

ABSTRAK

PENGARUH TOTAL QUALITY MANAGEMENT, GAYA KEPEMIMPINAN, DAN BUDAYA ORGANISASI TERHADAP KINERJA KARYAWAN (Studi Kasus PT POS Indonesia di Majalengka)

Penelitian ini bertujuan untuk menguji pengaruh *Total Quality Management* (TQM), gaya kepemimpinan, dan budaya organisasi terhadap kinerja karyawan PT Pos Indonesia di Majalengka. Pengumpulan data dilakukan dengan cara observasi, dan kuesioner yang dijadikan pedoman dalam melakukan wawancara yang dilakukan pada karyawan tetap PT Pos Indonesia di Majalengka dengan responden 46 karyawan yang diambil dari seluruh jumlah populasi. Teknik analisis data yang digunakan yaitu analisis regresi linier berganda melalui software statistic SPSS versi 26. Hasil penelitian menunjukkan bahwa : Secara parsial *Total Quality Management* dan budaya organisasi berpengaruh signifikan terhadap kinerja karyawan. Gaya kepemimpinan tidak berpengaruh terhadap kinerja karyawan. *Total Quality Management*, gaya kepemimpinan dan budaya organisasi secara simultan berpengaruh positif dan signifikan terhadap kinerja karyawan.

Kata Kunci : *Total Quality Management*, Gaya Kepemimpinan, Budaya Organisasi, Kinerja Karyawan, PT Pos Indonesia, Majalengka

ABSTRACT

*INFLUENCE OF TOTAL QUALITY MANAGEMENT, LEADERSHIP STYLE,
AND ORGANIZATIONAL CULTURE
ON EMPLOYEE PERFORMANCE
(Case Study of PT POS Indonesia in Majalengka)*

This research aims to examine the influence of Total Quality Management (TQM), leadership style, and organizational culture on the performance of PT Pos Indonesia employees in Majalengka. Data collection was carried out by means of observation, and questionnaires were used as a guide in conducting interviews conducted with permanent employees of PT Pos Indonesia in Majalengka with 46 employee respondents taken from the entire population. The data analysis technique used is multiple linear regression analysis using SPSS version 26 statistical software. The results of the research show that: Partially, Total Quality Management and organizational culture have a significant effect on employee performance. Leadership style has no effect on employee performance. Total Quality Management, leadership style and organizational culture simultaneously have a positive and significant effect on employee performance.

Keywords: Total Quality Management, Leadership Style, Organizational Culture, Employee Performance, PT Pos Indonesia, Majalengka.