

Analisis Persepsi Karyawan Terhadap Kinerja Operasional Perusahaan pada Penerapan Total Quality Management (Studi kasus PT Kalbe Farma Tbk).= Analysis of Employee Perception to Company Operational Performance on the Implementation of Total Quality Management (Case Study of PT Kalbe Farma Tbk).

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Abstrak

Penelitian ini bertujuan untuk mengetahui persepsi karyawan terhadap kinerja operasional perusahaan pada penerapan total quality management di PT Kalbe Farma. Penerapan total quality management oleh karyawan PT Kalbe Farma diharapkan memberikan keunggulan kompetitif bagi organisasi. Penelitian ini adalah penelitian kuantitatif dengan menggunakan metode Structural Equation Model (SEM) yang diolah menggunakan software SPSS dan SmartPLS 3. Sebanyak 266 responden yang lolos screening pada PT Kalbe Farma telah berpartisipasi dalam penelitian ini. Hasil penelitian ini menunjukkan bahwa faktor-faktor keberhasilan total quality management seperti dukungan manajemen puncak, pemberdayaan dan keterlibatan karyawan, customer focus, dan perbaikan berkelanjutan memiliki pengaruh yang tidak signifikan terhadap performa operasional, faktor keberhasilan lainnya seperti, manajemen kualitas pemasok, manajemen proses, dan pendidikan dan pelatihan memiliki pengaruh yang signifikan terhadap performa operasional.

.....This study aims to determine the employee perception to company operational performance on the implementation of total quality management at PT Kalbe Farma. The implementation of total quality management by employees of PT Kalbe Farma is expected to provide a competitive advantage for the organization. This research is a quantitative research using the Structural Equation Model (SEM) method which is processed using SPSS and SmartPLS 3 software. A total of 266 respondents who passed the screening at PT Kalbe Farma have participated in this study. The results of this study indicate that the success factors of total quality management such as top management support, employee empowerment and involvement, customer focus, and continuous improvement have no significant effect on operational performance, other success factors such as supplier quality management, process management, and education. and training has a significant effect on operational performance.