

Analisis pengaruh penerapan total quality management tqm terhadap fleksibilitas operasional external flexibility dan internal robustness studi kasus RSUPN Dr Cipto Mangunkusumo = The influence of total quality management tqm on operatonal flexibility external flexibility and internal robustness a case study RSUPN Dr Cipto Mangnkusumo

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Abstrak

Fokus dari penelitian ini adalah untuk menguji penerapan TQM dan hubungannya dengan fleksibilitas operasional. Hasil penelitian menunjukkan bahwa dampak signifikan dari TQM pada fleksibilitas operasional adalah positif. Nilai utama dari hasil penelitian dapat menunjukkan pengaruh TQM terhadap fleksibilitas operasional pada rumah sakit di Jakarta dalam rangka meningkatkan kinerja rumah sakit dan efisiensi Delapan dimensi TQM digunakan dalam penelitian ini yaitu Leadership Training Employee Management Information and Analysis Supplier Management Process Management Focus consumer dan Countinuos Improvement. Data dalam penelitian ini diperoleh dari 245 responden karyawan yang bekerja di RSUPN Dr Cipto Mangunkusumo Delapan belas hipotesis yang diujikan diuji dengan Structural Equation Modelling SEM.

*Focus of this study is to examine the implementation of TQM and its relationship to operational flexibility. The result show that the significant impact of TQM on operational flexibility has been argued to be positive. The value of the paper is that it points out the influence of TQM on operational flexibility at hospital in Jakarta in order to improve hospital performance and efficiency Eight dimension of TQM are used to this research which are Leadership Training Employee Management Information and Analysis Supplier Management Process Management Focus consumer and Countinuos Improvement. Data in this research is collected from 245 responden who work at RSUPN Dr Cipto Mangunkusumo Jakarta Sixteen hypoteses in this research are tested by Structrual Equation Modelling SEM.*