

ABSTRACT

This study aims to prove there any influence of total quality management, organizational culture and reward system on managerial performance. The population in this study are all hospitality services company in the city of Palembang. Samples were determined using purposive sampling method. The samples in this study were all middle managers. The research sample is obtained is of 52 respondent. Hypothesis testing using multiple linear regression analysis with SPSS ver. 17. The test results showed that total quality management and reward systems gave a influence on managerial performance while organizational culture is not able to influence managerial performance.

Keywords: Total Quality Management, Organizational Culture, Reward System, Managerial Performance