

BAB V

KESIMPULAN

Tujuan dari studi literatur ini adalah untuk melihat praktik TQM pada sektor industri penerbangan, industri UKM, industri makanan, dan dampaknya terhadap peningkatan kinerja perusahaan manufaktur dan jasa. Didapatkan kesimpulan sebagai berikut:

1. Faktor TQM yang paling berpengaruh adalah kepemimpinan manajemen
2. Dampak yang dirasakan oleh ketiga kasus yaitu peningkatan kualitas produk dan layanan, serta kepuasan pelanggan.

Temuan studi literatur ini menunjukkan bahwa jika perusahaan ingin meningkat kualitas produk dan layanan, dan kepuasan pelanggan, keterlibatan pimpinan manajemen sangat dibutuhkan.

5.2 Implikasi Penelitian

Studi literatur ini menunjukkan bahwa konsep TQM dapat diterapkan pada perusahaan manufaktur maupun jasa. Lebih lanjut TQM dapat digunakan untuk peningkatan kinerja dan memberikan hasil yang baik bagi perusahaan. Bagi para manajer perusahaan harus lebih memperhatikan kebutuhan karyawan dalam hal pekerjaan, khususnya mengenai alat dan sistem yang digunakan. Kelengkapan kebutuhan karyawan dapat memberikan motivasi kerja, sehingga kinerja karyawan dapat meningkat. Hal itu akan sejalan dengan peningkatan kualitas produk dan layanan, serta kepuasan pelanggan dan juga memungkinkan peningkatan profitabilitas perusahaan.

5.3 Rekomendasi Untuk Penelitian Masa Depan

Studi literatur ini hanya mencakup tiga sektor industri yang berbeda yaitu layanan penerbangan, industri makanan, dan industri usaha kecil menengah. Sangat dianjurkan pada penelitian masa depan untuk memperluas ruang lingkup penelitian di sektor industri yang berbeda, misalnya industri jasa yaitu pada perguruan tinggi

(Universitas) maupun industri manufaktur yaitu pada industri *furniture* (perabotan rumah tangga). Hal itu dimaksudkan agar supaya dapat memberikan wawasan tambahan mengenai efektivitas penerapan TQM.

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