

## ABSTRACT

The quality of health service in the hospital can be maintained and enhanced by Quality Control Circle (QCC). QCC has a crucial role in helping top managers control over all quality of hospital services. In Sidoarjo Regional General Hospital (SRGH), QCC has not been active since 1999. This research will also observe QCC in Surabaya Hajj General Hospital (SHGH) as a comparison.

The objective of this research was to analyze the correlation of management commitment, organization culture and human resources condition to quality control implementation in SRGH and SHGH. This was a survey using cross sectional method. Carried out from November 2002 to July 2003, this research comprised of two stages i.e. benchmarking analysis and Fisher's Exact Test analysis.

The result in SRGH showed: 1) low top management commitment (74,5%); 2) low middle management commitment (63,6%); 3) high lower management commitment (50,9%); 4) high organizational culture (54,5%); 5) high team leader commitment (54,5%); 6) high team member commitment (94,5%); 7) high team member motivation to quality control implementation (90,9%); 8) high team member acceptance to quality control implementation (96,4%); 9) good team member knowledge (54,5%); 10) quality control implementation was perceived to be important by the team member (98,2%); 11) good team member mindset about teamwork (98,2%); and 12) most of them were less active in quality control implementation (66,7%).

The result in SHGH showed: 1) high top management commitment (85,1%); 2) high middle management commitment (72,3%); 3) high lower management commitment (83%); 4) high organizational culture (57,4%); 5) high team leader commitment (91,5%); 6) high team member commitment (97,9%); 7) high team member motivation to quality control implementation (68,1%); 8) high team member acceptance to quality control implementation (93,6%); 9) good team member knowledge (55,3%); 10) quality control implementation was perceived to be important by the team member (95,7%); 11) good team member mindset about teamwork (100%); and 12) all teams were active in quality control implementation (100%).

The benchmarking analysis showed differences in the result of SRGH and SHGH regarding top management and middle management commitment. The Fisher's Exact Test analysis showed that top management commitment had a correlation with quality control implementation ( $p=0,003$ ;  $\Phi 0,778$ ). The conclusion of this research is that top management commitment has a correlation with quality control implementation.

**Key words:** hospital quality control, management commitment, organization culture, human resources condition.

