

**PERSEPSI KE ATAS PENGGUNAAN ALAT DAN TEKNIK KUALITI
TERHADAP PRESTASI KUALITI DALAM INDUSTRI PEMBUATAN**
(Perception on Usage of Quality Tools and Techniques towards Quality Performance in the
Manufacturing Industry)

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ABSTRAK

Penggunaan alat dan teknik kualiti adalah kaedah peningkatan kualiti yang digunakan untuk mengumpul dan menganalisis data secara sistematik. Dalam makalah ini, persepsi penggunaan alat dan teknik kualiti terhadap prestasi kualiti dalam industri pembuatan dikaji. Sampel kajian terdiri daripada 219 buah industri pembuatan merangkumi organisasi bersaiz kecil, sederhana dan besar yang beroperasi di negeri Selangor. Kajian ini menggunakan analisis lintasan dengan penganggaran kebolehdajian maksimum untuk menganggarkan hubungan dalam satu sistem persamaan struktur menggunakan perisian AMOS yang melibatkan 5 kriterium, iaitu alat kawalan proses statistik (KPS), alat pengurusan, teknik lanjutan, peningkatan kualiti dan prestasi kualiti. Hasil analisis lintasan menunjukkan pemberat regresi anggaran adalah bererti berdasarkan nilai- p (nilai- $p < 0.05$), iaitu perkaitan antara kriterium kajian adalah bererti secara statistik melainkan perkaitan antara alat pengurusan dengan peningkatan kualiti. Ringkasnya, model analisis lintasan adalah sah dari segi statistik dan mencapai indeks padanan yang baik dengan ujian Khi kuasa dua (χ^2 (dk = 3) = 6.172, nilai- p = 0.082), CFI = 0.989, TLI = 0.963 dan RMSEA = 0.075. Kesimpulannya, kajian ini memberikan penunjuk awal terhadap pengukuran prestasi kualiti melalui penggunaan alat dan teknik kualiti khususnya dalam industri pembuatan.

Kata kunci: peningkatan kualiti; alat dan teknik kualiti; prestasi kualiti; industri pembuatan

ABSTRACT

Quality tools and techniques are quality improvement methods used to collect and analyse data systematically. In this paper, the perception of the use of quality tools and techniques of quality performance in manufacturing industries are studied. A sample of 219 manufacturing industries which include small, medium and large organisations in the state of Selangor. This study used path analysis with maximum likelihood estimation. It estimates the relationship in a structural equation system using AMOS software which involves 5 criteria namely statistical process control (SPC) tools, management tools, advanced techniques, quality improvement and quality performance. Path analysis results show that the estimated regression weights are significant based on p -value (p -value < 0.05), that is the relationship among the criteria are statistically significant except for the relationship of management tools on quality improvement. In short, the path analysis model is statistically valid and achieved model fit with Chi square test (χ^2 (df = 3) = 6.172, p -value = 0.082), CFI = 0.989, TLI = 0.963 and RMSEA = 0.075. In conclusion, this study gives an initial indicator of quality measurement performance through the use of quality tools and techniques particularly in the manufacturing industry.

Keywords: quality improvement; quality tools and techniques; quality performance; manufacturing industry

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