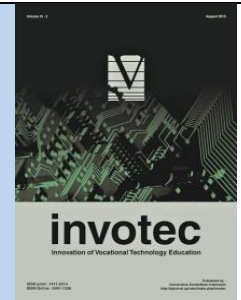




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### Total Personal Quality of University Students in Medan, Indonesia

Nathanael Sitanggang<sup>1</sup>, Putri Lynna A. Luthan<sup>2</sup>, and Abdul Hamid K.<sup>1</sup>

<sup>1</sup> Study Program Building Engineering, Faculty of Engineering, UNIMED, Medan, Indonesia

<sup>2</sup> Civil Engineering Program, Faculty of Engineering, UNIMED, Medan, Indonesia

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##### Authors email:

[putri.lynna@unimed.ac.id](mailto:putri.lynna@unimed.ac.id)

#### ABSTRACT

The research aims to study the students' personal total quality at universities in Medan, Indonesia. The research method is a survey at four universities in Medan namely the State University of Medan, North Sumatra Muhammadiyah University, HKBP Nommensen, and the Islamic University of North Sumatra. The respondents amounted to 380 students who have been determined proportionally through random sampling. The research instrument was a questionnaire with a reliability coefficient of 0.82. Results of the study found that 31.05% variable quality of students belong to the category of the personal total which is very high and 67.37% belong to a high category. However, there is 1:58% total quality of students classified categorized as low. The results were found to give instructions to the universities to keep working to improve students' personal total quality as the individual characteristics. The individual characteristics of students are very important to note the whether the increase due to the individual characteristics affects work motivation, performance, career development, and job satisfaction.

#### 1. Introduction

Integrated Quality Management (MMT) is a methodology that helps education professionals answer the environmental challenges of today. MMT serves to improve the quality of education and public confidence in the education unit or college. If the MMT concept is implemented to higher education, it will have the characteristics of quality, namely: focus on customer, total involvement, measurement, commitment and continuous improvement (Arcaro, 2006). Therefore, one of the pillars of quality for a university is to focus on customers. Schools or colleges become an integrated quality demanded of harmonious relationships with customers. In this context, customers are college students and their families because they are reaping the benefits of higher education. Parental involvement as a customer is that parents who send their children to a particular study program at the college. Universities have internal and external customers. Internal customers are students, parents, faculty, administrative personnel who are in the education system, while external customers are people, companies, and other stakeholders that utilize the output of the educational process.

However, there is also the opinion that the students are the main external customers (Sallis, 2015). In Medan, there are four private and public universities that produce prospective teachers, namely: University of Medan (UNIMED), Muhammadiyah University of North Sumatra (UMSU), HKBP Nommensen (UHN), and the Islamic University of North Sumatra (UISU). Those four universities recruit new students through the college entrance examination. As an illustration, the number of student teachers (teacher candidates) in 2016 at four universities amounted to 6416 people, consisting of UNIMED as many as 3,822 people (59.57%), UMSU as many as 986 people (15.37%), UHN as many as 1,468 people (22.88%), and UISU as many as 140 people (2.18%) (Forlap.dikti.PDPT, 2017). The data above show the number of students in the fourth student at the University of uneven and unbalanced. The imbalance of the number of students may be due to several factors such as the individual characteristics such as quality personal total students, student satisfaction factors, factors of service quality lecturers, completeness factor learning facilities, learning quality factor, the factor of student interaction with faculty, and service quality factors administrator. Some research found that the factors of individual students and the quality of student interaction with faculty is the strongest predictor significantly influence student satisfaction (Avsec, Rihtaršič, & Kocijancic, 2014), and the quality of learning is an intermediate variable to student satisfaction (Arcaro, 2006). Therefore, this study focuses on discussing the quality of students' personalities as individual characteristics.

