

The Impact of Product Quality and Work Discipline To Work Productivity at PT Indonesia Epson – Cikarang

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ABSTRACT

Work productivity is a result seen in terms of the quality and quantity of goods and services, based on the time and standards set by the company. To increase work productivity, it is necessary to pay attention to discipline in work and carry it out and obey it by all employees, because discipline in work can affect the quality of the product produced. The research aims to find out how much product quality and work discipline together influence work productivity at PT Indonesia Epson Industry. This research uses a descriptive method with data collection the form of questionnaires and observations. The sample in this research was 100 employees of PT Indonesia Epson Industry. The analytical tool used in this research uses the SPSS 26.0 program. The results of the study with a significance level of 0.05 show that there is a significant effect of product quality and work discipline on work productivity. This is evidenced by the significance level of 0.05, with the t count $>$ t table. Likewise, product quality and work discipline have a significant effect on work productivity simultaneously. This is evidenced by the results of the F count $>$ F table = 105.721 $>$ 3.09. There is a significant relationship between product quality and work discipline on work productivity, this is evidenced by a significant value of f change of $0.000 <$ 0.05 . The relationship between product quality and work discipline has a positive relationship, as seen from the R value of 0.828.

Keywords: Product Quality, Work Discipline, Work Productivity

RESEARCH BACKGROUND

PT Indonesia Epson Industry, a company engaged in the printer industry, is well aware of the importance of product quality. This is shown by its company philosophy, which is to provide customer satisfaction, which means that the company is confident that customers will not find defects. As a result, PT Indonesia Epson Industri separated its quality control department, namely CSQA (Customer Satisfaction Quality Assurance), from the product department. The goal is to reduce the number of defective products received by the company's customers, thus, work discipline will increase the work productivity of employees.

PT. Indonesia Epson Industri is one of the electronics manufacturing companies located in the EJIP Industrial Estate, Cikarang, this company is a subsidiary of Seiko Epson Corporation in Indonesia. This company has been established since 2000 and with its products, namely printers, projectors, scanners, mechanisms, and others. Because PT. Indonesia Epson Industri is one of the largest printer companies in Indonesia, therefore PT Indonesia Epson Industri is very aware of the importance of quality of a product, therefore quality is the most important thing for a company.

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PT Indonesia Epson Industri itself aspires to contribute to the growth and progress of society, as well as the perfection and happiness of the world through the provision of products and services that are useful and meet the needs of the community. Products must have quality control so that the products are of high quality. This is because quality control is very important and can know things that can damage the reputation. Problems in product quality experienced by the company lack of employee awareness of the quality of the products produced because of pressure by superiors who want excessive output that has been determined by superiors, in addition to the condition of products that sometimes have problems during the production process which makes the products produced to be Not Good (NG) which must be repaired and that has the potential to make product quality less good.

To maintain product quality, the main thing needed in achieving work productivity is work discipline in the production process. In this case, PT. Indonesia Epson Industri wants to provide its best quality to consumers by providing the maximum possible service to consumers, in an effort to meet the development of the market that continues to grow and increase competitiveness with other companies, so employees who are able to increase work productivity in the company are needed. Discipline in the workplace is a means to interact with all employees to change their behavior and increase their knowledge and desire to comply with company policies and social standards. Without this, the company's work system would fall apart due to employee irregularities. So work discipline is a standard that can affect the success of a company.

However, in this case, the company has several problems in work discipline in its employees, such as employees who come to work late, this makes the production leader have to find a replacement for the employee so that the production process continues to run normally, even if he does not find a replacement, then the leader will intervene to carry out the production process to replace the employee until the employee arrives. Then in production it is forbidden to bring objects and goods from outside such as accessories, makeup tools and even food such as candy snacks and others, but in reality there are still many employees who violate these regulations and still bring them to the production area, this can cause problems with the product such as foreign matter that can cause customer claims.

LITERATURE REVIEW

Product Quality

Product quality is how well a product meets and exceeds the expectations of consumers and customers in terms of physical, functional, and natural aspects, this applies to products and services. Because buyers always want to receive goods that match the money that they issued.

Every business that wants to compete in the market with its products must focus on producing high-quality products. Companies and consumers will have the opportunity to learn and understand the demands and expectations that exist in their perceptions if they have a reciprocal relationship. To maximize consumer expectations, companies must perform well to achieve customer satisfaction.

