

**THE INFLUENCE OF WORK DISCIPLINE AND INDIVIDUAL CHARACTERISTICS
ON TOTAL QUALITY MANAGEMENT
(Study at PT. Sinjaraga Santika Sport Majalengka)**

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Abstract: *This research is motivated by the influence of the rapid development of the business world that causes very intense competition in it. This study aims to determine work discipline, individual characteristics and total quality management and to find out how much influence the work discipline and individual characteristics have on total quality management of PT. Sinjaraga Santika Sport Majalengka. This research method uses survey methods with Descriptive and Verification approaches. The sample in this study was 40 people, data samples taken from the entire population. This study uses a saturated or census sampling technique to spread the questionnaire. The data analysis design used Descriptive Analysis, Verification Analysis, (Classical Assumption Test, Multiple Linear Regression Analysis, Determination Coefficient Analysis and t Test). The results obtained show that employee work discipline is very high, and total quality management is very high. Partially, work discipline has a significant effect on total quality management, and individual characteristics have a significant effect on total quality management.*

Keywords: *Discipline, Individual characteristics, Total Quality Management*

1. Introduction

The rapid development of the business world Nowadays, there is competition tight in it. Companies will compete each other for profit, because the company must have high competitiveness high and good and effective management, so the company must have the resources qualified and competent. In the era competitive globalization in management The company's human resources must be able to running well so that the company can compete with other companies

Employee discipline can be improved one of them is by applying Integrated Quality Management or Total Quality Management (TQM). Total Quality Management is an approach in carrying out efforts to maximize competitiveness organization through continuous improvement on products, services, people and environment. For a company to have high competitiveness in global competition Then a company must be able to do the job well, effectively and efficient in producing goods and services that are high quality and at competitive prices (R. Andi Sularso & Murdijanto, 2004)

According to Hasibuan (2007: 193) Discipline work is a person's awareness and willingness comply with all applicable company regulations and social norms. Express discipline work because it has a positive effect on the total quality management, the higher the discipline work, the level of total quality management will increase. Basically a lot indicators that affect the level discipline of employees of an organization in Among them are: Obedient to time, Obedient

to company regulations, Obey the rules of conduct work, and comply with other regulations, (Edy Sutrisno 2016:94)

In addition to the characteristic work discipline Individuals also affect Total Quality Management, because everyone have views, goals, needs and different abilities. This difference will carry over in the world of work, which will lead to one person's satisfaction with the others is different too, though work in the same place. Characteristics individual is ability, characteristic- characteristics, biographical, learning, attitudes, personality, perceptions and values. Characteristics biographical includes effective at work, importance of education, patterns of attitude and initiative, the influence of the working period of the mindset. Meanwhile, what is included in the ability is physical and mental abilities. (Reksowardoyo 2003)

This research was conducted at PT. Sinjaraga Santika Sport Majalengka is one of the companies in the field of soccer crafts that has 40 employees. Phenomenon that happened to PT. Sinjaraga Santika Sport is the late arrival of work, lack of exposure from superiors, and lack of supporting facilities such as AC, so the given task cannot be well done.

Based on the results of interviews and Observation results obtained, namely the source problem lack of attention to human resources thus affecting employee performance between others: there is less effective communication between leaders and employees, ability different individuals or characteristics, sometimes an error occurs in receiving information due to misunderstanding, lack of openness between employees so that two-way communication becomes hampered, in work environment factors in the form of physical conditions does not provide comfort, such as temperature workplace and noise due to affect work comfort.

These conditions have an effect to total quality management so that it will hinder the achievement of excellence and profit in achieving company targets

This is what happened in the football industry ball PT. Sinjaraga Santika Sport Majalengka. Where are the sales of soccer balls from year to year decreased as shown in the table below this :

Tabel 1.1
Sales data of PT. Sinjaraga Santika Sport 2017-2019

No	year	Triple's . soccer ball sales value (Rp)
1	2015	4.155.000.000
2	2016	3.925.420.000
3	2017	3.187.808.000
4	2018	2.893.895.000
5	2019	1.530.450.000

Source: The sales department of PT. Sinjaraga Santika Sport. 2019

From the table above, it can be described that sales of soccer ball production at PT. Sinjaraga Santika Sport from 2017 to 2019 experienced a significant decline. This is influenced by the lack of employee discipline that has an impact on quantity of production and quality of goods.

