

ABSTRACT

Since the COVID-19 pandemic hit in various countries, health services have had a significant impact. Meanwhile, health services are currently the main need of the community to get quality and quality health facilities M. Yunus Hospital Bengkulu Province is required to provide quality health services to the community, therefore the hospital can implement Total Quality Management.

The purpose of this study was to determine how the influence of the implementation of Total Quality Management on the quality of service at M. Yunus Hospital, Bengkulu Province. The research method used in this research is descriptive quantitative method with data collection techniques through questionnaires. The questionnaire used by the researcher contains 42 questions with a Likert scale technique. This study uses a non-probability sampling method which will be distributed to 207 employees of the M. Yunus hospital service department, Bengkulu Province with a convenience sampling technique. The data analysis technique used in this research is descriptive analysis technique, multiple linear regression analysis, and the coefficient of determination. In testing the hypothesis, this study uses a partial significance test (t test).

The results in this study indicate that 1) top management leadership has a positive effect on hospital performance, 2) quality policy has a positive effect on hospital performance, 3) the role of the quality department has no significant effect on hospital performance, 4) supplier quality management has no significant effect. on hospital performance, 5) process management has a positive effect on hospital performance, 6) customer focus has a positive effect on hospital performance, 7) information analysis and quality have no significant effect on hospital performance, 8) employee relations have a positive effect on home performance. sick, and 9) training has no significant effect on hospital performance.

Keyword: *Total Quality Management, Performance Hospital*