According to Kotler and Armstrong in (Williianti, 2020), product quality is the embodiment of a product or service that supports its ability to meet customer needs. More and more

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consumers are interested in buying a product, the greater the quality of the offer. From some of the opinions of the experts above, the author can conclude that product quality is the suitability of a product and service to satisfy consumer needs by making measurement standards set by the company, on the product and service so that it is in accordance with what is expected by consumers.

Work Discipline

There is a need for efficiency and order in a business to enforce work discipline and get the best results. A positive work environment will have an impact on employee work discipline. This will certainly make them more excited to complete their work well. Work discipline is essential for organizational and business development, and it is very useful in encouraging employees to exercise self-control when completing tasks both individually and as a team

Work discipline is a person's awareness and willingness to obey all company regulations and applicable social norms according to Hasibuan in (Tarigan & Aria Aji Priyanto, 2021). Awareness is a person who freely complies with all laws and is aware of his obligations, while willingness refers to the willingness to refer to the company's stated or unwritten policies.

Work Productivity

Work productivity is a comparison between the quality and quantity of labor in a certain period of time to achieve work results and achievements effectively and efficiently with available resources. Work productivity is the key word in the company. In any company, every employee is usually required to carry out productive activities. If employees are productive, it will have a good impact on the company, at the very least, it will increase sales figures. However, not necessarily every employee can be productive continuously, sometimes it decreases, so it needs a stimulus to increase employee performance productivity.

According to Kusriantoro in (Williianti in (Hery, 2020), productivity is a comparison between the results achieved and the participation of the labor force in time union. The role of the workforce here is the use of resources and is effective and efficient. In general, work productivity is measuring quality and quantity in certain units to achieve results effectively.

Theoretical Framework

The writing framework uses the product quality variable (X1), the work discipline variable (X2) and the work productivity variable (Y). Dependent variables will be influenced by independent variables, among others, the influence of product quality (X1) and work discipline (X2) which are human resource activities that have an influence on the dependent variable, namely Work Productivity (Y).

Hipotesis Penelitian

RESULT AND DISCUSSIONS

Respondents Data

The gender of the respondents from the results of the questionnaire, the number of female respondents was 52 people, if percentaged, it was as much as 52% of the total respondents.

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And the number of male respondents is 48 people, and if it is percentaged, it is as much as 48%. From the data, it can be concluded that the questionnaire was distributed to respondents almost equally between men and women.

For the age of the respondents from the results of this writing, it was found that the number of respondents who were less than 20 years old was 39 people, if percentaged, it was as much as 39% of the total respondents, while for respondents who were 20 to 25 years old as many as 55 people, if percentaged, as many as 55% of the total respondents, and those over 25 years old as many as 6 people, and if it is percentaged, it is as much as 6% of the total respondents. So it can be concluded from the data that most of the respondents are less than 20 years old to 25 years old. PT Indonesia Epson Industri has 2 types of employee status, namely contract employees and permanent employees. In this study, for the status of respondents' employees from the results of the questionnaire, it was found that the number of respondents with permanent employee status was 6 people, if percentaged, it was as much as 6% of the total respondents.

For respondents with contract employee status, there are 94 people, and if percentaged, it is as much as 94% of the total respondents. From this data, it can be concluded that most of the respondents are contract employees. PT Indonesia Epson Industri has an employment period for each period of time employees work. For the working period of the respondents from the results of the questionnaire, it was found that the number of respondents who worked for less than one year was 37 people, if it was percentaged, it was 37% of the total respondents, for the working period of respondents who worked for more than one year as many as 46 people, if it was percentaged, it was as much as 46% of the total respondents, and for the working period of respondents who worked for more than three years as many as 17 people, If it is percentaged, it is as much as 17% of the total respondents. So it can be concluded from the data that most of the respondents are those who have worked for more than 1 year.

Validity Test Results

Table Validity Test Result of Product Quality

No	Questionnaires	R _{Count}	R _{Table}	Result
1	X1.1	.458	0.193	Valid
2	X1.2	.537	0.193	Valid
3	X1.3	.556	0.193	Valid
4	X1.4	.612	0.193	Valid
5	X1.5	.650	0.193	Valid
6	X1.6	.459	0.193	Valid
7	X1.7	.534	0.193	Valid
8	X1.8	.577	0.193	Valid

Sources: Data from SPSS (2023)

Based on the results of the study, it was obtained that the value of the table was 0.193, and the value of Sig.(2-Tailed) was greater than the value of the significance level of 0.05, so it can be concluded that all of these statements are valid and suitable to be used as instruments in the research.

