

Pengaruh keefektifan gugus kendali mutu terhadap kinerja perusahaan konstruksi di Indonesia = Effectiveness of quality control circle on construction company performance in Indonesia

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Abstrak

Kualitas merupakan elemen kunci yang tidak dapat diabaikan dalam persaingan dan merupakan salah satu masalah penting bagi keberhasilan perusahaan, termasuk dalam perusahaan konstruksi. Di sisi lain, jika kebijakan manajemen mutu tidak dilaksanakan atau partisipasi terbatas akan berdampak negatif terhadap daya saing perusahaan. Pencapaian kinerja dapat lebih baik jika penerapan manajemen mutu terpadu didukung oleh perusahaan. Gugus Kendali Mutu GKM telah ditemukan menjadi teknik sederhana dan produktif dari Total Quality Management TQM dan diusulkan dapat diterapkan dalam perusahaan konstruksi. Penelitian ini bertujuan untuk mengetahui pengaruh keefektifan gugus kendali mutu terhadap kinerja perusahaan konstruksi di Indonesia. Regresi digunakan untuk menganalisis efek hubungan antara tujuan gugus kendali mutu terhadap kinerja perusahaan konstruksi dengan aplikasi SPSS 22. Berdasarkan analisis data yang diperoleh dari survei, disimpulkan bahwa tujuan gugus kendali mutu berpengaruh terhadap variabel kinerja perusahaan konstruksi di Indonesia sebesar 61.

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Quality is a key element that can not be ignored in the competition and is one of the critical issues for the success of the company, including in the construction industry. On the other hand, if the quality management policy is not implemented or limited participation will both negatively affect the management of the project and competitiveness of the firms. This will also decrease the survival potential of construction firms within the industry. Achievement of performance can be better if the implementation of integrated quality management is supported by the company. Quality Control Circle QCC has been found to be a simple and productive technique of Total Quality Management TQM and is proposed to be applicable in construction companies. This study aims to determine the effect of quality control group objectives on the performance of construction companies in Indonesia. Regression was used to analyze the effect of the relationship between the objectives of the quality control group on the performance of the construction company with software SPSS 22. Based on the data analysis obtained from the survey, it was concluded that the objective of the quality control circle influenced the performance variable of construction companies in Indonesia by 61.