

ABSTRAK

PENGARUH *TOTAL QUALITY MANAGEMENT* (TQM) TERHADAP KEPUASAN KERJA GURU DI SMK PASUNDAN 1 KOTA BANDUNG

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Penelitian ini membahas mengenai pengaruh *Total Quality Management* (TQM) terhadap kepuasan kerja guru di SMK Pasundan 1 Kota Bandung. Penelitian ini dilakukan karena pada tempat objek penelitian terdapat fenomena rendahnya kepuasan kerja Guru tidak tetap (GTT) yang terlihat dari tingkat ketidakhadiran, hasil penilaian kinerja, dan data *turn over* yang diduga karena adanya penerapan *Total Quality Management* (TQM) yang belum dilaksanakan secara maksimal sehingga tidak terciptanya kepuasan kerja GTT. Metode penelitian yang digunakan dalam penelitian ini adalah metode *explanatory survey*. Data diperoleh dengan menyebarkan angket yang dikembangkan menggunakan skala *Likert* dengan jumlah populasi 49 GTT. Hasil analisa data menunjukkan bahwa *Total Quality Management* (TQM) berpengaruh cukup kuat terhadap kepuasan kerja. Untuk memaksimalkan pengaruh *Total Quality Management* (TQM) terhadap kepuasan kerja maka sekolah harus meningkatkan sistem mutu yang ada disekolah melalui peningkatan kualitas layanan dan pendidikan dan pelatihan guru pada di dalam dan di luar sekolah.

Kata kunci: *Total Quality Management* (TQM), Kepuasan Kerja

ABSTRACT

THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM) ON TEACHERS' JOB SATISFACTION IN SMK¹ PASUNDAN 1 KOTA BANDUNG

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This study examines the influence of Total Quality Management (TQM) on job satisfaction in SMK Pasundan 1 Bandung City. The study was conducted because low job satisfaction among temporary teachers has been identified in the research site, as indicated by attendance rate, performance evaluation results, and turn over data. This phenomenon is assumed to have been caused by less than optimal implementation of Total Quality Management (TQM), so that there is no job satisfaction among temporary teachers. The research adopted explanatory survey method. Data were obtained through questionnaires using Likert scale, distributed to a number of 49 temporary teachers as the population. The results show that Total Quality Management (TQM) has quite significant influence on job satisfaction. To maximize the influence of Total Quality Management (TQM) on job satisfaction, the school has to improve its quality system through the improvement of quality service, and by education and training teachers in both internal and external school.

Keywords: Total Quality Management (TQM), Job Satisfaction

¹ Sekolah Menengah Kejuruan, equivalent to Vocational High School