

EFFECT OF TOTAL QUALITY MANAGEMENT PRACTICES ON EMPLOYEE'S WORK RELATED ACTIVITIES

By

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APPROVAL FOR EXAMINATION

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ABSTRACT

Purpose: The major aim of this study was to demonstrate the steady effect of quality management practices on employee's work related activities. The study aims to evaluate the effect of TQM practices on employee's work related activities, based on identified factors such as work involvement, employee satisfaction, career satisfaction and work commitment.

Methodology: The study involved the use of questionnaires filled by 180 respondents. The respondents belonged to different age groups, different income level, job experiences, and job level and residing in different areas. The integration of data was conducted by using SPSS which further was analyzed by applying Regression and Correlation tests.

Findings: The complete analysis of the data reveals positive relationship between the context of total quality management practices and employee's work related activities. It was obtained that all four components of total quality management practices which include focus, Education and Training, Empowerment, Teamwork and Improvement are positively related with the level of employee's work related activities.

Practical Implications: It is particularly more obliged for the organization to implement strategic applications for certain work related activities in order to gain more work commitment and work satisfaction. The lack of particular significance in terms of work commitment with respect to Total Quality Management practices demonstrate that management organization should provide key attention to these attributes to make the regular part of their routine.

Keywords: Total Quality Management Practices, Work Related Activities, Employee

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