

APPENDIX A: QUESTIONNAIRE



UNIVERSITI SAINS ISLAM MALAYSIA

جامعة العلوم الإسلامية الماليزية
ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

....., 2010

Dear respected respondent

Objective: To obtain your perception about the human factors of quality management.

I am Nasser Ahmed Habtoor, PhD student in faculty of leadership and management in University Science Islam of Malaysia, under supervisor Dr Adanan Mat Bin Junoh. This study focuses on human factors of quality management; through examine the impact of human factors of quality management on quality improvement practices and organization performance in Yemen Industrial Sector.

Keeping in mind your valuable time, this questionnaire will only take less than 15 minutes to be completed.

Your cooperation in completing this survey is highly appreciated.

Faculty of leadership & Management .Universiti Sains Islam Malaysia (USIM)
Bandar Baru Nilai 71800, Nilai, Negeri Sembilan, Kingdom Of Malaysia

Confidentiality:

The details of your responses will be treated in the **STRICTEST CONFIDENCE**.

Section A: the section will use to measure the human factors of quality management: leadership, customer focus, supplier relation, employee involvement, training and education and reward and recognition

No	Statement	strongly disagree	disagree	neutral	agree	strongly agree
1	Top management actively participates in quality management and improvement process.					
2	Top management learns quality-related concepts and skills.					
3	Top management strongly encourages employee involvement in quality management and improvement activities.					
4	Top management empowers employees to solve quality problems.					
5	Top management arranges adequate resources for employee education and training.					
6	Top management discusses many quality-related issues in top management meetings.					
7	Top management focuses on product quality rather than yields.					
8	Top management pursues long-term business success.					
9	Our company collects extensive complaint information from customers.					
10	Quality-related customer complaints are treated with top priority.					
11	Our company conducts a customer satisfaction survey every year.					
12	Our company always conducts market research in order to collect suggestions for improving our products.					
13	Our company provides warranty on our sold products to customers.					
14	Our company has been customer focused for a long time.					
15	Our company has established long-term co-operative relations with suppliers.					
16	Our company regards product quality as the most important factor for selecting suppliers.					
17	Our company always participates in supplier activities related to quality.					

Section A: continued

18	Our company always gives feedback on the performance of suppliers' products.				
19	Our company has detailed information about supplier performance.				
20	Our company regularly conducts supplier quality audit.				
21	Our company has cross-functional teams.				
22	Our company has several QC circles (within one function).				
23	Employees are actively involved in quality-related activities.				
24	Our company implements suggestion activities extensively.				
25	Most employees' suggestions are implemented after an evaluation.				
26	Employees are very committed to the success of our company.				
27	Employees are encouraged to fix problems they find.				
28	Reporting work problems is encouraged in our company				
29	Employees are encouraged to accept education and training in our company.				
30	Resources are available for employee education and training in our company.				
31	Most employees in our company are trained on how to use quality management methods (tools).				
32	Quality awareness education is given to employees.				
33	Specific work-skills training are given to all employees.				
34	Employees are regarded as valuable, long-term resources worthy of receiving education and training throughout their career				

Section A: continued

No	Statement	strongly disagree	disagree	neutral	agree	strongly agree
35	Our company improves working conditions in order to recognize employee quality improvement efforts.					
36	Our company has a salary promotion scheme for encouraging employee participation in quality improvement.					
37	Position promotions are based on work quality in our company.					
38	Excellent suggestions are financially rewarded.					
39	Employees' rewards and penalties are clear.					
40	Recognition and reward activities effectively stimulate employee commitment to quality improvement					

Section B, to measure quality improvement practices: vision and plan statement, evaluation, process control and improvement, product design, and quality system improvement

No	Statement	strongly disagree	disagree	neutral	agree	strongly agree
41	All major department heads within our plant accept their responsibility for quality.					
42	Plant management provides personal leadership for quality products and quality improvement.					
43	The top priority is evaluating plant management in quality performance.					
44	All major department heads within our company work towards encouraging just in time production.					
45	Our top management strongly encourages employee involvement in the production process.					

