

ABSTRACT

Frandy Aprianto. The Effect of Use of Management Accounting System Information to Implementation of Total Quality Management.
(Under guidance of Mrs. Kusmawati, SE., M.Si.)

This study aimed to determine the effect of the information generated by the accounting system for the implementation of Total Quality Management in Hospitality Management in the city of Palembang. The sample set using purposive sampling. Managers are being sampled in this study is the personnel manager, Executive housekeeper, and Front Office Manager 3-star hotels and above. The research sample obtained as many as 34 managers of 13 hotels. Questionnaire data were tested using simple regression model using SPSS ver. 13.0. The results of this study is hypothesis (Ha) which states information management accounting systems influence the implementation of Total Quality Management accepted.

Key Words : Use of Management Accounting System Information, *Total Quality Management*, Hotel.