

Kendala-kendala dalam penerapan Total Quality Manajemen (TQM) di badan POM = Constraints in applying Total of Quality Management in National Agency of Drug and Food Control

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=109880&lokasi=lokal>

Abstrak

Entry barrier is decrease progressively in era globalization. Because of that quality of product and service must be taken care. Total of Quality Management (TQM) represent management quality of service which cannot be disregarded, considering society claim government organization have to become servant, government organization must become steward to serve entrepreneur and society because our entrepreneur and society want get service from government organization quick, accurate and trusted.

National Agency of Drug and Food Control (NADFC) since year 2001 have intended to implement good service program which in line with TQM, but in its applying still face some constraint so that good service able to satisfied customer/ client not yet fully can be executed. To know how far applying of TQM and constraints faced and why service not doing better its need research scientifically.

Leadership, Komitmen, Process and Product in Organization is to represent very important organizational pillar in applying of TQM (ISO 9000). which must evaluate continually that because of staff and head in band quality control of narcotic and psikotropik are being sample population in the research each officer work with professional speed, credible as according to organizational culture of NADFC so satisfaction of customer/client can be reach.

Sampel determined with technique of Non Probability Sampling Purposive That mean Sampel have been determined owning certain specification and strata with use kuesioner. That kuesioner are full with question and answer with use likert scale disseminating containing kuesioner of question with answer by using likert scale, result of kuesioner analysed correlationly doubled regresi and constructively SPSS program 11.5 Result of research to Leadership factors, Komitmen, Process and Product in Organization is to represent Organizational Pillar according to in TQM theory have strong relation with Satisfaction of customer/client, and although in general the quality of service have good but still a lot need improvement and repair. From is fourth of the factor which most having an effect on is leadership

Constraints which still faced among others is Leadership which not yet is fully executed second, total quality execution still not yet fully become head komitmen head and staf that still found by officer give less dissatisfactory and non professional service to the customer/ client, third is less looked after by is facilities and basic facilities so that not yet fulfilled of short examination time According to TQM theory that is new paradigm, head have to assume subordinate is customer/client which must be listened by sigh and his/its suggestion so that reaching of communications which either through horizontal and is vertical. That's fourth of factor above in the reality most having an effect on in satisfaction of customer/client is leadership. If leadership have been executed better, officer will work hardly and hold responsible and have komitmen to be able to fulfill short time which specified by NADFC

and service as according to quality service so that can reach by satisfaction in NADFC.