

ABSTRAK

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Program Studi : Teknik Industri
Judul Laporan Skripsi : PENGARUH KEPUASAN KERJA DAN
KOMITMEN ORGANISASI TERHADAP
KUALITAS PRODUKSI DI PT. XYZ FARMA
Pembimbing : Selamat Riadi, ST, MT

PT. XYZ FARMA merupakan perusahaan industri yang bergerak dalam bidang pembuatan dan distribusi produk-produk farmasi. Produk yang dihasilkan PT. XYZ FARMA sendiri mengarah kepada pasar obat *ethical*, OTC (*Over The Counter*) atau obat yang dijual bebas, serta obat herbal yang berbahan dasar alam. Dalam penelitian ini, peneliti melakukan penelitian di departemen Produksi. Pada bulan September 2021 sampai Agustus 2022, diketahui jumlah produksi meningkat pada bulan September sebanyak 66 BN (*Batch Number*), kemudian pada bulan April memproduksi 80 BN, kemudian dibulan Agustus mengalami penurunan yaitu sebanyak 73 BN. Dan satu tahun terakhir yaitu dari bulan November 2021 sampai Agustus 2022 jumlah karyawan mengalami penurunan yang mengakibatkan jumlah produksi mengalami penurunan juga. Dan ditemukan defect pada jenis *physical Hardness* sebesar 39,39%, bobot sebesar 15,15% DT sebesar 12,12%, *Friability* sebesar 21,21%, dan *Thickness* sebesar 12,12%. Atas dasar ini, peneliti melakukan penelitian untuk mengetahui hubungan antar permasalahan yang ada. Peneliti menggunakan metode Uji Koefisien dan *Path Analysis* dalam penelitian. Tahapan dalam metode ini yaitu membuat kuesioner yang sudah diuji validitas dan reliabilitasnya, lalu menguji normalitas data dengan metode *Liliefors*, lalu dilanjut uji signifikansi dan linearitas data. Dan yang terakhir dilakukan uji koefisien korelasi dan analisis jalur. Kepuasan kerja terhadap kualitas produksi, nilai t_{hitung} β_{31} sebesar 5,710 dan komitmen organisasi terhadap kualitas produksi, nilai t_{hitung} β_{32} sebesar 5,943 sehingga dinyatakan berpengaruh positif dan signifikan terhadap kualitas produksi diterima.

Kata Kunci : Kualitas Produksi, Kepuasan Kerja, Komitmen Organisasi, *Path Analysis*, Produksi

ABSTRACT

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Study Program : *Industrial Engineering*
Title Internship Report : *THE INFLUENCE OF JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT ON PRODUCTION QUALITY AT PT. XYZ FARMA*
Counsellor : Selamat Riadi, ST., MT

PT. XYZ FARMA is an industrial company engaged in the manufacture and distribution of pharmaceutical products. Products produced by PT. XYZ FARMA itself leads to the market for ethical drugs, OTC (Over The Counter) or over-the-counter drugs, as well as herbal medicines made from nature. In this study, researchers conducted research in the Production department. From September 2021 to August 2022, it is known that production increased in September by 66 BN (Batch Number), then in April it produced 80 BN, then in August it decreased by 73 BN. And in the last year, from November 2021 to August 2022, the number of employees has decreased, which has resulted in a decrease in production as well. And found defects in the type of physical Hardness of 39.39%, weight of 15.15% DT of 12.12%, Friability of 21.21%, and Thickness of 12.12%. On this basis, researchers conducted research to determine the relationship between existing problems. Researchers use the Path Analysis method in research. The stages in this method are making a questionnaire that has been tested for validity and reliability, then testing the normality of the data using the Liliefors method, then continuing to test the significance and linearity of the data. And the last one is to test the correlation coefficient and path analysis. Job satisfaction on production quality, tcount β_{31} of 5.710 and organizational commitment to production quality, tcount β_{32} of 5.943 so that it is stated that a positive and significant effect on production quality is accepted.

Keywords: *Production Quality, Job Satisfaction, Organizational Commitment, Path Analysis, Production*