Employee Perceived Barriers on Total Quality Management Implementation of Divisional Secretariats in Anuradhapura

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Abstract

In today's world Total Quality Management (TQM) is a vastly using technique to improve the performance of the organization. Previous empirical pieces of evidence prove that service quality is a big issue of the government sector organizations and especially in the Sri Lanka context. The concept of TQM was proposed as the solution to this issue and today many organization applies this concept. According to the supportive empirical evidence emphases that the implementation of TQM in the Sri Lankan context is difficult. It creates a research gap for this study. The purpose of this research was to identify barriers for TQM implementation in Divisional secretariats in the Anuradhapura district. In this study, TQM implementation considered as a dependent variable and there are many barriers related TQM implementation, such as management barriers, employee barriers and organizational barriers taken as independent variables. For the fulfilment of the research objective, primary data was collected from 70 employees in Divisional Secretariats in the Anuradhapura district using a standard questionnaire. Further, when selecting the sample researcher have applied the convenience sampling technique. Data were analyzed using correlation analysis and regression analysis. According to the hypothesis testing, it is revealed that management barriers are the most influencing barriers for the TQM implementation. However, employee barriers and organizational barriers are moderately influencing the TQM implementation. This research will directly help to enhance the service quality of Divisional secretariats in the Anuradhapura district and it has been created a new path to identifying TQM barriers.

Keywords: Divisional secretariats, employee perceived barriers, total quality management barriers