

ABSTRAK

PENGARUH *TOTAL QUALITY MANAGEMENT* (TQM) DAN SISTEM PENGHARGAAN TERHADAP KINERJA MANAJERIAL (Studi Kasus Pada PT. Sari Husada Tbk. Kemudo-Klaten)

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Penelitian ini bertujuan untuk mengetahui pengaruh *total quality management* (TQM) dan sistem penghargaan terhadap kinerja manajerial yang dilaksanakan di PT. Sari Husada Tbk. Desa Kemudo, Kecamatan Prambanan, Kabupaten Klaten.

Subjek dari penelitian ini adalah manajer dari semua level/tingkatan manajemen dengan sampel berjumlah 22 orang dari total populasi 35 orang. Metode pengumpulan data yang digunakan adalah metode dokumentasi, kuesioner dan wawancara. Data yang diperoleh kemudian dianalisis dengan menggunakan teknik analisis regresi linier sederhana dan analisis regresi linier berganda.

Berdasarkan hasil penelitian dan analisis data menyatakan bahwa 1) *Total Quality Management* berpengaruh positif terhadap kinerja manajerial. 2) Sistem penghargaan berpengaruh positif terhadap kinerja manajerial. 3) *Total Quality Management* dan sistem penghargaan berpengaruh positif terhadap kinerja manajerial.

ABSTRACT

THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM) AND REWARD SYSTEM ON MANAGERIAL PERFORMANCE (A Case Study at PT. Sari Husada Tbk. Kemudo-Klaten)

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This research was aimed to identify the influences of total quality management (TQM) and reward system on managerial performance at PT. Sari Husada Tbk. in Kemudo village, Prambanan district, Klaten regency.

The subjects of this research were managers of all managerial levels with 22 samples out of 35 persons as total populations. The data collection methods used were documentations, questionnaires and interviews. The collected data then were analyzed using simple and multiple linear regression analysis.

Based on the research results and data analysis, it was found that 1) Total Quality Management had positive influence on managerial performance. 2) The reward system had positive influence on managerial performance. 3) Total Quality Management and reward system had positive influence on managerial performances.