

## Peran kepemimpinan dalam mendorong organisasi untuk mengimplementasikan prinsip-prinsip Total Quality Management (TQM) di Perpustakaan Universitas Negeri Padang / Elva Rahmah, Marlina

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Abstrak

**ABSTRACT**

This research specifically aims to determine the role of leadership in encouraging organizations in implementing the principles of TQM in the Universitas Negeri Padang Library. Descriptive research method with qualitative approach. Data collection through observation, interview and document analysis. Subjects in this study are leaders, sub-heads, events, facts, documents and various forms of efforts, programs or library activities. The object of this research is leadership in TQM which is implemented in Universitas Negeri Padang Library. The results of research related to the role of leadership in the library of universities can be seen from (1) the leader develops the vision and sets the direction and strategy of the college library to produce the changes needed to achieve the vision; (2) the leader communicates the goals to be achieved through statements and deeds to anyone who may be required to give effect to the formation of team that understands the vision and strategy of college library; (3) leaders provide motivation for library librarians and librarians; and (4) the leader must be able to create the desired change of the user and is very useful for the progress of the college library through the provision of new services desired by the user and the new approach in working relationships that help the college libraries compete.