

**PENGARUH *TOTAL QUALITY MANAGEMENT* TERHADAP KINERJA
KARYAWAN DAN KUALITAS PELAYANAN
(Studi pada Hotel Grand Inna Garuda dan Hotel Jambuluwuk Boutique
Malioboro di Kota Yogyakarta)**

***THE INFLUENCE OF TOTAL QUALITY MANAGEMENT ON EMPLOYEE
PERFORMANCE AND SERVICE QUALITY
(Study on the Inna Garuda Hotel and Jambuluwuk Boutique Malioboro Hotel
in The City of Yogyakarta)***

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