

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar, Pengaruh *Locus of Control* dan *Total Quality Management* terhadap Kinerja Pegawai sebagai melalui Kepuasan Kerja sebagai variabel intervening pada Kantor Bupati Mukomuko. Metode pengumpulan data melalui survei dan mengedarkan kuesioner, dengan Sampel 69 responden dengan menggunakan metode teknik sampel jenuh yaitu menjadikan semua populasi sebagai sampel. Metode Analisis data yang di gunakan adalah Structure Equation Modeling (SEM) dengan partial Least Square (PLS) 3.0.

Hasil analisis data menyimpulkan, (1.) terdapat, pengaruh positif yang tidak signifikan *Locus of Control* terhadap Kepuasan Kerja, (2.) Terdapat pengaruh positif yang signifikan *Total Quality Management* terhadap Kepuasan Kerja, (3.) Terdapat pengaruh positif yang signifikan *Locus of Control* terhadap Kinerja Pegawai. (4.) Terdapat pengaruh positif dan tidak signifikan pada *Total Quality Management* terhadap Kinerja Pegawai. (5.) Terdapat pengaruh Positif yang signifikan pada Kepuasan Kerja terhadap Kinerja Pegawai. (6.) Terdapat pengaruh positif dan signifikan *Locus of Control* terhadap Kinerja pegawai melalui Kepuasan Kerja (7.) Terdapat pengaruh positif yang signifikan *Total Quality Management* terhadap Kinerja Pegawai melalui Kepuasan Kerja.

Kata Kunci: *Locus of Control, Total Quality Management, Kepuasan Kerja dan Kinerja Pegawai.*

ABSTRACT

This study aims to examine how much, the influence of Locus of Control and Total Quality Management on Employee Performance as through Job Satisfaction as an intervening variable at the Mukomuko Regent's Office. The method of collecting data is through surveys and distributing questionnaires, with a sample of 69 respondents using the saturated sample technique method, namely making all the population as samples. The data analysis method used is Structure Equation Modeling (SEM) with partial Least Square (PLS) 3.0.

The results of the data analysis concluded, (1.) there was an insignificant positive effect of Locus of Control on Job Satisfaction, (2.) There was a significant positive effect of Total Quality Management on Job Satisfaction, (3.) There was a significant positive influence of Locus of Control Control of Employee Performance. (4.) There is a positive and insignificant effect on Total Quality Management on Employee Performance. (5.) There is a significant positive effect on job satisfaction on employee performance. (6.) There is a positive and significant influence of Locus of Control on employee performance through Job Satisfaction (7.) There is a significant positive effect of Total Quality Management on Employee Performance through Job Satisfaction.

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