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# Technical Skill, Work Experience, Work Discipline and Its Influence on Craftsmen Performance at Pottery Cluster in Tulungagung Regions

Arga Cristian Sitohang, Hendy Widiastoeti

Universitas 17 Agustus 1945 Surabaya

Corresponding email\*: [argasitohang@untag-sby.ac.id](mailto:argasitohang@untag-sby.ac.id), [hwidiastoeti@gmail.com](mailto:hwidiastoeti@gmail.com)

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## ABSTRACT

**Purpose:** This study was aimed to determine the influence of technical skills, work experience, work discipline on the performance of craftsmen in the pottery cluster in Tulungagung Regency.

**Design/Methodology/Approach:** The population in this study were 35 pottery craftsmen who had more than 2 years of work experience. The sampling technique use complete enumeration method where all members of the population are used as respondents. Using primary data related to technical skills, work experience, work discipline and their impact on the pottery craftsmen's performance. While the analysis tool uses multiple linear regression analysis.

**Findings:** The results of the study show that technical skill, work experience, and work discipline have positive and significant effect on the craftsman's performance in the pottery cluster in Tulungagung Region.

**Practical Implication:** Many workers lack of discipline at work and less innovate in form of creating new product. Meanwhile most of the owner of small bussiness had years in experience inherited from their parents.

**Keywords:** *Technical Skills, Work Experience, Work Discipline, Craftsmen Performance.*

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## I. INTRODUCTION

Based on data from the Ministry of Cooperatives and Small and Medium Enterprises (Kementerian KUKM) in 2021, the number of MSMEs in Indonesia has reached 64.2 million with a contribution to the gross domestic product of 61.07 percent or IDR 8,573.89 trillion. MSMEs are able to absorb 97 percent of the total workforce and are able to collect up to 60.4 percent of total investment in Indonesia. Micro small and Medium Enterprises (UMKM) also plays a significant role in reducing unemployment rate within its community, especially for those that having non-formal education background. Therefore, continuous development should be given so that these informal sectors will exist and grow larger both in number and quality.

The pottery cluster industry in Tulungagung Regency produces various clay-based products. Most of people that are in cluster area works as craftsmen that for years already produce potteries craft in various sizes, designs, and colors. Most of production will deliver to outside of Tulungagung district. However, the development of both in number of business units and employment has been relatively small since the last three years. Pottery handicrafts produced by pottery industry craftsmen from this center seem to be lacking in buyers, especially during the current Covid 19 pandemic.

Preliminary research found that 4 percent of totall production were not consistent in terms of the size, 5 percent of the products had colors that did not suit consumer tastes, and craftsmens were found to be late for work but came home earlier than the set time. The result from pre-eliminary interview also showed that only 40 percents of production were sold during pandemic covid 19. Those are indicating that there are some problem related on craftsmen's skills and experience of making product based on customer needs, and also lack of work discipline among craftsmens.

Most of micro and small business were run by self-employ, out of date technology process, low productivity, low in raw material supply, and uncontrolled management, which will make it difficult for small businesses to develop (Hadiyati, 2010). Work productivity, in its simplest definition is the output per unit of input. For an industry, worker productivity is one of many factors that contribute to the success of business. Therefore, productivity is the key factor of any micro and small bussiness company, because productivity of each unit (land, labor, capital) determine the cumulative competitiveness with other competitors (Zuhal, 2010).

Hasibuan (2016) stated that skills are competencies that required to complete responsibilities. Types of skills include technical skills, human skills, and conceptual skills in the form of competency of taking advantage of opportunities, and accuracy using equipment to reach the goal. Technical skill will contribute and benefit as in the form of ability to solve difficult situations in business. Therefore, pottery entrepreneurs need to be aware that technical skills are important to acquire their employees to become experts in their fields. Competence has a substantial impact on output or production. Technical skills according to Katz quoted by Silalahi (2002), as a specific competency for carrying out of tasks or abilities using techniques, tools, procedures and knowledge of specialized fields correctly and precisely in implementation job.

Works procedure in the pottery industry start from the preparation of raw clay materials, processing the clay according to the design (selection of clay materials, shaping, painting and other finishing), those are requiring technical skills to work on it until the pottery is finished. If there are craftsmen who are less skilled in handling the production process, it will result in a slowdown in production and the occurrence of defective products that will harm the company. Therefore, each craftsman must have technical skills in accordance with their respective duties. Several studies that implies the important of technical skill on craftsmens performance are Megantoro (2015), Inalen (2017), Dewi and Saskara (2020), and Khairunisa *et al.*, (2021). However, Hayati and Sari (2007) stated that technical skill did not influence on employee's performance.

Another factor that can affect employee performance is work experience. Gibson *et al.*, (2011: 523) argues that people who have experience will always be smarter in responding to everything than those who have absolutely no experience. Someone is said to be experienced or have experience if they had spent some time in a job before. The more experience gained by a worker will make them more trained and skilled in carrying out their duties.

