

ABSTRAK

Diefo Prawira, Nomor BP 17101155310579, Jurusan Manajemen, 2021.

“Pengaruh TQM, Sistem Pengendalian Internal, Sistem Penghargaan, Sistem pengukuran Kinerja terhadap Kinerja Manajerial “ (Studi Pada Kantor Dinas PUPR Kab. Solok) di bawah Pembimbing I Marta Widian Sari, S.E, M.M dan Pembimbing II Neni Sri Wahyu Nengsih, S.E, M.M.

Penelitian ini bertujuan untuk mengetahui Pengaruh TQM, Sistem Pengendalian Internal, Sistem Penghargaan, Sistem Pengukuran Kinerja terhadap Kinerja Manajerial. Dengan sampel 124 responden yang di dapat dengan rumus slovin pada populasi Karyawan yang terdaftar pada Kantor Dinas PUPR Kabupaten Solok. Teknik pengambilan sampel accidental sampling. Metode analisis yang digunakan adalah regresi linear berganda dan menggunakan SPSS.

Hasil penelitian yang didapatkan berdasarkan Uji Parsial (Uji t) diperoleh TQM, Sistem Pengendalian Internal, Sistem Penghargaan, Sistem Pengukuran Kinerja berpengaruh secara positif dan signifikan terhadap Kinerja Manajerial. Hasil penelitian berdasarkan Uji Simultan (Uji F) TQM, Sistem Pengendalian Internal, Sistem Penghargaan, Sistem Pengukuran Kinerja secara bersama-sama berpengaruh signifikan terhadap Kinerja Manajerial. Degan Kontribusi kuitas pelayanan, pelaksanaan pemeriksaan pajak dan modernisasi sistem administrasi perpajakan terhadap kepatuhan wajib pajak pribadi sebesar 83,2% sedangkan 16,8% dipengaruhi oleh variabel lain yang tidak di teliti dalam penelitian ini.

Kata Kunci : TQM, Sistem Pengendalian Internal, Sistem Penghargaan, Sistem Pengukuran Kinerja dan Kinerja Manajerial.

ABSTRACT

Diefo Prawira, BP Number 17101155310579, Department of Management, 2021. Effect Total Quality Management, Internal Control System, Reward System, Performance Measurement System on managerial performance) Study of PUPR Officials of Solok Regency), under Advisor I Marta Widian Sari, SE, MM and Advisor II Neni Sri Wahyu Nengsih, SE, MM.

This study aims to determine the effect of Total Quality Management, Internal Control System, Award System, Performance Measurement System on Managerial performance. With a sample of 124 respondents obtained with the slovin formula on the population of employees registered at the District Office of PUPR. Kab. Solok. Accidental sampling technique. The analysis method used is multiple linear regression and using SPSS.

The results of the study obtained based on Partial Test (T Test) obtained Total Quality Management, Internal Control System, Award System, Performance Measurement System have a significant effect on Managerial Performance. The results of the study based on Simultaneous Test (Test F) obtained Total Quality Management, Internal Control System, Award System, Performance Measurement System together have a significant effect on Managerial Performance. With the Contribution of Total Quality Management, Intetnal Management System, Reward System, Performance Measurement System amounted to 83.2% compared to 16.8% influenced by other variables that are not examined in this study .

Keywords: Total Quality Management, Internal Control System, Reward System, Performance Measurement System and Managerial Performance