

ABSTRAK

PENGARUH TOTAL QUALITY MANAGEMENT TERHADAP KINERJA MANAJERIAL

(Studi kasus pada 2 Perusahaan BUMN Bidang Jasa di Kota Bandung)

Dalam menghadapi persaingan global para manajer perusahaan tidak dapat lagi menerapkan cara-cara tradisional dalam melakukan proses perencanaan dan pengendalian aktivitas perusahaan. Manajemen dalam perusahaan dituntut untuk selalu mempelajari teknik terbaru yang digunakan untuk memotivasi karyawan agar dapat meningkatkan pelaksanaan kinerja mereka. *Total Quality Management* (TQM) memaksimalkan daya saing organisasi melalui perbaikan secara terus-menerus atas produk, jasa, tenaga kerja, proses dan lingkungannya. Kinerja manajerial didefinisikan sebagai tingkat kecakapan manajer dalam melaksanakan aktivitas manajemen. Penelitian ini bertujuan untuk mengetahui *total quality management*, kinerja manajerial dan pengaruh *total quality management* terhadap kinerja manajerial pada dua Perusahaan BUMN di Bidang jasa (PT. Kereta Api, dan PT PLN) di Bandung. Metode yang digunakan adalah metode *explanatory* dan teknik pengambilan sampel yang digunakan adalah *non probability sampling* dengan metode sampling jenuh yang berjumlah 86 responden pada dua perusahaan BUMN di bidang jasa kota Bandung. Pengumpulan data dan informasi diperoleh melalui studi kepustakaan dan penelitian lapangan dengan melakukan observasi langsung, wawancara dan penyebaran kuesioner. Analisis statistik yang digunakan dalam penelitian ini adalah analisis korelasi *pearson*, analisis regresi linier sederhana, koefisien determinasi, dan uji statistik *t*. Hasil penelitian menunjukkan bahwa *Total quality management* memiliki pengaruh signifikan terhadap kinerja manajerial.

Kata kunci: *total quality management*, kinerja manajerial

ABSTRACT

EFFECT OF TOTAL QUALITY MANAGEMENT OF MANAGERIAL PERFORMANCE

(A case study on two state-owned company Services in Bandung)

In facing of global competition corporate managers can not longer to apply traditional ways in the process of planning and controlling activities of the company. Management of the company is required to always learn the latest techniques used to motivate employees in order to improve the execution of their performance. Total Quality Management (TQM) to maximize the competitiveness of the organization through continuous improvement of the products, services, labor, and environmental processes. Managerial performance manager is defined as the level of proficiency in implementing management activities. This study aims to determine the total quality management, managerial performance and total quality management influence on managerial performance in the two state-owned company in the field of services (PT. Kereta Api and PT PLN) in Bandung. The method used is explanatory method and the sampling technique used is non-probability sampling with sampling methods saturated totaling 86 respondents in the two state-owned companies in the field of services the city of Bandung. The collection of data and information obtained through library research and field research by direct observation, interviews and questionnaires. The statistical analysis used in this study is the Pearson correlation analysis, simple linear regression analysis, the coefficient of determination, and statistical test t. The results showed that the total quality management has a very strong relationship with the managerial performance. Hypothesis test results where $t = 14.523$ larger than $t_{table} = 1,663$ This means that H_0 is rejected and H_a is received, then the total quality management has a significant influence on managerial performance.

Keywords: total quality management, managerial performance