

Developing a Total Quality Management Model Using Structural Equation Modeling for Indonesian Healthcare Industry

Authors : Jonny, T. Yuri M. Zagloel

Abstract : This paper is made to present an Indonesian Healthcare model. Currently, there are nine TQM (Total Quality Management) practices in healthcare industry. However, these practices are not integrated yet. Therefore, this paper aims to integrate these practices as a model by using Structural Equation Modeling (SEM). After administering about 210 questionnaires to various stakeholders of this industry, a LISREL program was used to evaluate the model's fitness. The result confirmed that the model is fit because the p-value was about 0.45 or above required 0.05. This has signified that previously mentioned of nine TQM practices are able to be integrated as an Indonesian healthcare model.

Keywords : healthcare, total quality management (TQM), structural equation modeling (SEM), linear structural relations (LISREL)

Conference Title : ICIEOR 2017 : International Conference on Industrial Engineering and Operations Research

Conference Location : Bali, Indonesia

Conference Dates : October 23-24, 2017