

## **ABSTRACT**

### **ANALYSIS OF THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM), ORGANIZATIONAL CULTURE, AND REWARD SYSTEM ON MANAGERIAL PERFORMANCE**

**By:**

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*This study aims to assess the impact of Total Quality Management (TQM), Organizational Culture, and Reward System on managerial performance in the context of banking companies in Indonesia post-COVID-19. The population of this study consists of employees in banking companies, with a total of 105 public banking companies in Indonesia. Convenience sampling method was employed, with 66 employees from Indonesian banking companies serving as the study's sample subjects who responded to the research questionnaire. This study is quantitative and employs primary data obtained through field studies using questionnaires. The structural model in this study is measured using the coefficient of determination ( $R^2$ ) and path coefficient to assess the relationship between variables. Hypothesis testing is conducted using the t-test to determine the influence of independent variables on the dependent variable. The results indicate that Total Quality Management has an effect on Managerial Performance, while Organizational Culture and Reward System do not have a significant impact on Managerial Performance.*

**Keywords:** *Total Quality Management (TQM), Organizational Culture, Reward System, Managerial Performance*

## **ABSTRAK**

### ***Analisis Pengaruh TQM, Budaya Organisasi serta Sistem Penghargaan terhadap Kinerja Manajerial***

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Penelitian ini bertujuan untuk mengevaluasi pengaruh Total Quality Management (TQM), Budaya Organisasi, dan Sistem Penghargaan terhadap kinerja manajerial dalam konteks perusahaan bank di Indonesia setelah COVID-19. Penelitian ini mengambil populasi dari karyawan pada perusahaan bank, dengan jumlah perusahaan bank umum di Indonesia sebanyak 105 perusahaan. Metode sampel yang digunakan adalah convenience sampling, Dalam hal ini, 66 karyawan perusahaan bank di Indonesia menjadi subjek sampel yang menjawab kuesioner penelitian. Penelitian ini bersifat kuantitatif dan menggunakan data primer. Data primer diperoleh melalui studi lapangan dengan menggunakan kuesioner. Model struktural dalam penelitian ini diukur dengan menggunakan coefficient of determination ( $R^2$ ) dan path coefficient untuk mengukur hubungan antar variabel. Kemudian, uji hipotesis menggunakan uji t untuk menentukan pengaruh variabel independen terhadap variabel dependen. Hasil dalam penelitian ini mengatakan bahwa Total Quality Management berpengaruh terhadap Kinerja Manajerial, akan tetapi Budaya Organisasi serta Sistem Penghargaan tidak berpengaruh terhadap Kinerja Manajerial.

***Kata Kunci: Total Quality Management, Budaya Organisasi, Sistem Penghargaan, Kinerja Manajerial***