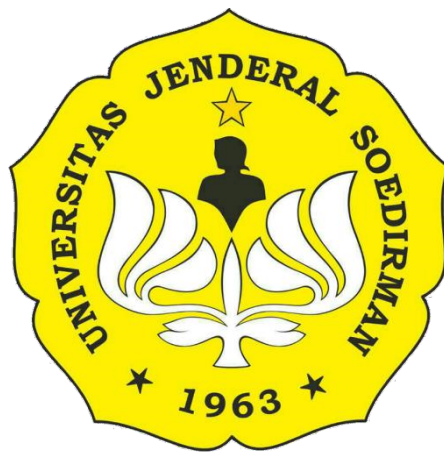


THESIS-MBKM

**The Relationship Between Total Quality Management and Operational
Efficiency on Public Services: A Case Study of the Dinas Sosial dan
Pemberdayaan Masyarakat dan Desa Kabupaten Banyumas**



By:

ALMAS DELIAN

NIM C1H021021

MINISTRY OF HIGHER EDUCATION, SCIENCE, AND TECHNOLOGY

UNIVERSITAS JENDERAL SOEDIRMAN

FACULTY OF ECONOMICS AND BUSINESS

DEPARTMENT OF INTERNATIONAL MANAGEMENT

2025