

The Influence of Total Quality Management and Just In Time on Operational Performance at “Kedai Kita” Restaurant

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Abstract

This study aims to analyze the influence of Total Quality Management and Just In Time on the operational performance at “Kedai Kita” restaurant. The research is based on the significance of operational performance as an indicator of a restaurant's success in meeting customer satisfaction, focusing on improving service quality, product quality, and inventory management. The research method employed is quantitative, using the SEM-PLS approach and the SmartPLS 4.0 application for inferential analysis techniques. Data were collected through a Google Forms questionnaire distributed to 82 employees of “Kedai Kita” restaurant in Bogor. The findings of the study indicate that (1) Total Quality Management has a positive and significant impact on operational performance, particularly through elements such as customer focus, teamwork, continuous process improvement, education and training, as well as employee involvement and empowerment; (2) Just In Time positively and significantly affects operational performance through indicators such as supplier relationships, accurate scheduling, and employee commitment; and (3) Total Quality Management and Just In Time simultaneously influence operational performance.. This study provides practical recommendations for the management of “Kedai Kita” restaurant to continuously integrate these two strategies into daily operations.

Keywords : *Total Quality Management, Just In Time, Operational Performance, Kedai Kita.*

Pengaruh *Total Quality Management* dan *Just In Time* terhadap Kinerja Operasional Restoran “Kedai Kita”

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Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh *Total Quality Management* dan *Just In Time* terhadap kinerja operasional restoran “Kedai Kita.” Penelitian didasari oleh pentingnya kinerja operasional sebagai indikator keberhasilan restoran dalam memenuhi kepuasan pelanggan, dengan fokus pada perbaikan kualitas layanan, produk, dan pengelolaan inventaris. Metode yang digunakan adalah kuantitatif dengan pendekatan SEM-PLS menggunakan alat bantu aplikasi SmartPLS 4.0 untuk melakukan teknik analisis inferensial. Data dikumpulkan melalui kuesioner pada *Google Forms* kepada responden yang terdiri dari 82 karyawan restoran “Kedai Kita” Bogor. Hasil penelitian menunjukkan bahwa (1) *Total Quality Management* berpengaruh positif dan signifikan terhadap kinerja operasional, terutama melalui elemen fokus pada pelanggan, kerja sama tim, perbaikan proses berkelanjutan, pendidikan dan pelatihan, serta keterlibatan dan pemberdayaan karyawan, (2) *Just In Time* berpengaruh positif dan signifikan terhadap kinerja operasional melalui indikator hubungan dengan pemasok, penjadwalan yang tepat, dan komitmen karyawan, serta (3) *Total Quality Management* dan *Just In Time* secara bersama-sama (simultan) berpengaruh terhadap kinerja operasional. Penelitian ini memberikan rekomendasi praktis bagi manajemen restoran “Kedai Kita” untuk terus mengintegrasikan kedua strategi ini dalam operasional sehari-hari.

Kata kunci : *Total Quality Management*, *Just In Time*, Kinerja Operasional, Kedai Kita.