

Quality Productivity and Performance: A Bibliometric Analysis (2015-2020)

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Abstract

This study discusses the quality control group with the method used to solve a problem in the process of developing and improving quality regularly, voluntarily and continuously in the field of work by implementing quality control principles and techniques. Quality is one of the characteristics of a product or service that is determined by the user. Efforts to improve the quality and productivity as well as the performance of a work unit towards the business world and bureaucracy, really need to be carried out on an ongoing basis so that it can function and achieve its goals properly and optimally. In this article, we will manage and explore research on productive quality and employee performance through Bibliometric Analysis from 2015 to 2020 by displaying visualizations of various graphs and tables that can present the extent to which research on this matter has been carried out and published from various indexed journals by scopus.

Keywords : Bibliometrics, Quality, Productivity, Performance, and Vosviewer

Introduction

Increasing productivity can be done in various approaches, including increasing efficiency in the input sector or increasing the output of the input units used in the process. Input efficiency can be done by reducing production costs, especially labor costs. So that the concept of "Quality Control Group" (GKM) emerged or also called Quality Control Circle (QCC). In line with the flow of globalization, the term GKM or QCC is increasingly being used as an approach in an effort to achieve Total Quality Management (TQM) or integrated quality management. A quality management system is a set of documented procedures and standard practices for system management aimed at ensuring the conformity of processes and products to specific needs or requirements. Another definition of Quality Control Group is a number of employees with similar jobs who meet regularly to discuss and solve work and environmental problems with the aim of improving business quality by using quality control tools. Efforts to improve quality and productivity as well as the performance of a work unit to improve the business world and bureaucracy need to be carried out on an ongoing basis in order to function and achieve optimal goals. Since time immemorial, especially in Europe and the United States, 93 management concepts and organizations have been developed that aim to improve organizational performance. Among other things, Max Weber's concept of bureaucracy can be put forward.

The development of a high-quality secondary professional education system training skilled workers and mid-level professionals to work in high-tech and advanced service industries is a real socio-pedagogical problem. The increasing need for professional and personal qualities of modern employees is related to the needs and competition of society. efficient formation of general and professional competence of students as defined by federal state educational standards, possible when the subject of the necessary conditions and systematic evaluation of the quality of the educational process through effective techniques.

In order to determine reliable intermediate and final results of professional training, monitor the dynamics of professional and personal development, determine the rating of individual students and the ranking of training groups that we have developed and participate in professional educational institutions carry out analytical model conditions and evaluation of the quality of education. It is based on mathematical analysis methods and quantitative and qualitative statistical indicators that take into account the attendance of training sessions, performance in theoretical and practical learning processes and outcomes, student participation and achievement in professional creativity activities (Masalimova, AR, & Chibakov, AS, 2016).

Crowdsourcing is the outsourcing of work to a group of people through an open call for contribution (Howe 2006). In crowdsourcing, a group of people (called applicants) submit assignments to a crowdsourcing platform (or service); other groups of people (workers making up the crowd) contribute to completing the task. The result of completing a task is called an output. Applicants can evaluate outputs and reward workers depending on their individual qualities; in situations where the applicant delegates responsibility for quality control to the crowdsourcing platform, the output can be checked and rewarded directly and automatically by the crowdsourcing service itself.

Rewards can be in the form of money, gifts, reputation badges, or the like (Minder and Bernstein, 2012). Researchers have developed a supporting methodology that enables planning, implementation, and analysis of empirical studies in Software Engineering (SE). Thus, the number of controlled experiments in this area has grown over the years. However, submitting reliable results to experiments is still one of the great challenges of the SE community. According to Neto & Conte, to get the right conclusions from an experiment, researchers must identify and deal with the factors that can cause the results to be misinterpreted, from the planning stage to the reporting stage (Teixeira, E, 2018).

