



Impact of Employee Perception of Total Quality Management (TQM) Practice on Employee Satisfaction (A Study of Whassan Nigeria Limited)

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ABSTRACT

This study focused on Impact of Employee Perception of Total Quality Management (TQM) Practice on Employee Satisfaction with reference to Whassan Nigeria Limited based in Lagos State. The objective of the study was to investigate the impact of top management; employees' involvement; training and development and; teamwork and cooperation on employee satisfaction. A random sampling technique was used to draw a sample size of one hundred and forty (140) out of which one hundred and thirty-four (134) returned. Descriptive research design was used in the study; hence, relevant data was obtained through questionnaires. Data were analyzed using the Frequency distribution and percentages as well as Pearsons' product moment correlation analysis. The major findings of this study indicated that top management; employees' involvement; training and development and; teamwork and cooperation all had a strong and positive relationship with employee satisfaction. Consequently, this study recommended that the firm should involve employees in setting performance goals, as a means of upholding total quality management in the organization as well as make effort to integrate TQM practices into employee performance appraisal in order to make them complementary in enhancing positive employee outcomes such as job satisfaction.

Keywords: analyzing data, research design, population characteristics, sample size and sampling procedures, data collection instrument, method of data collection, instrument validation, method of data analysis

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