

# ***The Influence of Total Quality Management (TQM) on Operational Performance at PT Emery Jelajah Negeri***

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## **Abstract**

*This study aims to analyze the effect of Total Quality Management (TQM) on operational performance at PT Emery Jelajah Negeri. TQM examined in this study consists of four elements, namely obsession with quality, teamwork, continuous improvement, and education and training. This research uses a quantitative approach with the SEM-PLS method using the SmartPLS 4.0 application. Determination of the sample of this study using the total sampling method with a sample of 15 and involving all workers of PT Emery Jelajah Negeri. The results showed that (1) obsession with quality has no significant effect on operational performance, (2) teamwork has a significant effect on operational performance (3) continuous improvement has no significant effect on operational performance, (4) education and training has no significant effect on operational performance, (5) the four elements of TQM together (simultaneously) have a significant effect on operational performance. The implementation of TQM can improve product quality and operational efficiency, so that companies can be more competitive in the market.*

*Keywords: Total Quality Management, Quality Obsession, Teamwork, Continuous Improvement, Education and Training.*

# **Pengaruh *Total Quality Management* (TQM) Terhadap Kinerja Operasional Pada PT Emery Jelajah Negeri**

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## **Abstrak**

Penelitian ini bertujuan untuk menganalisis pengaruh *Total Quality Management* (TQM) terhadap kinerja operasional pada PT Emery Jelajah Negeri. TQM yang diteliti pada penelitian ini terdiri dari empat unsur, yaitu obsesi terhadap kualitas, kerjasama tim, perbaikan berkesinambungan, serta pendidikan dan pelatihan. Penelitian ini menggunakan pendekatan kuantitatif dengan metode SEM-PLS menggunakan aplikasi SmartPLS 4.0. Penentuan sampel penelitian ini menggunakan metode total sampling dengan sampel berjumlah 15 dan melibatkan seluruh pekerja PT Emery Jelajah Negeri. Hasil penelitian menunjukkan bahwa (1) obsesi terhadap kualitas tidak berpengaruh signifikan terhadap kinerja operasional, (2) kerjasama tim berpengaruh signifikan terhadap kinerja operasional (3) perbaikan berkesinambungan tidak berpengaruh signifikan terhadap kinerja operasional, (4) pendidikan dan pelatihan tidak berpengaruh signifikan terhadap kinerja operasional, (5) keempat unsur TQM secara bersama-sama (simultan) berpengaruh signifikan terhadap kinerja operasional. Penerapan TQM dapat meningkatkan kualitas produk dan efisiensi operasional, sehingga perusahaan dapat lebih kompetitif di pasar.

Kata kunci: *Total Quality Management*, Obsesi Terhadap Kualitas, Kerjasama Tim, Perbaikan Berkesinambungan, Pendidikan dan Pelatihan.