

The Influence Of Ability And Work Discipline On The Implementation Of Iso 9001 At Akpelni Vocational Shipping School Semarang

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Abstract. Every organization is required to be able to optimize existing resources within the organization, especially human resources. Human resource management must be distinct from employees expected to perform as well as possible to achieve organizational goals. This research was conducted at Akpelni Vocational School, Semarang, to determine the influence of work discipline, and workability on ISO 9001. The sample used in the research was 70 respondents. The data obtained was processed using descriptive analysis and quantitative statistical analysis. Quantitative analysis uses multiple regression analysis to determine the effect of the independent variable on the dependent variable, but before carrying out this test, a validity and reliability test and a requirements test are carried out. The research results show that work discipline and workability influence ISO 9001 at SMK Akpelni Semarang..

Keywords: Ability, Work Discipline; and Vocational Shipping School

INTRODUCTION

Every organization is required to be able to optimize existing resources within the organization, especially human resources. Human resource management must be distinct from employees expected to perform as well as possible to achieve organizational goals. Employees are the organization's main asset and have a strategic role as thinkers, planners, and controllers of organizational activities. Seeing the importance of employees in the organization, more serious attention is needed to the tasks that employees carry out to achieve organizational goals. As one of the private maritime schools in Indonesia, Akpelni Shipping Vocational School strives to continue to develop the quality of its education and services. Customer service must be integrated with the implementation of ISO for its employees. However, several obstacles to employee service could be more optimal—for example, leaving assignments during working hours, arriving late, etc.

Work discipline is a tool managers use to communicate with employees so that they are willing to change their behavior and to increase a person's awareness and willingness to comply with all company regulations and applicable social norms (Riyadi, 2011 & Hasibuan, 2019).

Meanwhile, ability is an individual's capacity to carry out various tasks in a job (Robbins, 1995 & Woods 2010). Therefore, ability contains several elements, such as manual/physical and intellectual abilities and even personal traits.

In the educational environment, quality assurance is the service higher education institutions provide to stakeholders: students, parents of students, alumni, and graduate users. Internal quality assurance in implementing and managing higher education is expressly stated in government regulation No. 19 of 2005 concerning National Education Standards, article 91 paragraph (1), which states that every educational unit in formal and informal channels must carry out educational quality assurance.

Implementing ISO 9001:2008 certification is a bureaucratic reform for the better, where employees will become more disciplined, and their implementation of ISO will be more measurable.

Therefore, several problems that have been identified are related to the implementation of ISO 9001, which has not been optimal; many employees still arrive late, and employee capabilities still need to be improved. This research aims to explain the influence of work discipline and workability on implementing ISO 9001 at the Akpelni Shipping Vocational School Semarang.

METHOD

This research was carried out from June to October 2015 at AKPELNI Shipping Vocational School. The method used in the research is a survey method with quantitative analysis using multiple linear regression analysis. The sample used in the research was 70 respondents. Primary data includes respondents' (employees') responses regarding performance and workability.

Data collection techniques were carried out in three ways: observation, questionnaires, and interviews. The observation method requires direct observation of the phenomenon to be studied, where observing and focusing attention on the object uses all five senses (Arikunto, 2002). In this research, observations were made on the condition of employees at the Akpelni Shipping Vocational School. Apart from that, filling out questionnaires is also used to answer employees' questions. Meanwhile, interviews were conducted to strengthen the answers to the questionnaire they had filled out.

The indicator measurement scale in this study uses a Likert scale, starting from the smallest, meaning strongly disagree, given a value/score of 1 (one) to the most significant value, namely strongly agree, given a value/score of 5 (five). Moreover, this research was analyzed using descriptive statistical analysis procedures using tables, graphs, diagrams, and averages to describe the objects studied. *Inferential statistical analysis* is an analysis carried out to test research hypotheses.

RESULTS AND DISCUSSION

Result

The Influence of Work Discipline on the Implementation of ISO 9001

Work discipline has a positive and significant effect on implementing ISO 9001. The indicators used are clarity and explanation regarding each organization member's desired patterns of attitudes, actions, and behavior. According to the severity of the violation committed, sanctions must also be educational so that there will be changes in attitudes and behavior in the future, and the imposition of sanctions has educational value in preventing other employees from committing the same violation.

Management encourages organizational leaders to fulfill the demands of these various provisions. In other words, work discipline for employees is a form of training that seeks to improve and shape employee knowledge, attitudes, and behavior so that employees voluntarily work cooperatively with other employees and increase work performance.

Discussion

Respondents' responses to the work discipline factors that exist in an educational institution called Akpelni Shipping Vocational School are can be seen as follows:

Table 1. Respondents' responses to work discipline

Questions	SD		D		A		SA		Total
	Sum	%	Sum	%	Sum	%	Sum	%	
Discipline can take the form of good teacher attitudes and behavior.	0	0	7	10	33	47.1	30	42.9	70
When working, always come and go home on time	0	0	4	5.7	23	32.9	43	61.4	70
I always use my work time to complete all my responsibilities.	0	0	2	2.9	18	25.7	50	71.4	70
By completing work on time, work performance will be achieved.	0	0	9	12.9	20	28.6	41	58.6	70
The quantity of work provided by the office can be completed on time.	0	0	7	10	19	27.1	44	62.9	70
always contributes in the form of punctuality to complete the work	0	0	6	8.6	25	35.7	39	55.7	70
Always obey the leadership's advice	0	0	6	8.6	32	45.7	32	45.7	70
Always ask for direction to improve the tasks given by the leadership	0	0	6	8.6	22	31.4	42	60	70
A leader always motivates them to work better	0	0	9	12.9	32	45.7	29	41.4	70
The leadership always holds staff meetings for regular teacher development	0	0	6	8.6	26	37.1	38	54.3	70
Leaders can be role models for teachers	0	0	8	11.4	23	32.9	39	55.7	70
The discipline imposed in the workplace applies to all teachers	0	0	6	8.6	26	37.1	38	42.3	70
the existence of disciplinary standards in the organization	0	0	3	4.3	29	41.4	38	54.3	70
There is clarity and explanation of organizational regulations for all teachers	0	0	12	17.1	28	40	30	42.9	70
Respect all regulations applied in the workplace	0	0	6	8.6	24	34.3	40	57.1	70
Always try to prevent violations of work regulations	0	0	9	12.9	32	45.7	29	41.4	70
Work discipline needs to be enforced to improve teacher performance	0	0	7	10	16	12.9	47	67.1	70
the need for inclusion of disciplinary rules in the employment contract	0	0	9	12.9	33	47.1	28	40	70

