

## Job Interview Ethics

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**Abstract.** *Job interview is one of the processes in selecting prospective employees. This process is very important because the results of this interview determine the fate of job seekers. Preparing yourself before facing a job interview is very important in order to successfully win it. Job seekers need to have an understanding of how to win a job interview. It requires training on techniques for winning job interviews. When taking part in an interview session, applicants need to prepare themselves before the interview takes place, and how to answer questions, then continue with questions and answers and evaluation. Armed with knowledge about job interview ethics, applicants can prepare themselves and have the confidence to successfully win a job interview.*

**Keywords** *Self-preparation; self-confidence; job interview techniques*

### INTRODUCTION

The increasingly rapid development of industry in the global era and even the expansion of the ASEAN Economic Community (AEC) has made competition for labor in the Business and Industrial World, private companies, state-owned companies between countries increasingly tight, considering the large number of business and industrial world that produce products. efforts are not optimal and the workforce is not well prepared, both hard skills and soft skills, to be winners in winning jobs that meet expectations

Every year and even every month, almost every university graduates hundreds or even thousands of students who are declared to have graduated from the university armed with knowledge and different skills. Although currently the government and private sector are also promoting entrepreneurship programs. High school and higher education graduates are given the opportunity and facilities to develop themselves by starting their own business, but there are quite a few who still want to become employees in a well-known company.

Seeing that the number of high school and higher education graduates is not balanced with the job opportunities provided, business and industrial world recruitment selection is very strict. Therefore, graduates who only have knowledge and skills from school are not enough to compete with applicants who already have experience outside of school. One of the efforts that applicants/job seekers must pay attention to is mastering communication skills and understanding values or manners when participating in job interviews. Many experts are of the opinion that the personality of job applicants is very necessary so that the code of ethics that applies in the company can be implemented. for example, honesty, responsibility, loyalty and appearance that can bring self-image to the company. Ethics is very influential in the interview process. Ethics can increase the sales value of prospective workers if ethics is mastered well.

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And what is no less important for graduates who want to get a job according to their expectations is communicating when taking part in the job selection process, namely when they have to face interviews and subsequent test stages.

Based on the background above, this article presents "What is the Ethics of a Successful Job Interview"? Joyce Brothers in her book *Heri Kuswara* (2015: 38). believes that success starts from a person's state of mind, meaning that if someone wants to be successful then fill their mind with success., Sutrisno Hadi (1989:192) Interview is a verbal debriefing process, where two or more people deal physically, people can see the person's face others and listen to information directly with their own ears. An interview or what is known as an interview is a conversation that occurs between two or more people with the aim of obtaining information through conversation in the form of questions asked by the interviewer. Interview etiquette is very influential in the interview process. Ethics can increase the value of prospective workers if ethics is mastered well.

## **METHOD**

In all studies, the literature review is a significant consideration as well as it is an assessment that usually includes an outline, explanation, and a critical appraisal of past study, obstacle or difficulty current research and recognizes or set up new research issues and encouraging research questions available data (Boell and Cecez-Kecmanovic, 2015). It is a collection of accessible (both published and unpublished) theme documents that contain facts, concepts, data, and evidence published from a particular viewpoint to obtain or express those viewpoints on the subject's nature and how it should be examined, and effective review of the research papers involved (Templier and Paré, 2015). From the prior studies of other authors, we can analyze and define the literature review based on their researches.

This paper demonstrates the literature review as a research methodology by providing an overview of the literature review, the process, and steps of reviewing papers, types of the process, the guidelines of the literature review, and methods provided in detail.

## **RESULTS AND DISCUSSION**

### **A. Understanding Ethics**

According to Abuddin Nata (2012), ethics comes from the Greek *ethos* (single word) which means: residence, pasture, enclosure, habit, custom, character, attitude, way of thinking. The plural form is *ta etha*, which means customs. In this case, the word ethics has the same

meaning as morals. Morals come from the Latin word: Mos (singular form), or mores (plural form) which means customs, habits, behavior, character, habits, morals, way of life.

According to Muhammad Djakfar (2013:95-96) work ethics are attitudes and views towards work, work habits that a person, a human group or a nation has.

Based on these two definitions, it can be concluded that the development of the understanding of ethics cannot be separated from its substance, namely that ethics is a science that discusses the problem of human actions or behavior, which ones are considered good and which ones are evil. Another term for ethics, namely morals, immorality, manners, morals. Ethics is a science, not a teaching.

