

## DAFTAR PUSTAKA

- Abdullah, et al. (2009). Relationship of performance with soft factors and quality improvement. *Total Quality Management & Business Excellence*, 20(7), 735–748.
- Abusa, F. M., & Gibson, P. (2013). *TQM implementation in developing countries A case study of the Libyan industrial sector*. 20(5), 693–711.
- Al-Dhaafri. (2016). *The mediating role of TQM and organizational excellence, and the moderating effect of entrepreneurial organizational culture on the relationship between ERP and organizational performance*.
- Ali. (2020). *Effect of entrepreneurial orientation , market orientation and total quality management on performance Evidence from Saudi SMEs*. 27(4), 1503–1531.
- Ali Z, et al. (2019). *Supply chain network and information sharing effects of SMEs ' credit quality on firm performance Do strong tie and bridge tie matter ?* <https://doi.org/10.1108/JEIM-07-2018-0169>
- Allocca, M.A. and Kessler, E. H. (2006). *Innovation speed in small and medium-sized enterprises*”, *Creativity and Innovation Management*,. Vol. 15 No.
- Anifowose, et al. (2022). *Total Quality Management and Small and Medium-Sized Enterprises ' ( SMEs ) Performance : Mediating Role of Innovation Speed*.
- Anil, A. P., & Satish, K. P. (2016). Investigating the relationship between TQM practices and Firm ' s performance : A conceptual framework for Indian organizations. *Procedia Technology*, 24, 554–561.
- Arumugam, V.; Ooi, K.B.; Fong, T. C. (2008). *TQM practices and quality management performance An investigation of their relationship using*.
- Arunachalam, et al. (2018). TQM Model for Manufacturing SMEs in the Middle East. i-manager's. *Journal on Management*, 12(4), 32-40.
- Asemokha, A. (2019). *Business model innovation and entrepreneurial orientation relationships in SMEs : Implications for international performance*. 425–453.
- Aziz. (2014). The relationship between entrepreneurial orientation and business performance of SMEs in Malaysia. *Int. J. Manag. Excell.*
- Aziz. (2019). *TOTAL QUALITY MANAGEMENT OF MICRO , SMALL AND MEDIUM ENTERPRISES ( MSMES ), AND THE IMPACT TO ORGANIZATIONAL CULTURE AND PERFORMANCE : EMERGING COUNTRY CASE*. 19(1), 32–45.
- Belohlav, J. A. (1993). *Quality, strategy, and competitiveness*. *California Management Review*, 35(3), 55–67.
- Besterfield D.H. (1995). *Total Quality Management (New Jersey, Prentice Hall)*.
- Brahmasari I A, S. A. (2008). Pengaruh Motivasi Kerja, Kepemimpinan dan Budaya Organisasi terhadap Kepuasan Kerja Karyawan serta Dampaknya pada Kinerja Perusahaan (Studi Kasus pada PT. Pei Hai International Wiratama Indonesia). *Jurnal Manajemen Dan Kewirausahaan*. Vol 10 (2): 124-135.

