

UNIVERSITI TEKNOLOGI MARA

**TOTAL QUALITY MANAGEMENT PRACTICES
AMONG STAFF IN DISTRICT EDUCATION OFFICES
IN NEGERI SEMBILAN**

AIN NATHASHA BINTI OMAR

**MASTER OF EDUCATION
(EDUCATIONAL MANAGEMENT AND LEADERSHIP)**

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**Dissertation submitted in partial fulfillment of the
requirements for the degree of
Master of Education
(Educational Management and Leadership)**

Faculty of Education

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**TOTAL QUALITY MANAGEMENT PRACTICES AMONG STAFF IN DISTRICT
EDUCATION OFFICES IN NEGERI SEMBILAN**

AIN NATHASHA BINTI OMAR

**DISSERTATION SUBMITTED AS ONE OF THE REQUIREMENTS NEEDED IN OBTAINING EDUCATION
MASTER'S DEGREE IN MANAGEMENT AND LEADERSHIP HONS.**

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AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The purpose of this study was to determine the awareness of Total Quality Management on Deming 14 points among District Education Office staff, to determine any significant differences of perception on Quality Management of Deming 14 points based on demographic factors among District Education Office staff and to identify the relationship between dimensions of Quality Management of Deming 14 points. The finding clearly shows that the importance of quality management service to improve the quality standard in District Education Office services. The result of this study was benefited to both schools and district leaders to develop strategies to improve the academic performance level of schools. Descriptive-correlational method consists of quantitative and qualitative techniques were used during the investigation. The findings revealed that the levels of the fourteen dimensions in 14-Deming Points namely leadership, vision, actors, employee employment, policy strategy and culture, process control and improvement, continuous improvement, recognition and reward, program design and other stakeholder focus was at moderate and high mean score categories. The awareness and perception towards Total Quality Management overall result for six districts at Negeri Sembilan were identified at the moderate level.