

THE IMPACT OF TOTAL QUALITY MANAGEMENT PRACTICES ON EMPLOYEES' JOB PERFORMANCE

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In today's global competition with increasing consumer demands, and economic liberalization, quality has become key factor for achieving competitive advantage, not just for individual sectors and organizations, but also for the whole country's economy. In that respect, quality improvement and quality management has become a considerable force. The study attempts to examine how total quality management practices influence employees' performance in Divisional Secretariats in Jaffna District. The study was conducted with an active sample of 450 participants selected based on stratified-random sampling method. Closed-ended survey based research design was used to collect primary data. Responses were analyzed based on regression analysis technique using SPSS 21.0. The results show that the dimensions of total quality management practices namely top management and leadership, customer focus, education and training, communication and continuous improvement positively impact individuals' job performance. At the same time, the dimension namely teamwork has no significant impact on the individuals' job performance.

Keywords: *Total quality management practices; Employees' job performance*
