

## **ABSTRACT**

*This study aims to examine the effect of total quality management, work motivation and reward systems on managerial performance. The object of this research is the management of the cooperative which is located in West Jakarta Administrative City. This research was conducted on 100 respondents using primary data through a questionnaire distributed directly to the respondents. The analytical method used in this study is multiple linear regression analysis. The results of this study indicate that the variable total quality management, work motivation and reward system have a positive effect on managerial performance. The results of the silmutan test revealed that the variables of total quality management, work motivation and reward systems were equally influential on managerial performance.*

*Keywords : Total Quality Management (TQM), work motivation, rewards, managerial performance*

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## ABSTRAK

Penelitian ini bertujuan untuk menguji Pengaruh Total Quality Management, Motivasi Kerja dan Sistem Penghargaan Terhadap Kinerja Manajerial. Objek Penelitian ini adalah pengurus koperasi yang beralokasi di Kota Administrasi Jakarta Barat. Penelitian ini dilakukan terhadap 100 responden dengan menggunakan data primer melalui kuesioner yang disebarakan langsung kepada para responden. Metode analisis yang digunakan pada penelitian ini adalah analisis regresi linier berganda. Hasil penelitian ini menunjukkan bahwa variabel total quality management, motivasi kerja dan sistem penghargaan berpengaruh positif terhadap kinerja manajerial..

Kata kunci : total quality management, motivasi kerja, sistem penghargaan, dan kinerja manajerial.

