

ABSTRACT

Quality is part inseparable in business processes, especially for educational institutions. Universitas Telkom as a start-up university and has many enthusiasts should maintain quality. Human Resources (HR) need to be careful because most processes involving employees. Total Quality Management is believed as a tool that can enhance employee satisfaction which leads to productivity and leads to increased quality in the institution. It is necessary to do research on any existing TQM and its influence on employee satisfaction in Universitas Telkom.

The objective for this research was to know about what are TQM factors in Universitas Telkom and its influence on employee satisfaction. TQM used Total Quality Management in Higher Education, they are: Leadership, Vision of HEI, Program Design, Process Control & Improvement, Measurement and Evaluation, Stakeholder Approach, Employee Training and Student Focus.

Data were collected through questionnaire distributed to 261 respondents, using cluster random sampling. From 261 respondents, only 113 are return: 55 lecturers, 44 staff, and 14 structural. From 60 questionnaires distributed there are 55 valid questionnaires. Data processing was performed with SPSS 20 for Windows.

Based on the results 54 item questionnaire are pass for factor analysis test. From 54 item becomes 7 factors. Name of each factors are: Leadership, Measurement and Evaluation, Design Kurikulum, Process Control and Improvement, Implementasi Program, Planning Top Management, dan Employee Involvement. TQM have significant effect on employee satisfaction amounted to 35.9% and the hypothesis in this research is accepted.

Based on the results several TQM variables have significant effect on employee satisfaction, there are process control and improvement, planning top management, dan employee involvement. Therefore, three variables need to be maintained and improved.

Keywords: *Total Quality Management, Higher Education Institution, Employee Satisfaction.*