Experience will happen if someone have been working for a long time, so they will use the best way to produce goods or services (Sedarmayanti, 2016). Meanwhile, according to Foster and Karen (2001), employees cannot perform their work due to lack of how to get information, lack of competency according to their duties, and unsure of their ability to complete their tasks. Several studies concluded that work experience affect on employee's performance comes from Rahmawati (2016), Wirawan *et al.*, (2019), and Sholeh *et al.*, (2020). On the contrary, Haslindah (2011) finds that work experience cannot effect on work performance.

According to Hasibuan (2016), discipline is known as the most important operative function of HRM, because the better the discipline of workers in the company, the higher the work performance that can be achieved. Upholding a discipline is important for the company, because discipline contains rules that must be obey by every employee. Good discipline will be reflected in: *first*, High sense of employee concern for achieving of company's goals; *second*, High morale and initiative of employees in doing work; *third*, the great sense of responsibility of employees to implement best job; *forth*, the development of a sense of belonging and a high sense of solidarity among employees; and *fifth*, Increased work efficiency and productivity of employees (Sutrisno, 2009). Therefore, if every craftsman is disciplined at work, then they will be initiative and concern for achievement, which will lead to higher working performance.

Several studies that stated work discipline affecting on employee's performance are Sitohang (2010), Nisyak and Trijonowati (2016). Different result showed in Parerung and Mekel (2014) state that the work discipline did not affect on employee's performance.

## II. METHODS

This research was conducted in the pottery industry cluster in Tulungagung Regency. The population in this study were all pottery craftsmen who had worked for 2 years. The sample technique used is total sampling which produces 35 craftsmen to be studied. Analysis data use Multiple Linear Regression by SPSS 26. There are two types of research variables, technical skill, work experience, and work discipline are independent variables and craftsmen performance as dependent variable.

The operational definitions and variables used in this study are as follows:

1. Technical Skill (X1), is the technical ability possessed craftsmen to complete their work. This variable indicated by 5 abilities (Spencer and Spencer, 1993) are: able to determine how to complete the work, able

to simplify complex work, able to complete the job properly, able to determine the best volume of work, and able to analyze problems.

2. Work Experience (X2), is the level of knowledge and skills of craftsmen in their work that can be measured from years of service, the ability to understand and apply information in work, skill level possessed, and mastery of work and use of production equipment.
3. Work Discipline (X3), is the attitude of craftsmen to comply with applicable regulations, both written and unwritten and to accept the sanctions if they violate them. There are 5 indicator as follows: awareness, compliance with work regulations, compliance with work standards, alert level, and ethics at work.
4. Craftsmen Performance (Y), is the quality of work achieved by craftsmen in a certain period of time. Indicates by 5 indicators: able to complete work according to work quality standards, able to complete the work in accordance with the standard quantity, able to complete the work in accordance with the standard time, able to work effectively, able to work independently.

### III. RESULTS AND DISCUSSION

#### A. Research result

##### 1. Validity Test

The results of the validity test for each variable indicator have a significance value smaller than the significance level ( $\alpha$ ) of 0.05. This means that all indicator items forming each of the four variables are valid.

##### 2. Reliability Test

*Table 1. Reliability Test Result*

<i>Variabel</i>	<i>Alpha</i>
<i>Technial Skill (X1)</i>	<i>0,766</i>
<i>Work Experience (X2)</i>	<i>0,838</i>
<i>Work Discipline(X3)</i>	<i>0,765</i>
<i>Craftsmen Performance (Y)</i>	<i>0,792</i>

Source: SPSS Outputs (2023)

Based on the results in Table 1, all items of the variables used are above 0.6, therefore all variables used in this research are reliable.

##### 3. F Test

Ghozali (2016) explained that the Feasibility Test of the model with the F test was carried out using a significance level of 0.05 where  $\alpha = 5\%$ . If the significance value of  $F < 0.05$  indicates that the model is fit.

*Tabel 2. Anova Test Result*

<i>Model</i>	<i>Sum of Squares</i>	<i>df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
<i>1 Regression</i>	<i>6,936</i>	<i>3</i>	<i>2,3120</i>	<i>28,264</i>	<i>0,000b</i>
<i>Residual</i>	<i>2,127</i>	<i>46</i>	<i>0,0818</i>		
<i>Total</i>	<i>9,063</i>	<i>49</i>			

Source: SPSS Outputs (2023)

Table 2 shows that the significance value of the F test is 0.00 (<0.05). Means conceptuall model of technical skills, work experience, and work discipline are able to explain craftsmen performance.

**4. Coefficient of Determination (R<sup>2</sup>)**

This test aims to determine the accuracy of estimates in the regression analysis. The greater the value of R<sup>2</sup>, the greater the variation in the dependent variable which can be explained by the variation in the independent variables, as follows:

*Table 3. Coefficient Determination Test Result*

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Std. Error of the Estimate</i>
<i>1</i>	<i>0.8765</i>	<i>0.7656</i>	<i>0.7382</i>	<i>0.2860</i>

*Source: SPSS Outputs (2023)*

Table 4 shows that the R Square is 0.7656, means that the influence of technical skills, work experience, and work discipline on craftsmen performance is 76.56%, while the remaining 23.44% is influenced by other variables that are not included in the analysis.

