

ABSTRAK

Syarifatul Aini, 16101155310645, Manajemen, 2020. Pengaruh *Total Quality Management* (TQM), Sistem Pengukuran Kinerja dan Sistem Penghargaan Terhadap Kinerja Manajerial dibawah bimbingan Bapak Dr.Yulasma,SE.MM dan Bapak Rio Andhika Putra,SH.MM. Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *Total Quality Management* (TQM), Sistem Pengukuran Kinerja dan Sistem Penghargaan Terhadap Kinerja Manajerial. Metode pengumpulan data dengan cara menyebarkan kuesioner sebanyak 73 yang disebarkan kepada karyawan PT.Agrimitra Utama Persada Kab.Padang Pariaman. Metode analisis yang digunakan adalah metode statistik Regresi Linier Berganda dengan Penguji Hipotesis Uji Parsial (Uji T) Dan Uji Silmutan (Uji F. Hasil penelitian ini menemukan bahwa *Total Quality Management* (TQM) secara parsial berpengaruh positif dan signifikan terhadap kinerja manajerial pada PT.Agrimitra Utama Persada Kab.Padang Pariaman. Sistem Pengukuran Kinerja secara parsial berpengaruh positif dan signifikan terhadap kinerja manajerial pada PT.Agrimitra Utama Persada Kab.Padang Pariaman. Sistem Penghargaan secara parsial berpengaruh positif dan signifikan terhadap kinerja manajerial pada PT.Agrimitra Utama Persada Kab.Padang Pariaman. Dan *Total Quality Management* (TQM), Sistem Pengukuran Kinerja dan Sistem Penghargaan Terhadap Kinerja Manajerial secara bersama-sama berpengaruh positif dan signifikan terhadap kinerja manajerial pada PT.Agrimitra Utama Persada Kab.Padang Pariaman.

Kata kunci : *Total Quality Management* (TQM), Sistem Pengukuran Kinerja, Sistem Penghargaan, Kinerja Manajerial

ABSTRACT

Syarifatul Aini, 16101155310645, Management, 2020. The Effect of Total Quality Management (TQM), Performance Measurement Systems and Reward Systems on Managerial Performance under the guidance of Dr.Yulasmi, SE.MM and Mr. Rio Andhika Putra, SH.MM. This study aims to determine how much influence the Total Quality Management (TQM), Performance Measurement Systems and Reward Systems Against Managerial Performance. Data collection method is by distributing 73 questionnaires distributed to employees of PT. Agrimitra Utama Persada Kab.Padang Pariaman . The analytical method used is the statistical method of Multiple Liner Regression with the Hypothesis Test Partial Test (T Test) and Silmutan Test (F Test). The results of this study found that Total Quality Management (TQM) had a positive and significant effect on managerial performance on PT. Agrimitra Utama Persada Kab.Padang Pariaman. Performance Measurement System has a positive and significant effect on managerial performance at PT. Agrimitra Utama Persada Kab.Padang Pariaman. The reward system has a positive and significant effect on managerial performance at PT. Agrimitra Utama Persada Kab.Padang Pariaman. And the Total Quality Management (TQM), Performance Measurement System and Reward System for Managerial Performance jointly have a positive and significant effect on managerial performance at PT. Agrimitra Utama Persada Kab.Padang Pariaman.

Keywords: *Total Quality Management (TQM), Performance Measurement Systems, Award Systems, Managerial Performance*