

# ASSESSING THE IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT IN EDUCATION ADMINISTRATION INSTITUTIONS WITH SPECIAL REFERENCE TO CENTRAL PROVINCE SRI LANKA

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## ABSTRACT

*Purpose of this study was to assess the implementation of TQM aspects among education administration institutions in central province, Sri Lanka. This study focused on identifying the level of Hard TQM implementation and Soft TQM implementation among selected education administration institutions. A five point Likert scale questionnaire was used as the key instrument of data collection. The data were obtained from a survey of 41 administrators in education administration institutions in central province. The findings suggest that the level of hard TQM implementation is at a high level and the level of soft TQM implementation is at a moderate level. Further the study reports that the level of hard TQM implementation is higher than the level of soft TQM implementation. Among the studied Hard TQM techniques Quality Circles is reported as the most adopted technique. Customer/Citizen Satisfaction and Top Management Commitment and Support are the top principles adopted among the studied Soft TQM practices. In addition to that report revealed that there is no significance difference in between districts in central province when implementing hard TQM and soft TQM.*

**Keywords:** *Central province, Education administration institutions, Hard TQM, Soft TQM, Total quality management,*

## 1. INTRODUCTION

In a highly competitive world with increasing consumer demands, quality has become a key factor of survival in the market, of profitability and development, not just for individual sectors and organizations, but also for the whole country's economy.

Total Quality Management (TQM) initially advocated by Dr. W. Edwards Deming in the

late 1950's was originally intended for the industrial sector. Further Deming pointed out in the preface to his book *Out of the Crisis* that his management principles could be applied equally well in service sectors.

When it comes to the Sri Lankan context in recent past decade it has identified the value of applying TQM concepts in both public and private sector. It is now attracting increasing attention in the field of education.

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