Based on this background, the researchers are also interested in doing research by taking the title **"Influence" Work Discipline and Individual Characteristics Towards Total Quality Management (Study at PT. Sinjaraga Santika Sport Majalengka)**"

Formulation of the problem

Based on background description The problem above can be formulated problems that will be discussed in this research are:

1. How does Work Discipline affect to Total Quality Management at PT. Sinjaraga Santika Sport Majalengka
2. How does the Characteristics affect Individual to Total Quality Management at PT. Sinjaraga Santika Sport Majalengka

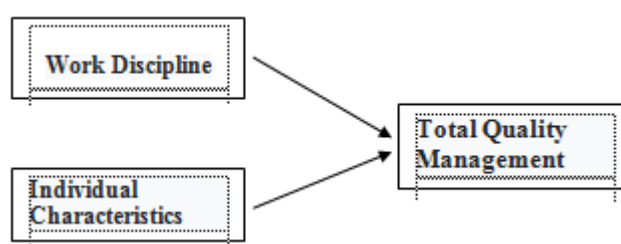
Theoretical Framework and Hypotheses

Organizational Behavior According to Stephen P. Robbins & Timothy A. Judge (2008:11) behavior organization is a field of study that investigates the influence of individuals, groups and structure of behavior in organizations, which aims to apply knowledge of this kind in order to increase effectiveness a company.

According to Singodimedjo in Edy Sutrisno (2016: 86), states that Discipline is "the attitude of one's willingness and willingness" to obey and abide by the norms prevailing social order".

Then the individual characteristics are the characters that each person has which differ from one another. The most important resource in the organization human resources, people who provide energy, talent, creativity and effort them to the organization so that an organization can continue to exist. Every human have different individual characteristics between one another (Siagian, (2008:114).

According to M.N. Nasution (2015:17) states "Total Quality Management is an approach to running a business that try to maximize competitiveness organization through continuous improvement of products, services, labor, and the environment"



Hypothesis

- H1 : There is an effect of Work Discipline on Total Quality Management
H2 : There is an influence of Individual Characteristics to Total Quality Management

2. Research Method

The research method used using a survey method with a approach descriptive and verification. Population in This research is employees of PT. Sinjarga Santika Sport, totaling 40 people and The sample used is the entire population. In this study the author uses saturated sampling. In this study the procedure The data collection used is using a questionnaire (Questionnaire). Instrument test used in this study is the test validity and reliability test. Analysis that used in this study is the assumption test classic by using normality test, test multicollinearity, heteroscedasticity test and test autocorrelation, multiple linear regression analysis, coefficient of determination analysis, feasibility test model and test hypotheses for partial test using t test.

3. Results and Discussion

Research result

Normality test

The objective normality test is to test whether in the regression model, the dependent variable and independent both have distribution normal or abnormal.

Tabel 1.2
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.88395268
Most Extreme Differences	Absolute	.223
	Positive	.086
	Negative	-.223
Asymp. Sig. (2-tailed)		.200 ^c

a. Test distribution is Normal.

b. Calculated from data.

Based on the results of data processing by using SPSS it is known that asymp. Sig on Kolmogorov-Smirnov . Output entirely > 0.05 (5%), then all data variable (residual value) is normally distributed.