Section B: continued

No	Statement	strongly disagree	disagree	neutral	agree	strongly agree
46	Our company is organized into permanent production teams					
47	During problem solving sessions, we make an effort to get all team members' opinions and ideas before making a decision.					
48	Our company forms teams to solve problems					
49	In the past three years, many problems have been solved through small group sessions					
50	When I have a problem with my job, my supervisor tries to solve it					
51	Problems are usually solved by supervisors					
52	When I have a problem on the job, I try to solve it myself					
53	We frequently are in close contact with our customers					
54	Our customers seldom visit our plant					
55	Our customers give us feedback on quality and delivery performance					
65	Our company uses PDCA cycle extensively for process control and improvement[sup]a					
66	The design engineers are required to have some shopfloor experiences					
67	The design engineers are required to have some marketing experiences					
68	The customer requirements are thoroughly considered in new product design					
69	Various departments participate in new product development					

Section B: continued

No	Statement	strongly disagree	disagree	neutral	agree	strongly agree
70	New product designs are thoroughly reviewed before production					
71	Cost is emphasized in the product design process					
73	Quality function deployment (QFD) is used extensively in product design					
74	The quality system in our company is continuously improved					
75	Our company uses ISO 9000 as a guideline for establishing our quality system					
76	Our company has a clear quality manual					
77	Our company has clear procedure documents					
78	Our company has clear working instructions					

❖ Section C, will measure the following organization performance items

No	Statement	Sometimes meets expectations	Generally meet expectations	Consistently meet expectations	Always meet expectation	Expectant's Exceeded delighted customer
79	Customer satisfaction					

No	Statement	Very low	low	Satisfactory	High	Very High
80	Employee morale					

No	Statement	Decreasing	Static	Moderate improvement	Consistently improving	Major and significant gains
81	Productivity					

No	Statement	Less than 0.1%	0.1–0.49%	0.5–1.99%	2.0–5.0%	More than 5.0%
82	Defects as a percentage of production volume					

No	Statement	Less than 50%	50–80%	81–90%	91–96%	97–100%
83	Delivery in full on time to customer					

No	Statement	Less than 0.1%	0.1–0.99%	1.0–1.49%	1.5–3.0%	More than 3.0%
84	Warranty claims cost as percentage of total sales					

No	Statement	Less than 1.0%	1.0–4.9%	5.0–9.9%	10.0–15.0%	more than 15.0%
85	Cost of quality as a percentage of total sales.					

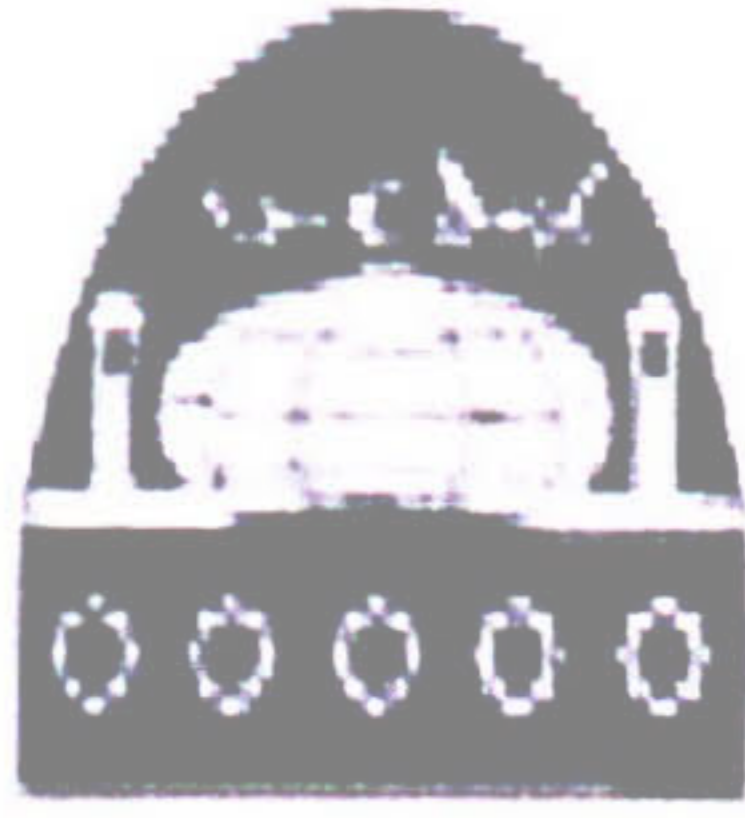
DEMOGRAPHICS PROFILE:

