

# **IMPLEMENT TOTAL QUALITY MANAGEMENT (T.Q.M) IN GOVERNMENT SCHOOLS. CASE IN BATU PAHAT COUNTY, JOHOR STATE**

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## **ABSTRACT**

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The objective of this study is to determine the views of educators regarding the implementations of TQM in educational institutions and the important elements should be included when TQM is implemented in educational institutions. Both will help to improve the efficiency of educational institutions. Both will help to improve the efficiency of educational institutions that related to Costing, Management Accounting. Besides that, the research also located an overall opinion from the respondents regarding to the usefulness of TQM. TQM theory is the most frequently use theory in this research. Much of the theory is related to Quality and Management.

A close-ended questionnaire was been employed in this survey. Eleven high schools were been randomly selected from a total of twenty-four high schools in Batu Pahat county, Johor State. Descriptive statistics was used. Percentages, cumulative percentages and frequency distribution were the approaches applied to analyze the responses and presented in the form of tables and charts.

Based on the results of this survey, it is clear that the respondents received the idea well and majority agreed that TQM will be useful when implement in their workplace. Besides that, majority respondents agreed that all the 24 items could be introduced in TQM. The survey revealed that out of 24 elements, 22 are found very important and must no be left out. Educational institutions must have good infrastructure like classrooms, suitable buildings and requisite tools like library resources center, computer center to help educators in teaching and student s in leaning. They must not only be available, but also suitable, easily to use and well-taken care. Moreover, the survey also pays attention on cost, time and attitude regard to the implementation of TQM. The cost of implement TQM should be affordable by the government. The time to implement TQM should be as short as possible to avoid the risk that even before, during or just after the implementation of TQM, a need of change happens again. The TQM should be a forever-continuous process rather than a touch-and-go or one-time process. In Management Accounting viewpoint, TQM help to enhance the effectiveness of the money send in the education.