

Total Quality Management in Public Sector Higher Education Institutions

Syed Sohaib Zubair^{*}

Abstract

This study attempts to measure the extent to which Total Quality Management (TQM) is being implemented in Public Sector Higher Education Institutions of Pakistan. The study following a quantitative approach is based on data collected through a questionnaire. The Cronbach's Alpha for this instrument was above 0.80 for almost all dimensions of TQM considered in the study. After meeting its pre-requisites (Kaiser-Meyer-Olkin (KMO) and Bartlett's test of Sphericity), the statistical tool of Exploratory Factor Analysis (EFA) was used to meet the main objective of this research. This study identifies areas of improvement as far as Total Quality in Public Sector Higher Education Institutions (HEI's) is concerned. Main conclusion of the study is that TQM is being adopted in higher education institution but at a slower pace. Whereas, areas of improvement include Leadership, Vision Ownership, Evaluation Standardization, Process and Continuous Improvement, Employee Training and Student Focus. Decision and policy makers in Higher Education Institutions can use the findings of this study and opt for affirmative actions in order to bridge the gaps in TQM implementation.

Key Words:

Total Quality Management (TQM), quality, Higher Education Institutions, Exploratory Factor Analysis (EFA), public sector, implementation.

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Total Quality Management In The Public Sector

Colin Morgan, Stephen Murgatroyd



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assuring the quality of the inputs etc The parallels with measuring productivity are obvious if you cannot get good handles on outputs then use inputs and then politicians wonder why productivity appears to stagnate in services This problem of the simple becoming complicated was understood by the Japanese at the inception of their productivity movement Having carefully analyzed how Europe had adopted and adapted American productivity techniques and approaches and being faced with a turbulent system of industrial relations and a poor quality image the initiators of the Japanese productivity movement came to the conclusion that at least a cease fire and at best a treaty had to be negotiated between organised labour

management and government The resulting 1955 productivity principles are being addressed in the book **Total Quality Management** G. Kanji,2012-12-06 In this book leading experts including George Box Noriaki Kano Yoshio Kondo John Oakland and James Harrington analyse and document various aspects of Total Quality Management Contributions range from discussions of the principles strategy culture leadership education and benchmarking to world class experience and achieving excellence both in the manufacturing and service industries With over 100 contributions this book is an invaluable resource for the total quality management journey It will be of special interest to educationalists academics senior managers and directors and quality practitioners from both the public and private sectors *Total Quality Management (TQM)* Giovanni

Trivino,2002 Handbook of Public Quality Management Ronald J. Stupak,Peter M. Leitner,2019-09-16 Exploring a variety of methods for improving the economic performance of organizations this multidisciplinary text covers macro and micro perspectives while considering strategic planning systematic process analysis leadership studies group dynamics and human motivation theories It highlights quality of relationships as a guiding principle within the framework of public administration and stresses customer client and stakeholder satisfaction With over 1000 literature references tables drawings and equations and appendices of laws and regulations the book responds to the mandate for high performance and increased productivity

Handbook of Public Service Delivery Christopher G. Reddick,Tansu Demir,2024-09-06 Adopting an integrated approach this Handbook examines the design organization implementation and evaluation of public service delivery Emphasizing the complex and dynamic nature of public services it draws on cutting edge research to identify responses to the unique challenges of the field **Proceedings of the 11th Toulon-Verona International Conference on Quality in Services**

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