with discipline it can be used as a means of communication for teachers	0	0	4	5.7	20	28.6	46	65.7	70
In completing work, teachers can work together	0	0	12	17.1	23	32.9	35	50	70
The leadership carries out punitive sanctions for violations of work discipline objectively.	0	0	5	7.1	23	32.9	42	60	70
the imposition of sanctions by the severity of the violation committed by the teacher	0	0	5	7.1	29	41.4	36	51.4	70
The sanctions imposed are of a coaching nature	0	0	6	8.6	25	35.7	39	55.7	70
Sanki has educational value and can prevent other teachers from committing the same violation.6	0	0	8	11.4	29	41.4	33	47.1	70

Note:

SD = strongly disagree

D = Disagree

A = Agree

SA = strongly agree

Based on table 1 above, the questionnaire has different answers from the 24 questions given, and the percentage has different values for its indicators like strongly disagree, disagree, agree, and strongly agree. The highest negative statement is that there is clarity and explanation of organizational regulations for all teachers, which is 17.1%. In completing work, teachers can work together in 17.1%. In contrast, in the lowest statement, whether negative or positive, the criteria of always using their work time to complete all their responsibilities are 2.9% and 71.4%, respectively.

The Influence of Capabilities on the Implementation of ISO 9001

Result

Ability has a positive and significant effect on the implementation of ISO 9001. The indicators used are stamina, hand dexterity, hand strength, leg strength, physical ability, arithmetic ability, verbal understanding, perceptual skills, inductive reasoning, spatial visualization, and memory power.

Ability is meant as the employee's ability to carry out work. Ability contains various elements such as manual/physical and intellectual skills, even personal traits. This element also reflects the education, training, and experience required according to the work details. Ability is an element of work implementation that is needed to enable employees to work in a certain way.

Discussion

Respondents' responses to the workability factors that exist in an educational institution called Akpelni Shipping Vocational School are as follows:

Tabel 2. Respondents' responses to the workability

Questions	SD		D		A		SA		Total
	Sum	%	Sum	%	Sum	%	Sum	%	
Employees have good stamina in completing work	0	0	20	28.6	32	45.7	18	25.7	70
Employee work requires dexterity of hands.	0	0	18	25.7	35	50	17	24.23	70
The strength of the employee's hands helps get the job done	0	0	21	30	28	40	21	30	70
Leg strength supports the task.	0	0	20	28.6	33	47.1	17	24.3	70
Physical abilities are essential in understanding ISO 9001	0	0	29	41.4	21	30	20	28.6	70
Numeracy skills for understanding ISO 9001 are essential.	0	0	12	17.1	35	50	21	30	70
ISO 9001 requires good verbal understanding	0	0	18	25.7	34	48.6	18	25.7	70
ISO 9001 requires good perceptual skills	0	0	11	15.7	33	47.1	26	37.1	70
ISO 9001 requires sound inductive reasoning	0	0	10	14.3	33	47.1	27	38.6	70
ISO 9001 requires good spatial visualization	0	0	15	21.4	35	50	20	28.6	70
ISO 9001 requires a good memory	0	0	21	30	22	31.4	27	38.6	70

Note:

SD = strongly disagree

D = Disagree

A = Agree

SA = strongly agree

Based on table 2 above, the questionnaire has different answers from the 11 questions given, and the percentage has different values for its indicators like strongly disagree, disagree, agree, and strongly agree. The highest negative statement is that Physical abilities are essential in understanding ISO 9001, which is 41.4%, whereas the lowest value is 14.3% in ISO 9001, which requires sound inductive reasoning. In contrast, the highest positive statement is 38.6% in ISO 9001, which requires sound inductive logic, and ISO 9001 requires good memory. Whereas the lowest positive statement is that 24.3% of Employee work requires dexterity of hands and leg strength to support the task.

Reliability Test

Reliability testing aims to measure an instrument's capability level so that it can produce data that is consistent and free from errors. The technique used to determine the reliability of this research is the Cronbach alpha technique, where the reliability index is declared reliable if

the r value obtained is at least 0.60. The existing values are entered into the formula and produce the following reliability coefficient values:

No	Variable	Alpha	Standard Alpha	Note
1	Work discipline	0.728	0.6	Reliable
2	Work ability	0.771	0.6	Reliable
3	ISO 9001	0.735	0.6	Reliable

CONCLUSION

In connection with the results of the influence of work discipline on the implementation of ISO 9001 and the impact of capabilities on the implementation of ISO 9001 discussed above, it could be found that the results of testing the validity of work discipline from 24 questions show valid results. Moreover, the results of testing the validity of workability from 11 questions show that they are good. In conclusion, work discipline influences ISO 9001, and workability influences ISO 9001 at Akpelni Vocational School Semarang. Therefore, there is a need for job training to improve the work abilities of teachers at Akpelni Vocational School.

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