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Reliability Test Results

Table 2 Reliability Test Result Product Quality

Reliability Statistics

Cronbach's Alpha	N of Items
.722	9

Sources: Data from SPSS (2023)

Based on the table above, it is known that Cronbach's alpha value is greater than 0.6, which is $0.722 > 0.6$. Based on these results, it can be concluded that all statements from the product quality variable (X1) are declared reliable, so they can be used as research instruments.

Reliability Test Results of Work Discipline Variable (X2)

Table 3 Reliability Test Results of Work Discipline Variable (X2)

Reliability Statistics

Cronbach's Alpha	N of Items
.749	9

Sources: Data from SPSS (2023)

Based on the table above, it is known that Cronbach's alpha value is greater than 0.6, which is $0.749 > 0.6$. Based on these results, it can be concluded that all statements from the work discipline variable (X2) are declared reliable, so they can be used as research instruments.

Reliability Test Result Variable Work Productivity (Y)

Table 4 Reliability Test Result Variable Work Productivity (Y)

Reliability Statistics

Cronbach's Alpha	N of Items
.763	9

Sources: Data from SPSS (2023)

Based on the table above, it is known that Cronbach's alpha value is greater than 0.6, which is $0.763 > 0.6$. Based on these results, it can be concluded that all statements from the work productivity variable (Y) are declared reliable, so they can be used as research instruments.

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Descriptive Analysis Test Results

Based on the data that has been collected and identified, a descriptive analysis will be carried out to determine the descriptive variables of product quality and work discipline on work productivity. In this analysis, it explains the calculation, mean, and standard deviation of each variable. In this study, a questionnaire was used, the results of which were measured using a likert scale with 5 alternative answers. Where the sum of the score of 5 is the highest number of scores, while the score of 1 is the lowest number of scores. Respondents' assessments are based on the following criteria:

$$\frac{\text{Interval} = \text{Highest Score} - \text{Lowest Score}}{\text{Total Number}} = \frac{5 - 1}{5} = 0,80$$

From the results of the interval calculation above, the assessment limit for each of the variables is determined by the following criteria (Sugiyono, 2019):

1.00 – 1.80 = Very low/ strongly disagree

1.81 – 2.60 = Low/disagree

2.61 – 3.40 = Medium/neutral

3.41 – 4.20 = Vote

4.21 - 5.00 = Very high/strongly agree

Product Quality Variables

The results of the descriptive analysis test on 100 respondents can be seen that the most answers given are found in the question item point X1.6, which is as many as 84 respondents answered "strongly agree", namely with the question "I used to use personal protective equipment at work to prevent work accidents".

Work Discipline Variables

The results of the descriptive analysis test on 100 respondents can be seen that the most answers given are found in the question item point to X2. 5, namely as many as 86 respondents answered "very agree", namely with the question "I always use personal protective equipment in the work area".

Work Productivity Variables

The results of the descriptive analysis test on 100 respondents can be seen that the most answers given are found in the question items to Y2 and Y8, which are as many as 80 respondents answered "strongly agree".

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Classical Assumption Test Normality Test

The normality test is used to determine whether the term error is close to the normal distribution. To test whether a data is normally distributed or not, one way can be seen from histogram and P-plot graphs.

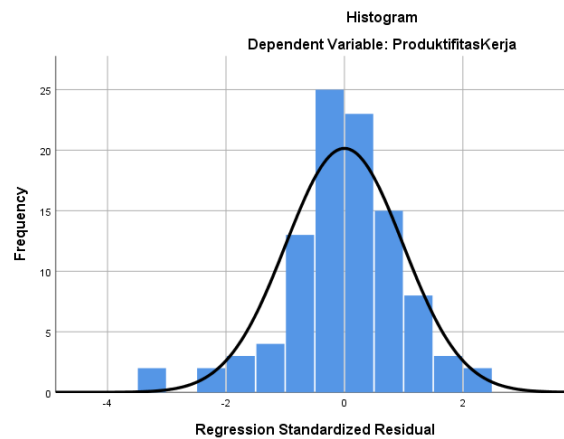


Figure 1 Histogram of Normality Test Result
Sources: Data Proceed SPSS V.26.0. 2023

Based on the histogram chart above, it can be seen that the work productivity variables are normally distributed. This is shown by the distribution of data from the histogram chart above the chart form above is neither inclined to the right nor leaning to the left.