Crowdsourcing is becoming popular for tasks that humans can do well, such as image labeling, text translation, and categorization. One common problem observed in various crowdsourcing markets (eg, Amazon's Mechanical Turk [1] and oDesk [5]) is the difference in the quality of workers. Some workers may be very good at certain tasks and some may be very bad. The disadvantage of workers may be that their performance is poor because they do not have the necessary training or because they are spammers (for example, workers who are simply trying to maximize their income regardless of the task they are doing) (Venetis, P., & Garcia-Molina, H, 2012). Industry 4.0 represents the fourth industrial revolution, leading to smart, connected and decentralized production. The core aspect is the continuous communication between people, machines and products throughout the production process made possible by the cyber physical production system (CPPS). The overall goal is to increase cost and time efficiency, and improve product quality, which requires a broad understanding of the possible technologies and methods and tools (Albers, A., Gladysz, B., Pinner, T., Butenko, V., & Stürmlinger, T., 2016).

The big responsibility of the Indonesian government is the quality of education. The low quality of education in Indonesia in terms of educational resources, facilities and infrastructure, management of guidance and counseling, finance and educational leadership are factors that need to be considered. In addition, external factors such as low political participation, economic impartiality towards education, socio-culture, low use of science and technology also affect the quality of education. With increasing market competition, successful change management is critical to the survival and success of a company (Todnem By, 2005). Therefore, quality improvement and innovation have become established strategies as companies seek to create and maintain their competitive position (Pekovic and Galia, 2009). Some authors argue that quality improvement and innovation are new central concepts in the form of corporate economic theory and business behavior models.

Literature Review

The philosophy and spirit of productivity has existed since the dawn of civilization because the meaning of productivity is the desire (the will) and the effort (effort) human beings to always improve the quality of life and livelihood in all field. Conceptually, productivity is the relationship between output or organizational results with the required inputs. Productivity can quantified by dividing the output and input. Increase productivity can be done by improving the productivity ratio, by producing more output or better output with input level certain resources (Blecher, 1987:3 in Wibowo, 2007:265).

Productivity is seen as a more intensive use of convergence resources such as labor and machinery which, when measured precise and really shows an appearance or efficiency. In essence, through the productivity of management and policy makers direct the effectiveness and performance of individual organizations as a whole, which includes a few clear descriptions such as the absence of obstacles and difficulties rate of reversal, absenteeism and even customer satisfaction. Sedarmayanti stated in his book *Human Resources Dan Work Productivity*, that: Productivity has two dimensions of performance productivity, namely: effectiveness and efficiency. The first dimension relates to achievement for maximum performance, in the sense of achieving the related targets with quality, quantity and time. While the second dimension relates by comparing the input with the realization of its use or how the work is carried out (Sedarmayanti, 2009).

Based on the explanation above, it can be interpreted that to measure a productivity requires two dimensions, namely effectiveness and efficiency dimensions, both of which are interrelated with each other in achieving the desired target related, in the form of maximum quality. Talking about effectiveness is a measure that gives an idea of how far targets can be achieved. This definition of effectiveness is more output-oriented, while the input problem is

less of a special or major concern. By because it is related to work productivity, the level of effectiveness of the apparatus or employees are very important to produce an output. In contrast to effectiveness, the relationship between efficiency and productivity more oriented towards a measure in comparing usage planned inputs with the use of actually done. In short, the notion of efficiency here is more oriented on the input, while the problem of output (output) is less of a concern main (Sedarmayanti, 2009).

The research objective was to determine the Zakat Productive Utilization Optimization by charity organizations in Mustahiq Revenue Increases In Surabaya. The research methodology used to be a qualitative approach, with the strategy case study. Data collected by interview mustahiq thirteen recipients of zakat funds productively and two management staff related charity organizations. The analysis technique used is descriptive analysis. The result showed that the Reform zakat productive institutions in this regard PKPU channeled through seven flagship program. One of the programs in order to empower people to improve their economic program is PROSPECTS.

