

## ABSTRACT

The purpose of this paper is to investigate how much influence Total Quality Management (TQM) has on employee performance at Hotel Ilhami in Blitar. Total Quality Management is viewed from 5 indicators, namely customer focus, teamwork, continual process improvement, education and training, and employee involvement and empowerment. This quantitative research takes the population of the employees of Hotel Ilhami that totals to 52 respondents. Multiple linear regression was used to analyze the data collected. The results show, Total Quality Management consisting of customer focus, teamwork, continual process improvement, education and training, and employee involvement and empowerment all has a positive and significant influence on employee performance at Hotel Ilhami.

**Keywords:** Total Quality Management (TQM), Employee Performance

## ABSTRAK

Tujuan dari penulisan ini adalah untuk mengetahui seberapa besar pengaruh Total Quality Management (TQM) terhadap kinerja karyawan di Hotel Ilhami Blitar. Total Quality Management dilihat dari 5 indikator yaitu fokus pelanggan, kerjasama tim, perbaikan proses berkelanjutan, pendidikan dan pelatihan, serta keterlibatan dan pemberdayaan karyawan. Penelitian kuantitatif ini mengambil populasi karyawan Hotel Ilhami yang berjumlah 52 responden. Regresi linier berganda digunakan untuk menganalisis data yang dikumpulkan. Hasil penelitian menunjukkan, Total Quality Management yang terdiri dari fokus pelanggan, kerjasama tim, perbaikan proses berkelanjutan, pendidikan dan pelatihan, serta keterlibatan dan pemberdayaan karyawan semuanya mempunyai pengaruh positif dan signifikan terhadap kinerja karyawan di Hotel Ilhami.

**Kata kunci:** Manajemen Mutu Terpadu, Kinerja Karyawan