Section C (Demographics) please place a tick in the appropriate box

<p>Gender</p> <p><input checked="" type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>	<p>Age</p> <p><input checked="" type="checkbox"/> Under 25 years</p> <p><input type="checkbox"/> 26-35 years</p> <p><input type="checkbox"/> 36-45 years</p> <p><input type="checkbox"/> 46-55 years</p> <p><input type="checkbox"/> 56 years and above</p>
<p>55-Working experience</p> <p><input checked="" type="checkbox"/> Under 5 years</p> <p><input type="checkbox"/> 6-10 years</p> <p><input type="checkbox"/> 11-15 years</p> <p><input type="checkbox"/> 16-20 years</p> <p><input checked="" type="checkbox"/> 21years above</p>	<p>56- What is your highest qualification?</p> <p><input checked="" type="checkbox"/> High school</p> <p><input type="checkbox"/> Higher Diploma</p> <p><input type="checkbox"/> Bachelor</p> <p><input type="checkbox"/> Master</p> <p><input type="checkbox"/> Doctorate</p> <p><input type="checkbox"/> Others (please specify).....</p>

If you would like to get a copy of the summarized results of this study, please write your address or e-mail in the box provide below or attach your business card to the completed questionnaire.

APPENDIX B: ARABIC VERSION OF QUESTIONNAIRE



UNIVERSITI SAINS ISLAM MALAYSIA

جامعة العلوم الإسلامية الماليزية

ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

المحترم

الاخ المجيب

تحية طيبة وبعد:

تهدف هذه الدراسة الى الحصول على ارائكم حول تأثير العوامل البشرية في ادارة الجودة الشاملة على ممارسات تحسين الجودة وكذا تأثيرها على اداء الشركة. نظرا للاهمية الكبيرة للعوامل البشرية في ادارة الجودة الشاملة المتمثلة في (القيادة الادارية. اشراك العاملين. الاهتمام بالزبون. علاقات الموردين. التعليم والتدريب و الحوافز والمكافآت) وتأثيرها على جهود تحسين الجودة وكذا تأثيرها المباشر وغير المباشر على اداء الشركات. هذا البحث سوف يدرس تأثير هذه العوامل المباشر وغير المباشر على ممارسات تحسين الجودة وكذا اداء الشركة. عزيزي المجيب، تقديرا لوقتكم الثمين، نود احاطتكم ان الاجابة على هذا الاستبيان لا تتجاوز خمسة عشرة دقيقة.

مع خالص الشكر والتقدير،،

الباحث/ ناصر احمد حبتور

BLOCK D, D-4-1, JALAN INDAH 2/6, TAMAN UNIVERSITI INDAH 43300
SERI KEMBANGAN, SEL. Email: Tel:
+60176994872

ملاحظة: سيتم التعامل مع الاجابات في هذا الاستبيان لاغراض البحث العلمي فقط وبسرية تامة.

القسم الاول: الخصائص الديموغرافية:
يرجى وضع علامة (x) في المكان المناسب:

<p>العمر</p> <p>اقبل من 25 <input type="checkbox"/></p> <p>من 26 الى 35 <input type="checkbox"/></p> <p>من 36 الى 45 <input type="checkbox"/></p> <p>من 46 الى 55 <input type="checkbox"/></p> <p>من 56 فاكثر <input type="checkbox"/></p>	<p>اسم الشركة</p> <p>.....</p>
	<p>وظيفتك بالشركة (الجواب اختياري)</p> <p>.....</p>
<p>الجنس</p> <p>ذكر <input type="checkbox"/></p> <p>انثى <input type="checkbox"/></p>	
<p>لمؤهل</p> <p>ثانوية عامة <input type="checkbox"/></p> <p>دبلوم <input type="checkbox"/></p> <p>بكالوريوس <input type="checkbox"/></p> <p>ماجستير <input type="checkbox"/></p> <p>دكتوراه <input type="checkbox"/></p> <p>اخرى (يرجى تحديدها)</p>	<p>عدد سنوات الخبرة</p> <p>اقبل من 5 سنوات <input type="checkbox"/></p> <p>من 6 الى 10 سنة <input type="checkbox"/></p> <p>من 11 الى 15 سنة <input type="checkbox"/></p> <p>من 16 الى 20 سنة <input type="checkbox"/></p> <p>من 21 فاكثر <input type="checkbox"/></p>

