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**THE PERSPECTIVE AND KNOWLEDGE OF
PEJABAT PERGIGIAN BAHAGIAN KUCHING TOWARDS
THE IMPLEMENTATION OF
TOTAL QUALITY MANAGEMENT**

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THE ABSTRACT

Total Quality Management involves everything an organization, society, or a community does which in the eyes of others determines its reputation on a comparative basis with the best alternatives. The implementation of Total Quality Management in the public sector is a one of requirement from the government when the Development Administration Circular BI 1/1992 regarding to enhance total quality management in the public sector. This circular is intended to inform and guide the head of department the concept and development of total quality management. The study will examine the perspective and knowledge of Pejabat Pergigian Bahagian Kuching towards the implementation of Total Quality Management. The sample size for the purpose to this study involved of 40 employees which covering five (5) facilities in Pejabat Pergigian Bahagian Kuching in order to get the specific employees views. The perspective and knowledge of staff of implementation total quality management were examined. As a result, most employee understand the perspective and knowledge towards implementing Total Quality Management which reviews the several recommendation from upper management and low management to achieve a mutual cooperation in order to achieve the mission and vision of department.

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CHAPTER 1: INTRODUCTION

1.1 Introduction

This chapter provides the background of the study, particularly focused the perspective and knowledge of Pejabat Pergigian Bahagian Kuching towards the implementation of total quality management.

Background of the Study

With the rapid globalization of the public sector, total quality management is one of the important issues in operation management which has been considered in many international scientific communities. Moreover, lots of studies have been carried out on quality management and its effect on financial and commercial function of different companies.

Total quality management involves everything an organization, a society or a community does, which in the eyes of others determines its reputation on a comparative basis with the best alternatives. Perhaps total quality management is a total system of quality improvement with decision-making based on facts-data collection-not opinion or impression. Total quality embraces not only the quality of the specific product or service which the end-user or the customer purchases or receives but everything an organization does internally to achieve continuing performance improvement.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

Total quality management (TQM) can be defined as American Society of Quality (ASQC). TQM is defined as a quality management system to succeed in long term period by meeting customer's satisfaction.

TQM is based on participation of all members of organization to improve processes, production, services and a culture in which they work. TQM makes profit for all members of the organization and the community in which organization locates. The application of this approach can be found in instructions of world pioneers of quality management such as Crosby, Deming, Ishikawa, Feigenbaum, and Juran (Bernowski, 1992). Demirbag et al.(2006) provides another definition for TQM.

They define it as an overall management system that its aim is to improve continuously all activities performed by an organization in order to deliver products and services that meet customer' need better, safer, more easily and faster than competitors and in this respect utilizes participation of all staff under leadership of top managers.

Deming outlined his philosophy on quality in his philosophy on quality in his famous "14 Points". These points are principle that helps guide companies in achieving quality improvement. The principles are founded on the idea that upper management must develop a commitment to quality and provide a system to support this commitment that involves all employees and suppliers. Deming