

ABSTRACT

The purpose of this research is to test and analyze the impact between total quality management, work environment and employee's performance. These factors are matched with the findings of problems in the field such as the low quality product in PT. Polysindo Eka Perkasa. This is indicated by the rate type of chips in polymer department. The type of research has been done in accordance with similar prior studies in order to produce unbiased results.

The respondents of this study are employees of PT. Polysindo Eka Perkasa who have been working there at least 5 (five) years. Both criteria are used as sampling techniques with the assumption that the subjects know, understand and have adapted to their work environment. The analytical technique used to test the type of research is a test of multiple regression and one of interaction. Each of these tests has a different function, the multiple regression test is intended to analyze the impact between total quality management and work environment as concern to employee's performance, while the interaction test is intended to test the effects of joint variable as concerns the impact between total quality management, work environment and employee's performance.

The result of this accumulation of data has shown empirical evidence that (1) total quality management have a direct affect on employee's performance, (2) Total Quality Management and Work Environment are pure as independent variable that has an positive affect on the employee's performance. The managerial implication in this research are in accordance with the research's findings. A company must pay attention to the total quality management implementation and consider with the work environment because it will affect the strength of connections between total quality management and employee's performance. This research has limitations, for example low of variable, this could be an idea for future research that could supplement this existing study.

Key word : *Total quality management, work environment, employee's performance, multiple regression, and interaction test.*