This Prospects program, in which there are programs SHG (Self Help Groups) and KUB (Joint Business Group), is a model of productive utilization of zakat by PKPU in increasing revenue mustahiq which according to researchers is optimal. This PROSPEK program, in which there are programs SHG (Self Help Groups) and KUB (Joint Business Group), is a model of productive utilization of zakat by PKPU in increasing revenue mustahiq which according to researchers is optimal. This is evidenced by the increase in revenue mustahiq, smoothness installment payments as well as the ability to sadaqah (Tika Widiastuti&Suherman Rosyidi, 2015)

Based on research that has done, then there are some conclusions that can be can be taken, among other things are none significant relationship of the variable employee variable engagement with effective productive behavior and there is no significant relationship between employee engagement variable with behavior productive and efficient. While the advice that researchers can give from research on the relationship between employee engagement and effective productive behavior and efficient productive behavior is to consider other variables that can be used as predictors for productive behavior variables, such as environmental factors, cultural factors and so on, consider satisfaction factors as a factor that affects the productive behavior of employees and the theory of productive behavior in this study can be said to be lacking, therefore further researchers should be able to add to the study of theories about productive behavior (Fransiscus Aprilian Sri WidodoSami'an, 2013).

The results study can be seen that the quality of service in the university library has a great influence in building user loyalty and user satisfaction. If user satisfaction increases, loyalty also increases. Thus, the library needs to continue to improve the quality of service, especially the effect of service and the quality of service by librarians.

Librarians are expected to be more empathetic towards users and keep improving their knowledge (Dyah Puspitasari Srirahayu & Sri Hartini & Tanti Handriana, 2020). The result of this study showed that job motivation and job satisfaction have no significant influence toward employees' performance, but does have a significant influence toward organizational commitment. It was also found that organizational commitment has a significant influence toward employees' performance.

This means that organizational commitment is a full mediation in this model of conceptual framework (Anis Eliyana, 2018). This study found that transformational leadership has direct significant effect on job satisfaction and organizational commitment. However transformational leadership cannot give significant impact to work performance when it is intervened by the organizational commitment as well as it cannot give direct impact on work performance (Anis Eliyana, 2019).

This study found Most of the respondents' personalities are in the Campers type ie 60.84%. People with this personality type tend to do strike because it is driven by the desire to gain a sense of security on current living conditions. They will also react violently in face the fundamental changes made by the management company. Ensuring the fulfillment of individual needs is priority over the needs of the organization as a whole. They also tend to be less concerned with the difficulties that arise experienced by the organization.

Productive behavior of workers in companies that are and have experienced a strike is still at an unsatisfactory level. The percentage of workers who have effective work behavior is only approx. 25 percent and those who have efficient behavior are only about 20 percent of the overall respondents. The company management should organize their work organization especially those related to the pattern of relationships between superiors and employees subordinates and inter-departmental relationships (Fendy Suhariadi, 2002).

Structuring this relationship pattern can in a formal form and can also be in an informal form, or even involves the two kinds of relationships. Without good arrangement, pattern This interpersonal relationship in certain circumstances can lead to conflict, hostility and disapproval. Conflict, hostility and disagreement that arise will continue to grow when among workers, leaders, and entrepreneurs do not immediately solve it and leave the problem.

If this condition continues and each party individually intentionally or unintentionally forced to always stay in touch in daily life without being able to avoid it, then conflict, enmity and disagreements that occur further strengthen the occurrence job dissatisfaction, especially if each party does not have the power to avoid. Based on these conditions, the management companies and governments should conduct training for increase the Adversity Quetion of the workers. This upgrade will enable workers to be self-motivated, have high spirits, and strive to get the best out of life. Their attitude will also be more positive in the face of changes in the company or changes in a wider scope (Fendy Suhariadi, 2002).

