

ABSTRAK

Penelitian ini bertujuan untuk mengetahui besarnya pengaruh *Total Quality Management*, sistem *reward* dan *profit center* terhadap kinerja manajerial pada Perusahaan Daerah Air Minum (PDAM) Kabupaten Purwakarta.

Pendekatan penelitian yang digunakan dalam penelitian ini adalah analisis deskriptif dan verifikatif dengan menggunakan data primer. Teknik sampling yang digunakan adalah *nonprobability sampling* dengan metode sampling jenuh. Analisis statistik yang digunakan dalam penelitian ini adalah uji analisis regresi berganda, korelasi, pengujian hipotesis dengan menggunakan uji t dan F serta analisis koefisien determinasi. Populasi penelitian ini adalah *top manager*, *midel manager*, dan *low manager* yang ada di PDAM Kabupaten Purwakarta, sampel penelitian yang digunakan adalah 23 orang dengan sumber data yang diperoleh melalui hasil pengisian kuesioner.

Berdasarkan hasil penelitian yang dilakukan dapat diketahui bahwa secara parsial *total quality management*, sistem *reward* dan *profit center* berpengaruh terhadap kinerja manajerial. Dimana besarnya pengaruh *total quality management* sebesar 56%, sistem *reward* 5,8%, *profit center* 19,3% terhadap kinerja manajerial. Secara simultan *total quality management*, sistem *reward* dan *profit center* berpengaruh terhadap kinerja manajerial sebesar 82% , sedangkan sisanya yaitu sebesar 18% merupakan pengaruh lain di luar ketiga variabel independen yang sedang diteliti.

Kata Kunci : *Total Quality Management*, Sistem *Reward*, *Profit Center*, Kinerja Manajerial

ABSTRACT

This research aims to determine the influence of the total quality management, reward system, and profit center fit to the managerial performance at Perusahaan Daerah Air Minum (PDAM) Kabupaten Purwakarta.

The research approach used in this study is a descriptive and verification analysis by using primary data. The sampling technique used is nonprobability sampling with the method is jenuh sampling. Statistical analysis used in this study is the multiple regression analysis, correlation, hypothesis testing using t-test and F-test and analysis of the coefficient of determination. The population of this research is to top manager, midel manager and lower manager at the PDAM Kabupaten Purwakarta, the sample used in this reearch are 23 people with the sources of the data obtained through the results of questionnaire.

Based on the results conducted by partial evaluation can be seen that the total quality management, reward system an profit center to the managerial performance. Where the influence of the total quality management as much as 56%, reward system as much as 5,8% and profit center as much as 19,3% to the managerial performance. Simultaneously, the effect of the total quality management, reward system and profit center as much as 82% while the remaining as much 18% is the infulence of other factors outside of the independent variables in the research.

Keywords: *Total Quality Management, Reward System, Profit Center, Management Performance.*