القسم الثاني: يهدف الى الحصول على آرائكم حول العوامل البشرية وتطبيقاتها في شركتكم:
الرجاء وضع إشارة (✓) امام درجة الموافقة التي ترونها مناسبة لكل من العبارات التالية:

الرقم	العبارات	لاوافق بقوة	لاموافق	محايد	اوافق	موافق بقوة
1	الادارة العليا تشارك بنشاط في ادارة الجودة وتحسين العمليات					
2	الادارة العليا تتعلم مهارات الجودة والمفاهيم ذات الصلة					
3	الادارة العليا تشجع بقوة مشاركة العاملين في ادارة الجودة وتحسين الجودة					
4	الادارة العليا تعطي الصلاحية للعاملين لحل مشكلات الجودة					
5	الادارة العليا توفر الموارد اللازمة لتعليم وتدريب العاملين					

القسم الثاني.. يتبع

					6	الإدارة العليا تناقش العديد من قضايا الجودة ذات الصلة في اجتماعاتها
					7	الإدارة العليا تركز على جودة المنتج أكثر من التوسع في الانتاج
					8	الإدارة العليا تسعى الى نجاح الاعمال على المدى الطويل
					9	شركتنا تجمع معلومات واسعة عبر الشكاوي المقدمة من الزبون
					10	شركتنا تعالج قضايا الجودة المرتبطة بشكاوي الزبون باولوية قصوى
					15	شركتنا تنشأ علاقات تعاونية مع الموردين على المدى الطويل
					16	شركتنا تعتبر جودة المنتج اهم عامل لاختيار الموردين
					17	شركتنا تشترك دائما في أنشطة الموردين المرتبطة بالجودة
					18	شركتنا تمد الموردين بالمعلومات اللازمة حول اداء منتجاتهم
					19	شركتنا لديها معلومات تفصيلية حول اداء الموردين
					20	شركتنا تقوم بشكل منتظم بمراجعة حسابات الموردين
					21	شركتنا لديها فرق عمل متعددة
					22	شركتنا لديها العديد من دوائر مراقبة الجودة (ضمن وظيفة واحدة)
					23	العاملين يشاركون بفعالية في الأنشطة المتعلقة بالجودة
					24	شركتنا تنفذ اقتراحات الأنشطة على نطاق واسع
					25	معظم اقتراحات العاملين تنفذ بعد تقييمها
					26	العاملون مهتمون جدا في جهود انجاح الشركة
					27	يتم تشجيع العاملين على حل المشاكل التي يواجهونها
					28	يتم الشجيع على رفع تقارير مشاكل العمل في شركتنا
					29	يتم تشجيع العاملين على قبول التدريب والتعليم في شركتنا
					30	امكانيات التدريب والتعليم متاحة للعاملين في شركتنا
					31	يتم تدريب اكثر العاملين على كيفية استخدام طرق وادوات الجودة

القسم الثاني.. مستمر

					32	يتم نوعية العاملين باهمية بالجودة واهمية تعلمها
					33	يتم تدريب العاملين على مهارات العمل الدقيق
					34	شركتنا تعتبر العاملين مورد ذات قيمة تستحق التعليم والتدريب طوال حياتهم
					35	شركتنا تعمل على تحسين ظروف العمل من اجل تحفيز العاملين تجاه جهود تحسين الجودة
					36	شركتنا لديها خطة لتعزيز نظام الرواتب لتشجيع العاملين بالمشاركة بفعالية في جهود تحسين الجودة
					37	نظام الترقيات في شركتنا يستند على جودة العمل
					38	يتم مكافأة العاملين نظير الاقتراحات الممتازة لتطوير العمل
					39	نظام المكافآت والعقود يتسم بالوضوح
					40	انشطة المكافآت والتقدير تعمل على تحفيز العاملين على الاهتمام بجهود تحسين الجودة

القسم الثالث: يهدف الى الحصول على ارائكم حول ممارسات تحسين الجودة في شركتكم:

الرقم	العبارات	لاوافق بقوة	لاوافق	محايد	موافق	اوافق بقوة
41	جميع رؤساء الإدارات الرئيسية داخل المصنع تؤدي مسؤوليتها عن الجودة					
42	إدارة شركتنا تشجع القيادة الذاتية لانتاج وتحسين الجودة					
43	اولوية الادارة العليا هي تقييم جودة اداء ادارة المصنع					
44	كل رؤساء الادارات داخل المصنع تعمل على تشجيع الإنتاج في الوقت المناسب					
45	الادارة العليا تشجع بقوة مشاركة العاملين في عملية الإنتاج					
46	شركتنا منظمة في فرق الإنتاج مستمرة					
47	خلال جلسات حل المشاكل، نبذل جهدا للحصول على آراء جميع أعضاء الفريق وافكارهم قبل اتخاذ قرار					
48	شركتنا تشكل فرق عمل لحل المشاكل					

