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Impact of Total Quality Management Practices on Production Employees' Job Satisfaction (Special Reference to MAS Intimates Unichela (Pvt) Ltd, Koggala)

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Total Quality Management and satisfaction of internal & external customers are the heart of thinking in management phenomena. Most of the researches have been carried out to find out impact of TQM practices on external customer satisfaction. The purpose of this study was to touch rarely treated internal customers, in other words to examine the impact of total quality management (TQM) practices on internal customers' (employees') job satisfaction,

Data for this study were collected using a self-administered questionnaire that was distributed to 100 production workers in MAS Intimates Unichela – Koggala plant. Out of the 100 questionnaires given, 93 usable questionnaires were returned, yielding a response rate of 93 percent. The correlation and mean comparison techniques were used to test the theoretical model and the relationship between TQM practices and production employees' job satisfaction.

Findings of the study indicate that as a TQM practice, teamwork and empowerment has a significant positive effect on job satisfaction and that enhance job fulfillment. Another finding is, as a TQM practice "education and training" significantly enhance job satisfaction. But findings indicates that "Organizational culture" as a TQM practice does not contribute to job satisfaction

Limitations or implications of this study were inability to evaluate the wider dimensions of TQM practices. As practical implications of this study; human resource practitioners, managers should be aware that TQM practices have a positive effect on employees' job satisfaction.

Keywords: Quality, TQM, TQM practices, Quality management practices, Employees' attitudes, Job satisfaction