

## ABSTRACT

The need for office space in urban areas could be considered really high because of the economic activities involved and because of its role in global economic growth. While Jakarta may seem to already possess a lot of office buildings, it turns out that they are not enough to compensate the growing demand for office spaces, with the demand reaching 6,928,500 m<sup>2</sup> of rental office space at the end of 2013. Floor cover *finishing* is a generalized term for the permanent cover of the floor and the works involved. Floor cover itself is a term used to illustrate every *finishing* materials that would be applied on the floor structure to provide walking surfaces.

The results of descriptive analysis research with Total Quality Management methods on *finishing* work on high-rise buildings obtained 10 influential factors where the factors are : Suitability and clarity of the specification, Schematic production, Accuracy and measurability, Improve planning, Top management support , On time, Organisational culture, Price Estimation, Looks and Aesthetics, dan Reliability of facility

**Keywords:** *Finishing, High Rise Building, Relative Importance Index, Total Quality Management.*



## ABSTRAK

Kebutuhan ruang perkantoran di perkotaan bisa dikatakan sangat tinggi karena aktivitas ekonomi yang terlibat dan perannya dalam pertumbuhan ekonomi global. Meski Jakarta tampak sudah memiliki banyak gedung perkantoran, ternyata hal tersebut belum cukup untuk mengimbangi permintaan ruang kantor yang terus meningkat, dengan permintaan sewa ruang kantor seluas 6.928.500 m<sup>2</sup> pada akhir tahun 2013. *Finishing* penutup lantai adalah istilah umum untuk penutup lantai permanen dan pekerjaan yang terkait. Penutup lantai sendiri adalah istilah yang digunakan untuk menggambarkan setiap bahan *finishing* yang akan diaplikasikan pada struktur lantai untuk menyediakan lantai jalan.

Hasil penelitian analisis deskriptif dengan metode *Total Quality Management* pada pekerjaan *finishing* pada gedung bertingkat didapatkan 10 faktor yang berpengaruh dimana faktor tersebut adalah: *Suitability and clarity of the specification, Schematic production, Accuracy and measurability, Improve planning, Top management support, On time, Organisational culture, Price Estimation, Looks and Aesthetics, dan Reliability of facility*

**Kata kunci :** *Finishing, High Rise Building, Relative Importance Index, Total Quality Management.*