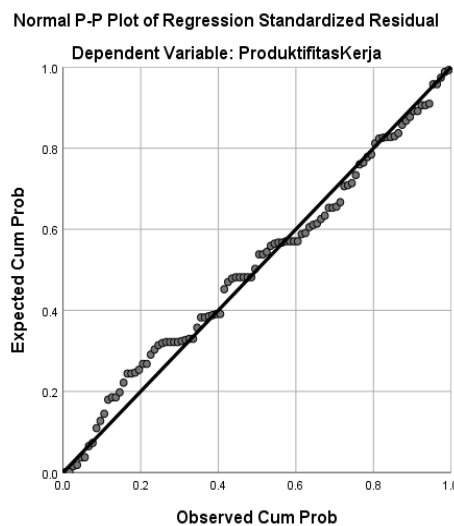


Figure 2 P-Plot Normality Test Result
Sources: Data Proceed SPSS V.26.0. 2023

Based on the results of the P-plot graph above, it can be seen that the spread of the points spreads on the diagonal line, so it can be concluded that the P-plot is normally distributed.

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Multicollinearity Test Results

The multicollinearity test is used to detect the presence or absence of multicollinearity seen from the tolerance and VIF values. The test criteria for this multicollinearity test is that if the VIF value < 10.00 and the tolerance value > 0.10, it can be concluded that no multicollinearity occurs.

Table 5 Multicollinearity Test Results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	-1.348	2.768		-.487	.627		
kualitas produk	.278	.088	.234	3.151	.002	.587	1.704
disiplin kerja	.754	.085	.658	8.848	.000	.587	1.704

a. Dependent Variable: produktivitas kerja

Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, the results of the multicollinearity test in this study stated that there is no multicollinearity problem in this writing regression model. It can be seen in the tolerance table, the independent variables are product quality variables (X1) and work discipline variables (X2) with a tolerance value of 0.587 then $0.587 > 0.10$ and in the VIF table of 1.704 then $1.704 < 10.00$.

Heteroscedasticity Test Results

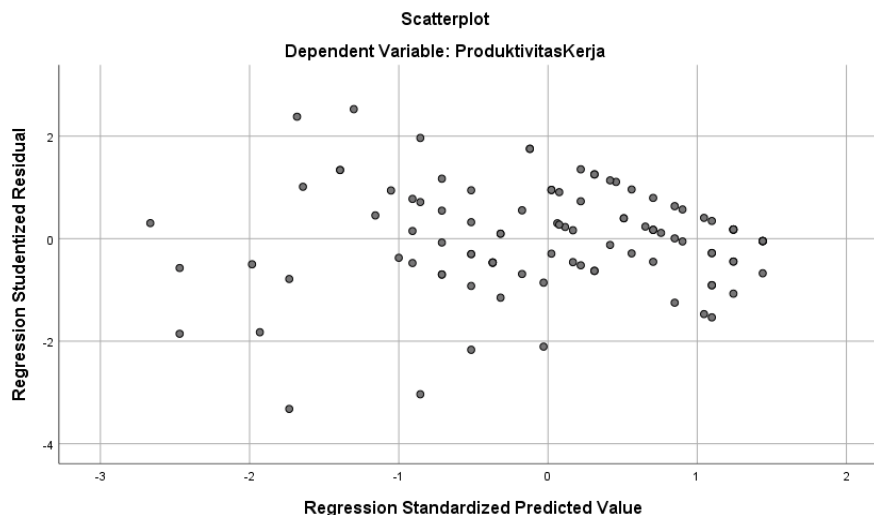


Figure 3 Heteroscedasticity Test Results

Sources: Data Proceed SPSS V.26.0. 2023

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Based on the output of the scatterplot in the image above, it can be seen that the dots spread out and do not form a specific pattern. Therefore, it can be concluded that there is no Heteroscedasticity result in the regression model in this study. So that the regression model in this study is suitable for use in work productivity.

