



EFFECT OF WORK DISCIPLINE, COMMITMENT, AND INDIVIDUAL CHARACTERISTICS ON TOTAL QUALITY MANAGEMENT

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Abstract

This research is motivated by the influence of globalization, where this has an impact on human life. Human Resource Management is control based on the management function of human resources. Human Resource Management (HR) is the policy and practice of determining the “human” or human resource aspects of a management position, including recruiting, screening, training, rewarding and appraising an individual that increases awareness of the individual. This study uses the independent variables, namely Work Discipline (X1), and commitment (X2), the moderating variable is individual characteristics (X3), and total quality management as a questionnaire distributed to 83 employees of the Health workforce of Rs dr Soepraoen Malang using the slovin formula. . Collecting data by using interviews, questionnaires, observation, decommentation studies and literature studies. The results of multiple linear regression analysis and partial test (t test), simultaneous test (F test) can be seen that the work discipline variable is the commitment variable, and the individual characteristic variable has a positive effect on the total quality management variable. The results of the coefficient of positive determination on the total quality management variable. The results of the coefficient of determination (R²) by first doing an analysis of the research data variables by testing the validity, reliability and normality test. This is evidenced by the tcount value of work discipline (X1) of -4.552 which is greater than the ttable value of 1.990 (tcount -4.552>ttable 1.990) and the tcount value of commitment (X2) of 4.424 which is greater than the t-table value of 1.990 (tcount 4.424>ttable 1.990) and the tcount value of work discipline (X3) of 5.893 is greater than the t-table value of 1.990 (tcount 5.893>ttable 1.990) with the significance level of each variable smaller than the significance level that has been set at 0.05. Thus H₀ is rejected and H_a is accepted, partially work discipline (X1), commitment (X2), and individual characteristics (X3) have a significant effect on total quality management (Y). The variable of work discipline, commitment and individual characteristics on total quality management shows that all research variables (variable X), partially have a significant effect on total quality management (Y). The test results simultaneously show the variable (X1) work discipline, 893 is greater than the t-table value of 1.990 (tcount 5.893>ttable 1.990) with the significance level of each variable smaller than the significance level that has been set at 0.05. Thus H₀ is rejected and H_a is accepted, partially work discipline (X1), commitment (X2), and individual characteristics (X3) have a significant effect on total quality management (Y). The variable of work discipline, commitment and individual characteristics on total quality management shows that all research variables (variable X), partially have a significant effect on total quality management (Y). The test results simultaneously show the variable (X1) work discipline, 893 is greater than the t-table value of 1.990 (tcount 5.893>ttable 1.990) with the significance level of each variable smaller than the significance level that has been set at 0.05. 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Keywords: Work Discipline, Commitment, and Individual Character to Total Quality Management

Introduction

The social phenomenon of the present and the future in this era of globalization, which is very decisive is the management of human resources. The world has changed rapidly, this condition has become the belief of almost all public officials, academics and activists of social institutions. One of his favorite factors is globalization, which has become a central issue in the political, economic and social fields now. Globalization which has begun to be discussed intensely by many is considered a new phenomenon characterized by an unprecedented shrinkage of space and time, which reflects the increasing interconnection and interdependence of economic, political, social and cultural interdependencies on a global scale. Globalization is a process towards the scope of the world, thus globalization can be interpreted as a global process, where all economic, political, and cultural events that occur in one part of the world can affect the lives of people around the world. Or it can be called globalization is a process where social relations and interdependence between humans in this world are getting bigger.

Work discipline is a person's awareness and willingness to obey all company regulations, namely the attitude of someone who voluntarily obeys all regulations and is aware of a person's attitude, behavior, and actions that are in accordance with written or unwritten regulations. Davis work discipline can be interpreted as the implementation of management to strengthen organizational guidelines. Discipline is essentially the ability to control oneself in the form of not doing something that is inappropriate and Contrary to something that has been determined and doing something that supports and protects something that has been determined. In everyday life, it is known as self-discipline, learning discipline and work discipline. Attempts to develop the concept of commitment have been successful with the popularity of the three-component model of commitment being developed, in addition to the commitment to maintain a three-component approach to commitment in which normative and continuum commitments as a whole are part of commitments related to attitudes. Most research on behavioral outcomes is associated with different commitments. Several studies have shown that affective commitment can have a positive effect and commitment can have a negative effect on employee performance.² Most research on behavioral outcomes is associated with different commitments. Several studies have shown that affective commitment can have a positive effect and commitment can have a negative effect on employee performance. ² Most research on behavioral outcomes is associated with different commitments. Several studies have shown that affective commitment can have a positive effect and commitment can have a negative effect on employee performance.²

