

## Implementation Of ISO 9001: 2008 Increasing Work Discipline And Employees 'Performance In Library Of Library University Jember

Khusnun Nadhifah<sup>1</sup>, Purnamie Titisari<sup>2</sup>, Dewi Prihatini<sup>3</sup>

<sup>1</sup>(Master of Management, Economic and Bussiness Faculty, University of Jember, Indonesia)

<sup>2</sup>(Master of Management, Economic and Bussiness Faculty, University of Jember, Indonesia)

<sup>3</sup>(Master of Management, Economic and Bussiness Faculty, University of Jember, Indonesia)

Corresponding Auther:Khusnun Nadhifah

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**ABSTRACT:**Jember University Library implements **Sistem Manajenen Mutu(SMM) ISO 9001: 2008** which is oriented towards discipline and employee performance since 2008. One of the efforts of Library University of Jember in the implementation of ISO 9001: 2008 is to improve the quality of products or services, work discipline and employee performance. This study aims to prove the influence of ISO 9001: 2008 implementation on work discipline and performance in Jember University Library

This research uses explanatory research method with quantitative approach. The population includes all employees of Library University of Jember for 50 people using total sampling technique then all employees of University Library of Jember become sample of research.

The results showed that the Implementation of ISO 9001: 2008 significantly influenced 23 subjects (46%) ie the presence frequency indicator. Implementation of ISO 9001: 2008 has a positive effect on the work discipline of 0.000. Implementation of ISO 9001: 2008 has a significant effect on employee performance of 19 research subjects (38%) that is in the indicator of pride as an employee at the University Library of Jember and positively positive to the performance of 0.902. Keywords: ISO 9001: 2008, work discipline, performance

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### I INTRODUCTION

Service such as library is one sector that can not avoid the impact of globalization era and free market. Library is an institution that provides information services that are widely needed by the public. To improve the library service required a quality or quality is a very desired image by every employee of the library in providing services to library users in the service. One of the popular quality standards is the globally recognized ISO 9001. International Organization for Standardization better known as ISO,

Discipline is part of benchmark in a quality of library management. Work discipline can be defined as an attitude of respect, respect, or unwritten and able to run it and not avoid accepting its sanctions if it violates the duty and authority given to it (Sastrohadiwiryo, 2011: 291).

The next benchmark is performance. Performance is the work of someone who describes the quality and quantity of work done. Increased performance will occur if the organization moves from a traditional control-oriented approach to labor management, which lies in existing orders, exerts control and achieves efficiency in the application of labor (Sunarto, 2005: 123).

It takes a research that can illustrate the effect of ISO 9001: 2008 implementation on work discipline and employee performance in Jember University Library.

### II METHODOLOGY

The methodology in this research is Explanatory Research with a population of all employees of UNEJ Library which amounted to 50 people. Sampling using total sampling method, so that samples taken is a number of 50 research subjects from all employees of UNEJ Library.

#### 2.1 Operational Definition and Measurement of Variables

a. Implementation of ISO 9001: 2008 can be defined how the level of understanding of ISO 9001: 2008 and the level of commitment of library management in implementing ISO 9001: 2008, with indicators of implementation of the socialization of quality objectives, the creation of a conducive working environment, internal communication process, quality improvement

b. Work Discipline

Indicators in this variable include attendance frequency, adherence to work standards, compliance with work regulations and work ethics,

c. Performance / Performance

Indicators in this variable include the level of understanding of work, the level of ownership of the job, the pride as employees, the willingness to work together, the level of discipline

## 2.2 Research Instruments

Measurement of variables using Likert Scale with a rating scale of 1 to 5 with a choice of answers for each question item is Very Good Once (SBS) given a score of 5; Very Good (SB) given a score of 4; Good (B) is given a score of 3; Good enough (CB) given score 2; Very Not Good (STB) is given a score of 1.

To convert ordinal data into interval data is used Successive Interval Method (MSI).

Tests conducted in this study are:

### a. Validity test

Implementation of ISO 9001: 2008, work discipline and performance with each indicator has an estimate above 0.05. This shows that the validity test results of each indicator on the variable is declared valid as data collector

### b. Test Reliability

The reliability calculation shows the implementation variables of ISO 9001: 2008, work discipline and CR performance above its cut-off value of 0.7. So it can be said that each indicator is reliable.

### c. Normality test

Normality test results obtained CR total value of 1.388 which means CR is at  $-1.96 \leq CR \leq 1.96$  so it can be stated that multivariate data is normally distributed.

### d. Multicollinearity Test

The result of multicollinearity test gives determinant of sample covariance matrix value of 45,078. This value is far above zero so it can be concluded there is no problem multicollinearity and singularity in the data being analyzed.

### e. Outliers Test

Outliers test results in this study shows the magnitude of Mahalanobis c-squared is smaller than the value of Chi Square is equal to 33.924. This means that in this study all cases did not experience outliers or can be said there is no significant difference between the data with the data group.

