

**THE IMPACT OF ORGANIZATIONAL CULTURE, TOTAL QUALITY  
MANAGEMENT AND ORGANIZATIONAL COMMITMENT ON  
EMPLOYEE PERFORMANCE  
OF PT ASAL SEIYA SEKATA**

**THESIS**

Proposed as One of the Requirement to Achieve the Bachelor Degree Title on S1  
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**INTERNATIONAL MANAGEMENT  
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*Bachelor Thesis By : Fadilah Hanum Mardesia*

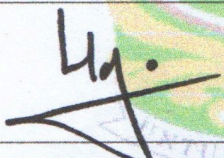
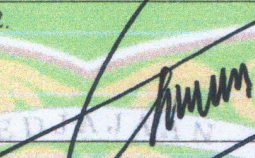
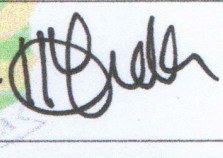
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**ABSTRACT**

A good company performance depends on the human resources. In one organization, it is critical to realize how its employees perform because personnel represent the organization's image to the public. Companies are required to use a sound management system that is allowed to be used as a tool to improve company performance through the performance of its employees. One of the tools of quality management is Total Quality Management (TQM). The success of a company in applying the concept of TQM is closely related to the organizational culture, where the culture of the organization plays a role in determining the direction of the organization directing what can and cannot be done. Through the compatibility between organizational culture and organizational goals, customer satisfaction can be achieved. In order to achieve the organizational culture needed and a good TQM application within a company, everybody in the company needs to have a strong commitment. The purpose of this research is to analyze the impact of organizational culture, total quality management and organizational commitment on the employee performance. All employees of PT Asal Seiya Sekata are the sample requirements of this research. By using Non-Probability Sampling with Census Sampling technique, with the total of respondents are 43. This study reveals that organizational culture in PT Asese does have a positive and significant impact on employee performance, TQM in PT Asese does have a positive but not significant impact on employee performance, and organizational commitment in PT Asese does have a positive but not significant impact on employee performance.

**Keywords:** *Employee Performance, Organizational Culture, Total Quality Management, Organizational Commitment.*

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