Improving the quality of students' personality total quality will increase the competitiveness of graduates. The quality of students' personalities total is an effort to build student leadership (self-leadership) to build a leadership team, and will eventually be able to build the organization's leadership (organizational leadership). Associated with total quality person as the individual characteristics, Gaspersz (2012) described that qualified individuals are qualified personal total (Total Quality Person) who can build leadership themselves (self-leadership). Furthermore, Gaspersz (2013) described that quality personalized total was a person who has a personal a leadership, planning (planning), and repairs/continuous improvement (continuous improvement). The above description emphasizes total personal quality as personal leadership, which is commonly called self-leadership. Yukl (2007) used the term to describe the self-management of self-leadership, while Blanchard (2007) used the term leader himself. Self-management strategies include behavioral and cognitive strategies. The Behavioral strategy consists of self-esteem, self-punishment, self-monitoring, goal setting alone, exercise alone, and modify cues. Self Esteem: Praise yourself if you have managed to do something right, and reward for yourself when you successfully perform a task that is relatively difficult or have reached the goal; Punishment yourself: using criticism or punishment to yourself after acting in an improper way, after making a careless mistake; Supervision yourself: watch your own behavior to pay attention to what you have done and how others react; Targetting own: you designate a realistic target for the task you are going to finish, including the sub-goals that can be reached soon; Exercise alone: for behaviors or skills is more difficult, practice on a regular basis to improve their skills and build your confidence because you have been able to do so; and

modification of cues: juggle certain cues in the immediate physical environment, such as migrating to write a report, if there is one thing that you dislike in its original place. Meanwhile, cognitive strategy consists of: cheer themselves positively and mental exercise. Encourage yourself positively: this strategy will help you build confidence and optimism to perform tasks more difficult. Encouraging self (self-talk) positively will emphasize positive thinking and optimistic, to avoid negative thoughts pessimistically; and mental exercise: This strategy is called mental imagery (mental imagery), done for exercise behaviors to complete the tasks quite difficult. Do not give in when faced with the task more difficult levels, but be persistent mentally practicing a skill to be mastered well. In connection with qualified individuals, Colquitt, Lepine, & Wesson (2009) describes the characteristics of the individual with the terminology of the individual mechanisms (individual mechanisms). Individual mechanisms consist of job satisfaction (job satisfaction), stress (stress), motivation (motivation), confidence (trust), justice (justice), ethics (ethics), and decision making. From the above, it can be concluded that the essence of total quality is an individual qualified personal integrity. Siegel et al. (2016) described the eight-step development of qualified individuals of integrity, namely: 1) the characters can emulate, 2) communications, 3) appreciate the candor, 4) humble, 5) show support to others, 6) pursuing fulfill a promise, 7) have an attitude of service, and 8) encourage participation in both directions with others and decision making.

Based on the background and theoretical basis described above, it is known that the quality of the total private student as an individual characteristic is very important to learn, because of some previous studies found that individual characteristics significantly influence employee motivation, performance, self-development and job satisfaction. Total quality private individuals classified as high category will be ready to follow the learning, be able to interact with others, and be able to develop their potentials, so as to obtain better results. The research aims to study the picture quality of the total private students at the college in Medan can be used as consideration for recruiting new students.

## **2. Material and Methods**

Item prepared statement with a Likert scale model with a scale of 1 to 5 is used. Number 1 means that rate does not have the capability at all and never did, while figure 5 shows the ability of very high and always done. The data analysis technique used is the product-moment correlation technique from Karl Pearson (Sarwono, 2006) to determine the validity of each item statement, and Alpha coefficient formula (Djaali & Muljono, 2004) to test the reliability of the questionnaire. The Normality test was analyzed by Kolmogorov-Smirnov Test. After the tests, the instrument, from 36-point statement total quality of students' personalities instruments obtained 32 valid items. The Instrument reliability coefficient is equal to 0829. Figures 1 means that rated not have the capability at all and never did, while figure 5 shows the ability of very high and always done. The data analysis technique used is the product-moment correlation technique from Karl Pearson (Sarwono, 2006) to

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### **3. Results and Discussion**

Based on the answers, it is shown that respondents obtain information on the quality of students' personal total in Medan, which is explained by the results of descriptive statistical analysis. After the score decomposition then there is the lowest score 72, highest score 156, arithmetic mean (Mean) 124.06, median (Me) 124, the mode (mode) 124, the standard deviation (standard deviation) 11.76, the highest score of 160 is ideal. The ideal lowest score of 32, the mean ideal score of 96 and a standard deviation of 21.33 ideal. The detailed results of descriptive analysis related to respondents' answers selected statements can be seen from the analysis of the frequency distribution of grouped data presented by Table 1.

