

ABSTRACT

Evelyn Hansen (01120090011)

THE EFFECTS OF ISO 9001:2008 QUALITY MANAGEMENT SYSTEM AND CORPORATE QUALITY CULTURE TOWARDS EMPLOYEE PERFORMANCE AT PT. ANEKA GAS INDUSTRI V, SIDOARJO

(xv + 116 pages; 19 figures, 23 tables; 14 appendices)

To be able to continuously improve, organizations currently are becoming aware of the importance of quality management systems. One of the quality management system practices is ISO 9001. PT. Aneka Gas Industri V, Sidoarjo has implemented ISO 9001:2008 since 2009 and is willing to know the effects of the certification. This study described the effects of Organizational Commitment, and Procedures Implementation towards Corporate Quality Culture and Employee Performance, individually and simultaneously. This study also evaluated the effect of Corporate Quality Culture to Employee Performance.

One hundred eight employees out of 141 answered a self-constructed questionnaire. Nine hypotheses were analyzed using the simple and multiple regression models. The results of this study showed that ISO 9001 Certification Planning, Organizational Commitment, and Procedures Implementation significantly affected Corporate Quality Culture and Employee Performance, individually. Corporate Quality Culture significantly affected Employee Performance. Only Procedures Implementation simultaneously and significantly affected Corporate Quality Culture and Employee Performance.

The recommendation was to maintain the good implementation of work procedures in order to increase culture of quality and performance of employees. Trainings supporting ISO 9001 and employees skill or competences must be conducted better. Employee commitment must also be emphasized, and eventually, increase culture of quality and performance of employees.

Keywords: Quality Management Systems, ISO 9001 certification planning, organizational commitment, procedures implementation, corporate quality culture, employee performance

References: 77 (1977 – 2012)