

ABSTRACT

This study aims to describe of appraisal of soft total quality management practices including top management commitment, employee empowerment, training, teamwork, and employee involvement on PT KAI DAOPS 6 Yogyakarta. The sample used in this study was 100 employees who were determined by the purposive sampling method. Data collection techniques using a questionnaire. The data analysis technique used descriptive analysis that describes the frequency distribution and categories of soft TQM variables which include top management commitment, employee empowerment, training, teamwork, and employee involvement based on the total average score of respondents' answers. The results found there are three soft TQM variables that have the highest implementation total mean score, namely: top management commitment (3,76) represents good category practice, training (3,66) represents good category practice, and teamwork (3,56) represents good category practice, and also there are two soft TQM variables that have the lowest practice total mean score, namely: employee empowerment (3,47) represent good category practice and employee involvement (3,44) represent good category practice.

Keywords: soft TQM, top management commitment, employee empowerment, training, teamwork, and employee involvement