

## **ABSTRACT**

The Dumai Regional Disaster Management Agency is a regional institution in charge of handling disasters in the city of Dumai, besides this research also shows that Total Quality Management (TQM) can not only be applied to companies, but can also be applied to government institutions.

This study aims to determine the effect of implementing Total Quality Management (TQM) by explaining the sub-variables, namely customer focus, top management commitment, process management, and continuous improvement on the performance of the Dumai Regional Disaster Management Agency (BPBD Dumai).

This type of research uses quantitative descriptive data analysis techniques, which describe the implementation of Total Quality Management (TQM) and employee performance at the Dumai Regional Disaster Management Agency, this study has questionnaires and questions that will be filled out by these employees. The answer to each instrument item uses a Likert scale calculation. The sample to be taken in this research is employees who work at BPBD Dumai with a total sample of 50 employees from 57 total population. The data analysis model used in this study is multiple linear regression to test the effect. Testing the quality of the data used is validity and reliability. The classical assumption test used is the normality test, heteroscedasticity test, and multicollinearity test. Hypothesis testing used is t-test, f-test and coefficient of determination test using SPSS.

From this study, it was found that the variable of Total Quality Management (TQM), namely top management commitment partially has a significant effect on employee performance, while the variables of continuous improvement, community focus, and process management partially have no effect on employee performance. However, all of the Total Quality Management variables simultaneously have a positive and significant effect on the performance of the Dumai City Disaster Management Agency employees.

**Keyword : Total Quality Management, TQM, Continuous Improvement of Employee Performance, Continuous Improvement Variable, Community Focus, Process Management, Top Management Commitment, Employee Performance**