

Organisational Factors and Total Quality Management Practice in Nigeria Manufacturing Industry: Evidence from Honeywell Flour Mills Plc

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Abstract : Nigerian manufacturing industry, particularly the flour producing firms play vital roles in Nigerian economy. This sector's quality management practice is given a little attention along with organizational factors that hinder successful practice of total quality management which needs to be documented. Honeywell Flour Mills Plc operate in Nigeria with an appreciable number of products that serves this sector of the economy. Internal-external disposition of the company and total quality practice of the company deserve some elucidations. Hence, this study examined the influence of organizational factors on total quality management practice of Nigerian manufacturing industry, using Honeywell Flour Mills Plc as a case study. The study employed the correlational type of descriptive survey research design. The population consisted of 656 staff of Honeywell Flour Mills Plc, out of which 235 members were selected through scientific sampling method developed by Paler-Calmorin and Calmorin. A total of 235 copies of questionnaires titled 'Organisational Factors and Total Quality Management Practices (QF-TQM) Questionnaire' were administered with a response rate of 66 copies returned. The following variables were applied internal organisational factors (IOFs), external organizational factors (EOFs) and total quality management (TQM). Data generated were analysed using frequency distribution and regression analysis at 0.05 level. The findings revealed that IOFs positively and significantly related with TQM ($r = .147^{**}$, $N = 64$, $P(.000) < .01$). Also, EOFs negatively and significantly related with TQM ($r = -.117$, $N = 64$, $P(.000) < .01$). Findings showed that internal and external organizational factors jointly influenced TQM practiced in $F_{(2,61)}=22.250$; $R^2=.629$; $Adj.R^2=.603$; $P(.000) < .05$). The study concluded that organizational factors are determinants of TQM practice in Nigerian manufacturing industry. It is recommended that both internal and external organizational factors influencing TQM practices should be considered in the development of TQM strategies.

Keywords : external organizational factors, internal organisational factors, Nigerian manufacturing industry, total quality management

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