**Table1.** Variable frequency distribution of total quality score personal students on universities in Medan

Class	Class Grade	Absolute Frequency	Relatives (%) Frequency	Cumulative (%) Frequency
1	72 – 80	1	0,26	0,26
2	81 – 89	0	0	0,26
3	90 - 98	6	1,58	1,84
4	99 - 107	18	4,74	6,58
5	108 - 116	70	18,42	25,00
6	117 - 125	118	31,05	56,05
7	126 - 134	91	23,95	80,00
8	135 - 143	64	16,84	96,84
9	144 – 152	11	2,89	99,73
10	153 - 161	1	0.26	100,00
Total		380	100,00	

The frequency distribution of Student Personal Total Quality score is shown in the histogram in Figure 1.

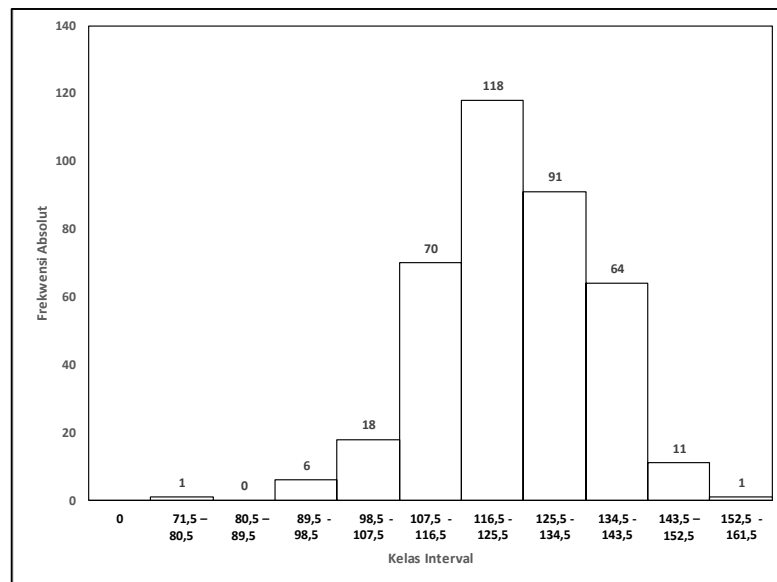


Figure 1. Histogram personal quality score students

Summary grouping of data as described are made in four categories. Guided by criteria, this study obtained a personal total quality variable tendency of students in Medan as shown in Table 2.

Table 2. Personal total quality variable tendency of student in Medan

Class	Interval Grade	Frequency Of Observation	Relative (%) Frequency	Category
1	130 - 160	118	31,05	Very High
2	97 - 129	256	67,37	High
3	64 - 96	6	1,58	Low
4	32 - 63	-	-	Very Low
Total		380	100,00	

Source: Sitanggang, Luthan, and Hamid (2019)

Based on Table 2, the obtained degree of inclination variable Quality of personal total of 31.05% belong to the category of very high, 67.37% belong to the category of high, 1.58% belong to the low category. Thus, concluded that the level of total quality personal inclination students at the college in Medan classified as high category. However, a concern for the university because there are 1.58% of the students have a personal total quality is low.

