

ABSTRACT

PT. Kasana Teknindo Gemilang is a company major in the field of heavy equipment distributor. According to the results of the preliminary interviews show that cases for work accident in a company often occur due to the disobedient behavior of implementing standard operating procedures on heavy equipment maintenance workers. This study was aim to analyze the relationship between activator and consequence with the compliance of Standard Operational Procedure (SOP) to heavy equipment maintenance workers in PT Kasana Teknindo Gemilang Surabaya.

This study was a type of observational study with cross-sectional study design. The population of research was all labor in heavy equipment mechanical unit in PT Kasana Teknindo Gemilang Surabaya. The sample was a total of 9 workers. The variables in this study are activators (knowledge, rules, availability of SOP maintenance of Forklift, Supervision, and training), behavior, and consequence (positive reinforcement, negative reinforcement, and punishment). Data obtained from the interview with supervisors, filling questionnaires, and observations directly to the workforce. The data obtained are then analyzed and presented descriptively.

The results showed that 66.67% workers had a good knowledge; all of the workers knew about the regulatory obligation of SOP implementation and there was SOP for heavy equipment (Forklift) maintenance in the company; 44.45% workers were in a good supervision. And 66.67% workers took part of the training that was hold the company; 55.6% workers never received positive reinforcement. 66.7% never received negative reinforcement. and 77.8% workers never punished.

The conclusion of this research was the obedience of workers to implemented SOP about maintenance heavy equipment in PT. Kasana Teknindo Gemilang Surabaya based on activator and consequence factors. The activator factors that have a strong relevance with implementation of SOP were knowledgement, supervision and training. while the consequence factors that have strong relevance with implementation of SOP were positive reinforcement and negative reinforcement

Keywords : SOP, Activator, Consequance

ABSTRAK

PT. Kasana Teknindo Gemilang adalah sebuah perusahaan yang bergerak di bidang distributor alat berat. Menurut hasil wawancara pendahuluan menunjukkan bahwa kasus kecelakaan kerja di perusahaan sering terjadi disebabkan oleh perilaku tidak patuh menerapkan standar operasional prosedur pada pekerja pemeliharaan alat berat. Penelitian ini bertujuan untuk menganalisa hubungan *activator* dan *consequence* dengan kepatuhan penerapan Standar Operasional Prosedur (SOP) pada pekerja pemeliharaan alat berat di PT Kasana Teknindo Gemilang Surabaya.

Penelitian ini merupakan jenis penelitian observasional dengan rancangan penelitian *cross-sectional*. Populasi penelitian adalah seluruh pekerja di unit mekanik alat berat di PT Kasana Teknindo Gemilang Surabaya. Sample penelitian adalah total populasi sebanyak 9 orang pekerja. Variabel yang diteliti dalam penelitian adalah *activator* (pengetahuan, peraturan, ketersediaan SOP pemeliharaan Alat berat (*Forklift*), Pengawasan, dan pelatihan), *behavior*, dan *consequence* (penguatan positif, penguatan negatif, dan hukuman). Data didapatkan dari hasil wawancara dengan supervisor, pengisian kuesioner, dan observasi secara langsung kepada pekerja. Data yang didapat kemudian dianalisis dan disajikan secara deskriptif.

Hasil penelitian menunjukkan bahwa 66,67 % pekerja memiliki pengetahuan baik; seluruh pekerja mengetahui adanya peraturan kewajiban penerapan SOP dan Tersedianya SOP pemeliharaan alat berat (*Forklift*) di perusahaan; 44,45% pekerja memiliki pengawasan kategori baik. Dan 66,67% pekerja pernah mengikuti pelatihan yang diberikan perusahaan; 55,6% pekerja belum pernah mendapat penguatan Positif. 66,7% pekerja belum pernah mendapatkan penguatan negatif. dan 77,8% belum pernah mendapat hukuman.

Kesimpulan dari hasil penelitian ini adalah perilaku patuh menerapkan SOP pada pekerja pemeliharaan alat berat di PT. Kasana Teknindo Gemilang Surabaya didasari oleh adanya *activator* dan *consequence*. faktor *activator* yang memiliki hubungan kuat dengan kepatuhan penerapan SOP yaitu pengetahuan, pengawasan dan pelatihan sedangkan faktor *consequence* yang memiliki hubungan kuat dengan kepatuhan penerapan SOP yaitu penguatan positif dan penguatan negatif

Kata kunci : SOP. *Activator*, *Consequence*