Method

Bibliometric method comes from the word Bibliometrika, where the word biblio or in English bibliography, biblio means book and metrics is measuring. Bibliometry can be described as a method of analyzing or measuring a book / literacy by using a data analysis approach. In addition, bibliometric purposes can be used as a forum to search for articles or journals from around the world. In this study focused on the map of article publications in the field of quality control groups at the international level. The research data used were obtained from the Scopus database with the help of the Publish or Perish application where the search was carried out in January 2021 with a bibliometric approach.

The data used comes from search results in publish or perish with the keywords Quality Control Group with a time period of 2015-2020. Data analysis on the Scopus service and publish or perish are visualized using the VOSviewer application. VOSviewer itself can function as an output to visualize and build a bibliometric network, while visualizing data analysis is in the form of country, year, researcher, academic affiliation, type, keywords, growth in the number of works and authors. In this study, keywords related to Quality Control Groups have been identified, this type of Quality Control Cluster can be searched in related articles in the Scopus database with a total of 47 academic documents issued in 2015 to 2020 at the universal level. The keywords used in searching for this article in the Scopus application are Quality Control Groups and the time period between 2015-2020.

Result And Discussion

In this discussion, the results and discussion are obtained from a research method in which this method is used to seek data analysis from journals or articles published around the world. In searching for the data, an application is needed to search for articles and journals,

namely Publish or Perish, this application is very helpful in finding a journal or article. In this study, the method used is the bibliometric method, where this method can be interpreted as a method of analysis where the data used will be measured in various aspects of data analysis visualization in the form of country, year, researcher, academic affiliation, type, keyword, growth in the number of works. and author.

The results of the search on the Publish or Perish application found 47 journal documents or articles with the theme of Quality Control Groups from various countries, besides that it can be seen by various universities from around the world, besides that, it can also be seen by writers who often make scientific works. In addition, it can also be seen the types of scientific works, types of articles, types of books and others. Apart from that, you can also see publications from various universities. In addition, it can also be seen the years of articles that are often made. In addition, it can also be seen that authors have made scientific works from various countries.

Main Research Fields

The figure 1 it can be seen in the year chart below, here the search for articles about Quality Control Clusters was carried out in the period 2015 to 2020. Where it is clear that articles that are often made or frequently published in 2016 (Blue) with a total of 9 documents, in 2019 with as many as 2019 (Dark Blue), 2020 with 9 documents (Green), for the lowest in 2016 (Yellow) with 6 documents, 2017 (gray) with 6 documents. So the total articles or scientific papers that appeared in the period 2015 to 2020 were 47 scientific paper documents.



Figure 1. Development of the number of Quality Control Group papers from 2015-2020

The Kind Of Scientific Work Being Made

The Figure 2 it can be seen on the graph of the types of scientific papers, in a search on Publish or Perish there are various types of scientific papers, ranging from Articles, Books, Chapters, Conference Papers and Reviews It can be seen from the most scientific papers that are written is Article (Yellow) with 39 document articles.

For the lowest one made is Book (blue) where as many as 1 document book. So the total articles or scientific papers that appeared in the period 2015 to 2020 were 47 scientific papers with a variety of different scientific works.

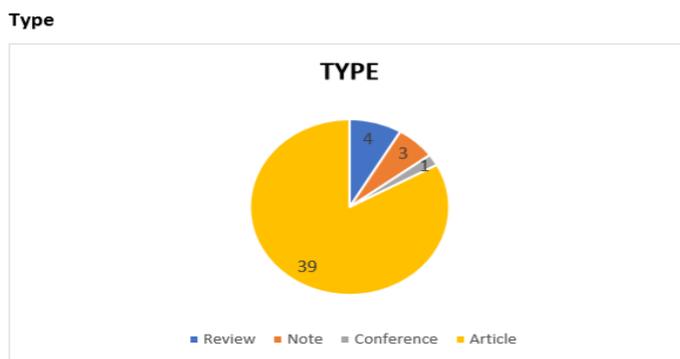


Figure 2. The Kind of Scientific Work Being Made

The Most Productive Authors

The tabel 1, there are one authors who often make scientific papers, namely Y.Xu with 2 scientific papers (Article), an article by Y.Xu entitled "A Study Design for Augmenting the Control Group in a Randomized Controlled Trial: A Quality Process for Interaction Among Stakeholders.

