

## ABSTRAK

Tuntutan untuk mengikuti perkembangan ilmu dan teknologi mengakibatkan munculnya persaingan di sektor institusi pendidikan. Cara untuk menghadapi persaingan adalah dengan menghasilkan produk atau jasa dengan kualitas terbaik. Penelitian bertujuan untuk mengetahui pengaruh fokus pada pelanggan, obsesi terhadap kualitas, pendekatan ilmiah, komitmen jangka panjang, kerjasama tim, perbaikan sistem secara berkesinambungan, pendidikan dan pelatihan, kebebasan yang terkendali, kesatuan tujuan, serta keterlibatan dan pemberdayaan karyawan terhadap kinerja karyawan di Ottimmo International MasterGourmet Academy.

Sampel penelitian adalah 30 karyawan Ottimmo. Metode yang digunakan dalam penelitian merupakan metode regresi linear berganda menggunakan program SPSS 22.0. Hasil dari penelitian menunjukkan bahwa secara simultan total quality management (TQM) berpengaruh terhadap kinerja karyawan, secara parsial hanya variabel fokus pada pelanggan, perbaikan sistem secara berkesinambungan, serta keterlibatan dan pemberdayaan karyawan yang berpengaruh terhadap kinerja karyawan.

**Kata Kunci:** *Total Quality Management (TQM), Fokus pada Pelanggan, Obsesi terhadap Kualitas, Pendekatan Ilmiah, Komitmen Jangka Panjang, Kerjasama Tim, Perbaikan Proses Secara Berkesinambungan, Pendidikan dan Pelatihan, Kebebasan yang Terkendali, Kesatuan Tujuan, Keterlibatan dan Pemberdayaan Karyawan, Kinerja Karyawan*

## ABSTRACT

Demands to follow developments in science and technology have resulted in the emergence of competition in the education sector. A way to deal with competition is to produce the highest quality products or services. The research aims to determine the effect of focus on customers, obsession with quality, scientific approach, long-term commitment, teamwork, continuous system improvement, education and training, controlled freedom, unity of purpose, and employee involvement and empowerment of employee performance in Ottimmo International MasterGourmet Academy.

The sample of this research is 30 employees from Ottimmo. The method used in this research is multiple linear regression method using a program called SPSS 22.0. The results of this research shows that simultaneously total quality management (TQM) has an effect on employee performance, while partially only customer focus, continuous system improvement and employee involvement and empowerment which has an effect on employee performance.

**Keywords:** Total Quality Management (TQM), Customer Focus, Quality Obsession, Scientific Approach, Long-Term Commitment, Teamwork, Continuous System Improvement, Education and Training, Controlled Freedom, Goal Unity, Employee Involvement and Empowerment, Employee Performance