

ABSTRACT

This study intends to identify and analyze the influence of performance measurement and reward systems toward between Total Quality Management with the performance of employees at PT. CPPI Indonesian Batam Respondents were all employees of PT. CPPI , with sampel totaling 90 people with a sampling technique is Purposive Sampling.

This study uses primary data obtained directly by questionnaire. Analysis techniques to test the hypothesis is multiple linear regression analysis. The results of hypothesis in this study indicate that the implementation of TQM did not influence the performance of employees. Application of TQM is not followed by high employee performance improvement.

Interaction between total quality management and performance measurement system also has no effect on employee performance, but the direction of the relationship of negative interaction. The higher the performance measurement system, more large negative effect of TQM on employee performance. But interaction between Total Quality Management and reward systems effect on employee performance.

Keyword: *Total Quality Management, Performance Measurement System, system reward*

ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh sistem pengukuran kinerja dan sistem penghargaan (reward) terhadap hubungan antara Total Quality Management (TQM) dengan kinerja karyawan pada PT. CPPI Indonesia Batam. Responden adalah seluruh karyawan PT. CPPI Batam, Dengan sampel berjumlah 90 orang dan teknik pengambilan sampel yaitu purposive sampling.

penelitian ini menggunakan data primer yang diperoleh secara langsung melalui kuesioner. Teknik analisis untuk menguji hipotesis adalah analisis regresi linier berganda. Hasil hipotesis pada penelitian ini menunjukkan bahwa penerapan total quality management tidak berpengaruh terhadap kinerja karyawan. Penerapan total quality management yang tinggi tidak diikuti peningkatan kinerja karyawan. Interaksi antara total quality management dan sistem pengukuran kinerja juga tidak berpengaruh terhadap kinerja karyawan,

Namun arah hubungan interaksinya negatif. Semakin tinggi sistem 2 pengukuran kinerja, semakin besar pengaruh negatif TQM terhadap kinerja karyawan. Sedang interaksi antara Total Quality Manegement dan sistem penghargaan/rewardberpengaruh terhadap kinerja karyawan.

Kata kunci: Total Quality Manajemen, Sistem Pengukuran Kinerja, Sistem Penghargaan