

INTISARI

Penelitian tentang pengaruh Sistem Manajemen Mutu (SMM) ISO terhadap kinerja karyawan melalui budaya kualitas perusahaan, dengan objek penelitian Puskesmas Mantrijeron, Yogyakarta. SMM ISO, dilihat dari tiga dimensi, yaitu perencanaan sertifikasi ISO 9001, komitmen perusahaan, dan penerapan prosedur. Data penelitian diperoleh dari sampel 50 responden karyawan yang merupakan seluruh karyawan Puskesmas Mantrijeron, Yogyakarta. Penelitian ini menguji sejauh mana pengaruh penerapan sistem manajemen mutu ISO terhadap kinerja karyawan melalui budaya kualitas organisasi. Teknik analisis yang digunakan dalam penelitian ini adalah *Partial Least Square* (PLS). Hasil penelitian menemukan bahwa perencanaan sertifikasi ISO 9001, komitmen perusahaan dan penerapan prosedur dipersepsikan sudah sangat baik oleh karyawan dan berpengaruh positif secara signifikan terhadap budaya kualitas perusahaan. Selanjutnya budaya kualitas berpengaruh positif secara signifikan terhadap kinerja karyawan. Namun demikian, Perencanaan sertifikasi dan komitmen organisasi ditemukan tidak berpengaruh secara signifikan terhadap kinerja karyawan.

Kata kunci: Sistem Manajemen Mutu ISO, perencanaan sertifikasi, komitmen perusahaan, pelaksanaan prosedur, Partial Least Square, kinerja karyawan, budaya perusahaan.

ABSTACT

Research about the effect of the Quality Management System ISO upon employee's performance through quality corporate culture can be seen from three dimensions. The three dimensions are ISO 9001 certification planning, corporate commitment and procedure implementation. With Puskesmas Mantrijeron Yogyakarta as the object and 50 of all employees as the respondent in collecting the data, this research found the result. This study was followed by testing the extent to which the influence implementation of Quality Management System ISO to employee's performance through the quality culture. The analysis technique used is Partial Least Square (PLS). According to the employees, ISO 9001 certification planning, corporate commitment, and procedure implementation have been running well. It also gives the significant positive effects upon quality corporate culture. Furthermore, the certification planning and corporate commitment does not significantly influence to employee's performance.

Keywords : *Quality Management System ISO, certification planning, corporate commitment, procedure implementation, Partial Least Square, employee's performance, corporate culture*