

ABSTRACT

Total Quality Management (TQM) is a quality management system which is thought to help improve the organization's performance to achieve organizational goals. In the healthcare industry, in this case is hospital, TQM is integrated areas and well-planned system which is needed to improve services of hospital as a complex health care institution. According to the fact, this study is aimed to assess the implementation of TQM on inpatient service in Kumalasiwi Mijen Kudus Hospital using Importance Performance Analysis (IPA) approach.

IPA is used in this study to determine the position of each component of the implementation of TQM. For this purpose, the interviews were conducted using a questionnaire to the director, chief, section chief, head of the room, and the head of the installation in Kumalasiwi Mijen Kudus Hospital.

The results of the IPA evaluation showed that scientific approach and involvement and empowerment of employees were on concentration quadrant; focus on customer, obsession with quality, education and training, and unity of purpose were on excessive quadrant; repairs continuous system was on low concentration quadrant; and finally long-term commitment, teamwork, freedom of control were on over quadrant.

Keywords: quality management, Importance Performance Analysis