

平成27年度第5回情報数理学セミナー

日時 : 平成27年6月11日(木) 13:00~13:45
場所 : 吹田キャンパス 情報棟 A109室

博士学位論文公聴会

講師 : RZ. Abdul Aziz

講演題目 : Total Quality Management:
Cultural, Implementation, and Organizational Performance Aspects
(An Empirical Investigation in Indonesia)

アブストラクト : The literature review of TQM shows the influences of national and organizational culture on the success or failure of TQM implementation. National and organizational cultures can affect the degree of success in TQM implementation and organizational performance; therefore, it is important to examine the effects of national and organizational culture on TQM in Indonesian companies. This study develops instruments to measure the constructs of TQM and investigates the relationship between them. This research uses several Indonesian companies as relevant samples. The results suggest that a relationship exists between national and organizational cultures and the different cultures influence TQM implementation and performance. Although there no significant cultural differences were found between companies, TQM implementation and organizational performance differed significantly. Thus, this research provides useful practical knowledge for Indonesian practitioners and academics of the TQM implementation process.