

ABSTRACTION

Dewi Sartika, Influence of System of Operation of Management And Also Style of Leadership [of] To of Management of Quality Process and Performance of Product Quality M.Y. Dedi Haryanto, SE., MSI

This research aim to to test management operation system influence and also the leadership style to quality management process and the product quality performance. This research to to entire/all laboring production manager manufacturing business town Palembang enlisted On duty the town Palembang Commerce and Industry. Data used in this research primary data collected through spreading kuesioner. Data which brought back and changeable as much 35 data. Data tested by using moderating model regresi regression analysis through program data processing SPSS version 12.00. Technique analyse data in this research consisted of the data quality examination : and reliabilitas data validity examination, classic assumption examination : examination normalitas data, multikolinearitas data, and heterokedastisitas, and the hypothesis examination. Result of first hypothesis examination (H1) refused, matter this means that variable quality field goal cannot memoderasi quality management influence process to internal quality. Second hypothesis (H2) accepted, matter this means that variable quality feedback earn memoderasi quality management influence process to internal quality. Third hypothesis (H3) accepted, matter this means that variable quality incentive earn memoderasi quality management influence process to internal quality. Fourth hypothesis (H4) accepted, matter this means that leadership style variable earn memoderasi quality management influence process to internal quality. Fifth hypothesis (H5) accepted, matter this means that variable quality field goal earn memoderasi quality management influence process to quality eksternal. Sixth hypothesis (H6) refused, matter this means that variable quality feedback cannot memoderasi quality management influence process to quality eksternal. Seventh hypothesis (H7) accepted, this matter because variable quality incentive earn memoderasi quality management influence process to quality eksternal. Hypothesis eight (H8) accepted. this matter that variable of style of leadership earn memoderasi of influence of management of quality process to quality eksternal.

Keyword : System of Management Operation, Leadership Style, Management of Quality Process, Performance of Product Quality