

**A STUDY ON FACTORS OF ORGANIZATIONAL CULTURE THAT AFFECT
TOTAL QUALITY MANAGEMENT IN STEELCASE MANUFACTURING
(MALAYSIA)**

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**Submitted in Partial Fulfilment of the Requirement for the
Bachelor of Business Administration with Honours (International Business)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TEKNOLOGI MARA
BANDARAYA MELAKA**

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UNIVERSITI TEKNOLOGI MARA

BACHELOR OF BUSINESS ADMINISTRATION (Hons)

INTERNATIONAL BUSINESS

FACULTY BUSINESS AND MANAGEMENT

MALACCA CITY CAMPUS

“DECLARATION OF ORIGINAL WORK”

I, **NURUL SYAKINAH BINTI AZIZAN**, IC NUMBER: **921128-14-6268**

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being currently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except otherwise stated.
- All verbatim extracted have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

(7 JANUARY 2015)

The Head of Program
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Dear Madam,

SUBMISSION OF PROJECT PAPER

Attaches is the project paper titled A STUDY ON FACTORS OF ORGANIZATIONAL CULTURE THAT AFFECT TOTAL QUALITY MANAGEMENT IN STEELCASE MANUFACTURING (MALAYSIA) to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

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ABSTRACT

This research is designed to study on factors a study on factors of organizational culture that affect total quality management in Steelcase Manufacturing (Malaysia). The research consists of three factors which are connection with management, motivation from management and task control. The objective of this study is to to determine the relationship between connection with management, motivation from management, task control and the effectiveness of TQM and also to identify the most significant factor affecting TQM. Questionnaire was distributed among 51 respondents from the chosen population. The findings of the study show that all independent variables have a significant relationship with the dependent variable. Other than that, task control was proven to be most significant out of the three variables. The researcher managed to achieve all the objectives of the study.

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