### **B. Understanding Job Interviews.**

Interviews according to Newman (2013) are one of the methods of collecting data most commonly used in social research. This method is used when study subjects (respondents) and researchers are directly face to face in the process of obtaining information for primary data purposes. Interviews are used to obtain information related to facts, beliefs, feelings, desires and so on that are needed to fulfill research objectives. Interviews require both parties, both the researcher and the study subject, to meet and interact directly and actively in order to achieve the objectives and the data obtained is good and accurate. Job interviews are generally conducted after passing the initial stages of the selection process, academic potential tests, and psychological tests.

Mangkuprawira (2002) in El Akmal, M., et al., (2020:17), states "One of the selection and recruitment stages that is always used in companies is the selection stage using the interview method." "Job interviews that are generally conducted are personal and individual, with the aim of finding out the background and soft skills of prospective employees," Oktivera, E., & Wirawan, FW (2020:45).

After applicants know the purpose of a job interview, the next activity is to prepare themselves to face the interview. After preparing an attractive CV and the necessary files, applicants need to find out their knowledge and position about the company or organization they are applying to. By knowing about the company, it shows the applicant's seriousness and interest in working for the company. So that the job interview stage runs smoothly, it is a good idea for applicants to first find out the types of questions that will be asked during the job interview. Next, study these questions and learn how to answer them. High self-confidence will be obtained if the applicant has previously prepared himself to face the interview test.

### **C. Preparation for Interviews**

Preparation before the interview according to Hardi Susanto 2014. Includes:

1. Prepare files that are usually asked by interviewers such as: diplomas/bachelor certificates, personal data, identity card, curriculum vitae, et cetera.
2. Location survey: about the company's profile, office, on one day in advance to find out the test location so as not to be late, and can calculate the time needed to travel from home to the test location and vehicle used
3. Get to know the company clearly about the services, finances or products produced
4. Maintain physical health so as not to miss valuable opportunities during the interview
5. Maintain a mental attitude so that thoughts are positive, feelings remain calm, concentration and not nervous when facing the interviewer,
6. Eat first to ensure that there are enough interview participants so that it doesn't harm your body's health
7. Come early, so you can prepare yourself more calmly
8. Pay attention to appearance: neat hair, harmony in clothing, wear simple make-up

Meanwhile, according to Caballero et al (2011) in Rahmatica, R., Grasiawaty, N., & Bagaskara, S. (2021:121), there are four forms of preparation:

#### **1. Personal characteristics**

Individual personal characteristics measure how resilient an individual is, the ability to adapt to the work environment and the various self-development efforts that have been made. This aspect also describes personal abilities, the ability to direct oneself, self-knowledge and flexibility.

#### **2. Organizational acumen**

This aspect measures motivation to work in a particular organization or institution, awareness of the organization or institution at the intended workplace, personal development within the company or desire to learn new things and positive or negative attitudes towards work. This aspect also measures professionalism and ethics at work, social responsibility and general knowledge.

#### **3. Work competence**

The job competency aspect is an aspect that describes an individual's technical abilities (specific to the job being addressed), motivation in completing tasks and the ability to solve problems. This aspect also describes individual organizational abilities, critical thinking, problem solving abilities, and creativity.

#### **4. Social intelligence**

This aspect describes interpersonal orientation, ability to work and collaborate in groups/teams, social/interpersonal skills and communication abilities.

### **D. Various Types of Interviews**

Before conducting an interview, we should first learn about the job and company. This information can be obtained from various official publications issued by the company, whether

in the form of journals, magazines or bulletins. According to Esterberg (Sugiyono, 2010:233), there are several types of interviews, namely:

1. **Closed Interview:** A closed interview is an interview activity carried out in a closed manner. The interviewer must protect or keep the name or information about the source confidential by falsifying or giving the initials of the source's name. This closed interview can also be interpreted as an interview where the questions are limited and answers are available in the form of choices. An example is an interview that uses a questionnaire sheet.
2. **Open Interview:** This interview is the opposite of the type of closed interview, namely an interview that is conducted without keeping information about the source confidential and also has questions that are unlimited or not tied to answers. An example is an interview that asks the source to provide a complete explanation about something.
3. **Conference interview:** A conference interview is an interview conducted by an interviewer with a number of sources and vice versa. Examples are interviews conducted on television programs or talk shows, interviews conducted by an interviewer with a number of sources at formal events or public discussions, and long-distance interviews (teleconferences) which are often conducted on news programs.
4. **Group Interview:** A group interview is an interview conducted by a number of interviewers with sources and carried out at the same time. This is almost the same as a conference interview, but in a group interview the questions asked by each interviewer are different. An example is an interview with an artist, official, or band who is performing well or is being hit by a scandal.
5. **Individual Interview:** An Individual Interview is an interview conducted by an interviewee with a source. This interview is also called an individual interview. An example is an interview conducted by journalists in search of news.
6. **Guided Interview:** This interview is also called a structured interview. This type of interview usually uses several questions that have been prepared in advance by both the interviewer and the source. An example is the interviews that often occur on special themed talk shows with sources such as doctors, police, teachers, etc.
7. **Free Interview:** Free interview is a type of interview where the questions are not prepared in advance. In other words, this interview occurs spontaneously depending on the atmosphere and circumstances when the interview activity takes place. This interview is often called an unstructured interview.
8. **Video interviews:** As employers look to cut travel expenses, video interviews are becoming more popular. Many large companies use video conferencing to screen middle management candidates or to interview candidates at universities. Experts recommend candidates prepare slightly differently for video interviews than for in-person meetings.

