

## **ABSTRACT**

*TQM is a management system that elevates the quality as a business strategy and customer satisfaction oriented by involving all members of the organization. In addition to the implementation of TQM, companies also need to implement a system of management accounting as a mechanism to motivate and influence employee behavior in ways that maximize the welfare of the organization and its employees. Management accounting system used in this research include system performance measurement and reward systems. The purpose of this study was to determine the effect of total quality management, performance measurement systems and reward systems on managerial performance at Three Star Hotel, Four Star Hotel, dan Five Star Hotel in Palembang. The sample used by 93 people. The test results obtained by the first hypothesis which states gained significant value 0,001, the results of testing the second hypothesis stating the value 0,453 is not significant. The test results obtained by the value of the third hypothesis stating 0,869 was not significant. Of the three variables total quality management, systems performance measurement and reward system is only a total quality management that affect managerial performance*

*Keywords: TQM, performance measurement system, system reward.*