

# TOTAL QUALITY MANAGEMENT AND INNOVATION IN HEALTH SECTOR

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## ABSTRACT

Today, healthcare companies, is to compete with its rivals in only one point. now with changing health enterprises must follow the wishes of patients and their relatives, in accordance with the wishes of patients and their relatives, and make high quality production. In doing so it should prevent errors and should also take measures to prevent recurrence. Thus, the damage will be spent on health service delivery will minimize incorrect. It should benefit from the innovations of technology while also should keep pace with the era of self-renewing and processes. All of them including health enterprises to take place, there is a need for total quality management and innovation practices. Total quality management is an important strategic decision and decide on innovation practices. Health businesses must learn the features of both applications before making this decision very well. The purpose of this study; It is to determine the relationship between total quality management and innovation management. In other words, total quality management, implement health enterprises, to determine whether the easier the transition to innovation practices. According to data obtained by literature review it prepared as a result of the survey results were analyzed. According to the results to be positive and significant relationship between total quality management and innovation has been removed.

**Keywords:** Health, Health Management, Innovation, Total Quality Management

## 1. INTRODUCTION

Today, in order to gain a competitive advantage constantly evolving market conditions across health enterprises have tried many ways, they tried to develop different forms of government. All these activities have emerged as a result of the quality concept. Health authorities have started to focus on the quality of the company to provide competitive advantage. The concept of quality from the 1900s to the present has been applied in many sectors today under the name of Total Quality Management, showing the various changes. After the Second World War, Japan began its Total Quality Management implementation, recognizing the need to follow a path other than the current system in order to recover the economy seriously wounded. The results were in confirmation of expectations. Japan's economy has begun to recover quickly. Total Quality Management in the United States when it comes to the 1980 goals; Japanese came to the fore in competition with the company. Today, Total Quality Management, especially among Western countries in the world in the competition is a management philosophy that provides great advantages. Another concept gaining importance today is innovation. Company sees innovation as a way out of the difficult competitive environment; but when the innovation work is required to pay attention to their internal and external situation. They should make efforts to create a positive short and long-term competitiveness. For this, the current state of the market and competitors are very good analyzing the customers and the market that are required to accurately identify what was needed. the two concepts are often used in this study; Total Quality Management and whether the relationship between innovation, if it will be examined what kind of a relationship.

## 2. TOTAL QUALITY MANAGEMENT

From past to present it reaches up to Total Quality Management, in parallel to the change of the society they live in and has progressed. Total Quality Management philosophy never intended not lost its popularity over time because the continuous improvement; on the contrary it has

increased further in importance over time. TQM is an approach which should act together so that all employees from top management to the lowest level in the company philosophy. The authors do a lot of different definitions related to Total Quality Management. Mc Adam (2005), according to Total Quality Management in 1980 and since 1920 despite the emergence of Total Quality Management principles were used in science (Trivellas and Santouridis, 2009); but at that time it was used as Total Quality Management narrower and more mechanical approach (Hermel, 1997; Mc Adam, 2000). Kanji (2002) in accordance with Total Quality Management is a management philosophy based on continuous improvement and customer satisfaction (Kanji, 1996). Kanji is based on Total Quality Management distinguishes them from other applications, is that it is not too fast at a time of constant change. Spencer (1994), according to Total Quality Management, not to create an entirely new paradigm; existing models of mechanical or cultural companies to develop more useful methodologies.

### 3. INNOVATION

Innovation is a matter of long debate continued over the decades. Several authors have found various definitions related to the concept. In its most general definition of innovation; The product or service, in organizational processes, management software, technology, policy or system changes made on (Abrunhosa and E SE, 2008: 4).

### 4. MATERIALS AND METHODS

#### 4.1. Purpose of the Study

The two concepts are often used in this study; Total Quality Management and whether the relationship between innovation, if it will be examined what kind of a relationship.

#### 4.2. Method of Study

This study defined the principles of Total Quality Management and innovation has begun. Polls in line with the principles defined questions are prepared. The survey was distributed to the participants in the study.

#### 4.3. The Importance of Research

The obstacles that stand between countries, competition intensified in the national and international level; the business community gained strategic importance of the human factor, what customers want is more well known and the number of customers of the further increase in current environment of health enterprises existing management systems, to make passing the necessary changes, to review their relationship with technology and the environment remain.

#### 4.4. Universe and Sample of Research

The survey Without being tied to a specific health business, is distributed via the internet and normally 300 health care workers. Out of the 131 questionnaires sent were answered.

#### 4.5. Statistical Methods Used in Research

During the analyzed using SPSS 23.0 software package obtained survey results are used non-parametric statistical analysis. Spearman's correlation coefficients were used for non-parametric data to determine the strength of the relationship.

## 5. RESULTS

Table 8: Innovation Working with TQM Working Relationship Between

		Innovation			Total	
		disagree	I am not sure	agree		
TQM	Is unavailable	Total	28	1	2	31
		expected Value	14,0	7,6	9,5	31,0
		Total %	21,4%	,8%	1,5%	23,7%
	Not enough	Total	9	18	3	30
		expected Value	13,5	7,3	9,2	30,0
		Total %	6,9%	13,7%	2,3%	22,9%

	Enough	Total	22	13	35	70
		expected Value	22,0	13,0	35,0	70,0
		Total %	16,8%	9,9%	26,7%	53,4%
Total		Total	59	32	40	131
		expected Value	59,0	32,0	40,0	131,0
		Total %	45,0%	24,4%	30,5%	100 %
Value = 59.446 Degrees of Freedom Significance Level = 0.000 = 4						

With this innovation practices are a significant relationship between TQM and innovation and encourage employees to practice. The Spearman's correlation coefficient calculated to test the strength of this relationship was found to be 0.385. This shows that there is a normal relationship in the positive direction of the relationship between. innovation from business application that participated in the survey, in support of the implementation of TQM and innovation, and employees are encouraged about it.

## 6. CONCLUSIONS AND RECOMMENDATIONS

TQM principles of innovation application of customer satisfaction, teamwork, training, leadership and effective communication between units and individual relationships were examined. According to the results of a positive innovation has a significant relationship with all these principles. These results also support the meaningful relationship between TQM and innovation. In other words, between TQM and innovation it shows that there is a significant positive correlation.

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