

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh total quality manajemen dan reward terhadap kinerja pegawai dengan motivasi sebagai variabel intervening pada Puskesmas Talang. Populasi dalam penelitian ini adalah seluruh pegawai. Sementara sampel yang diambil adalah sebanyak 75 responden (semua pegawai) dengan menggunakan teknik kuantitatif. Metode pengumpulan data melalui survey dan menyebarkan kuesioner kepada pegawai sebagai responden. Teknik pengumpulan data yang digunakan adalah Structural Equation Modeling (SEM) dengan Partial Least Square (PLS). Hasil penelitian menunjukkan pengaruh total quality manajemen dan reward terhadap kinerja pegawai berada pada kategori cukup baik. Kemudian pengujian hipotesis menunjukkan bahwa variabel (1)Terdapat pengaruh yang signifikan *total quality management* (TQM) terhadap motivasi.(2)Terdapat pengaruh yang signifikan *reward* terhadap motivasi.(3)Terdapat pengaruh yang signifikan *total quality management* (TQM) terhadap kinerja pegawai.(4)Terdapat pengaruh yang tidak signifikan *reward* terhadap kinerja pegawai.(5)Terdapat pengaruh yang signifikan motivasi terhadap kinerja pegawai.(6)Terdapat pengaruh yang signifikan *total quality management* (TQM) terhadap kinerja pegawai melalui motivasi.(7)Terdapat pengaruh yang tidak signifikan *reward* terhadap kinerja pegawai melalui motivasi.

Kata kunci : Total Quality Manajemen (TQM), Reward, Motivasi, Kinerja Pegawai

ABSTRACT

The purpose of this study was to determine the effect of total quality management and rewards on employee performance with motivation as an intervening variable at the Talang Health Center. The population in this study were all employees. While the sample taken was 75 respondents (all employees) using quantitative techniques. The method of data collection was through surveys and distributing questionnaires to employees as respondents. The data collection technique used was Structural Equation Modeling (SEM) with Partial Least Square (PLS). The results of the study showed that the effect of total quality management and rewards on employee performance was in the fairly good category. Then the hypothesis testing shows that the variables (1) There is a significant influence of total quality management (TQM) on motivation. (2) There is a significant influence of reward on motivation. (3) There is a significant influence of total quality management (TQM) on employee performance. (4) There is an insignificant influence of reward on employee performance. (5) There is a significant influence of motivation on employee performance. (6) There is a significant influence of total quality management (TQM) on employee performance through motivation. (7) There is an insignificant influence of reward on employee performance through motivation.

Keywords: *Total Quality Management (TQM), Reward, Motivation, Employee Performance*