القسم الثالث.. مستمر

				49	في السنوات الثلاث الماضية ، تم حل العديد من المشاكل من خلال جلسات المجموعات الصغيرة
				50	عندما يكون لدي مشكلة في عملي، مشرفي يحاول مساعدتي في حلها
				51	عادة ما يتم حل المشاكل من قبل المشرفين
				52	عندما يكون لدي مشكلة في العمل، أحاول حلها بنفسني
				53	نحن في كثير من الأحيان على اتصال وثيق مع عملائنا.
				58	شركتنا دائما تكون مرتبة ونظيفة
				59	القدرة العملية تستطيع تلبية متطلبات الإنتاج
				60	يتم الاحتفاظ بمعدلات الإنتاج جيدا وفقا لخطة الصيانة
				61	شركتنا تنفذ عمليات تفتيش فعالة (مثلا، الواردة العمليات، المنتجات النهائية)
				62	يتم تصميم العمليات لدينا (بدليل خادع) من اجل تقليل فرص اخطاء العاملين
				63	شركتنا تستخدم ادوات مراقبة الجودة السبع على نطاق واسع لعمليات المراقبة والتحسين
				64	شركتنا تستخدم بشكل واسع لجنة التخطيط الاستراتيجي (SPC) لعملية الرقابة والتحسين
				65	شركتنا تستخدم دورة PDCA بشكل واسع لعملية الرقابة والتحسين
				66	مهندسوا التصميم يتطلب حصولهم على بعض خبرات الورش

القسم الثالث.. مستمر

				مهندسوا التصميم يتطلب حصولهم على بعض الخبرات التسويقية	67
				متطلبات العملاء تراعى بدقة عند تصميم المنتج الجديد	68
				الادارات المختلفة تشارك في عملية تطوير المنتجات الجديدة	69
				تتم مراجعة شاملة لتصاميم المنتج الجديد قبل الانتاج	70
				يتم التركيز على السعر اثناء عملية تصميم المنتج	71
				التصميم التجريبي يستخدم بشكل واسع اثناء تصميم المنتج	72
				وظيفة نشر الجودة (QFD) تستخدم بتوسع اثناء تصميم المنتج	73
				يتم تحسين نظام الجودة في شركتنا بشكل مستمر	74
				شركتنا تستخدم (ISO 9000) كدليل لتأسيس نظام الجودة	75
				شركتنا لديها دليل جودة واضح	76
				شركتنا لديها اجراءات ووثائق واضحة	77
				شركتنا لديها تعليمات عمل واضحة	78

القسم الرابع يهدف الى الحصول على ارائكم فيما يخص اداء الشركة:

الرقم	العبارة	احيانا يتم حسب المتوقع	بشكل عام يتم حسب المتوقع	باستمرار يتم حسب المتوقع	دائما يتم حسب المتوقع	يتجاوز المتوقع
79	رضاء الزبون					

الرقم	العبارة	منخفضة جدا	منخفضة	مرضية	مرتفعة	مرتفعة جدا
80	معلومات العاملين					

الرقم	العبارة	متناقصة	ثابتة	تحسن متوسط	تحسن مستمر	رائدة ومكاسبها كبيرة
81	الانتاجية					

الرقم	العبارة	اقل من 0.1%	0.1-0.49%	0.5-1.99%	2.0-5.0%	اكثر من 0.5%
82	العيوب كنسبة من حجم الانتاج					

القسم الرابع .. مستمر

الرقم	العبرة	اقل من 50%	50-80%	81-90%	91-96%	97-100%
83	التوصيل للزبون في الوقت المحدد					

الرقم	العبرة	اقل من 0.1%	0.1-0.99%	1.0-1.49%	1.5-3.0%	اكثر من 3.0%
84	المطالبة بالضمان كنسبة من اجمالي المبيعات					

