

**PERANAN KARYAWAN BAGIAN *QUALITY CONTROL FIELD* PADA PROSES
PENGENDALIAN *REJECT* DI PT XYZ, BEKASI, JAWA BARAT (MAGANG)**

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RANGKUMAN

Mahasiswa telah melakukan magang selama 11 minggu di PT XYZ yang terletak di kawasan industri MM 2100 Cibitung, Bekasi, Jawa Barat. Mahasiswa ditempatkan di Departemen *Quality Control* (QC) pada divisi permen. Tugas yang diberikan kepada mahasiswa sebagai *QC Field* adalah memastikan proses produksi hingga pengemasan berjalan sesuai dengan standar yang telah ditentukan oleh perusahaan. Temuan permasalahan yang terjadi selama magang diantaranya adalah kesalahan kodefikasi, kemasan jebol, dan pekerja kurang memperhatikan GMP's dan 5R. Berdasarkan hasil observasi mahasiswa selama magang ditemukan beberapa faktor penyebab masalah, seperti kurangnya komunikasi antar sesama pekerja dan kurang telitnya operator *line* produksi sehingga bergantung pada *QC Field*. *QC Field* memiliki peranan yang sangat penting pada proses produksi permen mulai pemasakan adonan hingga produk jadi. Kekuatan yang terdapat di alur kerja *QC Field* yaitu seluruh dokumen tercatat dengan baik, *QC Field* bekerja dengan memastikan proses produksi hingga pengemasan sesuai dengan standar dan kebutuhan, serta label keterangan produk yang diberikan sangat jelas. Sedangkan kelemahan yang terdapat di alur kerja *QC Field* yaitu kurangnya komunikasi antar pekerja serta kurangnya rasa tanggung jawab terhadap tugas masing-masing pekerja. Guna mengatasi permasalahan di Departemen QC pada divisi permen, sebaiknya komunikasi antara *Supervisor*, *QC Field*, dan operator harus dipererat agar tidak terjadi salah paham yang dapat menimbulkan masalah selama proses pekerjaan berlangsung. Selain itu, setiap pekerja wajib mengikuti kegiatan *training* yang diadakan oleh perusahaan untuk meningkatkan pengetahuan atau wawasan pekerja.

Kata kunci : Pengendalian *Reject*, Peranan Karyawan, *Quality Control* Permen

THE ROLE OF FIELD QUALITY CONTROL STAFF ON THE CONTROL PROCESS OF REJECT PRODUCT IN PT XYZ, BEKASI, WEST JAVA (INTERNSHIP)

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SUMMARY

Students have done an internship for 11 weeks at PT XYZ which is located in the MM 2100 industrial area, Cibitung, Bekasi, West Java. Students are placed in Quality Control (QC) Department, specifically in the candy division. The assignment given to students as QC Field candy is to ensure the candy production process up to packaging runs according to predetermined standards. The finding of problems that occurred during the internship were codification errors, broken packaging, and the workers paying less attention to GMP's and 5R. Based on the student's observation during the internship, several factors were found that cause problems, such as lack of communication between fellow workers and lack of thorough production line operators so that they depend on QC Field. QC Field has a very important role in the candy production process from cooking the dough to finished products. The strengths in the QC Field work flow such as all documents are well documented, QC Field works by ensuring the production and packing processes in accordance with the standards and needs, and the labels provided are very clear. In the contrary, the weaknesses found in the QC Field workflow are lack of communication between workers and a lack of responsibility sense towards their respective duties. It is recommended that communication between Supervisors, QC Fields, and operators must be strengthened, so that miss communication does not occur. Furthermore, every employee is obliged to follow the training activities held by the company to increase their knowledge.

Keywords : Reject Control, The Role of Employees, Quality Control Candy