Multiple Linear Regression Analysis Test

Multiple linear regression tests are carried out to find out how much influence independent variables and dependent variables have in a study. The results of the multiple linear regression calculation with the spss program are as follows:

Table 6 Multiple Linear Regression Analysis Test Result Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.348	2.768		-.487	.627
Product Quality	.278	.088	.234	3.151	.002
Work Discipline	.754	.085	.658	8.848	.000

a. Dependent Variable: Produktivitas kerja
 Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, it can be explained about the multiple linear regression equation in this study. The formula for the multiple linear regression equation in this study is as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = -1,348 + 0,278 + 0,754 + e$$

Which explained below:

- Y = Work Productivity
- X₁ = Product Quality
- X₂ = Work Discipline
- b = Linear Regression Coefficient
- e = Error

The coefficient of product quality variables (X₁) is 0.278, meaning that if product quality is improved, work productivity at PT Indonesia Epson Industri in Cikarang will increase by 0.278. The coefficient of work discipline variables (X₂) is 0.754, meaning that if work discipline is improved, work productivity at PT Indonesia Epson Industri in Cikarang will increase by 0.754.

Correlation Coefficient Test (R)

The correlation test is used to determine how strong the relationship between two or more variables is between the independent variable and the dependent variable.

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Table 7 Correlation Coefficient Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	.828 ^a	.686	.679	1.445	.686	105.721	2	97	.000

a. Predictors: (Constant), Work Discipline, Product Quality

b. Dependent Variable: Produktivitas kerja

Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, it is known that the significance value of f change is $0.000 < 0.05$. Therefore, it can be concluded that the variables of product quality (X1) and work discipline (X2) have a significant relationship with the variable of work productivity (Y). The form of relationship between product quality variables and work discipline has a positive relationship, as seen from the results of the R value of 0.828. This proves that there is a relationship between the variables of Product Quality and Work Discipline which is stated to have an effect on the variable of Work Productivity.

Determination Coefficient Test (R2)

The R2 test is used to measure how far the model is able to explain the variants in the bound variables. In this study, the R2 determination test was used.

Table 8 Determination Coefficient Test (R2)

Model Summary

Model	R	R Square	Adjusted R Square
1	.828 ^a	.686	.679

a. Predictors: (Constant), Work Discipline, Product Quality

b. Dependent Variable: Produktivitas kerja

Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, from the results of the R2 test, an adjusted R2 value of 0.679 was obtained if it was a percentage of 67.9%. This shows that the percentage influence of independent variables, namely product quality (X1) and work discipline (X2), can have an influence of 67.9% on the bound variable, namely work productivity (Y) and the remaining 32.1% is influenced by other factors.

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Hypothesis Test

Test T (partial)

The T test in this paper is used to determine the influence of each independent variable partially, namely the product quality (X1) and work discipline (X2) variables on the dependent variable, namely Work Productivity (Y).

Table 9 Test Results T

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	-1.348	2.768		-.487	.627
Product Quality	.278	.088	.234	3.151	.002
Work Discipline	.754	.085	.658	8.848	.000

a. Dependent Variable: Produktivitas kerja
Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, the following conclusions can be drawn:

Product Quality Variable (X1)

Based on the results of the analysis test on the product quality variable in the table above, the calculation for the product quality variable is obtained which is 3.151. By using the t-distribution table that was sought with the significance test level, $\alpha = 0.05$ (2-sided test) with df (degree of freedom) $100 - 2 - 1 = 98$, then the result obtained for the ttable was 1.984. Because the tcount value $>$ ttable ($3.151 > 1.984$) with the sig value (0.002), H_0 was rejected and H_a was accepted, meaning that the Product Quality Variable partially had a significant effect on work productivity (Y) at PT Indonesia Epon Industri in Cikarang.

Work Discipline Variable (X2)

Based on the results of the analysis test on the product quality variable in the table above, the calculation for the product quality variable is 8.848. By using the t-distribution table that was sought with the significance test level, $\alpha = 0.05$ (2-sided test) with df (degree of freedom) $100 - 2 - 1 = 98$, then the result obtained for the ttable was 1.984. Because the tcount value $>$ ttable ($8.848 > 1.984$) with the sig value (0.000), H_0 was rejected and H_a was accepted, meaning that the Product Quality Variable partially had a significant effect on work productivity (Y) at PT Indonesia Epon Industri in Cikarang.