**5. Multiple Linear Regression and Hypotesist Test**

Based on the calculation results of data processing with the help of the SPSS 26 for windows computer program, the regression equation is obtained as shown in Table 4 below.

*Table 4. Multiple Linear Regression Result*

<i>Model</i>	<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>		
	<i>B</i>	<i>Std. Error</i>	<i>Beta</i>	<i>t</i>	<i>Sig.</i>
<i>1 (Constant)</i>	<i>0.346</i>	<i>0.161</i>		<i>2.149</i>	<i>0.041</i>
<i>Technical Skill (X1)</i>	<i>0.617</i>	<i>0.197</i>	<i>0.545</i>	<i>3.133</i>	<i>0.004</i>
<i>Work Experience (X2)</i>	<i>0.338</i>	<i>0.149</i>	<i>0.403</i>	<i>2.254</i>	<i>0.033</i>
<i>Work Discipline (X3)</i>	<i>0.436</i>	<i>0.154</i>	<i>0.410</i>	<i>2.805</i>	<i>0.009</i>

Source: SPSS Outputs (2023)

**6. Hypotesis Test (t Test)**

1. Sig. value of technical skill is 0,004 (< 0,05). Means, technical skill significantly affect on craftsmen performance.
2. Sig. value of work experience is 0,033 (< 0,05). Means, work experience significantly affect on craftsmen performance.
3. Sig. value of work discipline is 0,009 (< 0,05). Means, work discipline significantly affect on craftsmen performance.

## **B. Discussion**

### **1. Technical Skill has positive and significant effect on Craftsmen Performance**

The positive and significant influence of technical skills on craftsmen performance shows that if the Pottery Crafts industry entrepreneurs want to improve the performance of craftsmen, then this can be done through coaching on the importance of skills in completing work both individually and in groups. However, entrepreneurs need to apply rewards and punishments whereby craftsmen who have achievements need to be given rewards and for craftsmen who are unable to improve their achievements are given punishment. Thus, the craftsmen will try to work efficiently and effectively until their performance is maximized.

Hasibuan (2016) said that technical skill will contribute and benefit as in the form of ability to solve difficult situations in business. Workers with high technical skills, it is hoped that they can make work as efficient as possible. Technical Skills can be seen as something that has great benefits, both for the benefit of the organization and for craftsmen in particular.

The results of this study are in line with research conducted by Megantoro (2015), Inalen (2017), Dewi and Saskara (2020), and Khairunisa *et al.*, (2021). In contrary result from Hayati and Sari (2007) stated that technical skill did not influence on employee's performance.

### **2. Work Experience has positive and significant effect on Craftsmen Performance**

The positive and significant influence of work experience on craftsmen performance shows that the advantage of having experienced craftsmen lead to faster on detecting errors, understanding the causes of errors, and looking for causes of errors. So, the more experienced a craftsman is, the more competent he will do the job and the more perfect his pattern of thinking and attitude in acting to achieve the goals set.

Gibson *et al.*, (2011) argues that people who have experience will always be smarter in responding to everything than those who have absolutely no experience. Someone is said to be experienced or have experience if they had spent some time in a job before. The more experience gained by a worker will make them more trained and skilled in carrying out their duties.

The results of this study are in line with research conducted by Rahmawati (2016), Wirawan *et al.*, (2019), and Sholeh *et al.*, (2020). On the contrary, Haslindah (2011) finds that work experience cannot effect on work performance.

### **3. Work Discipline has positive and significant affect on Craftsmen Performance**

The positive and significant influence of work discipline on craftsmen performance shows that the higher the work discipline of the craftsmen to comply with all regulations, they will be able to complete their work according to the target. This also shows that all procedures, methods and time for completion of work as well as the use of all production equipment can be utilized efficiently and effectively.

Sutrisno (2009) stated that implement of good discipline will reflected in: *first*, High sense of employee concern for achieving of company's goals; *second*, High morale and initiative of employees in doing work; *third*, The great sense of responsibility of employees to implement best job; *forth*, The development of a sense of belonging and a high sense of solidarity among employees; and *fifth*, Increased work efficiency and productivity of employees.

The results of this study are in line with research conducted by are Sitohang (2010), Nisyak and Trijonowati (2016). Different result showed in Parerung and Mekel (2014) state that the work discipline did not affect on employee's performance.

## **V. CONCLUSION**

### **A. Conclusion**

Based on analysis data statistic and hypothesis analysis on previous points, then the conclusion of this study can be stated as follow, all variables that consist of technical skill, work experience, and work discipline partially has positive and significant effect on craftsmen performance at Pottery Cluster in Tulungagung Region.

### **B. Research Limitation**

1. This study only focuses on the influence of technical skills, work experience, and work discipline on the performance of craftsmen in the pottery industry cluster in the Tulungagung region.
2. The object of this research is the craftsmen who work in the pottery industry cluster in the Tulungagung region.

Distribution of questionnaires given to 35 employees who already have work experience of 2 years and over.

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