

ABSTRAK

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Skripsi

Analisa Aspek Ergonomi di Restoran Pipe & Barrel Surabaya Terhadap
Kenyamanan Karyawan dan Konsumen.

Penelitian ini dilakukan di Restoran Pipe & Barrel Surabaya, dengan tujuan untuk mengetahui apakah aspek ergonomi berpengaruh terhadap kenyamanan karyawan dan konsumen. Penelitian ini mengambil sampel sebanyak 3 karyawan sebagai informan dan 100 konsumen sebagai responden. Penelitian ini menggunakan Analisa Faktor Konfirmatori untuk dimensi kenyamanan konsumen dan triangulasi untuk dimensi kenyamanan karyawan. Berdasarkan hasil penelitian, diperoleh bahwa aspek ergonomi pada dimensi kenyamanan karyawan (ergonomi fisik, lingkungan, & makro) sudah cukup baik dan aspek ergonomi pada dimensi kenyamanan konsumen (aspek antropometri dan ergonomi lingkungan) berpengaruh signifikan terhadap kenyamanan konsumen di Restoran Pipe & Barrel Surabaya.

Kata Kunci: Ergonomi Fisik, Ergonomi Lingkungan, Ergonomi Makro, Kenyamanan.

ABSTRACT

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Thesis

Analysis of Ergonomics Aspects at the Pipe & Barrel Restaurant
Surabaya Toward Employees' and Consumers' Comfort.

This research was conducted at the Pipe & Barrel Restaurant Surabaya; the objective of this study is to know whether the aspects of ergonomics effect on employees' and consumers's comfort. This research take 3 employees of informants and 100 consumers of respondent. This study uses triangulation for the employees' comfort dimension and Confirmatory Factor Analysis (CFA) for the consumers' comfort dimension. Based on the result, ergonomic aspects of employees' comfort dimension (physical, environmental, & macro ergonomics) are proper enough and ergonomic aspects of consumers' comfort dimension (anthropometrics and environmental ergonomics) affect on consumers' comfort in Pipe & Barrel Restaurant Surabaya.

Keywords:

Physical Ergonomics, Environmental Ergonomics, Macro Ergonomics, Comfort.

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