### **E. Job Interview Preparation**

Before conducting a job interview, it is necessary to prepare the necessary facilities and infrastructure so that you can be calm and confident in facing the interviewer. What must be prepared includes:

1. Physical preparation: such as getting enough rest, taking care of your health, the clothes you wear, your appearance. In your appearance, you need to pay attention to the clothes you wear, it should be for formal events, the accessories you wear are not excessive, so they don't become a topic of conversation, pantovel shoes, neat hair.
2. Mental Preparation: be confidence, don't be panic, concentration, give the best first impression. Includes the courage to be ready to join the company, able to face problems that may occur, face pressure, able to motivate other people, ready to work hard and be loyal to the company.
3. Technical Preparation: stationery and equipment that must be brought, understanding the business field of the company you are going to, getting to know yourself about the skills you have.

### **F. Etiquette to Pay Attention to During a Job Interview**

When conducting a job interview, there are several etiquettes that influence the image in the eyes of the interviewer. Some ethics that must be considered are:

1. Before the interview starts, pray for strength and success
2. Discipline: don't be late, come on time. Be ready at least 30 minutes before the interview starts
3. Be optimistic, steady and confident
4. Bring equipment that supports your expertise, for example various certificates you have, certificates of appreciation, and other documents needed
5. Cheerful face and convincing appearance
6. Before entering the interview room, knock on the door first, and don't sit down until the interviewer asks you to.
7. When interviewing face to face with the person you are talking to, be enthusiastic but don't be too serious
8. Don't forget to say "good morning/afternoon sir/madam" and say thank you before leaving the interview room.
9. Understand the questions asked by the interviewer completely, don't ask for the statement to be repeated
10. Answer questions clearly and firmly, don't be complicated

### **G. Factors Causing Failure in Interviews**

There are many factors that need to be considered in order to avoid mistakes that can actually be avoided if there is good preparation before the job interview session. According to

Rr. Indah Ria Sulistyarini, et al. (2012) several factors that caused the interviews that were conducted to fail were:

**1. Unconvincing appearance**

Sometimes it is very difficult to achieve maximum appearance when judged in terms of how to wear clothes. unmatched clothing will reduce your self-confidence and diplomatic qualities. Therefore, a creative attitude is required to get suitable clothes and the person who knows this is actually yourself. Then it is also highly recommended to choose clothes that fit the target company location. Usually most companies prioritize and are more interested in formal types of clothing. Maybe if the company operates in the creative industry, then if the applicant is a woman, there's nothing wrong with wearing formal clothes by adding accessories to make it look more lively and colorful.

**2. Not maintaining self-esteem.**

Most applicants are sure that they have done their best in order to get a job from the job vacancies provided by the company. However, did you know that in fact the price of din often falls without realizing it before doing a job interview? As a simple example, there may be some people who are called to do a job interview but have previously sent their CV and application letter many times. This will of course give the impression that the applicant does not maintain his/her self-esteem well and appears cheap.

**3. Unnoticed attitudinal and technical failures**

There are many unconscious attitudes that are the effect of bad habits, causing companies not to be interested in applicants when conducting interviews. Boredom usually dominates and initiates undesirable attitudes for the company. Many companies use personality representations and bad traits and habits. Many people get bored when doing a job interview, this can be seen from the feeling of frustration that is expressed in body movements. For example, during a job interview, applicants often press pens, move their elbows, move their fingers excessively, tap their feet, can't keep calm, or twist their hair and many other small behaviors that occur during the interview but the interviewer responds. serious about getting a representation of the personality of job applicants. Small behavior that shows boredom often means that the applicant is less interested and enthusiastic about working at the company in question. Apart from that, this small behavior can also be interpreted as arrogance and not inferiority. Therefore, try to get into the habit of behaving well in everyday life, or at least not showing negative behavior during job interviews. Then, before the interview starts, it's a good idea to take a deep breath, this will avoid stage fright and calm yourself more. Then, during the interview, try to keep your elbows placed or propped against the table, your back is straight, slightly forward and it is best to stick your elbows together so you can stay still when you panic and there are many other ways that you actually know better to overcome them. Apart from that, don't forget to turn off your cell phone or use silent mode