Everyone has different views, goals, needs and abilities from one another. This difference will be carried over in the world of work, which will lead to different satisfaction from one person to another, even though they work in the same place. Individual characteristics in this study include: abilities, values, attitudes, and interests. (1) Ability is the capacity of an individual to do various tasks in a job. In other words, ability is a function of knowledge and skills, so the formula is $A: f(KS)$. (2) A person's value is based on satisfying money work, enjoyment, relationships with people, intellectual development and time for family. (3) Unfavorable attitudes regarding objects, people or tourism. (4) Interest is an attitude that makes people happy and a tendency to look for objects that determine the suitability of people with their work.

TQM is one of the best management practices in the company that emphasizes the overall quality paradigm in the company. According to Krajewski and Ritzman total quality management is a new paradigm in running a business in the form of maximizing organizational competitiveness through a focus on customer satisfaction, involvement of all employees, and continuous improvement of the quality of products, human services, processes and organizational environment. Increasing employee performance in work will basically be influenced by certain conditions, namely conditions that come from within which are called individual factors. Individual factors include gender, health, experience, and psychological characteristics consisting of motivation, and personality. The situational factors include leadership,

Previous research conducted by Lila Tintami (2012) concluded the influence of transformational leadership style on employee performance through work discipline on employees. Another study conducted by Suwardi (2011) states that there is also an influence between work motivation, job satisfaction and organizational commitment on employee performance. This is also supported by research by Abdi Akbar (2009) and Muchamad Rully Sjahiril Alim (2013). Ari Zaqi Al Faritsy (2014) concludes that there is a positive effect of implementing TQM in improving company performance. Based on the background of the problem above, it is necessary to conduct a research entitled " EFFECT OF WORK DISCIPLINE, COMMITMENT, AND INDIVIDUAL CHARACTERISTICS ON TOTAL QUALITY MANAGEMENT (Case Study on Health Workers at Dr. Soepraoen Hospital Malang)

2. Literature Review and Hypotheses

Total Quality Management (TQM) is one of the best management practices in the company that emphasizes the overall quality paradigm within the company. According to Krajewski and Ritzman total quality management is a new paradigm in running a business in the form of maximizing organizational competitiveness through a focus on customer satisfaction, involvement of all employees, and continuous improvement of the quality of products, human services, processes and organizational environment. The increase in employee performance in work will basically be influenced by certain conditions, namely conditions that come from within which are called individual factors. Individual factors include gender, health, experience, and psychological characteristics consisting of motivation, and personality.

Work discipline is a person's awareness and willingness to obey all company regulations, namely the attitude of someone who voluntarily obeys all regulations and is aware of a person's attitude, behavior, and actions that are in accordance with written or unwritten regulations. Davis work discipline can be interpreted as the implementation of management to reinforce organizational guidelines. Discipline is essentially the ability to control oneself in the form of not doing something that is inappropriate and contrary to something that has been determined and doing something that supports and protects something that has been determined.

3. Methods

Design Research

Population and Sample Determination in this study were the Health workers of Rs dr Soepraoen with a total of 500 health workers. The sample taken in this study amounted to 83 respondents using the Slovin formula.

Data Analysis

The data analysis of this research is quantitative analysis. The statistical analysis technique in this study used multiple linear regression. With the following equation model:

$$Y = a + b_1X_1 + e$$

$$Y = a + b_1X_1 + b_2X_2 + e$$

Where :

Y : Total Quality Management

a : Constant

X1 : Work Discipline

X2 : Commitment

X3 : Individual Characteristics

b1 : Regression coefficient for work discipline variable

b2 : Regression coefficient for commitment variable

b3 : Regression coefficient for individual characteristic variables

c : Error

4. Results

The processing results of the validity test can be seen in table 4.1 below:

