

## ABSTRAK

“ANALISIS PRAKTIK *TOTAL QUALITY MANAGEMENT* TERHADAP  
*QUALITY PERFORMANCE* DI PT PERTAMINA REFINERY UNIT V  
BALIKPAPAN”

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Penelitian ini bertujuan untuk menganalisis pengaruh praktik *total quality management* terhadap *quality performance* di PT Pertamina Refinery Unit v Balikpapan. Penelitian ini merupakan penelitian kuantitatif yang menggunakan teknik pengambilan sampel *non-probability sampling* dengan tipe *purposive sampling*. Responden yang berhak menjadi sampel penelitian ini adalah karyawan PT Pertamina yang bekerja di lingkungan pabrik PT Pertamina Refinery Unit V Balikpapan. Data yang digunakan dalam penelitian ini diambil dengan menggunakan kuesioner *offline* dan diukur dengan menggunakan *five-point likert scale*. Data yang telah dikumpulkan dalam penelitian ini berjumlah 89. Pengolahan data dalam pengujian hipotesis dilakukan dengan metode regresi berganda dengan bantuan *software* SPSS 20. Hasil penelitian menunjukkan *Top Management Commitment, Employee Involvement, Strategic Planning, Employee Encouragement, Teamwork, Communication, Customer Focus* memiliki pengaruh positif dan signifikan terhadap *Quality Performance*. Dan *Training and Education* memiliki pengaruh negatif yang signifikan terhadap *Quality Performance*.

Kata kunci: *total quality management, quality performance, pt pertamina, pt pertamina refinery unit v, Top Management Commitment, Employee Involvement, Strategic Planning, Employee Encouragement, Teamwork, Communication, Customer Focus, Training and Education.*

## ABSTRACT

### “TOTAL QUALITY MANAGEMENT PRACTICES ANALYSIS OF QUALITY PERFORMANCE IN PERTAMINA REFINERY UNIT V BALIKPAPAN”

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This study aims to analyze the effect of total quality management practices on quality performance at PT Pertamina Refinery Unit V Balikpapan. This research is a quantitative research that uses a non-probability sampling technique with a type of purposive sampling. Respondents who are entitled to be the sample of this study are employees of PT Pertamina who work in the factory environment of PT Pertamina Refinery Unit V Balikpapan. The data used in this study was taken using an offline questionnaire and measured using a five-point likert scale. The data collected in this study amounted to 89. Processing data in hypothesis testing was done by multiple regression methods with the help of SPSS 20. Software results of the study showed Top Management Commitments, Employee Involvement, Strategic Planning, Employee Encouragement, Teamwork, Communication, Customer Focus has influence positive and significant to Quality Performance. And Training and Education has a negative effect that is significant on Quality Performance.

Keywords: Total quality management, quality performance, pt pertamina, pt pertamina refinery unit v, *Top Management Commitment, Employee Involvement, Strategic Planning, Employee Encouragement, Teamwork, Communication, Customer Focus, Training and Education.*