

ABSTRACT

The purpose of this study was to determine whether there is influence of Total Quality Management (TQM), system performance measurement and reward systems on managerial performance at Kantor Pertanahan Kota Administratif Jakarta Barat either partially or simultaneously.

The population in this study is 80 of the permanent employees at Kantor Pertanahan Kota Administratif Jakarta Barat. The data was collected by distributing questionnaires to the respondents.

The results of this research indicate that simultaneously variable of Total Quality Management (TQM), system performance measurement and reward systems has a positive effect on managerial performance of managerial finance. Total Quality Management (TQM) has a positive effect on managerial performance and rewards system has a positive effect on managerial performane.

Keywords: *Total Quality Management (TQM); Performance Measurement System; Reward System; Managerial Performance*

