

## ABSTRACT

As the increase of knowledge has been growing up, the social cultural changes and technological development have been changing quality, including the health service. The Quality Control Circle (GKM) is one approach in the quality service management in the health field, which has been developed in RSD Mardi Waluyo Blitar since 1997. But it wasn't optimal in the last two years (2000-2001).

Observation area studies on the realization of the quality management through the GKM from 1997 to 2001, and the influence of human resources including : the study of GKM, motivation, team-work, the management including the GKM form process, the upper management, the acts, feet-backs, and the commitment in standart realization to quality management through the GKM.

The observation uses the case study plan in RSD Mardi Waluyo Kota Blitar by surey Cross Sectional with the observation instruments in the form of open and close questionaere. The data requirment is done directly through questionaere or indepth interview, putting the second data from the checklist, and realizing the FGD. The analyzing data is done through the statistic influence test Regression.

The observation result shows that a significant variable is detected from the team-work, acts, feet-back, and the commitment of standard realization. And that the unsignificant variables are the study of GKM, motivations, the GKM establishment process, the commitment of senior management and the middle management support.

The conclusion of the observation is that the quality management from GKM has been done in ten service units or ten constellations, but not completely optimal in all sides and the variable influences the success of quality management through the GKM, that is how it is going effectively later on, there must be a commitment from all management levels, study of GKM, increasing motivation in the GKM realization, encouraging the team-work, improving the organization which is done to the GKM, actifying acts, aware to the feet-backs, and there must be a commitment to the realization of the service standard.

Key word : Hospital Quality Control Circle, team work, management.