

ANALISIS PENERAPAN *TOTAL QUALITY MANAGEMENT* PADA PT SOLUSI BANGUN INDONESIA TBK PABRIK CILACAP

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Abstrak

Penelitian ini bertujuan untuk mengetahui dan menganalisis peran *total quality management* pada karyawan PT Solusi Bangun Indonesia Tbk Pabrik Cilacap. Populasi dalam penelitian ini adalah seluruh karyawan PT Solusi Bangun Indonesia Tbk Pabrik Cilacap, sedangkan sampel penelitian berjumlah 73 karyawan. Adapun teknik pengumpulan data dilakukan melalui kuesioner dan wawancara. Pengujian statistik yang digunakan adalah dengan uji validitas, uji reliabilitas, dan rata-rata hitung. Berdasarkan hasil penelitian, peran *total quality management* secara keseluruhan memiliki nilai rata-rata sebesar 3,87, artinya responden setuju terhadap pernyataan indikator variabel peran *total quality management*. Peran *total quality management* tertinggi yaitu pada indikator lingkungan kerja dengan nilai rata 4,05 sedangkan indikator terendah yaitu hubungan karyawan dan pimpinan dengan nilai rata-rata 3,62.

Kata kunci: *Total Quality Management*

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**ANALYSIS OF THE APPLICATION OF TOTAL QUALITY MANAGEMENT
AT PT SOLUSI BANGUN INDONESIA TBK CILACAP FACTORY**

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Abstract

This study aims to determine and analyze the role of total quality management on employees of PT Solusi Bangun Indonesia Tbk Cilacap Factory. The population in this study were all employees of PT Solusi Bangun Indonesia Tbk Cilacap Factory, while the research sample amounted to 73 employees. Data collection techniques were carried out through questionnaires and interviews. The statistical test used is the validity test, reliability test, and arithmetic mean. Based on the research results, the role of total quality management as a whole has an average value of 3.87, meaning that respondents agree with the statement of indicators of the total quality management role variable. The highest total quality management role is the work environment indicator with an average value of 4.05 while the lowest indicator is the relationship between employees and leaders with an average value of 3.62.

Keywords: *The Role of Total Quality Management*