- Brown. (1994). *Why TQM Fails and What to Do About It*, (B. R. Irwin (ed.)).
- Cameron K. (2006). Diagnosing and Changing Organizational Culture: Based on the Competing Values Framework. *China Renmin University Press*.
- Cash and Fischer. (1987). *Human Resource Planning*. Fong and Sons Printers Pte Ltd.
- Dahlgaard-Park, S. M. (2012). Core values – the entrance to human satisfaction and commitment. *Total Quality Management & Business Excellence*.
- David Gadenne Bishnu Sharma. (2009). An investigation of the hard and soft quality management factors of Australian SMEs and their association with firm performance. *International Journal of Quality & Reliability Management*.
- Dedy, A. N., Zakuan, N., Omain, S. Z., Rahim, K. A., Ariff, M. S. M., Sulaiman, Z., & Saman, M. Z. M. (2016). An Analysis of the Impact of Total Quality Management on Employee Performance with mediating role of Process Innovation. *IOP Conference Series: Materials Science and Engineering*, 131(1).
- Dowling. (2019). Trust and SME attitudes towards equity financing across Europe. *J. World Bus.*
- Eniola, et al. (2019). Heliyon The impact of organizational culture on total quality management in SMEs in Nigeria. *Heliyon*, 5(July), e02293. <https://doi.org/10.1016/j.heliyon.2019.e02293>
- Evans, J. R. (2017). *Quality & Performance Excellence: Management, Organization, and Strategy* (8th ed.). Boston, USA: Cengage Learning.
- Flood, R. L. (1993). *Beyond TQM* (Chichester: Wiley).
- G. Rosegger. (1991). *Management of Technological Change: Context and Case Studies*. Elsevier, Oxford.
- Ghobadian, A. & Speller, S. (1994). *Gurus of quality: a framework for comparison*, *Total Quality Management*, 5(3), pp. 53–69.
- Gilmore. (2013). Researching sme/ entrepreneurial research: a study of journal of research in marketing and entrepreneurship (jrme) 2000-2011. *Journal of Research in Marketing and Entrepreneurship*, 15.
- Goetsch, D. L., et al. (2016). *Quality Management for Organizational Excellence: Introduction to Total Quality Management* (8th ed.). New Jersey: USA, Prentice Hall.
- Haim. (2020). *The relationship between TQM and SMEs ' performance The mediating role of organizational culture*. 69(1), 61–84.
- Haroon et al. (2016). *THE INTERPLAY OF INNOVATION , TQM PRACTICES AND SMES PERFORMANCE IN PAKISTAN : MODERATING EFFECTS OF KNOWLEDGE INERTIA AND EXTERNAL*. 9(2), 57–62.
- Haroon et al. (2019). *Exploring the Relationship Between Innovation Capability , Total Quality Management and SMEs Performance in Electric Fan Industry of Pakistan : Moderating Effect of Relational Learning*. 10(3), 353–359.
- Herzallah, A. M., & Gutiérrez-gutiérrez, L. (2013). *Total Quality Management & Business Excellence Total quality management practices , competitive strategies and financial performance : the case of the Palestinian industrial SMEs*. February 2015, 37–41.

<https://doi.org/10.1080/14783363.2013.824714>

- Hessel. (2007). *Manajemen Publik*. Grasindo.
- Ho, et al. (2001). Total quality management: An empirical test for mediation effect. *International Journal of Production Research*, 39(3), 529–548.
- Hoque & Awang. (2016). The Sway of Entrepreneurial Marketing on Firm Performance: Case of Small and Medium Enterprises (SMEs) in Bangladesh. *Terengganu International Business and Economics Conference (TiBEC-V)*.
- Hoque & Awang. (2019). *Does gender difference play moderating role in the relationship between entrepreneurial marketing and Bangladeshi SME performance? Abu Shams Mohammad Mahmudul Hoque \* and Zainudin Bin Awang*. 5, 35–52.
- Ingelsson, et al. (2012). Can selecting the right values help TQM implementation? A case study about organizational homogeneity at the Walt Disney Company. *Total Quality Management & Business Excellence*, 23(1), 1–11.
- Jaya et al. (2021). Pengaruh TQM terhadap Kinerja UMKM Melalui Orientasi Pasar sebagai Variabel Intervening. *Jurnal Akuntansi, Perpajakan Dan Auditing*, 2(2), 215–241.
- Kafetzopoulos, D. (2020). *Performance management of SMEs : a systematic literature review for antecedents and moderators*.
- Kaynak, H. (2003). The relationship between total quality management practices and their effects on firm performance. *Journal of Operations Management*, 21, 405–435.
- Kessler, E. H. (1996). *INNOVATION SPEED : A CONCEPTUAL MODEL OF AND OUTCOMES*. 21(4), 1143–1191.
- Kessler, E. H., & Bierly, P. E. (2002). *Is Faster Really Better? An Empirical Test of the Implications of Innovation Speed*. 49(1), 2–12.
- Kirkham. (2014). Prioritisation of operations improvement projects in the European manufacturing industry. *International Journal of Production Research*, Vol. 52 No.
- Lam et al. (2011). The relationship between TQM, learning orientation and market performance in service organizations: An empirical analysis. *Total Quality Management & Business Excellence*, 22(12), 1277–1297. *Total Quality Management & Business Excellence*, 22(12), 1277–1297.
- Leavengood, S., Anderson, T. R., & Daim, T. U. (2014). Exploring linkage of quality management to innovation. *Total Quality Management and Business Excellence*, 25(9–10), 1126–1140.
- Libaihaqy. (2023). *Pengaruh Total Quality Management terhadap Kinerja Usaha Kecil dan Menengah dengan Kecepatan Proses Inovasi sebagai Mediasi ( Studi Kasus UKM Penatu ( Laundry ) di Yogyakarta )*. 01(03), 54–70.
- Mahfouz, S. (2022). *TQM Practices and Organizational Performance in the Manufacturing Sector in Jordan mediating role of HRM Practices and Innovation*. February 2019.
- Mahmud, N. et al. (2019). Total quality management and SME performance: The mediating effect of innovation in Malaysia. *Asia-Pacific Management Accounting Journal*, 14(S.1.1), Hal. 201–217.

