

RINGKASAN

Penelitian ini merupakan penelitian survei terhadap pegawai KPPN Yogyakarta terkait implementasi *Quality Management System* ISO 9001:2008. Penelitian ini berjudul “Pengaruh Persepsi Implementasi *Quality Management System* ISO 9001:2008 Terhadap Kinerja Pegawai Kantor Pelayanan Perbendaharaan Negara Yogyakarta”. Tujuan penelitian ini adalah untuk mengetahui pengaruh persepsi perencanaan sertifikasi, persepsi komitmen organisasi, dan persepsi penerapan prosedur dalam implementasi QMS ISO 9001:2008 terhadap kinerja pegawai KPPN Yogyakarta.

Responden yang diambil dalam penelitian ini adalah semua pejabat dan pegawai KPPN Yogyakarta. Jumlah responden adalah 49 orang. Analisis data menggunakan regresi linear berganda. Berdasarkan hasil penelitian dan analisis data menunjukkan bahwa: (1) Persepsi perencanaan QMS ISO 9001:2008, komitmen organisasi, dan penerapan prosedur secara simultan berpengaruh signifikan terhadap kinerja pegawai KPPN Yogyakarta, (2) Persepsi perencanaan QMS ISO 9001:2008 berpengaruh signifikan terhadap kinerja pegawai KPPN Yogyakarta, (3) Persepsi komitmen organisasi tidak berpengaruh signifikan terhadap kinerja pegawai KPPN Yogyakarta, (4) Persepsi penerapan prosedur standar tidak berpengaruh signifikan terhadap kinerja pegawai KPPN Yogyakarta.

SUMMARY

This research is a survey research on employee of KPPN Yogyakarta regarding the implementation of the Quality Management System ISO 9001: 2008. This research entitled "Effect of Perception of Implementing Quality Management System ISO 9001:2008 on The Employee Performance of State Treasury Office Yogyakarta". The aims of this research is to determine the effect of certification planning perception, organizational commitment perception, and perception of procedures in the implementation of QMS ISO 9001: 2008 on employee performance KPPN Yogyakarta.

Respondents were chosen in this research are all officers and employees KPPN Yogyakarta. The number of respondents is 49 people. Analysis of data using multiple linear regression. Based on the research and analysis of the data showed that: (1) Perceptions of planning QMS ISO 9001:2008, organizational commitment, and application procedures simultaneously significant effect on employee performance KPPN Yogyakarta, (2) The perception of planning QMS ISO 9001: 2008 has a significant effect on performance Yogyakarta KPPN employees, (3) The Perception of organizational commitment does not significantly influence employee performance KPPN Yogyakarta, (4) the perception of the application of the standard procedure does not significantly influence employee performance KPPN Yogyakarta.