### f. Causality Test

Based on the corresponding model can be interpreted each path coefficient. Detailed path coefficient testing is presented in Table 2:

**Table 2 Results of Causality Test**

Pengaruh	Estimasi	S.E	C.R	P	Label
Y <sub>1</sub> < --- X	0.889	0.214	4.146	0.014	Signifikan
Y <sub>2</sub> < --- X	0.131	0.057	2.298	0.020	Signifikan

Source: Primary Data

Based on Table 2 can be explained the causality relationship between independent variables and dependent variable is as follows:

1. The result of the coefficient of path test for the implementation of ISO 9001: 2008 (X) on work discipline (Y1) has a positive path of 0.889 with CR of 4.146 and probability (p) of 0.014 which means that the implementation of ISO 9001: 2008 (X) to work discipline (Y1).

2. The test result of path coefficient for implementation of ISO 9001: 2008 (X) on performance (Y2) has positive lane equal to 0,131 with CR 2,298 and probability (p) equal to 0,020 meaning that implementation of ISO 9001: 2008 (X) performance (Y2).

## III RESULTS AND DISCUSSION

### 3.1 Effect of ISO 9001: 2008 implementation on work discipline

Pernyataan	Jawaban		S		CS		TS		STS	
	SS	%	%	%	%	%	%	%	%	
Frequency of presence	23	46	11	22	12	24	4	8	-	-
Compliance with work standards	14	28	28	56	8	16	-	-	-	-
Obedience to work regulations	9	18	31	62	9	18	1	2	-	-
Work ethics	10	20	26	52	14	28	-	-	-	-

Source: Primary data

Implementation of ISO 9001: 2008 system also directly affects employees' work discipline. Similar research has been conducted by Supriyadi (2012) whose results indicate that the implementation of internal quality assurance system and ISO 9001: 2008 has a positive and significant influence for the improvement of work discipline and performance of Atma Jaya Catholic University of Indonesia. In addition to the support of in-line research, this study contradicts Patton (2008: 2) that the impact of ISO 9001: 2008 implementation has no significant effect on work discipline but is very significant on service satisfaction.

After the implementation of ISO 9001: 2008 realized in the staff of UNEJ Library, the discipline of work increased, proved that employees who arrived late to be reduced. This is also seen in the recapture of UNEJ Library staff attendance. Based on the results of the highest responses according to the assessment of respondents who stated strongly agree as much as 23 respondents (46%) in attendance frequency indicator, meaning after the implementation of ISO 9001: 2008 and the use of machine Finger Print Employees UNEJ Library becomes more disciplined in work when coming and return according with defined working hours so that their performance can increase.

### 3.2 Effect of ISO 9001: 2008 implementation on employee performance

**Table 3.2 Assessment of Respondents to Performance variables**

Pernyataan	Jawaban		S		CS		TS		STS	
	SS	%		%		%		%		%
Level of understanding of work	14	28	30	60	6	12	-	-	-	-
Level of ownership of employment	16	32	24	48	10	20	-	-	-	-
Pride as an employee	19	38	16	32	9	18	6	12	-	-
Willingness to work together	9	18	27	54	10	20	1	2	-	-
Discipline level	12	24	24	48	15	30	2	2	-	-

Source: Primary data

Based on table 3.2 the results showed that the implementation of ISO 9001: 2008 has a significant effect on the performance of UNEJ Library staff. This result is supported by perceptions of respondents who strongly agree about implementation variables of ISO 9001: 2008 on the performance of UNEJ Library staff. This can be proven with the highest answer result according to the assessment of the respondents who stated strongly agree as much as 19 respondents (38%) that is the indicator of pride as an employee at the UNEJ Library means, to become a clerk in the library automatically has a share in the process of developing knowledge and succeed higher education in Indonesia, become a lecturer working partner so as to create passion in work so that its performance becomes faster increase.

A similar study was conducted by Aziz (2009) whose research results show that ISO 9001: 2008 (competence, awareness and training, infrastructure, work environment) affect the performance of employees. However, the study contradicts research by Hendri (2016) which shows that the quality management system has a positive but insignificant effect on teacher performance. This indicates that the management representative monitors, evaluates and maintains the operation of the quality management system to ensure that ISO requirements are not met and that all school organization personnel lack awareness and awareness of the duties that are in their responsibility already implemented in SMK Negeri 1 Rambah.

Based on the results of these studies, the managerial, especially leaders of the organization in order to anticipate and strive to improve the performance of human resource management in the UNEJ Library. After the existence of ISO 9001: 2008 seen employees have a good performance In addition, in today's era of globalization demands high organizational performance to survive in the midst of a very tight level of competition.

The results also show that the implementation of ISO 9001: 2008 has a positive influence on work discipline and performance in the UNEJ Library, which can be shown on the following 3.3 tabel:

**Table 3.3 Influence of Total Inter-Variables**

Total Influence		Work Discipline	Performance (Y <sub>2</sub> )
Variables Exogenous	Implementation ISO 9001: 2008 (X)	(Y <sub>1</sub> )	
		0.000	0.902

Source: Primary data

Based on Table 3.3 it can be seen that:

1. Influence of total implementation of ISO 9001: 2008 to work discipline of 0.000 with positive direction.
2. The effect of total implementation of ISO 9001: 2008 on the performance of 0.902 with a positive direction.

#### IV CONCLUSIONS

Implementation of ISO 9001: 2008 has a significant and positive effect on employee work discipline at University Library of Jember.

1. Implementation of ISO 9001: 2008 has a significant and positive impact on employee work discipline at the University Library of Jember.
2. Implementation of ISO 9001: 2008 has a significant and positive impact on employee performance at University Library of Jember

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