

## **ABSTARCT**

*Edo Pratama, No.BP 161011553105372, Faculty of Economics and Business, Management (2019), The Effect of Personality Locus of Control and Total Quality Management on Employee Performance with Job Satisfaction as Intervening Variables at PT. Incasi Raya Padang under the guidance of Mrs. Marta Widian Sari, SE, MM and Mr. Rio Andhika Putra, SH, MM.*

*This study aims to verify and explain that the personality of Locus of Control (X1) and Total Quality Management (X2) has a positive and significant influence on Employee Performance Perception (Y) mediated by Job Satisfaction (Z). The population in this study were employees at PT. Padang Great Incasi. The sample used in the study was 144 respondents. Data analysis was performed using SPSS 23.0 using the path analysis method.*

*The results showed that Locus of Control had a positive and significant effect on Employee Performance. Total Quality Management does not have a positive and significant effect on Employee Performance. Locus of Control has a positive and significant effect on job satisfaction. Total Quality Management does not have a positive and significant effect on Job Satisfaction. Job Satisfaction has a positive and significant effect on employee performance. The value of indirect influence is greater than direct influence, which means Job Satisfaction is able to mediate the relationship between Locus of Control on Employee Performance. The value of the indirect effect is smaller than the direct effect, which means Job Satisfaction is not able to mediate the relationship between Total Quality Management to Employee Performance.*

**Keywords:** *Locus of Control Personality, Total Quality Management, Job Satisfaction, Employee Performance*

## ABSTRAK

Edo Pratama, No.BP 161011553105372, Fakultas Ekonomi, dan Bisnis, Manajemen (2019), Pengaruh Kepribadian *Locus Of Control* dan *Total Quality Management* terhadap Kinerja Karyawan dengan Kepuasan Kerja sebagai Variabel Intervening pada PT. Incasi Raya Padang dibawah bimbingan Ibu Marta Widian Sari, SE, MM dan Bapak Rio Andhika Putra, SH, MM.

Penelitian ini bertujuan untuk memverifikasi dan menjelaskan bahwa kepribadian *Locus Of Control* (X1) dan *Total Quality Management* (X2) memiliki pengaruh positif dan signifikan terhadap Persepsi Kinerja Karyawan (Y) yang dimediasi oleh Kepuasan Kerja (Z). Populasi dalam penelitian ini adalah karyawan pada PT. Incasi Raya Padang. Sampel yang digunakan dalam penelitian adalah 144 responden. Analisis data dilakukan dengan menggunakan SPSS 23.0 Dengan menggunakan metode analisis jalur.

Hasil penelitian menunjukkan bahwa *Locus Of Control* berpengaruh positif dan signifikan terhadap Kinerja Karyawan. Total Quality Management tidak berpengaruh positif dan signifikan terhadap Kinerja Karyawan. *Locus Of Control* berpengaruh positif dan signifikan terhadap Kepuasan Kerja. Total Quality Management tidak berpengaruh positif dan signifikan terhadap Kepuasan Kerja. Kepuasan Kerja berpengaruh positif dan signifikan terhadap Kinerja Karyawan. Nilai pengaruh tidak langsung lebih besar dari pengaruh langsung, yang berarti Kepuasan Kerja mampu memediasi hubungan antara *Locus Of Control* terhadap Kinerja Karyawan. Nilai pengaruh tidak langsung lebih kecil dari pengaruh langsung, yang berarti Kepuasan Kerja tidak mampu memediasi hubungan antara *Total Quality Management* terhadap Kinerja Karyawan.

**Kata kunci:** Kepribadian *Locus Of Control*, *Total Quality Management*, Kepuasan Kerja, Kinerja karyawan