- Manzoor, et al. (2019). *The Impact of Transformational Leadership on Job Performance and CSR as Mediator in SMEs*. 1–14. <https://doi.org/10.3390/su11020436>
- Marini et al. (2021). PENGARUH TOTAL QUALITY MANAGEMENT TERHADAP KINERJA ORGANISASI DENGAN INOVASI SEBAGAI VARIABEL MEDIASI. *National Conference on Applied Business, Education, & Technology, 1*, 143–150.
- Marwa et al. (2021). *The Effect of Total Quality Management Implementation on Operational Performance of MSMEs in Malang City*. 01(03).
- Mehmood. (2014). Relationship between TQM Dimensions and Organizational Performance. *Akistan Journal of Commerce and Social Science, 8(3)*, 662-679.
- Michael. (2018). Child Labour and Protection: An Exploration of Vulnerable Children in Lagos State, Nigeria. *Humanities and Social Sciences Letters*.
- Moeheriono. (2012). *Pengukuran Kinerja Berbasis Kompetensi*. Raja Grafindo Persada.
- Mucharreira, P. R., & Justino, M. R. T. (2020). *TOTAL QUALITY MANAGEMENT AND QUALITY CERTIFICATION ON SERVICES*. 14(3), 847–864.
- Neely. (1995). Neely, A., Gregory, M., & Platts, K. (1995). Performance measurement system design: a literature review and research agenda. *International Journal of Operations & Production Management, 15*.
- Ng, H., & Kee, D. (2018). The core competence of successful owner-managed SMEs. *Management Decision, 56(1)*, 252-272.
- Pearce, J.A. (2002). Speed Merchants. *J. Prod. Innov. Manag, 30(3)*, 191–205.
- Pfau, L. D. (1989). *Total Quality Management gives companies a way to enhance position in global marketplace*.
- Pm, K., & Rw, W. (2019). *Global Journal of Commerce and Management Perspective Corporate culture and organizational performance : A case of Mayfair casino , Nairobi city county , Kenya Global Journal of Commerce and*.
- Porter et al. (2001). Assessing Business Excellence. A Guide to Business Excellence and Self-Assessment. *Elsevier Butterworth- Heinemann, Oxford*.
- Purwohedi. (2022). *Metode Penelitian Prinsip Dan Praktik*. Raih Asa Sukses.
- Qasrawi. (2017). The Impact of TQM Practices and KM Process on Organizational Performance. *International Journal of Quality & Reliability Management, 34(7)*, 1034-1055.
- Rahmawati et al. (2022). *PENGARUH TQM TERHADAP KINERJA UMKM DENGAN MEDIASI KEUNGGULAN BERSAING*. 3(2), 289–312.
- Ranasinghe, et al. (2018). *A SYSTEMATIC LITERATURE ANALYSIS ON ENTREPRENEURIAL ORIENTATION AND BUSINESS PERFORMANCE*. 7, 269–287.
- Richard, et al. (2009). *Measuring Organizational Performance : February*.
- Sadikoglu, E., & Olcay, H. (2014). The Effects of Total Quality Management Practices on Performance. *Laboratory Management Information Systems: Current Requirements and Future Perspectives, 2014(5)*, 996–1027.

