

ABSTRACT

Yusuf Fariza Akbar, No.BP 16101155310652, Management of the Faculty of Economics and Business (2020), The Influence of Internal Control, Total Quality Management and Good Corporate Governance on Improving the Performance of the National Amil Zakat Agency (Baznas) in Padang, under the guidance of Mrs. Dr. Lusianan, SE., MM and Mrs. Vivi Nila Sari, SE., MM.

This study aims to examine how much the Influence of Internal Control, Total Quality and Good Corporate Governance on Improving Performance. The method of data collection through surveys and distributing questionnaires, with a sample of 39 respondents. The analysis method used is multiple linear analysis. Partial Test (t Test) Obtained, There Is A Significant Effect Between Internal Control On Improving Performance, There Is A Significant Effect Between Total Quality Management, There Is A Significant Effect Between Good Corpotrte Governance On Improving Performance.

Then Based on the Simultaneous Hypothesis test (Test f) it can be seen that there is a Significant Influence between Internal Control, Total Quality Management and Good Corporate Governance Together on Improving Performance. So the author concludes that Internal Control, Total Quality Management and Good Corporate Governance sim and partial effect on Performance Improvement.

And Based on the Determination Test (R2) The Value Shows That The Amount of Percentage of Contribution of Internal Control, Total Quality Management and Good Corporate Governance Simultaneously Towards Performance Improvement is 69.3%, while the rest is influenced by other variables from outside this study.

Keywords: Inter Control, Total Quality Management, Good Corpotrte Governance, Performance Improvement.

ABSTRAK

Yusuf Fariza akbar, No.BP 16101155310652, Manajemen Fakultas ekonomi dan Bisnis (2019), Pengaruh *Pengendalian Intern, Total Quality Management dan Good Corporate Governance* Terhadap Peningkatan Kinerja Badan Amil Zakat Nasional (Baznas) di Kota Padang ,dibawah bimbingan Ibu Dr. Lusianan, SE., MM dan Ibu Vivi Nila Sari, SE., MM.

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh *Pengendalian Intern, total Quality dan Good Corporate Governance* Terhadap Peningkatan Kinerja. Metode pengumpulan data melalui survei dan mengedarkan kuisioner, dengan sampel 39 responden. Metode Analisis yang digunakan adalah analisis linier berganda. Hasil Penelitian yang didapatkan Berdasarkan Uji Parsial (Uji t) Diperoleh, Terdapat Pengaruh yang Signifikan Antara *Pengendalian Intern* Terhadap Peningkatan Kinerja ,Terdapat Pengaruh yang signifikan antara *Total Quality Management*,Terdapat Pengaruh yang signifikan Antara *Good Corporate Governance* Terhadap Peningkatan Kinerja.

Kemudian Berdasarkan uji Hipotesis Antara Simultan (Uji f) dapat diketahui Terdapat Pengaruh secara Signifikan antaran *Pengendalian Intern, Total Quality Management dan Good corporate Governance* Secara Bersama-sama terhadap Peningkatan Kinerja. Maka Penulis berkesimpulan Bahwa *Pengendalian Intern, Total Quality Management dan Good Corporate Governance* secara simltan dan parsial berpengaruh terhadap Penignkatan Kinerja.

Dan Berdasarkan Uji determinasi (R^2) Nilainya Menunjukkan Bahwa Besarnya Persentase sumbangan *Pengendalian Intern, Total Quality Management dan Good Corporate Governance* secara simultan Terhadap Peningkatan Kinerja adalah sebesar 69,3% ,sedangkan sisanya dipengaruhi variabel lain dari luar penelitian ini.

Kata kunci : *Pengendalian Inter, Total Quality Management, Good Corpotrte Governance, Peningkatan Kinerja.*