

ABSTRAK

Dhevia Amanda (2023), Pengaruh Disiplin Kerja Dan Komitmen Kerja Terhadap *Total Quality Management* (TQM) Pada Perusahaan Daerah Air Minum (PDAM) TirtarajaKab.Oku, dibawah bimbingan Ibu Rosmala Dewi, S.E.,M.Si sebagai pembimbing I dan Ibu Dahlia, S.E.,M.Si sebagai pembimbing II.

Penelitian ini bertujuan untuk mengetahui Pengaruh Disiplin Kerja Dan Komitmen Kerja Terhadap *Total Quality Management* (TQM) Pada Perusahaan Daerah Air Minum (PDAM) Tirtaraja Kab.OKU. Teknik pengumpulan data dalam penelitian ini melalui penyebaran kuesioner dengan jumlah populasi 151 orang dan sampel 60 orang. Teknik analisis data yang digunakan adalah Regresi Linear Berganda. Berdasarkan hasil analisis secara parsial ada pengaruh variable Disiplin Kerja (X1) terhadap *Total Quality Management* (Y) dengan nilai $t_{hitung} 4,905 > t_{tabel} 2,002$, ada pengaruh variable Komitmen Kerja (X2) terhadap *Total Quality Management* (Y) dengan nilai $t_{hitung} 5,083 > t_{tabel} 2,002$, secara simultan didapatkan ada pengaruh Disiplin Kerja dan Komitmen Kerja terhadap *Total Quality Management* (TQM) dengan nilai F_{hitung} sebesar $41,875 > F_{tabel} 3,16$. Koefisien determinasi (*R Square*) yang diperoleh sebesar 0,595 hal ini menunjukkan bahwa sebesar 59,5% sumbangan dari *Total Quality Management* (TQM) pada Perusahaan Daerah Air Minum (PDAM) Tirtaraja Kab. OKU bisa dijelaskan oleh variable Disiplin Kerja (X1) dan Komitmen Kerja (X2) sedangkan sisanya sebesar 40,5% dipengaruhi oleh variabel lain selain dalam penelitian ini, misalnya Kepemimpinan, Penghargaan, Lingkungan dll (Afandi, 2018:20)

Kata Kunci : DisiplinKerja, KomitmenKerja dan *Total Quality Management* (TQM)

ABSTRACT

Dhevia Amanda (2023), The Influence of Work Discipline and Work Commitment on Total Quality Management (TQM) at the Regional Drinking Water Company (PDAM) Tirtaraja, Oku Regency, under the guidance of Rosmala Dewi, S.E., M.Si and Dahlia, S.E. , M.Si.

This research aimed to determine the influence of work discipline and work commitment on total quality management (TQM) at the Tirtaraja Regional Drinking Water Company (PDAM), OKU Regency. The data collection technique in this research was through distributing questionnaires with a population of 151 people and a sample of 60 people. The data analysis technique used was Multiple Linear Regression. Based on the partial analysis results, there was an influence of the Work Discipline variable (X1) on Total Quality Management (Y) with a tcount of 4.905 > ttable 2.002, there was an influence of the Work Commitment variable (X2) on Total Quality Management (Y) with a tcount of 5.083 > ttable 2.002, simultaneously it was found that there was an influence of Work Discipline and Work Commitment on Total Quality Management (TQM) with a calculated F value of 41.875 > Ftable 3.16. The coefficient of determination (R Square) obtained was 0.595, this showed that 59.5% of the contribution from Total Quality Management (TQM) at the Regional Drinking Water Company (PDAM) Tirtaraja OKU Regency could be explained by the variables Work Discipline (X1) and Work Commitment (X2) while the remaining 40.5% was influenced by other variables apart from those in this research, for example Leadership, Rewards, Environment, etc. (Afandi, 2018:20)

Keywords: Work Discipline, Work Commitment and Total Quality Management (TQM)