

ABSTRACT

Moch. Sambas, Student Number : 1999-01-014. Influence of the Implementation of Quality Management System (ISO 9002) to the Work Productivity of PPB Agency of DKI Jakarta, under the supervision of John E.H.J. FoEh.

The objectives of this research are to know : Work productivity of PPB Agency of DKI Jakarta” in publishing the housing development permit before and after the implementation of ISO 9002, factors which influence the work productivity of PPB Agency of DKI Jakarta, response of the permit applicant regarding the service of PPB Agency of DKI Jakarta and the influence of PPB Agency of DKI Jakarta service to the satisfaction of housing development permit applicant.

Methods employing in this research includes descriptive statistical analysis using histogram, multiple linear regression, t test and simple linear regression.

The results of the research show that the retribution (PIMB) per housing development permit (IMB) become small if the average application for the permit is housing development. The retribution should be big if the application of building development permits is for shopping centre or office buildings. The retribution should be greater than before if there are supplement buildings beside housing, office buildings and shopping centre. Statistical analysis to test the influence of age group, education level, work experience and training to the work productivity of PPB Agency of DKI Jakarta show that simultaneously all independent variables employing in multiple linear regression model has a very significance influence to the work productivity. Partial test of the same statistical model shows that only X1 (age group) and X3 (work experience) which has significant influence to the work productivity of PPB Agency of DKI Jakarta. Furthermore, the hypothesis stating that more than 50 % of the permit applicant are satisfy, should be received. In the other word we could state that there is no difference between hypothesis and the observed result. The result of simple linear regression shows that the service of PPB Agency of DKI Jakarta could satisfy the housing development applicants. Based on that simple linear regression equation we could state that the increase of 1 category of service will increase the satisfaction of the permit applicants around 0.617 unit or category.