

ABSTRACT

This study aims to examine the Influence of Total Quality Management (TQM) and Personal Control of Managerial Performance in Restaurant in Palembang city. The data were collected by using questionnaires. The questionnaires distributed in this study were 60 questionnaires and the questionnaire returned and can be processed were 56 questionnaires. Determination of sample in this research using technique of Purposive Sampling. Techniques in the researchers have no other considerations except based on convenience only. Data processing techniques performed using analysis with the help of SPSS 17 (Statistica Product and Service Solutions). The results of this study indicate that Total Quality Management (TQM), no effect on managerial performance, and personal control has no effect on managerial performance.

Keywords: Total Quality Management (TQM), Personal Control, Managerial Performance