THE RELATIONSHIP BETWEEN ISLAMIC LEADERSHIP, DEMOGRAPHIC AND QUALITY MANAGEMENT PRACTICES AT ISLAMIC BUSINESS SCHOOL, UNIVERSITI UTARA MALAYSIA

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By

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ABSTRACT

The leaders are responsible for ensuring the quality standards are applied to the institution. Therefore, to ensure the required quality is achieved, the wise leader must know how to lead and manage the members of the institution. There are various approaches advocated by Western scholars on leadership style in quality management, but there are still shortcomings in respect of Islamic leadership in quality management practices. Therefore, the study will recommend how Muslim leaders leading and manage the organization to implement a good quality management practices in Islamic Business School. There are a number of leadership traits and principle which are laid down by Islam to manage quality standards as predetermined by department and university. All of these leadership traits and principles are supported by either of the al-Quran and Sunnah or other sources associated with Islam. They all practiced by the Prophet Muhammad (SAW) and Khulafa al-Rasyidin. The study also aims to examine the relationship between demographic on quality management practices in Islamic Business School. This is because the study of demographic still not carried out by the previous study. The respondents comprised administrative staff at the Islamic Business School, University Utara Malaysia, which consists of academic and non-academic. A total of 56 staff as a whole is responded to the questionnaire. Several hypotheses have been built and tested using Pearson Correlation analysis to examine the relationship between independent variables and the dependent variable. The findings showed Islamic leadership has a relationship with quality management practices, while from the six factors of demographic tested as gender, age, position, job classification, working years’ experience and level of education, only position do not have relationship towards quality management practices. Understanding the findings study allows Islamic Business School formulate and implement leadership development programs more effective. Some suggestions for organization and the future study also presented.

Keywords: Islamic Leadership, Demographic and Quality Management Practices
ABSTRAK


Katakunci: Kepimpinan Islam, Demografi dan Amalan Pengurusan Kualiti
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CHAPTER 1
INTRODUCTION

1.1 INTRODUCTION

In general, this study aims to identify the relationship between Islamic leadership, demographic and quality management practices. More specifically, the study aims to identify the characteristics of a leader that recommended by Islam for quality management practices. In the first chapter, it will introduce the study with discussing from a background of the study, research problem, and the purpose of the study, research questions, and research interests, limitations of the study and definition of terms.

1.2 BACKGROUND OF THE STUDY

Islam as a religion that is widespread has a set of goals and values that include all aspects of human life. Islam is a holistic religion and teaches the community to organize and manage everyday life based on the values of Islam to achieve a better quality of life. Measures for performance evaluation and good quality shows to what extent the efforts made to reduce defects while doing the work. In addition, excellent leadership and management are not left behind in quality management. Every firm and institution of society require a good quality management to ensure their competitiveness in their respective industries.

Lately, a study focusing on Quality Management Practices (QMPs) services has amplified. More importantly, higher education institutions can be considered as the
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REFERENCES


