

**A STUDY ON THE RELATIONSHIP BETWEEN TOTAL QUALITY
MANAGEMENT (TQM) PRACTICES AMONG EMPLOYEES AT
AMANAH SAHAM PAHANG BERHAD (ASPA)**

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ABSTRACT

This study was conducted to explain the relationship between Total Quality Management (TQM) practices and Employee Innovation. The subject area for this study is Amanah Saham Pahang Berhad (ASPA), Kuantan and in measuring the relationship between Total Quality Management (TQM) practices and Employee Innovation among employees, the researcher decided to use Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management and Process Management as the practices that influence the relationship between Total Quality Management (TQM) practices and Employee Innovation as the result to the employees in Amanah Saham Pahang Berhad (ASPA). This study involves 56 respondents from all departments at Amanah Saham Pahang Berhad (ASPA). The 56 structural questionnaires have been used to collect data from the respondents and the answer received was analyzed with all 56 respondents completed answer the questionnaire. This research study also focuses more on how the organization identifies and fully utilizes the practices that influence employee innovation such as Leadership, Strategic Planning, Customer Focus, Information & Analysis, People Management and Process Management from the Total Quality Management (TQM). Besides that, a set of questionnaire be distributed to respondents and the information will be collected as part of the sources of data for this research study. The results indicate from the findings shows that all practices have significant positive relationships and it answered research questions as well as support the hypotheses presented in this research study. As a conclusion, this research study helps the other researcher to explore the relationship between Total Quality Management (TQM) practices and Employee Innovation. This research study result supported by previous results that presented at every research findings.

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