



ISSN

2088-4842 (Cetak)

2442-8795 (Online)

JURNAL OPTIMASI SISTEM INDUSTRI

Volume 17, Nomor 2, Tahun 2018

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Diterbitkan oleh Jurusan Teknik Industri, Fakultas Teknik, Universitas Andalas, Padang
bekerjasama dengan Persatuan Insinyur Indonesia



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Redaksi Jurnal Optimasi Sistem Industri, Gedung Teknik Industri, Fakultas Teknik, Lantai 3, Universitas Andalas, Kampus Limau Manis, Padang

Email: editor_josi@eng.unand.ac.id

Redaksi menerima artikel ilmiah hasil penelitian dengan subjek yang relevan. Terbitan perdana Oktober 2001.
Periode terbit edisi Semester 1 (Januari-Juni) dan Semester 2 (Juli-Desember) setiap tahun.

ISSN 2088-4842

Volume 17 Nomor 2 2018

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Kerjasama dengan:

**Persatuan Insinyur Indonesia (PII)
Badan Kerjasama Penyelenggara Pendidikan Tinggi Teknik Industri (BKSTI)**

Jurnal Optimasi Sistem Industri	Vol. 17	No. 2	Hal. 113-219	2018	ISSN 2088-4842
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EDITORIAL

Volume 17, No. 2, 2018 of the Journal on Optimization of Systems at Industries (JOSI) consists of ten articles written by researchers and practitioners in the area of industrial Engineering from all over Indonesia. Most of the articles come from the case studies from various industries, companies, as well as public services. Of all ten articles, two articles are related to the information system. The first study was conducted to design more efficient quality control information system through implementation of web based application, while another study designed the shipment routes of 3 kg of LPG in PT IB is determined.

There are three articles from the area of quality management. The first article aims to make improvements in reducing waste of service time and provide recommendations for managing the administrative service process, thus, it can be used as a reference in the process of improving government service organizations. The second article investigated the correlation of service quality to customer satisfaction, loyalty, and deployment of communication using Word of Mouth (WOM). The research was conducted at Character-based School in Jakarta, involving 84 parents as respondents. Another article analyzed the effect of hospital pharmacy service quality on patient satisfaction at pharmacy depo Dr. M. Djamil Padang Hospital.

One article from the area of management strategy investigated the strategy for the control of the maritime industry to strengthen the country's defense. The study found that the strategy for the control of the maritime industry is to carry out the construction of port facilities, the construction of a fleet of ships made in the country, the formation of qualified human resources, to improve its management, ensure the availability of the main spare parts and improve shipbuilding capability, to optimize the benefits of sabotage principle to resolve banking policy which is still not very profitable to the industries.

There are also three articles in the field of Ergonomics and Human Factors Engineering in this edition. An article is related to the macro ergonomics field, which aims to analyze and prove the influence of organizational culture and work environment on employee performance through job satisfaction as a mediator or as an intervening variable. Another article aims to make improvement towards the workload of the employees in the production of injection plastic part. The study proposed the shift work improvement, the application of music therapy, and motivation. The last article aims to reduce spinal injury on a soldier, and produce artificial exoskeleton as a tool for the Indonesian Armed Forces.

JOSI editorial team would like to thank all authors contributing to this edition. The editor would also like to express the gratitude to all reviewers who have worked hard in maintaining the quality of the articles published on this edition. We believe that all articles will have a contribution to the exchange of ideas and knowledge in the area of Industrial Engineering.

Hilma Raimona Zadry

Editor-in-Chief