

ABSTRACT

Erni Wati, Pengaruh penerapan *Total Quality Service* terhadap kinerja manajerial

This study aims to test and prove empirically the influence of Total Quality Service to managerial performance at Xaverius and Methodist schools in the city of Palembang which is expected to be useful for further education institutions and researchers. In this study an entire population is used as a principal in private schools in the city of Palembang. The sample used was the headmaster at Xaverius and Methodist schools in the city of Palembang. The data used in this study is the primary data. Of the 36 questionnaires distributed, 30 questionnaires were returned.

Conclusions can be drawn among others, is that the first hypothesis (H1) which states that the effect of TQS implementation of managerial performance is rejected.

Key words: Total Quality Service (TQS), managerial performance

Kata Kunci : *Total Quality Service* (TQS), Kinerja manajerial