



# **QUALITY MANAGEMENT PRACTICES AMONG HEADMASTERS IN SRI AMAN RURAL SCHOOLS**

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## ABSTRAK

Kajian ini bertujuan untuk mengenal pasti kesan Amalan Pengurusan Kualiti di kalangan guru besar di sekolah sekolah pedalaman yang terpilih dalam Daerah Sri Aman Sarawak dari perspektif trend pengurusan moden dan gaya pengurusan kualiti guru besar serta kesannya terhadap pencapaian sekolah. Sampel guru besar yang dipilih adalah melalui kaedah rawak berstrata. Sampel kajian adalah terdiri daripada 36 orang guru besar. Data diperolehi daripada responden dengan menggunakan set soal selidik. Soal selidik digunakan oleh pengkaji adalah soal selidik yang dibina dan diubah suai daripada “*Leadership Styles Questionnaire Flexible Training Partners Com.*” Kajian ini berbentuk kuantitatif dan menggunakan statistic diskriptif untuk menentukan min (*Mean*) dan sisihan piawai (*Standard Deviation*) dengan menggunakan SPSS versi 16.0 for Windows. Berdasarkan hasil kajian Pengamalan Pengurusan Arah Moden menunjukkan skor min yang tinggi pada 4.53, Gaya Pengurusan Kualiti berada pada min skor 4.43, manakala kesan Amalan Pengurusan Kualiti pada skor min yang paling tinggi iaitu 4.59. Keputusan menunjukkan kebanyakan guru besar mengamalkan Gaya Kepimpinan Transformasi. Amalan pengurusan berkualiti menunjukkan hubungan yang tinggi dengan pencapaian akademik. Keputusan kajian ini juga menunjukkan implikasi terhadap kepentingan keperluan kemahiran ICT dalam pengurusan sekolah sesuai dengan agenda transformasi pendidikan Negara menuju untuk mencapai Wawasan 2020.

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### **Candidate's Declaration**

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

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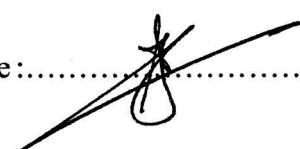
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## **CHAPTER ONE**

### **1.1 INTRODUCTION**

Quality Management (QM) had been discussed by many researchers as an important strategy to improve the performance of an organization (Arawati, 2005). High performance not only the objective of business firms it is also the objectives of any public sector such as school organization. Therefore the practices of quality management are accepted by business firms and the public sectors.

Administration and management of schools had been identified as an important aspect to manage a school effectively and systematically in achieving quality education for students' achievements (Shukor, 1988). Capability and efficiency of headmaster and teachers is one of the determining factors of quality education in schools (Minister of Education July 14 2012).

The Ministry of Education has identified academic excellence among students to meet the country's vision to achieve a developed and high income nation status by the year 2020 is one of the focuses of the Government Transformation Programme (GTP)