during the interview. An unexpected call that makes a cell phone sound which will disrupt the interview session will cause the applicant to be dropped immediately and the interview session process immediately ended. Don't also send informal photos on your CV and resume as this will often be commented on. during the interview.

#### **4. Asking inappropriate questions**

Inappropriate questions can be divided into two main points, namely, not good questions and not choosing the right time. Asking questions can also add value if done correctly. By asking questions, it means that there is interest and interest in the field of work offered in the job vacancies provided. However, if the questions are not done correctly, it will have the opposite effect which can be detrimental to the applicant. Therefore, learn how to ask questions correctly during an interview.

### **H. Job Interview Techniques**

#### **1. Traditional job interview**

This interview uses traditional work methods by using open questions such as "why do you want to work at this company?", and "what are your strengths and weaknesses?". Success or failure in a traditional interview will depend largely on the applicant's ability to communicate and answer questions, rather than the correctness or content of the answers given. Apart from that, the questions asked are more to clarify what is written in the applicant's application letter and CV. In a traditional job interview, the recruiter usually wants to find answers to (3) three questions, namely whether the applicant has the knowledge, skills and ability to do the job, whether the applicant has the enthusiasm and work ethic that matches the recruiter's expectations, and whether the applicant will be able to work in a team and have a personality that fits the company culture.

#### **2. Behavioral job interviews**

This interview is based on the theory that past "performance" is the best indicator for predicting applicant behavior in the future. Job interviews using this technique are very often used to recruit employees at the managerial level or by companies whose operations prioritize personality issues. Behavioral job interviews are intended to determine the applicant's response to a particular condition or situation so that the interviewer can see how the applicant views a challenge or problem and find a solution. Questions that are usually asked include "tell me about your experience when you failed to achieve the set target", and "give several examples of what you did when you were entrusted with handling several projects at once". To answer these questions, applicants need to prepare themselves to recall situations, actions and results that occurred in the past. Apart from that, it is very



important for applicants to provoke further questions from the interviewer so that they can explain in detail the picture of the situation they are facing. This requires good communication skills from the applicant. Success or failure in this interview really depends on the applicant's ability to describe the situation related to the interviewer's questions in detail and focus. In a behavioral job interview, the applicant must be able to formulate an answer that includes (4) four things:

- a) describe the situation that occurred at that time,
- b) explain the actions taken to respond to the situation that occurred
- c) telling stories about the results achieved, and
- d) what lessons can be learned from this incident or situation that occurred

### I. Do and Don'ts on the job Interview Ethics

To make an applicant can take part in the job interview process successfully, there are several etiquettes that the applicant must learn. According to Retno Setya Budiasningrum (2021), there are things applicants should do and what they should not do while implement the job interview process.

**Table 1: Do and Don'ts on the job Interview Ethics**

No	Do	Don'ts
1	Be confident in your abilities by being relaxed and smiling.	immediately answer the questions.
2	Sit comfortably in a polite position.	immediately explain and answer everything that is known.
3	Listen to the questions asked.	Talking so loudly that it hinders conversation.
4	Take notes on each question, then analyze the question and give the right answer.	Talking too slowly or too fast. Avoid long pauses or frequent stops.
5	frame the answer in your mind before answering.	Bullying or yelling at the interviewer.
6	Ensure that all information stated clearly and correct.	Combining all the points can makes the interviewer unable to catch the answer
7	Wear neat and polite clothes. Tidy up your appearance neatly	Wear casual and open clothes

### CONCLUSION

Ethics is very important in life in society, organizations and when participating in job interview selection. No matter how small an activity carried out by humans based on behavioral norms will create a positive impression. Likewise, in job interviews, every company apart from prioritizing knowledge and skills, job seekers also need a strong personality to grow their personal and company image. In a job interview, physical, mental and technical preparation is required to support the success of job seekers, especially for fresh graduates. Apart from that, there are job interview etiquette that applicants need to pay attention to and learn. By paying

attention to these ethics, it is very likely that applicants will pass the interview process held by a company.

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