الرقم	العبرة	اقل من 0.1%	1.0-4.9%	5.0-9.9%	10.0-15.0%	اكثر من 15.0%
85	تكلفة الجودة كنسبة من اجمالي المبيعات					

مع خالص الشكر والتقدير, اذا رغبتم في الاطلاع على نسخة من نتائج البحث الميداني, يرجى كتابة عنوانكم في المربع ادناه او ارفاق كرت الاعمال:

APPENDIX C: PUBLICATIONS

1. THE IMPACT OF THE HUMAN SIDE OF QUALITY MANAGEMENT ON ORGANIZATION PERFORMANCE IN YEMENI INDUSTRIAL COMPANIES

AYRC X3 2011 – AKEPT’S 1ST ANNUAL YOUNG RESEARCHERS INTERNATIONAL CONFERENCE AND EXHIBITION Putra World Trade Centre (PWTC), Kuala Lumpur, Malaysia 19th & 20th December 2011

14th November 2011

Dear **Nasser Ahmed Habtoor**,

Congratulations! I am pleased to inform you that the full paper entitled “**The impact of the human side of quality management on organization performance in Yemeni industrial companies**” you submitted to the **AKEPT’s 1st Annual Young Researchers International Conference and Exhibition** has been selected for oral presentation. The latest date for submission of your revised full paper is **17th November 2011**.

Your paper was blind-reviewed by a member of the Conference Technical Committee. The reviewer had made some comments and suggested revisions so that your paper meets the standards required for the conference.

Only selected papers will be accepted for publication by AYRC X2 – The International Journal of the AYRC, **eXponent for young researchers’ eXcellence** (which is a print and online peer-reviewed international journal) subject to compliance to the comments of the editorial board that will be sent to you within 2 months after the conference along with other relevant instructions.

It is imperative that your paper is presented during the conference to be eligible for proceedings publication and be considered for journal publication.

Kindly perform the online registration and pay the registration fee of RM100 per presenter. The payment instructions are provided in the notification of acceptance e-mail.

Conference program will be available on the website by 9th December 2011. Each presenter is scheduled for a total of 15 minutes (nominally a 10 minute presentation and 5 minute discussion). Please bring your flash-drive, pen-drive or USB containing power point slides of your paper. We will provide LCD projector and computer at the venue.

Please visit our website and read all information relating to hotel and all other issues. We look forward to seeing you at the conference.

Yours sincerely,

AYRC Secretariat

Akademi Kepimpinan Pengajian Tinggi (AKEPT),
Bandar Enstek

71760 Negeri Sembilan

Email: ayrcx3@gmail.com

Website: <http://www.mohe.gov.my/akept/ayrc>

THE IMPACT OF THE HUMAN SIDE OF QUALITY MANAGEMENT ON ORGANIZATION PERFORMANCE IN YEMENI INDUSTRIAL COMPANIES

Abstract

This study conducted an empirical investigation into the extent of total quality management practices in the Yemeni industrial companies. It evaluated the impact of the human factors of quality management on organization performance. The data employed in this study were questionnaires from 87 industrial companies. The sample consisted of three quality managers for each company and a total of 210 managers responded to the survey in response rate of 80%. A structural equation modelling (SEM) was carried out by Amos program to evaluate the hypothesis of this study. This study is the first to report on the human side of total quality management in Yemen as well in Middle East countries. In this study, the findings revealed a direct relationship among the variables; the human factors directly impacted organization performance and the standardized coefficient was .432 and significant at .001 level ($P = .000$).

2. THE IMPACT OF QUALITY IMPROVEMENT PRACTICES ON ORGANIZATION PERFORMANCE IN YEMENI INDUSTRIAL COMPANIES



INTERNATIONAL CONFERENCE ON BUSINESS INFRASTRUCTURE 2012

KLIUC

Kuala Lumpur Infrastructure University College (KLIUC)

KUALA LUMPUR INFRASTRUCTURE UNIVERSITY COLLEGE

Unipark Suria, Jalan Ikram-Uniten, 43000

Kajang,

Selangor Darul Ehsan

MALAYSIA

NOTIFICATION FOR ACCEPTANCE

Dear Mr Nasser and En Adanan,

Congratulations! We are pleased to inform you that your abstract has been ACCEPTED for ICBI Conference 2012. Please note the following:

1. Your paper number is 606 and please quote this number for all future correspondence.
2. In view of that, you are required to send a full paper version to us no later by **31 September 2012**. Please refer to attachment for detail format of the proceeding paper. Alternatively, please visit our website address at <https://sites.google.com/a/kliuc.edu.my/icbi2012/>.
3. You are also required to send a biographical sketch to the Session Chair **no later than 5 October 2012** for use in making introductions. There will be a Speaker's Breakfast each morning of the conference for all speakers presenting on that day. It is requested that you attend this breakfast so that you can meet you Session Chair and coordinate any final presentation details.

