

ABSTRAKSI

Penelitian di institusi Fakultas Filsafat Universitas Gadjah Mada dianggap perlu mengingat dalam rangka melaksanakan perbaikan mutuperguruan tinggi/fakultas dan program studi, secara kontinyu (berkelanjutan), TQM merupakan pendekatan yang tepat. Adapun tujuan dari penelitian ini: Untuk mengetahui pengaruh penerapan prinsip-prinsip Total Quality Management yang terdiri dari: kepuasan pelanggan, perbaikan berkesinambungan, respek pada setiap orang dan manajemen berdasarkan fakta terhadap kinerja karyawan melalui budaya kualitas yang berlaku. Teknik pengambilan sampel dengan menggunakan metode sensus dimana seluruh karyawan yang ada menjadi sampel penelitian yakni berjumlah 44 orang. Untuk menguji pengaruh variable mediasi digunakan metode analisis jalur (path analysis).

Berdasarkan hasil analisis dan pemahasan tentang pengaruh penerapan prinsip-prinsip TQM terhadap kinerja karyawan melalui budaya kualitas, maka dapat ditarik kesimpulan: Terdapat pengaruh yang signifikan dari variable penerapan prinsip-prinsip TQM yang meliputi kepuasan pelanggan, perbaikan berkesinambungan, respek terhadap setiap orang dan manajemen berdasarkan fakta terhadap budaya kualitas di Fakultas Filsafat UGM Yogyakarta. Penerapan prinsip-prinsip TQM yang meliputi kepuasan pelanggan, perbaikan berkesinambungan, respek terhadap setiap orang dan manajemen berdasarkan fakta terhadap kinerja karyawan di Fakultas Filsafat UGM Yogyakarta. Terdapat pengaruh yang signifikan dari variable budaya kualitas terhadap kinerja karyawan di Fakultas Filsafat UGM Yogyakarta.

Kata kunci: Prinsip-prinsip TQM, kepuasan pelanggan, perbaikan berkesinambungan, respek terhadap setiap orang, manajemen berdasarkan fakta, budaya kualitas dan kinerja karyawan.

ABSTRACT

This research was conducted in Faculty of Philosophy, Gadjah Mada University. It is considered crucial since its primary target is continuous improvement of higher learning institution, faculty, and study program. In this case, Total Quality Management (TQM) is a suitable approach. Therefore, this research aims to find out the effect of the implementation of TQM principles which consist of customer satisfaction, continuous improvement, personal respect, and management based on facts on worker's performance through current quality culture. In collecting the data, the researcher used census method to 44 workers. In testing the effect of mediation variable, the researcher employed path analysis.

Based on analysis' result and discussion on the effects of the implementation of TQM principles to the worker's performance through quality culture, it can be concluded that there is a significant effect between the variables on the implementation of TQM principles which consist of customer satisfaction, continuous improvement, personal respect, and management based on facts on worker's performance through current quality culture in the Faculty of Philosophy, Gadjah Mada University, Yogyakarta. There is also a significant effect on the variable of quality culture to the worker's performance in the Faculty of Philosophy, Gadjah Mada University.

Keywords: TQM principles, customer satisfaction, continuous improvement, personal respect, and management based on facts on worker's performance, quality culture, and worker's performance.