

ABSTRAK

PENGARUH *TOTAL QUALITY MANAGEMENT* (TQM) TERHADAP KOMITMEN ORGANISASI (SURVEY BERDASARKAN PERSEPSI GURU DI SMK MERDEKA BANDUNG)

Oleh:

Nita Kusmawanti

1400071

Skripsi ini dibimbing oleh:

Prof. Dr. Hj. Tjutju Yuniarsih, S.E., M.Pd.

Penelitian ini bertujuan untuk mengetahui gambaran tingkat *total quality management* dan komitmen organisasi berdasarkan persepsi guru di SMK Merdeka Bandung. Permasalahan yang dikaji berkenaan dengan masih lemahnya komitmen para guru terhadap sekolah tempat mereka mengajar. Metode penelitian yang digunakan adalah *expalanatory survey* dengan penyebaran angket sebagai teknik pengumpulan data. Unit analisis mencakup populasi, yaitu seluruh guru tetap sebanyak 32 orang. Hasil penelitian menunjukkan bahwa: (1) tingkat efektivitas implementasi *total quality management* di SMK Merdeka Bandung dipersepsi cukup efektif oleh para guru, (2) tingkat komitmen organisasi di SMK Merdeka Bandung dipersepsi sedang oleh para guru, (3) hasil analisis regresi sederhana menunjukkan bahwa *total quality management* mempunyai pengaruh positif dan signifikan terhadap komitmen organisasi. Oleh karena itu, komitmen organisasi tidak hanya dipengaruhi oleh *total quality management*, terdapat faktor lain yang berpengaruh namun tidak diteliti.

Kata Kunci : *Total Quality Management*, Komitmen Organisasi.

ABSTRACT

THE INFLUENCE OF TOTAL QUALITY MANAGEMENT (TQM) ON THE ORGANIZATIONAL COMMITMENT (SURVEY BASED ON THE TEACHER'S PERCEPTION AT SMK MERDEKA BANDUNG)

By:

**Nita Kusmawanti
1400071**

*This research guided by:
Prof. Dr. Hj. Tjutju Yuniarsih, S.E., M.Pd.*

This study aims to describe of total quality management and organizational commitment level, and the influence of total quality management toward of organizational commitment at SMK Merdeka Bandung. The problem studied are related to the weaknesses of teachers' commitment to the school. The method adopted in this research was explanatory survey with questionnaire modelled as data technique collection. The unit of analysis are all permanent teachers as many as 32 people. The results show that: (1) the effectiveness level of total quality management implementation at SMK Merdeka Bandung perceived fairly effectively by the teachers, (2) the organizational commitment level at SMK Merdeka Bandung perceived medium by the teachers, (3) total quality management has a positive and significant effect on the influenced by the organizational commitment, but also other factors that are influential but no examined in this research.

Keywords: Total Quality Management, Organizational Commitment.