

**PENGARUH KOMPETENSI, KESADARAN, PELATIHAN KARYAWAN,
PRASARANA DAN LINGKUNGAN KERJA TERHADAP KINERJA
KARYAWAN PT. LEMBAH KARET PADANG SETELAH
PENGIMPLEMENTASIAN *QUALITY MANAGEMENT SYSTEM* ISO
9001:2008**

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan upaya-upaya perbaikan kompetensi, kesadaran, pelatihan, prasarana, dan lingkungan kerja yang mempengaruhi kinerja karyawan PT. Lembah Karet Padang setelah pengimplementasian *Quality Manajemen System* ISO 9001: 2008 serta menganalisis pengaruh kompetensi, kesadaran, pelatihan, prasarana, lingkungan kerja terhadap kinerja karyawan PT. Lembah Karet Padang setelah pengimplementasian *Quality Manajemen System* ISO 9001: 2008. Penelitian ini menggunakan metode kuantitatif survei yang menggunakan kuisioner dan wawancara sebagai instrumen pengumpulan data. Metode penarikan sampel yaitu penarikan sampel proposional (*Proportioned sampling*). Sampel yang diambil sebanyak 30 responden. Uji instrumen pengumpulan data menggunakan uji reliabilitas dan uji validitas. Model statistik yang digunakan adalah regresi linier berganda serta menggunakan asumsi klasik dengan menggunakan uji normalitas, uji multikolonieritas, uji heteroskedastiditas dan uji linieritas. Hasil penelitian menunjukkan bahwa Kompetensi, Kesadaran, Pelatihan Karyawan, Prasarana, dan Lingkungan Kerja berpengaruh signifikan terhadap Kinerja Karyawan PT. Lembah Karet Padang setelah pengimplemetasian *Quality Manajemen System* ISO 9001: 2008. Nilai R Square atau koefisien determinasi sebesar 0,672 dimana variabel Kinerja Karyawan dapat dijelaskan oleh variabel Kompetensi, Kesadaran, Pelatihan Karyawan, Prasarana dan Lingkungan Kerja sebesar 67,2 % atau variabel Kompetensi, Kesadaran, Pelatihan Karyawan, Prasarana dan Lingkungan Kerja mampu mempengaruhi variabel Kinerja Karyawan sebesar 67,2 % sedangkan 32,8 % dipengaruhi oleh variabel lain yang tidak dimasukkan ke dalam model. Secara parsial faktor-faktor yang berpengaruh signifikan terhadap kinerja karyawan PT. Lembah Karet Padang setelah pengimplementasian *Quality Management System* ISO 9001:2008 yaitu faktor Pelatihan Karyawan dimana nilai Sig. variabel Pelatihan Karyawan $0,007 <$ dari α 0,05.

Kata Kunci : QSM ISO 9001:2008, kinerja karyawan

THE EFFECT OF COMPETENCE, AWARENESS, EMPLOYEES TRAINING, INFRASTRUCTURE AND WORK ENVIRONMENT ON THE PERFORMANCE OF EMPLOYEES OF PT. LEMBAH KARET PADANG AFTER IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEM ISO 9001: 2008

ABSTRACT

This study aimed to describe the efforts to improve competence, awareness, training, infrastructure, and work environment that affect employee performance of PT. Lembah Karet Padang after implementation of Quality Management System ISO 9001: 2008, and to analyze the effect of competence, awareness, training, infrastructure, work environment on the performance of employees of PT. Lembah Karet Padang after the implementation of the Quality Management System ISO 9001: 2008. Data collection technique include survey and interview. Sampling method is proportional (proportioned sampling). The samples consist of 30 respondents. Reliability and validity test were applied to test data collection instruments. The statistical model used is multiple linear regression using classic assumptions; normality test, multicollinearity, heteroscedasticity and linearity test. The results show that the competence, awareness, employee training, infrastructure, and work environment significantly affect employees performance of PT. Lembah Karet Padang after the implementation of Quality Management System ISO 9001: 2008. The value of R Square or determination coefficient is 0.672 where the variable of employees performance represented by competence, awareness, employee training, infrastructure and environment with the value of 67.2%. It also reveals that competence, awareness, employee training, infrastructure and work environment affect the employees performance as much as 67.2%, while 32.8% is affected by other variables. Partially factors that significantly influence the performance of employees of PT. Lembah Karet Padang after the implementation of the Quality Management System ISO 9001: 2008 is factor Employee Training where the Sig. Employee Training variable 0.007 < of α 0.05.

Keywords : QSM ISO 9001:2008, *employee performance*