Tabel 1.3
Uji Multikolinearitas

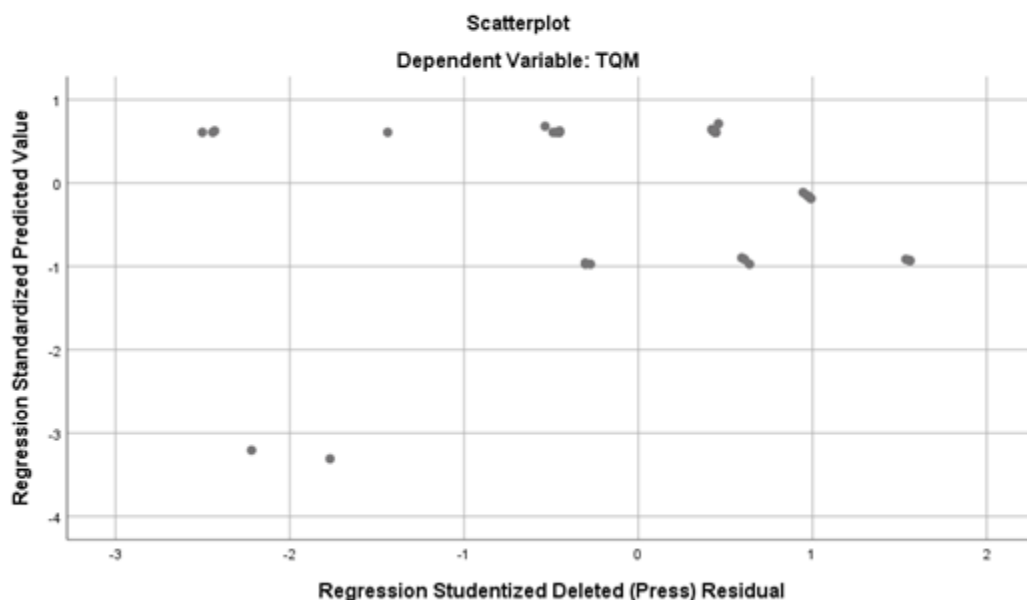
Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
1 Disiplin Kerja	.766	1.036
Karakteristik Individu	.766	1.036

a. Dependent Variable: Total Quality Management

Based on the results of calculations in table 1.3 above, shows that work discipline has a VIF value of 1.036 where the value of is < 10 and the Tolerance value is 0.766 where the value is > 10 . Individual characteristics has a VIF value of 1.036 where the value of is < 10 and the Tolerance value is 0.766 where the value is > 10 . Then get concluded that there is no multicollinearity between independent variables in the regression model.

Heteroscedasticity Test

Tabel 4.16
Hasil Uji Heteroskedastisitas



Based on the Scatterplot chart It can be seen that the points are spread random, and spread both above and below zero on the Y axis. This can be concluded that did not happen heteroscedasticity in the regression model, , so that suitable for predicting Total Quality Management based on variable input independent work discipline and characteristics individual.

Tabel 1.4
Uji autokorelasi

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.772 ^a	.596	.490	1.93420	2.733

a. Predictors: (Constant), E-Trust, E-Service Quality

b. Dependent Variable: Kepuasan Pelanggan

Based on the results of the data analysis above, then it can be seen the value of dw (Durbin-Watson) = 2,733. Then compare this value with significant table value 5% number of samples (n) = 40 and the independent variable (k) = 2, then we get the value of dl = 1.390 and du = 1.6000 (found in Durbin-Watson table). Based on the basic table autocorrelation decision making, then equations that are in accordance with this research i.e. $dl < d < 4-du$ so, $1,390 < 2,733 < 2,400$ (result of $4 - 1,600$). So that it can be summarized that the basis of the decision was not rejected, meaning there is no autocorrelation either it is positive nor negative

Table 1.5
Multiple Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.169	2.791		1.852	.052
	Disiplin kerja	.413	.125	.015	3.304	.000
	Karakteristik	.566	.135	.574	4.183	.000

a. Dependent Variable: TQM

Multiple regression model as follows: $Y = 5,169 + 0,413X_1 + 0,566X_2 + \varepsilon$
 From these equations it can be interpreted that:

- The constant in the regression model is 5,169 and marked positive. This means if all independent variables (work discipline, and individual characteristics) has a value of (0) then the total value of quality management is 5.169.
- Work discipline regression coefficient (X_1) is 0.413 and is positive. It means more good work discipline then total quality management will increase.
- Individual characteristic regression coefficient (X_2) is 0.566 and is positive. It means that the better the individual characteristics then total quality management too increase.

Table 1.6
Coefficient of Determination Analysis

Coefficients ^a				
Model		Correlations		
		Zero-order	Partial	Part
1	Disiplin	.492	.418	.415
	Karakter	.571	.567	.564
a. Dependent Variable: TQM				

- The coefficient of determination of work discipline on total quality management:
 $KD = r^2 \times 100\%$
 $= (0,492)^2 \times 100\%$
 $= 24,20\%$
 The amount of work discipline contribution affect total quality management that is equal to 24.20%.
- Coefficient of determination of individual characteristics to total quality management:
 $KD = r^2 \times 100\%$
 $= (0,571)^2 \times 100\%$
 $= 32,60\%$
 The amount of contribution of individual characteristics affect total quality management that is equal to 32.60%.

