

ABSTRAK

Tingkat persaingan bisnis konstruksi yang ketat menuntut pelaku bisnis konstruksi berusaha untuk meningkatkan kinerjanya dalam menghadapi persaingan dengan pelaku konstruksi lainnya. Salah satu kinerja yang perlu ditingkatkan yakni *Quality Performance*. PT XYZ selaku kontraktor spesialis pondasi yang beroperasi di Indonesia berupaya untuk meningkatkan *Quality Performance* guna menghadapi persaingan bisnis konstruksi pondasi di Indonesia. Tujuan penelitian yang dilakukan adalah untuk menganalisis pengaruh *Total Quality Management (TQM)* terhadap *Quality Performance* yang dimediasi oleh *Knowledge Management* dan *Quality Culture* di PT XYZ. Metode penelitian yang digunakan yaitu metode penelitian kuantitatif. Penelitian ini menggunakan data primer dan analisis data menggunakan metode *Structural Equation Modeling – Partial Least Square (SEM-PLS)*. Populasi karyawan PT XYZ sebanyak 53 orang dan sampel pada penelitian ini sebanyak 53 responden karyawan PT XYZ dengan jabatan-jabatan tertentu (sampel jenuh). Hasil penelitian menunjukkan bahwa penerapan *Total Quality Management, Knowledge Management, dan Quality Culture* berpengaruh secara positif dan signifikan terhadap *Quality Performance* di PT XYZ. *Knowledge Management* dan *Quality Culture* dapat memediasi pengaruh *Total Quality Management* terhadap *Quality Performance*.

Kata Kunci : *Total Quality Management, Knowledge Management, Quality Culture, Quality Performance, Konstruksi*



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ABSTRACT

The intense level of construction business competition demands that Construction Company has to improve their performance to compete with other construction companies. One of the performances that need to be improved is Quality Performance. PT XYZ as a foundation specialist contractor operating in Indonesia seeks to improve Quality Performance in order to face competition in the foundation construction business in Indonesia. The purpose of the study is to analyze the effect of Total Quality Management (TQM) on Quality Performance mediated by Knowledge Management and Quality Culture in PT XYZ. The research method used quantitative research method. This study used primary data and analysis data using Structural Equation Modeling–Partial Least Square (SEM-PLS). The employee population is 53 employees and sample of this study is 53 employees at different positions level of PT XYZ (saturation sampling). The results showed that Total Quality Management, Knowledge Management, and Quality Culture had positive and significant effect on Quality Performance at PT XYZ. Knowledge Management and Quality Culture can mediate the effect of TQM on Quality Performance.

Key words : TQM, Knowledge Management, Quality Culture, Quality Performance, Construction



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