Table 4.1 Validity Results

Variable	<i>Corrected Item-Total</i>	R Table	Information
VAR0001	779	0.216	Valid
VAR0002	886	0.216	Valid
VAR0003	772	0.216	Valid
VAR0004	757	0.216	Valid
VAR0005	783	0.216	Valid
VAR0006	469	0.216	Valid
VAR0007	455	0.216	Valid
VAR0008	532	0.216	Valid
VAR0009	421	0.216	Valid
VAR00010	444	0.216	Valid
VAR00011	669	0.216	Valid
VAR00012	631	0.216	Valid
VAR00013	658	0.216	Valid
VAR00014	670	0.216	Valid
VAR00015	710	0.216	Valid
VAR00016	293	0.216	Valid
VAR00017	310	0.216	Valid
VAR00018	301	0.216	Valid
VAR00019	314	0.216	Valid
VAR000020	240	0.216	Valid

Sources:SPSS 2021 Data Processing

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From the table above, it can be seen that all corrected Item-total correlation indicator values used to measure all variables, namely discipline 5 questions, commitment 5 questions, individual characteristics 5 questions and total quality management 5 questions, have a correlation coefficient greater or less than rtable is 0.216. So that all indicators of these variables are valid.

Reliability Test Results

The processing results of the reliability test can be seen in table 4.2 below:

Results Table Reliability Test

NO	Variable	Cronbach Alpha	N Or Items	Information
1	Work Discipline	0.854	5	reliable
2	commitment	0.921	5	reliable
3	Individual Characteristics	0.689	5	reliable
4	Total Quality Management	0.817	5	reliable

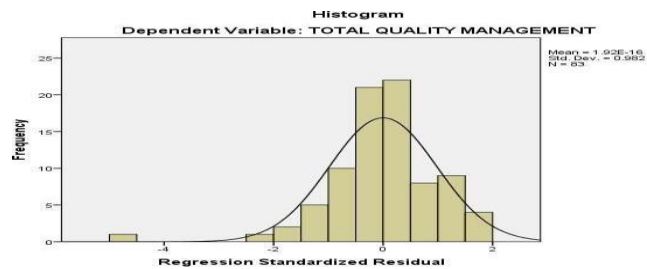
data sources SPSS 2021 Processing

From the test results above, all variables obtained Cronbach Alpha values > 0.5 then all questions from each variable are reliable.

Normality test

The normality test is useful for determining the data that has been collected is normally distributed or not. As can be seen in the image below:

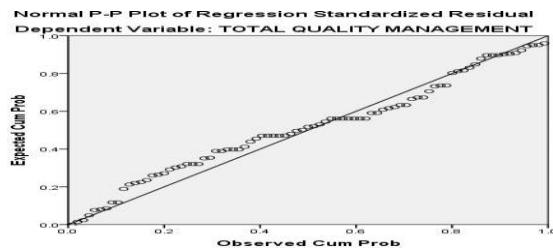
Figure 4.1



Source: Resultsresearch, 2021 (data processed by SPSS)

From the appearance of the histogram graph above, it can be simulated that the graph shows a normal distribution pattern, this is indicated by the distribution of the data that is not skewed left or right and forms a bell.

Figure



5. Conclusions

Based on the results of the research that has been carried out along with the results of the data studied, the conclusions that can be drawn are:

1. The results of the partial test, the variables of work discipline, commitment, and individual characteristics have a significant effect on the total quality management at Dr Soepraoen Hospital. This is evidenced by the tcount value of work discipline (X1) of -4.552 which is greater than the ttable value of 1.990 (tcount $-4.552 > ttable$ 1.990) and the t-count of commitment (X2) of 4.424 which is greater than the t-table value of 1.990 (tcount 4.424 $>$ ttable 1.990) and the t-table value of work discipline (X3) of 5,893 is greater than the ttable value of 1,990 (tcount 5.893 $>$ t table 1.990) with the significance level of each variable smaller than the predetermined significance level of 0.05. Thus H0 is rejected and Ha is accepted, partially work discipline (X1), commitment (X2), and individual characteristics (X3) have a significant effect on total quality management (Y).
2. Simultaneous regression testing shows the effect of positive and significant between work discipline variables (X1), commitment (X2), individual characteristics (X3) on total quality management (Y) at Dr Soepraoen Hospital
3. The results of the determination test show the adjusted R Square coefficient of 0.405 or equal to 40.5% the influence of work discipline, commitment and individual characteristics on the total quality management of employees, the remaining 59.5% is influenced by other variables not examined in this study.

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