Table 1.7
Model Feasibility Test

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	67.184	2	33.592	8.979	.001 ^b
	Residual	138.422	37	3.741		
	Total	205.606	39			
a. Dependent Variable: TQM						
b. Predictors: (Constant), Karakteristik individu, Disiplin Kerja						

Based on table 4.18 above, shows that the results of the F test obtained the value of F of 8.979 at the 5% significance level with $df=2$ is $df=n-k-1 = 40-2-1 = 37$ then obtained Ftable value of 3.25. That matter shows that at a significance level of 5% Fcount 8.979 > Ftable 3.25. This means that H0 is rejected, then the conclusion is that work discipline and individual characteristics are able to explain appropriately to total quality management.

Hypothesis testing

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.169	2.791		1.852	.052
	Disiplin	.413	.125	.015	3.304	.000
	Karakter	.566	.135	.574	4.183	.000
a. Dependent Variable: TQM						

1. On the work discipline variable obtained tcount value of 3.304 is positive with a significant of 0.000. On degrees of freedom (dk) = $n-k = 40 - 2 = 38$ with = 5%. In the distribution table t for dk = 2024 (for distribution table t can be seen in the attachment). Variable work discipline shows the value of tcount 3.304 > ttable 2.024 and the value of the significance is $0.000 < 0.05$, then Ho rejected, so that the first hypothesis can be proven true.

2. On individual characteristic variables obtained tcount value of 4.183 positive sign significantly of 0.000 In degrees of freedom (dk) = $n - k = 40 - 2 = 38$ with $\alpha = 5\%$. On distribution table t for dk = 38 is 2.024 (for the distribution table t can be seen in the attachment). Then we get tcount of 4.183 and ttable of 2.024 with a significant level of 0.000 Because the value of tcount $4.183 > ttable 2.024$ and the significant value is $0.000 < 0.05$, then H_0 rejected, so the second hypothesis which states that there is an effect of X_2 to Y can significantly proven true.

4. Conclusion

Based on the results of research and analysis data that has been carried out at PT. Sinjaraga Santika Sport Majalengka on Discipline Work and Individual Characteristics to Total Quality Management, then the author takes the following conclusions:

- 1) Work Discipline has a significant impact positive and significant to total quality management. This means that the more high employee work discipline, the total quality management will be higher also.
- 2) Individual characteristics have an influence which is positive and significant to the total quality management. This means with the higher the individual characteristics someone then total quality management will be higher too.

Implication

Based on the results of research and discussion that has been done, the author provide advice that is expected to provide benefits and can be used as material for consideration for parties who interested, namely:

- 1) From the results of research on work discipline at PT. Sinjaraga Santika Sport Majalengka shows that the indicator is below the average, namely in the statement I am trying come to work earlier than time predetermined, in fact that the employee still likes it come too late. As a researcher suggest that company leaders to act more spaciosly so that employees are more disciplined when enter working hours. Every seriousness doing work is also included in the category below the average in this study. As My researcher recommends that employees more seriousness in every job.
- 2) From the results of research on the characteristics of individual at PT. Sinjaraga Santika Sport shows that the indicator is below the average, namely in the competency statement Education supports a job. On the fact that employee education This is still below the average criteria in a company. As my researcher recommend to company leadership when looking for employees must be as good as perhaps especially in Education which they take, because it involves success of a company. At the current age this feels there are no obstacles in completing work and working time this affects the solution profession. In fact they when in carrying out the work there is always who are still complaining because of the work they face too much. My advice as researchers should be company leaders place the employee according to the age they live.
- 3) From the results of research on total quality management at PT. Sinjaraga Santika Sport Majalengka shows that the indicator below the average, namely in the statement active participation of employees to establish cooperation, communication and coordination for achievement of the company's goal orientation. Leaders and subordinates have coordination

good at communicating with one another others and the last is a safe, comfortable and safe work environment good to make a conducive atmosphere in work. So from the three scores below the average, I suggest that the leadership companies need to communicate frequently with employees or down the field for the sake of the creation of fluency in work.

- 4) For further researchers should add another dependent variable or use the intervening variable so that different from the variables used in this research. As well as using wider and different object of research with this research location.

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