

## **ABSTRACT**

*This thesis investigates the root causes of production inefficiency at CV Eka Abadi, with a specific focus on the social dimension of operations management. The study explores how factors such as employee satisfaction, training and development, business ethics, and occupational health and safety influence production efficiency. By employing a mixed-method research approach, data were collected through questionnaires and semi-structured interviews with production workers and management. The findings reveal significant correlations between these social factors and production outcomes, highlighting the need for improved management practices in these areas to enhance productivity. The research contributes to the existing body of knowledge by emphasizing the importance of the human element in operational efficiency and provides practical recommendations for CV Eka Abadi to address their production challenges. Future research should consider longitudinal studies to capture the dynamic nature of these social factors and their long-term impacts on production efficiency.*

*Keywords: Operations Management, Social Dimension, Employee Satisfaction, Employee Training and Development, Business Ethics, Occupational Health and Safety*