

ABSTRACT

Total Quality Management is a comprehensive managerial activity in the organization aimed at improving or improving the performance of an institution. To improve this, the role of the lurah or manager is important. Especially in the public service sector which requires optimal service (performance) because it deals directly with the public (customers). This research examines how to improve managerial performance (public services) at the lurah in Candisari, Tembalang and Banyumanik sub-districts through the variables of Service Focus, Employee Empowerment, Education and Training and Continuous System Improvement on Managerial Performance. Where the above variables are part of the TQM method.

This research method uses quantitative with multiple linear regression test. The results of statistical test analysis using $\alpha = 0.05$. While the results of the study indicate that the variables of Service Focus, Employee Empowerment, Education and Training and Continuous System Improvement have an effect on managerial performance. So that it can be implied that managerial performance is dependent on the above variables.

Keywords: Service Focus, Employee Empowerment, Education and Training, Continuous Improvement of Systems, Managerial Performance