

ABSTRAK
PERANAN MANAJEMEN MUTU DALAM MENINGKATKAN
MUTU PRODUK DAN PRODUKTIVITAS
STUDI KASUS PADA PT ALIS JAYA CIPTATAMA KLATEN

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Tujuan penelitian ini adalah untuk mengetahui: 1) Apakah mutu produk sesudah pelaksanaan manajemen mutu lebih tinggi dibandingkan mutu produk sebelum pelaksanaan manajemen mutu. 2) Apakah produktivitas bahan baku dan tenaga kerja sesudah pelaksanaan manajemen mutu lebih tinggi dibandingkan produktivitas bahan baku dan tenaga kerja sebelum pelaksanaan manajemen mutu.

Untuk menjawab masalah hanya diteliti dua mutu produk yaitu *steamer chair* dan *side chair* yang berbahan baku jati. Data yang dikumpulkan adalah mutu produk dan produktivitas bahan baku dan tenaga kerja sebelum pelaksanaan manajemen mutu dan sesudah pelaksanaan manajemen mutu. Teknik pengumpulan data yang penulis gunakan adalah: observasi, dokumentasi dan wawancara, dengan pihak terkait di PT Alis Jaya Ciptatama. Masalah pertama dianalisis dengan teknik uji beda dua mean dan masalah kedua dianalisis dengan melihat dampak produktivitas berkait laba.

Berdasarkan hasil penelitian dan pengujian teoritik yang telah dilaksanakan, diperoleh hasil sebagai berikut:

1. Terbukti bahwa mutu produk baik *steamer chair* maupun *side chair* sesudah pelaksanaan manajemen mutu lebih tinggi dibandingkan sebelum pelaksanaan manajemen mutu. Untuk mutu produk *steamer chair* menghasilkan t hitung sebesar 6,052507851 lebih besar dari t tabel 1,711, dan mutu produk *side chair* menghasilkan t hitung sebesar 4,434700604 lebih besar dari t tabel 1,711
2. Terbukti bahwa produktivitas baik bahan baku maupun tenaga kerja sesudah pelaksanaan manajemen mutu lebih tinggi dibandingkan sebelum pelaksanaan manajemen mutu. Hal tersebut dapat dilihat dari hasil perhitungan analisis dampak produktivitas berkait laba, untuk produk *steamer chair* diperoleh selisih positif antara Biaya Kuantitas Netral Produktivitas dan Biaya Kuantitas Sesungguhnya Rp 130.565.398, dan produk *side chair* diperoleh selisih positif antara Biaya Kuantitas Netral Produktivitas dan Biaya Kuantitas Sesungguhnya Rp 145.594.629,5.

ABSTRACT
THE ROLE OF QUALITY MANAGEMENT TO INCREASE
THE PRODUCT QUALITY AND PRODUCTIVITY
A CASE STUDY AT ALIS JAYA CIPTATAMA KLATEN

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The objectives of this research were identifying: 1) If the quality of the product after the implementation of quality management was higher than the quality of the product before the implementation of quality management. 2) If the raw material and labor productivity after the implementation of quality management was higher than the raw material and labor productivity before the implementation of quality management.

To answer the problems, two product qualities were observed namely steamer chair and side chair. The data to be gathered were the quality of the product and raw material and labor productivity before and after the implementation of quality management. The data collecting methods used were: observation, documentation, and interview. The first problem was analysed by Two Matters-Differential Test Technique and the second was analysed by Observing Productivity Outcome-Profit Based.

According to the result of the research and theoretical test previously undertaken, this paper obtained these following facts:

1. It was proved that the product quality of both steamer chair and side chair after the implementation of quality management were higher than those before the implementation of quality management. The product quality of steamer chair obtained t count of 6, 052507851 higher than t table of 1,711, and the product quality of side chair obtained t count of 4, 434700604 higher than t table of 1,711.
2. It was proved that the productivity of both raw material and labor after the implementation of quality management were higher than those before the implementation of quality management. It could be seen from the result of the productivity outcome-profit based analysis calculation. Steamer chair product indicated a positive difference between Productivity Neutral Quality Cost and Absolute Quantity Cost by Rp 130.565.398, and side chair product indicated a positive difference between Productivity Neutral Quality Cost and Absolute Quantity Cost by Rp 145.594.629,5.