

**HUMAN SIDE OF TOTAL QUALITY MANAGEMENT
IN YEMEN INDUSTRIAL COMPANIES**

Nasser Ahmed Nasser Habtoor
(Matric No.4090053)

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NILAI

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AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

Date: 14th October 2012 Signature: _____

Name: Nasser Ahmed Nasser Habtoor

Matric No: 4090053

Address: D, D-4-1 JALAN INDAH 2/6
TAMAN UNIVERSITI INDAH
43300 SERI KEMBANGAN, SEL

UNIVERSITI SAINS ISLAM MALAYSIA
جامعة العلوم الإسلامية
ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

BIODATA OF AUTHOR

Nasser Ahmed Nasser Habtoor (M409953) from Republic of Yemen was born on the 4th August 1975. He is currently residing at D, D-4-1 Jalan Indah 2/6 Taman Universiti Indah, 43300 Seri Kembangan Selangor. He obtained his Bachelor and Master degree in human resource management from Faculty of Business Administrative at Aden University, Yemen. He was previously a lecturer at Aden University in Yemen for five years (from 2003 to 2008). At present, he is a PhD candidate at Faculty of Leadership and Management Universiti Sains Islam Malaysia.



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ABSTRAK

SIDE MANUSIA PENGURUSAN KUALITI TOTAL SEKTOR INDUSTRI DI YAMAN

Oleh

NASSER AHMED NASSER HABTOOR

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Kajian empirikal terhadap pengurusan kualiti menyeluruh ini dilaksanakan di sektor perindustrian di Yemen. Ia menilai hubungkait antara faktor manusia dalam pengurusan kualiti, praktis penambahbaikan kualiti, dan prestasi organisasi. Secara khususnya, kajian ini menjurus kepada kesan langsung dan kesan tidak langsung faktor kemanusiaan keatas penambahbaikan kualiti dan prestasi organisasi. Kaedah kuantitatif menggunakan borang kajiselidik digunakan untuk mengumpul data daripada 87 syarikat. Tiga orang pengurus kualiti dari setiap syarikat telah dikenalpasti bagi mengambil bahagian dalam kajian ini, tetapi hanya 210 orang pengurus memberi respons kepada survei yang dilakukan. Kadar respons ialah 80%. Perisian SPSS digunakan untuk analisis faktor, analisis kebolehppercayaan, dan analisis korelasi. Structural equation modeling (SEM) dibuat dengan perisian AMOS untuk menilai hypothesis di model penyelidikan ini. Kajian ini menyumbang kepada literature dalam bidang pengurusan kualiti menyeluruh terutamanya dalam kajian faktor manusia dalam pengurusan kualiti, dan yang dijalankan di Yemen dan negara timur tengah. Hasil kajian menyokong hubungkait antara variable dalam faktor manusia mempunyai kesan langsung keatas penambahbaikan kualiti dan prestasi organisasi. Hasil kajian menunjukkan kesan langsung kaedah penambahbaikan kualiti atas prestasi organisasi. Hasil kajian juga membuktikan kesan tidak langsung faktor manusia keatas prestasi organisasi ialah melalui kesan langsung terhadap kaedah penambahbaikan kualiti. Sebagai kesimpulan, kajian ini membuktikan kesan positif yang signifikan faktor manusia untuk menerapkan penambahbaikan kualiti dan prestasi organisasi. Oleh kerana itu, hasil kajian ini akan membantu para penyelidik dan pengurus syarikat di Yemen. Untuk kajian lanjutan, kajian ini boleh dikembangkan kepada negara timur tengah, dan faktor manusia juga perlu ditambah.

ABSTRACT**HUMAN SIDE OF TOTAL QUALITY MANAGEMENT IN YEMENI
INDUSTRIAL COMPANIES****By****NASSER AHMED NASSER HABTOOR****OCTOBER 2012**

An empirical investigation into the extent of total quality management practices was conducted in the Yemeni industrial sector. It evaluates the relationship between human factors of quality management, quality improvement practices, and organization performance. More specifically, this study examines direct and indirect impact of human factors of quality management on quality improvement practices and organization performance. A quantitative approach by designing questionnaire was used to collect the data from 87 industrial companies. Three quality managers from each company were participated in this study, and a total of 210 managers responded to the survey. The response rate was 80%. SPSS program was used to test factor analysis, reliability analysis, descriptive statistic, and correlation analysis. Structural equation modeling (SEM) technique was carried out by Amos program to evaluate the hypotheses in the research model. This study contributes to the literature of total quality management as one of a fewer studies interest on human side of quality management and as the first to report in Yemen and Middle East countries as well. The findings support the relationship between the variables found that human factors of quality management directly impact quality improvement practices and organization performance. Findings also reveal direct positive impact of quality improvement practices on organization performance. Moreover, the findings provide evidence reveals a significant indirect impact of human factors of quality management on organization performance via their direct impact on quality improvement practices. In conclusion, this study provides evidence for the significant positive impact of human factors for the implementation of quality improvement and organization performance. Therefore, the findings of this study should be useful for researchers and managers, especially in Yemeni industrial companies. For further work, this study can be expanded to other Middle East countries, and also it may include more human factors.

MULAKHAS AL-BAHATH

ملخص البحث

الجانب البشري لادارة الموارد البشرية في الشركات الصناعية اليمنية

صممت هذه الدراسة للبحث في مجال ادارة الجودة الشاملة في القطاع الصناعي اليمني. حيث قيمت هذه الدراسة العلاقة بين العوامل البشرية لادار الجودة الشاملة وممارسات تحسين الجودة بالإضافة الى الاداء التنظيمي, عن طريق قياس التأثير المباشر والغير مباشر لهذه العوامل على ممارسات تحسين الجودة واداء المنظمة في شركات القطاع الصناعي اليمني. هذه الدراسة استخدمت المنهج الكمي بواسطة الاستبيان لجمع البيانات والمعلومات خلال 87 شركة صناعية. عينة الدراسة تألفت من ثلاثة مدراء جودة من كل شركة وكان مجموع الاستجابة عبارة عن 210 استجابة عند نسبة استجابة 80% . التحليل العاملي وكذا اختيار تحليل الصدائية والوصف الاحصائي وتحليل الارتباط استخدموا عن طريق برنامج SPSS. معادلة النمذجة الخطية (SEM) استخدمت عن طريق برنامج AMOS لتقييم فرصيات الدراسة! تعتبر هذه الدراسة الاولى في اليمن وكذا بلدان الشرق الاوسط من حيث اهتمامها بالعوامل البشرية لادارة الجودة وتأثيرها المباشر وغير المباشر على ممارسات تحسين الجودة والاداء التنظيمي. نتائج هذه الدراسة اكدت العلاقة بين متغيرات الدراسة, حيث ان العوامل البشرية تؤثر مباشرة على ممارسات تحسين الجودة. ايضاً النتائج اكدت التأثير المباشر للعوامل البشرية على الاداء التنظيمي, ايضاً ممارسات تحسين الجودة تؤثر بشكل مباشر على الاداء التنظيمي. بالإضافة لذلك نتائج الدراسة اثبتت التأثير غير المباشر للعوامل البشرية على الاداء التنظيمي عن طريق تأثيرها المباشر على ممارسات تحسين الجودة. ختاماً, صعوبات الدراسة ومقترحاتها نوقشة بالتفصيل في سياق الدراسة.

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