

## **ABSTRACT**

**Stefanie Johan, Influence Manager understanding of the cost of the quality of Managerial Performance in the Hotel Service Corporate in the city of Palembang (under the guidance of Mrs. Kusmawati SE., M.Sc.)**

This study aims to examine the effect of understanding the cost of quality managers on managerial performance in hotel services companies in the city of Palembang. The population in this study is a hotel services corporate listed in the yellow pages. Samples were determined by using purposive sampling method. The sample obtained were as much 32 corporate hotel services. Testing the hypothesis using simple regression analysis with the help of SPSS ver. 17.00. The test results showed that the first hypothesis (H1) which states that an understanding of the cost of quality managers positive influence managerial performance is acceptable.

Key Words: Understanding the manager about the cost of quality, quality costs, managerial performance