

# Perancangan Strategi Employee Participation dalam Total Quality Management Melalui Peningkatan Lingkungan Kerja dan Kepuasan Kerja di Industri Manufaktur Menggunakan PLS-SEM dan QFD = Design of Employee Participation Strategies in Total Quality Management Through Improving the Work Environment and Job Satisfaction in the Manufacturing Industry Using PLS-SEM and QFD

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## Abstrak

Total Quality Management akan menghasilkan produk yang berkualitas jika manajemen melibatkan partisipasi seluruh anggotanya. Inilah yang membuat Employee Participation menjadi penting. Dalam prakteknya, partisipasi tim dianggap sulit untuk dicapai karena setiap individu memiliki karakteristik yang berbeda-beda. Lingkungan kerja dan kepuasan kerja dikaitkan dengan berbagai hasil yang mencakup peningkatan kinerja, dan partisipasi karyawan. Lingkungan kerja dan kepuasan kerja merupakan variabel yang dapat memprediksi pencapaian Employee Participation. Tujuan dari penelitian ini adalah untuk menganalisis hubungan antara lingkungan kerja dan kepuasan kerja terhadap Employee Participation di industri manufaktur dan kemudian merancang peningkatan Employee Participation melalui peningkatan Lingkungan dan Kepuasan Kerja menggunakan PLS-SEM dan QFD. Berdasarkan hasil analisis data diketahui bahwa lingkungan kerja dan kepuasan kerja berpengaruh positif dan signifikan. Sedangkan 4 respon teknis yang diperoleh adalah pembinaan dan konseling karyawan secara berkala, pertemuan rutin antara manajemen dan serikat pekerja, knowledge management systems, dan career development systems. ....Total Quality Management will produce quality products if management involves the participation of all its members. This is what makes Employee Participation important. In practice, team participation is considered difficult to achieve because each individual has different characteristics. Work environment and job satisfaction are associated with various outcomes that include improved performance, and employee participation. Work environment and job satisfaction are variables that can predict the achievement of Employee Participation. The purpose of this study is to analyse the relationship between work environment and job satisfaction on Employee Participation in manufacturing industry and then design an increase in Employee Participation through improving the Environment and Job Satisfaction using PLS-SEM and QFD. Based on the results of data analysis, it was found that the work environment and job satisfaction had a positive and significant effect. Meanwhile, the 4 technical responses obtained are regular employee coaching and counselling, regular meetings between management and employee unions, knowledge management systems, and career development systems.