

ABSTRACT

The used of Total Quality Management (TQM) as a tool for measuring managerial performance has been used by world wide. This caused by the successful of the implementation of TQM in increasing managerial performance. This research is done to investigate whether there is the correlation between TQM – in this case using

4 sub-variable: obsession on quality, learning and training, involvement and empowerment employee, and teamwork to managerial performance.

This research was done in Dinas Perhubungan Bandung. File or data that being used in this research received from questionnaires sprading to 40 employees in Dinas Perhubungan Bandung. Analysis model that being used was multiple regression. data quality was tested by using validity and reliability test. Classic assumption tests that being used were normality test, heterocedastisity test, and multicolinearity test. Hypothesis test that being used were partial test (t-test), simultan test (F-test), and adjusted Rsquare.

The result of this research showed that TQM are influence managerial performance simultanty. But justsome sub-variable on TQM are influence managerial performance partially.

Keywords : Total Quality Management (TQM), Obsession on Quality, Learning and Training, Involvement and Empowerment Employee, Teamwork, and Managerial Performance.