

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

Paul John, P. Balasubramanian



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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

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