

Faktor-faktor penghambat penerapan total quality management pada instansi pemerintah yang telah menerapkan iso 9001-2008 : studi kasus badan pengawas obat dan makanan RI = Factors barrier that influences implementation of total quality management in government agencies that have implemented iso 9001-2008 : case study national agency of drug and food control in Indonesia

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Abstrak

[ABSTRAK

Badan Pengawas Obat dan Makanan sebagai organisasi pelayanan publik telah mendapatkan sertifikasi ISO 9001:2008. Kemudian dirasakan bahwa ISO 9001:2008 lebih menitikberatkan pembuktian kepatuhan terhadap standar dan belum mengakomodasi kebutuhan Badan POM akan pemenuhan ekspektasi pelanggan serta peningkatan kinerja organisasi secara berkelanjutan. Oleh karenanya penerapan TQM, konsep manajemen kualitas yang lebih luas penting untuk dikembangkan. Meskipun disadari penerapannya di sektor publik memerlukan adaptasi dan modifikasi. Penelitian bertujuan mengetahui faktor-faktor yang menjadi hambatan dalam implementasi TQM sebagai pengembangan dari penerapan ISO 9001:2008 serta mempertimbangkan strategy improvement yang dapat dilakukan. Penelitian mereplikasi model yang dikembangkan Ngai dan Cheng (1995), menggunakan kuesioner dengan bentuk pertanyaan tertutup dengan jawaban skala likert lima poin. Responden ditentukan dengan menggunakan teknik purposive sampling. Data dari 266 responden kemudian dilakukan uji reliabilitas, uji validitas, uji korelasi, dan uji regresi berganda dengan menggunakan bantuan software SPSS versi 14. Penelitian mendapatkan hasil faktor hambatan dengan koefisien regresi infrastruktur -0,401, manajerial -0,338, dan organisasional -0,229 bersama-sama mempengaruhi penerapan TQM dengan koefisien korelasi majemuk sebesar 0,708 dengan R square senilai 0,501. Kenaikan nilai faktor hambatan akan diikuti penurunan nilai penerapan TQM. Sehingga model penelitian ini berhasil mengidentifikasi faktor penghambat penerapan TQM di Badan POM;

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ABSTRACT

The National Agency for Drug and Food Control (NADFC) as a public service organizations have obtained ISO 9001:2008 certification. And then felt that ISO 9001:2008 emphasizes adherence to proof of compliance with standards and not yet accommodate the needs to fulfillment of customer expectations and sustainable organizational performance improvement. Therefore the implementation of TQM, the concept of a broader quality management essential to develop. Although it was realized that the implementation in the public sector require adaptation and modification. The study aims to understand what factors that become barriers on implementing the concept of TQM and consider the improvement strategy to do. Research replicate the model developed by Ngai and Cheng (1995), using a questionnaire with closed-form questions with answers five-point Likert scale. Respondents determined using purposive sampling technique.

Data from 266 respondents were then conducted a reliability test, validity test, correlation test, linearity test, and regression test using SPSS statistical software version 14. Obtain research results the infrastructure, managerial, and organizational barrier factors jointly affect the implementation of TQM with correlation coefficient of 0.708 with a compound R square of 0.501. Infrastruktur coefficiean regression -0,401, managerial -0,338, and organisational -0,229. The increase in the value of barriers factor would be followed by decrease in the value of the implementation of TQM. So that the model is able to identify barriers factor the implementation of TQM in the NADFC;The National Agency for Drug and Food Control (NADFC) as a public service organizations have obtained ISO 9001:2008 certification. And then felt that ISO 9001:2008 emphasizes adherence to proof of compliance with standards and not yet accommodate the needs to fulfillment of customer expectations and sustainable organizational performance improvement. Therefore the implementation of TQM, the concept of a broader quality management essential to develop. Although it was realized that the implementation in the public sector require adaptation and modification. The study aims to understand what factors that become barriers on implementing the concept of TQM and consider the improvement strategy to do. Research replicate the model developed by Ngai and Cheng (1995), using a questionnaire with closed-form questions with answers five-point Likert scale. Respondents determined using purposive sampling technique. Data from 266 respondents were then conducted a reliability test, validity test, correlation test, linearity test, and regression test using SPSS statistical software version 14. Obtain research results the infrastructure, managerial, and organizational barrier factors jointly affect the implementation of TQM with correlation coefficient of 0.708 with a compound R square of 0.501. Infrastruktur coefficiean regression -0,401, managerial -0,338, and organisational -0,229. The increase in the value of barriers factor would be followed by decrease in the value of the implementation of TQM. So that the model is able to identify barriers factor the implementation of TQM in the NADFC;The National Agency for Drug and Food Control (NADFC) as a public service organizations have obtained ISO 9001:2008 certification. And then felt that ISO 9001:2008 emphasizes adherence to proof of compliance with standards and not yet accommodate the needs to fulfillment of customer expectations and sustainable organizational performance improvement. Therefore the implementation of TQM, the concept of a broader quality management essential to develop. Although it was realized that the implementation in the public sector require adaptation and modification. The study aims to understand what factors that become barriers on implementing the concept of TQM and consider the improvement strategy to do. Research replicate the model developed by Ngai and Cheng (1995), using a questionnaire with closed-form questions with answers five-point Likert scale. Respondents determined using purposive sampling technique. Data from 266 respondents were then conducted a reliability test, validity test, correlation test, linearity test, and regression test using SPSS statistical software version 14. Obtain research results the infrastructure, managerial, and organizational barrier factors jointly affect the implementation of TQM with correlation coefficient of 0.708 with a compound R square of 0.501. Infrastruktur coefficiean regression -0,401, managerial -0,338, and organisational -0,229. The increase in the value of barriers factor would be followed by decrease in the value of the

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