Test F (Simultaneous)

In this writing, the F test is used to test together whether or not there is an influence between the independent variables, namely product quality (X1) and work discipline (X2) and the dependent variable, namely work productivity (Y) partially.

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**Table 10 F-Test Result Analysis
ANOVA^a**

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	441.603	2	220.801	105.721	.000 ^b
	Residual	202.587	97	2.089		
	Total	644.190	99			

a. Dependent Variable: Work Productivity

b. Predictors: (Constant), Work Discipline, Product Quality

Sources: Data Proceed SPSS V.26.0. 2023

Based on the table above, the F value is calculated as 105,721, using a confidence level of 95%, namely $\alpha = 0.05$, then $df = 100 - 2 - 1 = 97$ and the F value of the table obtained is 3.09. Because $F_{cal} > F_{table} = 105.721 > 3.09$, it can be concluded that H_0 was rejected and H_a was accepted, which means that product quality (X1) and work discipline (X2) have a significant influence together on work productivity (Y) at PT Indonesia Epson Industri in Cikarang.

RESULT AND DISCUSSIONS

From the results of the above study, the most dominant characteristics of respondents filling out the questionnaire in this study are women, namely 52 respondents, while for the age of the most dominant respondents at the age of 20-25 years, then 94 respondents have the status of contract employees and the rest are permanent employees. In the validity and reality test to 100 respondents of PT Epson employees, and the results of the questionnaire were declared valid and also realistic, then the researcher conducted the next test.

Then for the results of the classical assumption test using data from 100 respondents of PT Epson employees, it was declared normal because there was no multicollinearity and there was also no heteroscedasticity in this study. The results of the multiple linear regression test showed that the variables of product quality and work discipline had a positive influence on the variables of work productivity. Then in the correlation coefficient test (R) that the product quality variable and work discipline have a relationship with work productivity of 0.828 or 82.8%, in addition, in the determination coefficient test (R²) shows that there is an influence of 0.679 or 67.9% on the product quality variable and work discipline on work productivity.

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CONCLUSIONS AND SUGGESTIONS

Conclusions

Based on the description that the author has described the research data that has been collected and then processed and analyzed, the author can conclude as follows:

1. There is an effect of product quality on work productivity at PT Indonesia Epson Industri in Cikarang. The results of the multiple linear regression analysis test showed that the product quality variable had a positive and also significant influence on work productivity.
2. This is shown by the tcount value greater than the ttable ($3,151 > 1,984$) with a sig value of 0.002, then H_0 is rejected and H_a is accepted, meaning that the product quality variable (X1) partially has a significant effect on the work productivity variable (Y).
3. There is an influence of work discipline on work productivity at PT Indonesia Epson Industri in Cikarang. The results of the multiple linear regression analysis test showed that the work discipline variable had a positive and significant influence on work productivity. This is shown by the tcount value greater than the ttable ($8,848 > 1,984$) with a sig value of 0.000, then H_0 is rejected and H_a is accepted, meaning that the work discipline variable (X2) partially has a significant effect on the work productivity variable (Y).
4. There is an influence of product quality and work discipline on work productivity at PT Indonesia Epson Industri in Cikarang. The results of the regression analysis test of the F test showed that the variables of product quality and work discipline had a positive and also significant influence simultaneously on the variables of work productivity. This is shown by the Fcal value of 105.721 which is greater than the Ftable value of 3.09 and the significance value of 0.000 is less than the probability value of 0.05. The value of the determination coefficient (Adjusted R2) is 0.679 which means that the variables of product quality and work discipline are able to explain the work productivity variable of 67.9%, while the remaining 32.1% is influenced by other factors that are not included in this study.

Suggestions

1. Based on the results of previous research, the author realizes that there are still limitations and mistakes in this research. This writing is expected to make a useful contribution to other parties who read it. The suggestions that can be submitted are as follows:
2. Product quality and work discipline need to be improved so that work productivity at PT. Indonesia Epson Industries in Cikarang can run according to what is expected. This is because the results in this author state that product quality and work discipline have a significant effect on work productivity.
3. This research of course still has limitations and errors, so it is necessary to conduct other tests and also factors that affect product quality and work discipline at PT. Indonesia Epson Industry in Cikarang by adding more independent variables.

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- The results of this study are expected to be useful for those who read it, both for insight and for further research.

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