



UNIVERSITI TEKNOLOGI MARA

**THE PERCEPTION OF UITM SARAWAK STUDENT ON THE QUALITY
POLICY PRACTICES**

CASE STUDY: MARA UNIVERSITY OF TECHNOLOGY

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LETTER OF SUBMISSION

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ABSTRACT

This study is study to investigate, analyze and identify the various perceptions of the quality policy in UITM and the effectiveness of the quality practices. Here, a study is conducted to research on the services provided by the Security Unit, Health Unit and Environment Unit and their management to the students, UITM's goods and facilities and also to the regards of the types of quality practices that are implemented in UITM. Thus, in this study various type of methods are use to collect the accurate data and information that are require by the researchers of this study. These methods include distribution of questionnaire methods, interview methods, observation method, and also the use of retrieving information via internet. Then, these data will be analyzed by using the SPSS system. In addition in this study, 100 students had been selected as the sample of this study. These students are the respondents for the study and they are requiring answering the questionnaires. The success of this study is base on their responses

CHAPTER ONE

INTRODUCTION

1.1 Background of the study

The effectiveness of quality policies in every organization is measured as it must be reliable, dependable and satisfying whereby the organization manpower do their job that they are designated for and meet public or customer requirement. Quality is a concept that can be applied in various sectors of operation and service organization. However, our group is interested to investigate and explore the effectiveness of quality policies that is implemented in University Technology of MARA (Sarawak Campus) towards their customers, which are the students.

In every organization, there are policies to execute jobs and functions. Policies are used as guidelines to do daily work in an organization. Every staff should know the policies of the organization that they work in, in order to functions orderly. Quality plays an important role in every work in an organization. It measures the standard of work in the organization, and also determines the status and impressions of the public towards the organization itself.

In University Technology of MARA (Sarawak Campus) itself, there are three types of quality policies, namely the Environment Policy, Health Policy and Safety Policy. In Environment Policy, this policy is intended to protect and preserved the environment of

CHAPTER TWO

LITERATURE REVIEW

2.0 LITERATURE REVIEW

Introduction

Scope of the MS ISO 9001:2000

The Quality Management System of MS ISO 9001:2000 at UiTMCSKS focused on the Teaching and Learning Process for the Diploma In Civil Engineering.

The activities implemented under the system are as follows:-

1. Planning for the student intake.
2. Student registration
3. Course registration
4. Teaching and learning
5. College and learning facilities
6. Continuous assessment and final examination
7. Appeals management
8. Supporting services

Objectives

- To be a model campus to all UiTM campuses and facilities throughout Malaysia.
- To obtain recognition of quality at state and national levels.
- To organise numerous competitions at campus level.