

Pengaruh Penerapan *Total Quality Management* (TQM) Terhadap Kinerja Manajerial Di PTPN XII (Persero) Kebun Banjarsari kabupaten Jember
(Effect Of Application Total Quality Management (TQM) On Managerial Performance at PTPN XII (Persero) Kebun Banjarsari Kabupaten Jember).

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ABSTRACT

This research to analyze and examine whether there is influence customer satisfaction, respect for everyone, management based on facts, and continuous improvement systems simultaneously, partial on managerial performance at PTPN XII Kebun Banjarsari Kabupaten Jember. This research took a sample of 50 respondents. This research was conducted at PT Perkebunan Nusantara XII Kebun Banjarsari is located in the village of Jember Regency Banjarsari, District Bangsalsari, 68155 Jember Regency, East Java. The data obtained were analyzed using SPSS software for windows release 17.0 using the model of classical assumption test, multiple linear regression, adjusted R-square, F test and t test. Previously done test validity and reliability tests.

The results of the research showed that regression testing simultaneously all independent variables significantly influence Managerial Performance. Partially indicated variable Customer Satisfaction, Respect for everyone not effect significantly to Managerial Performance. While the variable Fact Based Management variables and continuous improvement systems variable effect significantly to Managerial Performance.

Keywords : *Total Quality Management (TQM), Customer Satisfaction, Respect for everyone, fact-based management, continuous improvement systems, Managerial Performance.*