

ABSTRACT

This study aims to examine the effect of total quality management implementation on managerial performance with the performance measurement system, reward system, and organizational commitment as a moderating variable. The population of this study is a managers in hospitality service companies in the city of Palembang. The sample used are mid level managers who work at the company star hospitality services 3, 4, and 5. Testing the hypothesis using multiple regression analysis method with the help of SPSS Ver. 17.0. The test result showed that the first hypothesis (H1) which states that the effect of total quality management implementation on managerial performance with the performance measurement system as moderating variable, accepted. The second hypothesis (H2) which states that the effect of total quality management implementation on managerial performance with the reward system as moderating variable, rejected. And the third hypothesis (H3) which states the total quality implementation on managerial performance with organizational commitment as moderating variable, rejected.

Keyword: Total quality management, performance measurement system, reward system, organizational commitment, and managerial performance.