

ABSTRACT

Noviarista, Effect of Total Quality Management, Systems and Technology Pass Against Choice Managerial Performance, (under the guidance of Mr. M.Y Dedi Haryanto, S.E., M.Si).

This study aims to determine whether or not the influence of Total Quality Management, Reward Systems and Technology Pass Against Choice Managerial Performance in retail companies in the city Palembang. Population in this study is a retail company in the city Palembang and the sample used is whole manager in a retail company in the city of Palembang.

Hypothesis testing using multiple linear regression analysis with SPSS version 23.

The test results show that the first hypothesis (H1) of Total Quality Management has no effect on managerial performance that show significant value $0.408 > 0.05$.

Hypothesis (H2) both reward system does not effect the performance of managerial in show the significant value of $0.681 > 0.05$. The third hypothesis (H3) the use of technology has no effect on managerial performance that show significant value $0.534 > 0.05$.

Keywords: Total Quality Management, Reward Systems, and the Use of Technology and Managerial Performance.