

## ***ABSTRACT***

**DIVA FEBIANI, The Effect of total quality management implementation of the managerial performance in restaurant (Guided by Mr. M.Y. Dedi Haryanto,SE., MSi.)**

This study examines the effect of total quality management implementation of the managerial performance in restaurant. Population of this study are middle manager level who work at restaurants in Palembang. Samples are determined by using purposive sampling method. The criteria of samples are manager have worked at least for two years at the company. Samples can be used are 30 samples.

This study uses primary data which obtained from the questionnaire by the respondents answers. Data analysis uses Hypothesis testing using regression analysis method with SPSS 16.0. The test results showed that the implementation of total quality management significantly influence managerial performance. While managerial performance does not affect the use of total quality management in the restaurant. This means do not support the use of TQM in this study.

**Keywords: Total Quality Management, managerial performance, and management of the restaurant.**