

**THE IMPACT OF TQM PRACTICE ON THE
EMPLOYEE'S JOB SATISFACTION**

BY

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ABSTRACT

Total quality management (TQM) is a systematic continuous quality improvement approach used by the manufacturer to improve their quality aspect. It also focuses on the human resources control in the business or organisation environment. TQM needs full support of the organisation and organisation commitment continually in the long period to improve the quality and organisation performance. There are many factors and barriers that affect the TQM implementation in the organisation. The changes of the market, the customer requirements and the quality requirement will make it difficult for the organisation to implement the total quality management in the organisation. The biggest barrier is the misconception of the quality that often occurs between management team and the employee within the organisation. It is lack of TQM research that focuses on the Malaysia industries. The purpose of this research is to test whether leadership, employees' participation, education and training have any influence on employees' job satisfaction in Malaysia organisation. The main problem of this study is to determine reason of the increasing employees' turnover occurs in Onkyo Corporation. The research objective is to determine factors that influence the employees' job satisfaction. The questionnaire has been used to collect data and is used SPSS to test the correlation between variables. The findings of the study show that leadership, employee participation, education and training have positively influence employees' job satisfaction in Malaysia organisation. In the hypothesis testing, it shows that employee participation has the highest influence as compared to leadership and education and training. Therefore, it is important to encourage the employee involvement in TQM implementation. It can be concluded that leadership, employee participation, education and training are positively correlated with employees' job satisfaction in the organisation.

Keywords: Total quality management (TQM)

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Sincerely

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LIST OF ABBREVIATIONS

TQM	= Total Quality Management
SPSS	= Statistical Package Social Science
PDCA cycle	= Plan, Do, Check and Act cycle
SPC	= Statistical process control

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Chapter One

Introduction

1.0 An Overview

Total quality management (TQM) is a philosophy that focuses on the quality control in order to achieve the lowest manufacturing costs, increase productivity and the firm profits. Total quality management (TQM) is the effective ways to overcome the quality problems because TQM is a never ending process to improve the quality level in the firm. TQM help the firm continues improvement in quality to satisfy the customers' requirement (Thamizhmanii and Hasan, 2010).

Besides that, an effective TQM implementation can improve the firm's competitive ability and provide quality advantages in the market. Firms need to spend time and effort in the implementation TQM to fulfil the requirement of total quality management philosophy. In addition, TQM practice can improve the communication between firms and within their employees (Leonard and McAdam, 2003). Moreover, the implementation of TQM can also increase the quality of the product or services. In the end, it will increase the customer satisfaction.

TQM can be viewed as an integrative management concept for improving the quality of goods and services delivered in the long period through the involvement of all levels of employees in the different departments in the firm. TQM needs commitment from all employees in the organisation to transform the quality into goods and

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Appendix A
Questionnaires