Table 1. Most Productive Authors of Quality Control Group Publication No. Authors

No.	Author	Documents
1.	Y. Xu	2

Most Frequent Country Affiliation of Gugus Kendali Mutu Publication

The figure 3 is the results of data analysis on Publish or Perish, it can be seen in the graph above, which contains countries that often make or publish journals or articles in the period 2015 to 2020. Where the highest country is the United States which has 9 scientific papers. Furthermore, there are 2 countries that have the same number of scientific papers as many as 2 scientific works made, namely China and Iran. And 1 country, namely Ilaty with 3 scientific works. So in total, all countries published scientific papers on the theme of Quality Control Groups, in which the period 2015 to 2020 amounted to 22 countries.

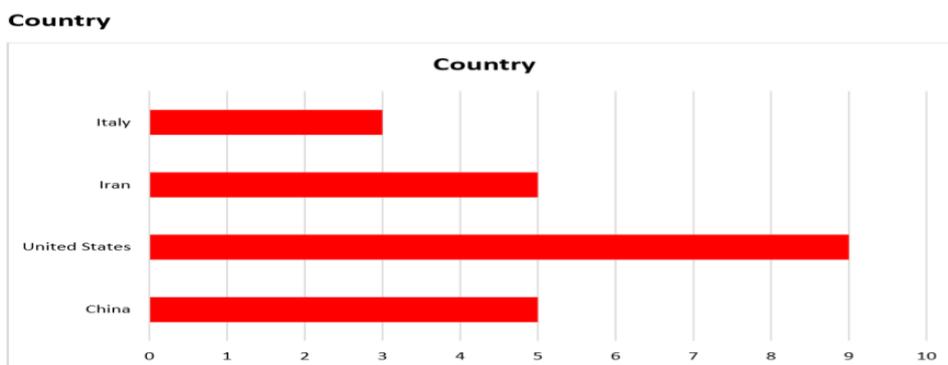


Figure 3. Development of the number of SBM papers by country

Network Visualization

Based on the Network Visualization output that comes from VOSviewer in the Figure 4, it shows that the bibliometric analysis process of Quality Control Clusters this time is divided into 5 clusters (red, light green, dark green, light blue, dark blue). The Figure 5 also