We look forward to your participation in the ICBI 2011 Conference soon.

Best regards

PAPER REVIEW AND SCHEDULING COMMITTEE
ICBI 2012

THE IMPACT OF QUALITY IMPROVEMENT PRACTICES ON ORGANIZATION PERFORMANCE IN YEMENI INDUSTRIAL COMPANIES

Abstract

This study conducted an empirical investigation of the total quality management practices in the Yemeni industrial companies. It investigated the impact of quality improvement practices on organization performance. The data employed in this study were questionnaires from 87 industrial companies. The sample consisted of three quality managers for each company and a total of 210 managers responded to the survey in response rate of 80%. A structural equation modelling (SEM) was carried out by Amos program to evaluate the hypothesis of this study. This study is one a few studies interest on total quality management implementation and its effect on organization performance in Yemen. In this study, the findings revealed a direct relationship among the variables; quality improvement practices directly impacted organization performance and the standardized coefficient was 0.40 and significant at .001 level ($P = .000$).

3 THE EFFECT OF HUMAN FACTORS ON THE QUALITY IMPROVEMENT PRACTICES IN YEMENI INDUSTRIAL COMPANIES

*“Synergising transdisciplinary knowledge
for a sustainable tomorrow”*

TeSSHI 2012

Technology, Science, Social Sciences and Humanities International Conference 2012
Universiti Teknologi MARA Kedah

e-mail : tesshi@tesshi2012.org

Website : <http://www.tesshi2012.org/>

RefNo. : 100-UiTMKDH(HEA-PASCA SIS 37/7/1)TeSSHI2012

Date : 8th July 2012

LETTER OF ACCEPTANCE

TeSSHI 2012

14th – 15th November 2012

To: Nasser Ahmed Habtoor and Adanan Mat Junoh

On behalf of the TeSSHI 2012 Organising Committee, we are pleased to inform you that the abstract entitled **The Importance of the Human Factors of Quality Management for Quality Improvement Practices in Yemeni Industrial Companies** has been accepted for presentation at TeSSHI 2012 on the 14th – 15th November 2012.

In this respect, please take note of the following:-

1. All presenters and co-presenters must register and make payments by the 31st July 2012 to be eligible for early-bird entitlement and by the 1st October 2012 to attend the conference. You may obtain information on the methods of payment by downloading the registration form through the conference website. Please be informed that the organizers reserve the right to reject the participation of individuals who do not meet the stipulated payment requirements.
2. The Secretariat will arrange the booking of rooms should you choose to stay at the conference venue, One Hotel Helang Langkawi Kedah. If you choose to do so, please indicate your choice when you fill in the registration form. You may refer to the conference website for information on room rates.
3. The lead presenter is responsible for informing the co-presenter(s) of all correspondence received.
4. Further information about the event can be obtained from the website should you require it.
5. You are strongly urged to visit the website for information and updates on the event.
6. Please inform the secretariat at admin@tesshi2012.org as soon as possible if, for any reason, you are unable to present at the event.

Thank you for your interest and support. We look forward to meeting you at TeSSHI 2012.

Best wishes,

Chair of Abstracts

TeSSHI 2012

THE EFFECT OF HUMAN FACTORS ON THE QUALITY IMPROVEMENT PRACTICES IN YEMENI INDUSTRIAL COMPANIES

Abstract

This study conducted an empirical investigation of the total quality management practices in 87 industrial companies in Yemen that had local and international quality certificates. It investigated the effect of human factors of quality management on the quality improvement practices. A self administered questionnaire was distributed to 261 quality managers (three from each company). A total of 210 managers participated in the study with a response rate of 80%. A structural equation modelling (SEM) was carried out by Amos program to test the hypothesis of this study. This study was the first in Yemen as well as in the Middle East interested on the human side of quality management. This study found a direct and significant relationship between the human factors and quality improvement practices (standardized coefficient was 0.80, $P < 0.001$).