

PENGARUH FAKTOR *TOTAL QUALITY MANAGEMENT* TERHADAP  
*OPERATIONAL PERFORMANCE* INDUSTRI MANUFAKTUR DI  
SURABAYA

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *top management support, customer focus, employee empowerment and involvement, supplier quality management, process management, continuous improvement, dan education and training* sebagai faktor *total quality management* terhadap *operational performance* industri manufaktur di Surabaya. Responden dalam penelitian ini adalah para manajer atau manajer tingkat atas lainnya dari industri manufaktur di Surabaya yang telah bekerja selama minimal 1 tahun. Data yang diambil untuk penelitian ini sebanyak 433 responden yang kemudian dianalisis menggunakan metode *Structural Equation Model (SEM)* dengan menggunakan program *Statistical for Social Sciences (SPSS)* versi 24 dan *AMOS* versi 24. Setelah dilakukan pengolahan data, didapatkan hasil 2 hipotesis yang terdukung, yaitu pengaruh variabel *top management support* dan *process management* terhadap *operational performance* industri manufaktur di Surabaya terdukung.

Kata Kunci : *Total Quality Management, Operational Performance*

*THE EFFECT OF TOTAL QUALITY MANAGEMENT FACTORS TO  
OPERATIONAL PERFORMANCE IN THE MANUFACTURING INDUSTRY IN  
SURABAYA*

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*ABSTRACT*

*The purpose of this research is to analyze the effect of top management support, customer focus, employee empowerment and involvement, supplier quality management, process management, continuous improvement, dan education and training as a factor of total quality management to the operational performance in manufacturing industry in Surabaya. Respondents in this research were managers or others top level manager of companies at the manufacturing industries in Surabaya who have been working for at least 1 year in the company. The data taken for this research is from 433 respondents which were then analyzed using the Structural Equation Model (SEM) using Statistical for Social Sciences (SPSS) 24 dan AMOS 24 programs. In the end of this research, there are two supported hypotheses which are the effect of top management support and process management to the operational performance in manufacturing industry in Surabaya.*

*Keywords : Total Quality Management, Operational Performance*