ABSTRAK

Tujuan penelitian ini mendeskripsikan dan menganalisis pengaruh *total quality management*, kualitas sumber daya manusia, dan kinerja sumber daya manusia. Dan menyusun model peningkatan kinerja sumber daya manusia melalui *total quality management* dan kualitas sumber daya manusia. Populasi dalam penelitian ini adalah di PT Mitsubishi Sun Star Motor Semarang cabang banyumanik dan MT Haryono sebanyak 69 responden dengan menggunakan kuesioner. Metode pengambilan sampling menggunakan metode sensus yaitu seluruh anggota populasi dijadikan sampel. Metode analisis menggunakan regresi linier berganda. Berdasarkan analisis data dapat disimpulkan bahwa terdapat pengaruh positif dan signifikan variabel *total quality management* terhadap kinerja dan terdapat pengaruh positif dan signifikan variabel total *quality management* dan kualitas sumber daya manusia terhadap kinerja sumber daya manusia.

Kata Kunci : ***Total Quality Management*, Kualitas Sumber Daya Manusia, dan Kinerja Sumber Daya Manusia**

ABSTRACT

The purpose of this study is to describe and analyze the effect of total quality management and quality of human resources on human resources performance. And create a model for human resources performance improvement through total quality management and quality of human resources. The population of this research was in Mitsubishi Sun Star Motor Company Semarang branch of Banyumanik and branch of MT Haryono with 69 repondence and using a questionnaire. Sampling method is using census method which all members of the population sampled. Analysis method is using multiple linear regression analysis. Based on data analysis can be concluded that there is positive and significant influence total quality management on human resources performance, and there is positive and significant influence between total quality management and quality of human resources on human resources performance.

Keyword :   Total Quality Management, Quality of Human Resources, and Human Resources Performance