276
LBP ->Performance	0.0550	0.0590	0.0983	0.5590
LBK ->Performance	0.1482	0.1610	0.0909	1.6305
Knowledge ->Performance	0.1457	0.1215	0.1134	1.2854
Happiness ->Performance	0.4620	0.4660	0.1251	3.6937

Source: Smart PLS Data Processing Results, 2019

The results of the coefficient of determination (R-Square) indicate that the ability of the variables Understanding of the Qur'an, Motivation, Educational Background, Family Background, Knowledge and Happiness in explaining the Performance of Islamic Bank Employees is 0.5558 or 55.58%, which means that the opportunity for other variables in explaining the variables of Islamic Bank Employee Performance is 44.42%.

Descriptive statistics of the results of this research indicate the perceptions of respondents representing Islamic bank employees in Indonesia. The understanding of the Qur'an starts from the recruitment process until the process of the receipt of employees salaries is still not maximal in implementing the essences of the Qur'an especially related to evaluating the performance of Islamic banks employees. This condition can be seen from the respondents' perceptions regarding the understanding of the Qur'an when filling in the application forms of Islamic banks, when taking the Al Qur'an reading test during selection, when evaluating performance and evaluating work results, when attending training and getting knowledge about banking, when receiving compensation according to the Qur'an and the Hadith (Pay the worker his dues before his sweat has dried). The respondents did not give very high scores. This shows that not all Islamic banking activities optimally encourage to implement activities related to the understanding of the Qur'an in these activities. This result is following the results of the research of Huda et.al (2016) that the absorption of graduates of Islamic economics and finance is still minimal in the Islamic finance industry, especially Islamic banking. Both of these results indicate that Islamic banking practitioners have not been consistent in applying the values or understanding of the Qur'an related to HR functions during the selection of Islamic Bank employees so that the employees of Islamic banks are not employees who truly understand the Qur'an ' in Islamic financial practices.

The motivation of Islamic bank employees in this study can be seen from the periodic promotion of positions, getting rewards for every achievement, being able to work according to their competencies, the appreciation based on the length of working time and when they are retired, the motivation from the leader, and the appreciation from the leadership for work performed by Islamic bank employees. However, one of all these indicators, the dominant motivational indicator of Islamic bank employees is the type of work carried out according to the ability of employees and employees get appreciation from the leader. Other factors affecting employee motivation such as; rewards and promotions are still not maximal. It can be seen that the average score given by respondents is lower than the two dominant indicators in affecting the motivation of Islamic bank employees.

The educational background of Islamic bank employees is more dominant in formal education, while non-formal education is still less than optimal. The average score for the two indicators is not too much different, only differ by 0.53. The findings of this study indicate that employees of Islamic banks in Indonesia still do not have much non-formal education such as courses or other non-formal education. Non-formal education is not more important to formal education since non-formal education is formed to complement the existing shortcomings of formal education. Non-formal education is very important for the quality of human resources. (Sudarsana, 2015). Therefore, these results indicate that the quality of human resources in Islamic banking is still not optimal, because many Islamic bank employees still do not have non-formal education to support their formal education.

The family background of Islamic bank employees shows that Islamic bank employees come from families whose parents are honest, independent and humble. Indicators of family background in which some parents are honest, independent and humble are the most chosen indicator by respondents or Islamic banks employees. The average score for this indicator is higher than the average score of other indicators. Another indicator of family background is the respondent's parents who have a scholastic talent; reasoning, thinking, sorting, creating hypotheses, and having a rational view of life, and respondents who were born and raised in an Islamic environment. The findings of this research indicate that many Islamic bank employees have parents who lack scholastic talent; reasoning, thinking, sorting, creating hypotheses, and having a rational view of life. The findings of this research also indicate that there are still many Islamic bank employees who have family background who have not practiced Islam thoroughly. The majority of employees of Islamic banks have a family background that can create honesty, independence, and humility. These qualities are human nature in general regardless of one's religion or beliefs. Therefore, the family background of Islamic bank employees in this research has not shown that they come from families who understand Islam in as thorough.

