

## Quality Management and Employees' Attitudes: An Example from Certified Enterprises

**Authors :** Ala Hanetite

**Abstract :** This study aims to investigate the implications of quality management system (QMS) practices in employees' attitudes relating to job involvement, job satisfaction, career satisfaction, and organizational commitment. Design/methodology/approach: This study was accomplished through the use of a questionnaire. Twenty hypotheses related to QMS practices and the employees' attitudes were formulated and tested. Findings: The results indicate that responsibility and teamwork have a significant and positive correlation with job involvement, job satisfaction, career satisfaction, as well as organizational commitment. Ongoing improvement and problem solving have significant implications in organizational commitment. In addition, training and education, as well as customer focus, did not demonstrate any favorable contribution to the employees' attitudes. Originality/value: The study recommends that management should be more committed to the development of quality practices to sustain and enhance employees' positive attitudes toward their job. Such practices are a competitive strategy to attract and retain competent employees.

**Keywords :** attitudes, employee, quality management system, competitive strategy

**Conference Title :** ICOBHRM 2015 : International Conference on Organization Behavior and Human Resource Management

**Conference Location :** Miami, United States

**Conference Dates :** March 09-10, 2015