

## **ABSTRACT**

### **THE INFLUENCE ANALYSIS OF TOTAL QUALITY MANAGEMENT (TQM), PERFORMANCE MEASUREMENT SYSTEM AND REWARD SYSTEM ON MANAGERIAL PERFORMANCE (A Case Study of SOEs Banking Companies in Bandarlampung)**

**By  
Latifa Nurul Haramain**

This study aims to determine the effect of the relationship between Total Quality Management (TQM), performance measurement systems, and reward systems on managerial performance in SOEs banking companies in Bandar Lampung.

The study was conducted with a purposive sampling by distributing questionnaires to employees at the companies. Selected respondents consist of 50 persons from middle and lower-level managers and staffs at Bank BNI, Bank BRI, and Bank Mandiri.

The method to test the hypotheses is multiple regression analysis. The results of this study indicate that there are significant positive relationships at first and second hypotheses. But it does not applied to the third hypothesis that the reward system has no effect on managerial performance.

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