- Santana. (2018). Total quality management in Indian manufacturing SMEs. *Procedia Manufacturing*, 21, 541–548.
- Saraph et al. (1989). *An instrument for measuring the critical factors of quality management*, “Decision Sciences”, 20.
- Sawaeana, et al. (2021). *T H E N E X U S B E T W E E N L E A R N I N G O R I E N T A T I O N , T Q M P R A C T I C E S , I N N O V A T I O N C U L T U R E , A N D .* 16, 147–172.
- Sawaeana et al. (2020). *The mediation effect of TQM practices on the relationship between entrepreneurial leadership and organizational performance of SMEs in Kuwait*. 10, 789–800.
- Segarra-ciprés, M., Escrig-tena, A. B., García-juan, B., Escrig-tena, A. B., García-, B., & Segarra-cipre, M. (2017). *Total Quality Management & Business Excellence The link between quality management and innovation performance : a content analysis of survey-based research*. 3363(November). <https://doi.org/10.1080/14783363.2017.1401460>
- Shan et al. (2015). Entrepreneurial orientation and performance : Is innovation speed a missing link ? *Journal of Business Research*. <http://dx.doi.org/10.1016/j.jbusres.2015.08.032>
- Sharma dan Modgil. (2020). *TQM , SCM and operational performance : an empirical study of Indian pharmaceutical industry*. 26(1), 331–370. <https://doi.org/10.1108/BPMJ-01-2018-0005>
- Sinha, N., & Dhall, N. (2018). Total Quality Management & Business Excellence Mediating effect of TQM on relationship between organisational culture and performance : evidence from Indian SMEs. *Total Quality Management*, 0(0), 1–25. <https://doi.org/10.1080/14783363.2018.1511372>
- Sugiyono. (2013). *Metodelogi Penelitian Kuantitatif, Kualitatif Dan R&D*. Bandung, ALFABETA.
- Sule, J. G., Ogbadu, E. E., & Nafiu, A. T. (2017). Factor Analysis of Total Quality Management Adoption By Smes in Nigeria. *Facta Universitatis, Series: Economics and Organization*, 13, 365.
- Vesey, J. T. (. (1991). *The new competitors: They think in terms of “speed-to-market”*. *The Executive*.
- Vouzas, et al. (2007). Assessing managers’ awareness of TQM. *The TQM Magazine*, 19(1), 62–75.
- Wang, et al. (2018). Intellectual capital and firm performance : the mediating role of innovation speed and quality. *The International Journal of Human Resource Management*, 0(0), 1–29. <https://doi.org/10.1080/09585192.2018.1511611>
- Yang, C. (2018). Total Quality Management & Business Excellence The effectiveness analysis of the practices in five quality management stages for SMEs. *Total Quality Management*, 0(0), 1–23.
- Yusuf, Y. Y. (2014). *Implementation of TQM in China and Organisation Performance : An Empirical Investigation*. October. <https://doi.org/10.1080/14783360701239982>
- Zakiyah, et al. (2023). *PERAN DAN FUNGSI USAHA MIKRO KECIL DAN MENENGAH (UMKM) DALAM MEMITIGASI RESESI EKONOMI GLOBAL 2023*. 2(4), 1657–1668.