It has been shown that the quality personal total in the four universities studied results in as follows: University A obtained the lowest score 72, highest score 156, arithmetic mean (Mean) 122.65, median (Me) 122, the mode (mode) 124, the standard deviation (standard deviation) 11.776. The level of the total quality variable tendency of 27.88% private student belonging to the category of very high, 70.68% belong to the category of high, 1.44% belong to the low category. The level of total quality of students' personalities tendencies in University A classified as high category, although there are still students who have a 1.44% total personal quality is low. Furthermore, the quality of students' personal total in University B obtained the lowest score 97, highest score 143, arithmetic mean (Mean) 125.67, median (Me) 124.50, mode (mode) 123, the standard deviation (standard deviation) 10.121. The level of the total quality variable tendency of 38.33% private student belonging to the category of very high and 61.67% belong to a high category. The level of total quality of students' personalities tendencies in University B relatively high category. Likewise, in University C, overview of total quality private student obtained the lowest score 99, highest score 152, arithmetic mean (Mean) 127.49, median (Me) 129, the mode (mode) 124, the standard deviation (standard deviation) 11.093. The level of the total quality variable tendency of private students by 45% belong to the category of very high, and 55% belong to a high category. The level of total quality of students' personal inclination in University C classified as high category. Recently in University D, picture quality personal total 95 students obtained the lowest score, highest score 142, arithmetic mean (Mean) 121.59, median (Me) 123.00, mode (mode) 95, standard deviation (standard deviation) 14.249. The level of the total quality variable tendency of 34.38% private student belonging to the category of very high, 56.25% classified as a high category, and by 9.37% classified as a low category.

Overall the combined data as well as it is own in each college, the research found illustrates that, the level of the total quality variable tendency of students belonging to private high category. However, there is still a private student total quality overall in Medan are classified as a low category of 1.58%. These findings provide clues to the university in the city of Medan, to organize training management functions on an ongoing basis, especially planning functions (planning) and personal leadership (personal leadership) to students to improve the quality of his personalities total. Through the training, students will be more skilled at making planning (planning) activities, used to build the vision and mission, and trained to lead ourselves. Sitanggang, Luthan, and Hamid (2019) explains that the quality of personal total is a factor that can affect satisfaction. Efforts to improve the quality of students' personalities total highly regarded by the university because the quality of students' personalities total is the individual characteristics that differentiate individuals with other individuals.

Individual differences may affect the achievement of competency. Karimnia and Mahjubi (2013) found that individual differences provide a significant difference between intuition and sensors associated with an expressive text translation. Lumbanraja (2008) also found that the individual characteristics directly influence employee satisfaction and employee commitment to the organization. Some of the research findings on the characteristics of individuals who successfully explored include: Musriha (2013), Pujiwati and Susanti (2015), Rehman, Imdad Ullah, and Abrar-ul-haq (2015), and Ayub (2018) concluded that the individual characteristics significantly influence employee motivation, performance, career development labor, and job satisfaction. However, the findings Syaifuddin (2017) in contrast to the findings of previous research. Syaifuddin found that individual characteristics did not affect the job satisfaction, but the individual's competence significantly influences job satisfaction. This gives a hint that remains open opportunities for further research to learn or study about the characteristics of the individual. Workforce career development and job satisfaction. However, the findings Syaifuddin (2017) in contrast to the findings of previous research. Syaifuddin found that individual characteristics did not affect the job satisfaction, but the individual's competence significantly influences job satisfaction. This gives a hint that remains open opportunities for further research to learn or study about the characteristics of the individual. Workforce career development and job satisfaction. However, the findings Syaifuddin (2017) in contrast to the findings of previous research. Syaifuddin found that individual characteristics did not affect the job satisfaction, but the individual's competence significantly influences job satisfaction. This gives a hint that remains open opportunities for further research to learn or study about the characteristics of the individual.

#### **4. Conclusion**

Based on the results of research and discussion, it can be concluded that the results were found to prove the level of the total quality variable tendency of private students in Medan tend to belong to a high category. However, the quality of students' personalities total is an important characteristic of individual attention from the college because there are 1:58% of the students who have a low personal total quality. Efforts to improve the quality of students' personalities total as the individual characteristics can be done by organizing training management functions on an ongoing basis, especially planning functions and Personal leadership. Through the training, students will be more skillful in planning activities, able to build the vision and mission, and trained to lead themselves.

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