

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.

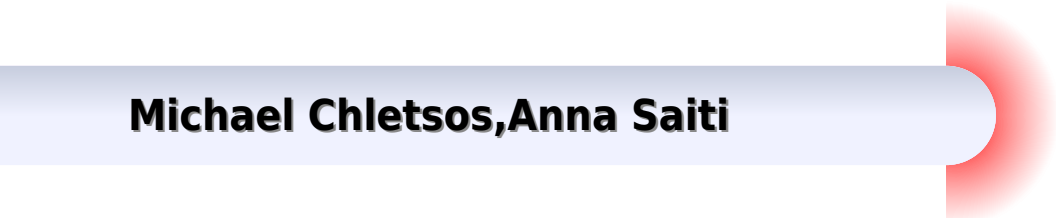
Key Words:

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

Michael Chletsos, Anna Saiti



Total Quality Management In The Public Sector:

Total Quality Management in the Public Sector Colin Morgan, Stephen Murgatroyd, 1994-02-16 Total Quality Management TQM is a set of concepts tools and applications which has been so successful in manufacturing industry that we are now witnessing experimentation in the transference of Total Quality Management to the public sector provision of government health and education in North America Europe and elsewhere TQM is starting to set a new paradigm for management approaches in the public sector and not for profit enterprises All key public service managers should at least need to know the basics of TQM its possibilities and limitations for the public sector and particularly the types of applications which could work for them For all public sector managers this book provides a clear understanding of the key concepts of TQM a critical understanding of their relevance to the public sector empirical evidence of TQM applications in government health and education and exploration of the public sector TQM possibilities yet to be realized It draws throughout on case examples from Britain Canada the USA and continental Europe which illustrate the application of TQM to the public sector

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published over the last ten years making of the conference one of the major events in the field of quality in services

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New Public Management in Africa Robert E. Hinson, Nnamdi Madichie, Ogechi Adeola, Justice Nyigamah Bawole, Isaiah Adisa, Kwame Asamoah, 2021-10-25 This book analyses and evaluates the accomplishments, challenges, and approaches associated with the New Public Management (NPM) in Africa towards establishing context-specific interventions for public sector institutions' performance. Taking the reader through various business and management approaches including leadership in the public sector, digitalisation, market orientation, and trust building, this book provides an understanding of the key issues facing public sector organisations in Africa and offers novel ways of approaching public management in a changing socio-economic landscape to drive improved

performance of public institutions The book offers students practitioners and researchers important insights on NPM and public sector institutions in Africa The recommendations of the book will help government and policymakers implement appropriate public sector management policies for strengthening public sector service delivery in Africa Personnel Literature United States. Office of Personnel Management. Library,1991 **Strategic Management and Economics in Health Care** Michael Chletsos,Anna Saiti,2020-01-01 This book offers significant managerial and economic knowledge on hospitals and will serve as a valuable tool for explaining complicated managerial and economical problems and for facilitating decision making processes It bridges management and economic sciences two complementary sciences that feed the process of making rational decisions With particular reference to the education the main aim of this book is to provide students of relevant schools and departments with the knowledge managerial and economic that will enable them to deal both efficiently and effectively with the real problems arising in a health care organization such as a hospital In particular by equipping students with appropriate managerial and economic knowledge the aim is to give them a clear understanding of HOW to deal with the diverse and complex problems of hospitals while at the same time helping them to develop strategic approaches that will make hospitals more efficient and sustainable *Gcmm 2004* Prasad K. D. V. Yarlagadda,S. Narayanan,2005 Presents research and case studies from over 200 Manufacturing Professionals across the globe in the area of Manufacturing Process Materials Metrology Finite Element Methods Industrial Engineering Optimization Quality and Supply Chain Management The Quality Management Sourcebook Christine Avery,Diane Zabel,2002-09-11 The concept of Quality Management began in the manufacturing sector but a growing concern with quality in other areas of the economy has led to its wider application in service industries government education and other not for profit agencies A great quantity of material related to quality management has been produced in recent years much of it by small presses professional and trade associations and consultants The Quality Management Sourcebook is the first in depth international guide to the most useful material and sources of information The book begins with the origins of quality management explains how it evolved examines its current situation and explores the future The book is divided into five main sections Introduction General sources for information Applications of total quality management Focus on specific aspects of quality management Quality in the future Resource materials The Quality Management Sourcebook is an essential reference for everybody involved in either the theory or practice of quality management in manufacturing retail banking and insurance the utilities industry the transportation industry health education and other public services Over 900 citations cover books journal articles technical reports video training materials and software Each is followed by a descriptive annotation Resource materials include strategies for locating additional information training materials organizations and consultants The book concludes with a glossary of quality management terms a name index a title index and a detailed subject index **Personnel Management in Government** Katherine C. Naff,Norma M. Riccucci,Jay Shafritz,David H. Rosenbloom,Albert C. Hyde,2001-05-15 A

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