

ABSTRAK

PENGARUH TOTAL *QUALITY MANAGEMENT* TERHADAP KINERJA GURU DI SMK NEGERI 11 BANDUNG

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Penelitian ini membahas mengenai kinerja guru yang belum optimal di SMK Negeri 11 Bandung. Penelitian ini terdiri dari dua variabel yaitu *total quality management* dan kinerja guru. Tujuan dari penelitian ini adalah untuk mengetahui gambaran keefektifan implementasi *total quality management* terhadap kinerja guru di SMK Negeri 11 Bandung.

Metode yang digunakan dalam penelitian ini adalah metode penelitian *survey*. Teknik pengumpulan data menggunakan angket dengan model *rating scale*. Teknik analisis data menggunakan regresi sederhana. Responden penelitian ini adalah guru SMK Negeri 11 Bandung sebanyak 86 responden.

Berdasarkan hasil analisis ditemukan gambaran keefektifan *total quality management* berada pada kategori cukup efektif, dan gambaran kinerja guru berada pada kategori baik. Hasil uji hipotesis diperoleh bahwa *total quality management* berpengaruh secara parsial dan signifikan terhadap kinerja guru.

Kata Kunci:*Total Quality Management, Kinerja Guru.*

ABSTRACT

THE EFFECT OF TOTAL QUALITY MANAGEMENT ON THE TEACHERS' PERFORMANCES IN SMK NEGERI 11 BANDUNG

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This article discusses teacher performance, which has not been optimal yet, in SMK Negeri 11 Bandung (Vocational High School 11 Bandung). The study consists of two variable: the total quality management; and teachers' performances. The study aimed to reveal the figure of the levels of the total quality management on the teachers' performances in SMK Negeri 11 Bandung.

It employed a survey method. The data collection technique covered rating scale model. The data analysis technique employed simple regression. The respondent of the study were eighty six teachers of SMK Negeri 11 Bandung.

Based on the analysis results, the figure of the implementation of resource management based on ISO 9001:2008 is in the sufficiently effective category; and the teachers' performances is in the good condition. The result of hypothesis testing shows that the Total quality management affects the teachers' performances partially and significantly.

Keywords :*Total Quality Management, Teachers' Performance*