The knowledge of Islamic bank employees is observed from the level of employee knowledge about Islamic banking products and Islamic banking operating standards, understanding customer needs and conveying complete information, and prioritizing the delivery of benefits of Islamic banking products. Of the three indicators of knowledge, the indicator of understanding customer needs and conveying complete information has a lower average score than the other two indicators. These results indicate that employees of Islamic banks are aware that the information provided to customers is incomplete. This can affect customer perceptions regarding Islamic banking. Islamic Bank employees in Indonesia, in this research, mastered information about the products and product benefits, but the delivery of the information to the public was still incomplete. Thus, the level of knowledge of Islamic bank employees in this research is still not optimal.

The happiness of Islamic bank employees in this research was measured by six indicators. The happiness indicator that has the highest average score is always positive thinking to be happy, for alert and healthy souls of Islamic bank employees. Indicators whose average score is not much different from the previous indicators and only differ 0.02 is an indicator of Islamic bank employees always feel happy when working because they feel this work is a gift from God. The results of this research indicate that the happiness of Islamic bank employees is formed from always thinking positively and doing work because the work is God's grace. Other indicators of happiness also form a sense of happiness for employees of Islamic banks. However, the two indicators above are the most dominant affecting employees in creating happiness to work in Islamic banks every day.

The performance of Islamic bank employees in this research looks good or not be based on the following indicators: employees complete work in accordance with the targets set by the company on time, work carried out by employees is in accordance with their capacity, employees have high disciplinary behavior according to the regulations set by company and also can carry out compulsory worship and sunna properly. Of the three indicators that have the highest average score is an indicator of employees having high disciplinary behavior under the regulation set by the company and can also perform compulsory worship and sunna properly. Indicators that have an average score that is not too much different from the previous indicator of only 0.04 is an indicator of employees completing work under the targets set by the company promptly. These results indicate that the employees of Islamic banks have good performance, especially from the attitude of discipline in completing work. This disciplinary attitude according to employees of Islamic banks is following the provisions of the Qur'an and the hadith.

The understanding of the Qur'an in this study relates to human resources based on An-Nisaa verse 58:

“Surely Allah commands you to render back the trusts (i.e. the spirit, the physical body, the soul and the free will) to His Owner (to Allah) and that when you judge between people you judge with justice. Surely Allah admonishes you with what is excellent; surely Allah is All-Hearing, All-Seeing..” (Q.S. 4:58).

However, in its implementation, especially when evaluating employee performance, employees of Islamic banks have not been optimally assessed from the understanding of the Qur'an.

The results showed that the variables of understanding the Qur'an, motivation, educational background, family background and knowledge of Islamic bank employees affect employee performance. The influence of these variables on the performance of Islamic bank employees is not significant. The trend of respondents' answers regarding the variables of the understanding of the Qur'an, motivation, educational background, family background, and positive knowledge does not automatically have a significant effect on the performance of Islamic banks employees who also have positive response trends. The results of this study have differences with the results of Bariah, et.al (2015) research. The results of the study by Bariah et.al (2015) showed that work motivation and family background have a positive and significant effect on employee performance.

Educational background variables have an influence but are not significant on the performance of employees of Islamic banks. These results reinforce the results of research conducted by Bariah et.al (2015), that educational background is influential but not significant to the performance of Islamic banks.

The results of this study indicate that only the happiness variable has a significant and positive influence on the performance of Islamic bank employees. The results of this study reinforce the results of Wijayanto's (2017) research, that there is an effect of happiness on employee's performance. Happiness has a positive effect both at the individual level and in the corporate or organizational environment, including satisfied and happy employees doing better and more successful work (Boehm and Lyubomirsky, 2008; Fisher, 2010), earning more (Diener et. al. in Boehm and Lyubomirsky, 2008). Companies whose employees are very passionate and happy have proven to have a major effect on increasing company performance (Spreitzer and Porath, 2012).

V. CONCLUSION

The conclusions of the results of this research indicate that only the Happiness variable that significantly affects the quality of Islamic Banks Human Resources' performance, while the variables of understanding the Qur'an, motivation, educational background, family background, and knowledge do not significantly affect the quality of Islamic Banks Human Resources' performance. However, accumulatively or jointly all of the independent variables contributed 55.58% to the quality of the Islamic Banks Human Resources' performance.

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