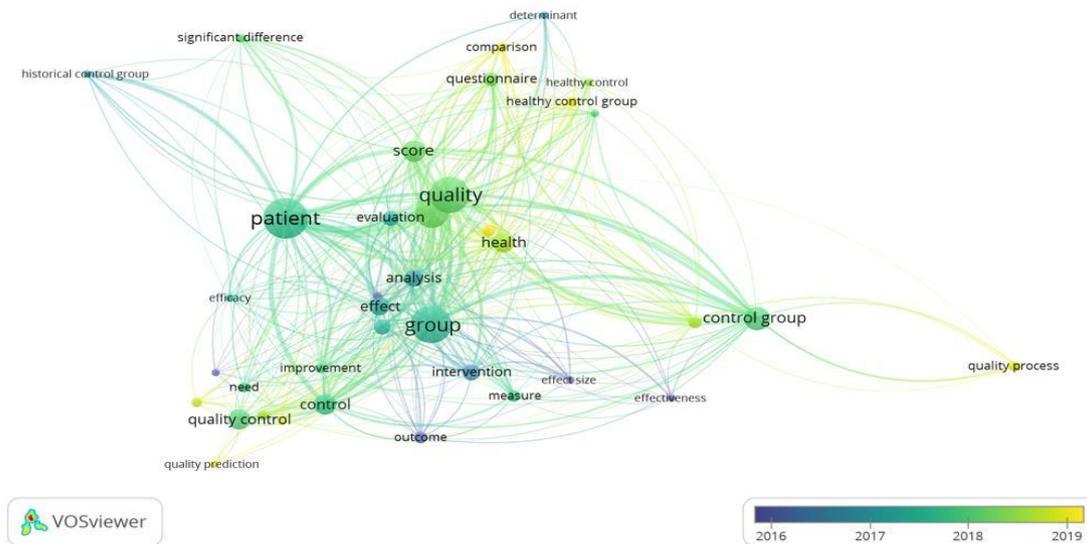


Figure 5 . Overlay visualization map of high frequency keywords

Density Visualization

Based on the Density Visualization output from VOSviewer, the figure 6 shows the depth of the research. This is indicated by the darker the color that appears, so it can be said that there is still a lot of research on this keyword. For example, from the image above, it can be seen that the ISO keyword has a thick color, which indicates that there have been many studies using that keyword

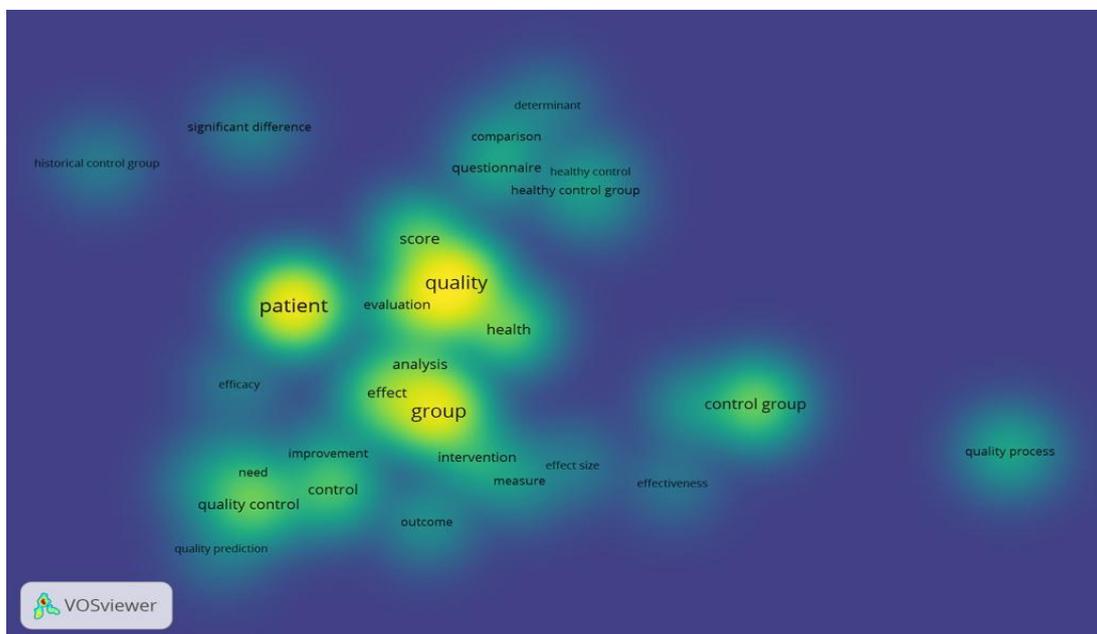


Figure 6. Density visualization map of high frequency keywords

Conclusion

This journal paper discusses the development of quality control groups published in 2015-2016 and analyzes the bibliometric results of 47 papers and journals that have been reviewed using the Vosviewer application. The growth of quality control groups indexed in Scopus in 2015-2020 occurred in 2015,2019,2020 with 9 articles. It also shows that there is a map pattern and an increasing trend in the number of international publications in technopreneur indexed by Scopus. The most productive countries and authors are United States with 9 documents, and the author of Y.Xu with a paper entitled A Study Design for Augmenting the Control Group in a Randomized Controlled Trial: A Quality Process for Interaction Among Stakeholders with 2 documents. The development of the keyword network in this study into 6 clusters and quality control clusters are the keywords most frequently used or researched.

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