

ABSTRAK

Mega AD Retnani. Penerapan Analisis Akar Penyebab (*Root Cause Analysis*) untuk Telaah Penurunan Kinerja Karyawan Sub Divisi Project Payment di PT. Sedayu Utama. 2019

Penelitian ini bertujuan untuk menentukan akar penyebab adanya penurunan kinerja dan memberikan saran intervensi untuk menyelesaikan masalah penurunan kinerja subdivisi *project payment* di PT. Sedayu Utama. Metode penelitian yang digunakan adalah deskripsi analisis dengan pendekatan kualitatif, teknik pengumpulan data menggunakan wawancara, menyebarkan kuesioner dan observasi. Hasil penelitian akar masalah dari faktor sumber daya manusia ditemukan ketidakmampuan menggunakan alat elektronik dan tingginya tingkat kepercayaan diri hingga membuat kurang dapat menerima kritikan dan kurang inisiatif. Faktor alat ditemukan kurang dimanfaatkannya alat elektronik berupa komputer dan *scanner*, faktor manajemen ditemukan kurangnya komitmen, kompetensi, koordinasi dan memahami prosedur perusahaan, faktor motivasi ditemukan kurangnya pengawasan, tidak ada *reward & punishment* dan *Lack of Value Inconsistent with Mission*. Solusi yang disarankan untuk mengatasi masalah itu adalah *coaching, knowledge management, sharing session, on the job training* dan *reward & punishment*.

Keyword : analisis akar masalah, meningkatkan kinerja, Andersen & Fagerhaug

ABSTRACT

Mega AD Retnani. *The Application of Root Cause Analysis to Analyze the Decreased Project Payment Subdivision's performance at PT. Sedayu Utama.* 2019

This study aims to find out the root cause of the decreased human performance and provide the right interventions to solve the problem in project payment sub division at PT. Sedayu Utama. The research method used is descriptive analysis with qualitative approach, data is obtained through interview, questionnaire and observation. As the results of this study of root cause analysis, the inability to use electronic equipment, to accept constructive criticism due to high level of superiority and lack of initiative thinking are found. Meanwhile from equipment factor such as computer and scanner, it is found to be underutilized and from management factor, it is found that there's a lack of commitment, competition, coordination and understanding of the company's procedure, from motivation factor, it is found that there's a lack of supervision, reward & punishment and lack of value inconsistent with mission. The solutions advised to solve these problems are coaching, knowledge management, sharing session, on the job training and reward & punishment.

Keyword: *root cause analysis, improving performance, Andersen & Fagerhaug*