

**EVALUATING THE IMPACT OF MECHANICAL COMPETENCY
DEVELOPMENT ON CERTIFICATION ON WORK PERFORMANCE AT
PT. XYZ**

By

Rahmat Riyadi

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SWISS GERMAN UNIVERSITY
The Prominence Tower
Jalan Jalur Sutera Barat No. 15, Alam Sutera
Tangerang, Banten 15143 - Indonesia

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



Rahmat Riyadi

Student

[28 Agustus 2025]

Date

Approved by:



Assoc. Prof. Dr. Ir. Gembong Baskoro, M.Sc., IPU, ASEAN Eng.,
ACPE, APEC Eng.

[28 Agustus 2025]

Thesis Advisor

Date



Assoc. Prof. Dr. rer. nat. Filiana Santoso

[28 Agustus 2025]

Thesis Co-Advisor

Date

Dr. Ir. Maulahikmah Galinium, S.Kom., M.Sc.

[29 Agustus 2025]

Dean

Date

Rahmat Riyadi

ABSTRACT

**EVALUATING THE IMPACT OF MECHANICAL COMPETENCY
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Assoc. Prof. Dr. rer. nat. Filiana Santoso

SWISS GERMAN UNIVERSITY

This research aims to evaluate the impact of mechanical competency development through training and certification programs on the work performance of mechanics at PT XYZ, a nationally scaled heavy equipment distribution company. The main problem addressed is the relatively high failure rate of mechanics in certification exams, particularly in the theoretical aspect, which is caused by the misalignment between training materials and certification exam content. This gap leads to lower certification pass rates and directly impacts longer job completion times (lead time) as well as potential increases in operational costs. The study employs a quantitative approach using surveys, secondary data collection from the company's SAP system, and multiple regression statistical analysis to examine the relationship between training, certification, work experience, and mechanic performance. The findings reveal that certification has a more dominant effect compared to training alone in improving performance, particularly in reducing job lead time. Quantitative analysis further demonstrates that certification accounts for a substantial proportion of the variance in performance scores, meaning that certified mechanics are able to complete tasks faster, more accurately, and more efficiently than uncertified ones. In addition, work experience and the frequency of task repetition are proven to be critical factors contributing to optimal performance, showing that learning through hands-on practice cannot be fully replaced by formal training. These results emphasize that an ideal mechanic development strategy should integrate training, certification, and field experience in a balanced manner to enhance competency, reduce certification failure rates, lower operational costs, and ultimately improve productivity and customer satisfaction. *Keywords: Mechanical Competence, Work Certification, Training and Development, Lead Time of Work, Operational Performance.*

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DEDICATION

I dedicate this thesis to my loved ones: my parents, my wife, and my children



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