

ABSTRAK

PERSEPSI KARYAWAN TENTANG PENGARUH *TOTAL QUALITY MANAGEMENT* TERHADAP KINERJA KUALITAS DAN KINERJA KEUANGAN
(Studi Kasus di PT. Yogya Presisi Tehnikatama Industri)

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Tujuan penelitian ini adalah untuk mengetahui apakah *Total Quality Management* berpengaruh positif terhadap kinerja kualitas dan mengetahui apakah *Total Quality management* berpengaruh positif terhadap kinerja keuangan. Latar belakang penelitian ini adalah bahwa manajemen mutu akan berpengaruh terhadap kinerja kualitas, dan akan mempengaruhi kinerja keuangan. *Total Quality Management* merupakan manajemen mutu yang paling tepat untuk perbaikan mutu secara berkesinambungan

Jenis penelitian ini adalah studi kasus di PT. Yogya Presisi Tehnikatama Industri. Data primer diperoleh dengan cara menyebarkan kuesioner kepada karyawan. Teknik analisis data yang digunakan adalah regresi linier sederhana.

Hasil penelitian ini menunjukkan bahwa *Total Quality Management* berpengaruh positif terhadap kinerja kualitas. Hasil lain menunjukkan *Total Quality Management* berpengaruh positif terhadap kinerja keuangan.

Kata Kunci: *Total Quality Management*, kinerja kualitas, kinerja keuangan

ABSTRACT

THE EMPLOYEES PERCEPTION ON THE INFLUENCE OF *TOTAL QUALITY MANAGEMENT* TO QUALITY PERFORMANCE
AND FINANCIAL PERFORMANCE
(Case Studies in PT. Yogya Pesisir Teknikatama Industri)

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The purposes of this research are to determine (1) whether Total Quality Management positively influence the quality performance and (2) Total Quality Management positively influence the financial performance. Previous research showed that quality management affected the quality of the performance as well as financial performance. Total Quality Management is the most appropriate method for continuous improvement of quality.

The type of the research was a case study at PT. Yogya Presisi Teknikatama Industri. The method of data collection was questionnaire. Technique that used to analyse data was simple linear regression.

The result of this research showed that Total Quality Management had a positive influence to quality performance. Another result showed that Total Quality Management also had a positive influence to financial performance.

Keywords: Total Quality Management, quality performance, financial performance.