

## **ABSTRACT**

*This study aims to prove there any influence of Total Quality Management (TQM) and organizational commitment on managerial performance. The population in this study is all of manager in hospitality services industry of Palembang City. Samples determined with purposive sampling method. Sample of this study is contained of 63 respondents. The statistical method used to test the hypothesis in this research is multiple linear regression analysis with SPSS ver 2. The result of showed that Total Quality Management (TQM) and organizational commitment had significant effect on managerial performance.*

Kata kunci: *Total Quality Management (TQM), Organizational Commitment, Managerial Performance.*