

Total Quality Management Standards for Organizations and Their Impact on Organizational Effectiveness: A Review

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Abstract: It is important for us to determine the clear impact of Total Quality Management (TQM) on the dimensions of Organizational Effectiveness (OE) (Commitment (CO) and Flexibility (FL)), which are among the essential pillars we emphasize. Employees face numerous obstacles in their organizational performance, hindering the development of a broad performance horizon that fosters commitment and flexibility. They must also carefully consider the challenges that impede organizational development. Therefore, meeting employees' needs requires providing them with modern technology and work methods, and implementing them accurately. The researcher relied on previous studies and the role of quality performance in quality control of production. Progress and development are impossible without adhering to quality standards for observation and improvement, and for addressing challenges. In our research, which we present to you, we have adopted a specific program and objective, avoiding anything that might weaken the study's impact. Quality has a defined program and goal because it incorporates a wide range of scientific techniques in its development. Its work is not limited to a single function, but rather offers broad and distinctive benefits to employees.

Keywords: (TQM), Organizational, Commitment, Flexibility, Effectiveness.

Introduction

Previous studies have clearly demonstrated the importance of quality. We must now delve deeper to identify the gap that previous studies, despite their extensive and significant contributions to quality research, have overlooked [5]. This gap is essential and serves as the foundation for our work [3]. The question that arises is whether all employees are equally competent [2]. The answer is clear: employees vary in competence from one person to another, each according to their personality, knowledge, and skills [1]). Organizational effectiveness, represented by its two dimensions (commitment and flexibility), demonstrates its crucial role in enhancing employee performance, enabling them to contribute indispensable efforts combined with skill and effective training. This requires us to focus on understanding the role of researchers and those interested in quality and monitoring their effective performance [4]. Organizations that possess distinctive and readily apparent quality cannot be overlooked [10]. They will achieve the greatest relative success compared to other companies [6]. Identifying employee weaknesses is not a simple or straightforward process. It requires considerable time [9]. Therefore, in our study, we must identify employee needs and fully commit to fulfilling them, as quality is paramount, not mediocrity [8]). With a strong focus on expansion and keeping pace with technological advancements that benefit the organization, we, as researchers, are also required to identify gaps in previous studies [6]. A positive view of Total Quality Management (TQM) motivates us to look ahead to what companies and their employees need [7]. Quality is

not a singular concept; rather, it constantly seeks development and strives to compete with any other entity within its organizational field [15]. Previous studies have not been limited to a single topic but have encompassed all other approaches within its domain, without exception, even those that are relatively new [11].

Total quality management

It includes in many areas the basic activities for efficiently shaping organizational performance [14]. The review of previous studies confirmed the role of quality, thus confirming the specifications upon which the organization relies [12]. It also highlighted the importance of organizational units in all their branches, emphasizing the necessary specifications that must be adopted and implemented without delay or any interference that might prevent their inclusion in the established plan [14]. This approach helps us avoid obstacles, both tangible and intangible. Diversifying the selection of the best approach is a crucial and necessary method emphasized by Total Quality Management (TQM) [13]. The specifications established by TQM should not be disregarded but rather adopted and implemented [15]. Quality work is defined to provide goals, recommendations, and advice that must be followed. It is important for us to provide certifications and advice to the organizational units and branches of institutions, and to emphasize their adoption by all institutions that produce high-quality products [19].

Organizational effectiveness

Commitment

Social performance demonstrates the connection of individuals to the organization, working to define its goals, and their continuous work in maintaining a permanent role [20]. Recognizing the level of commitment to performance and organizational effectiveness is prevalent among employees in institutions, influencing organizational structure and the nature of employee relationships [18]. Furthermore, employees' perspectives on various areas and the seriousness of individual commitment are crucial [16]. Researchers continuously review their work and research to identify errors or gaps they may not be aware of [17]. A questionnaire was developed to assess the extent of employees' commitment to translating quality principles into organizational effectiveness [25]. For this purpose, we do not need a questionnaire in this article as we do not need to obtain results [21]. The researcher was able to provide a clear and comprehensive assessment of the importance of commitment as a dimension of organizational effectiveness [24]. Employees in companies demonstrate a clear, and significant, level of commitment [23]. There are also clear differences between companies in terms of commitment, and this study focuses on the importance of a consistent, rather than temporary, commitment to organizational effectiveness [22].

Flexibility

It is highly effective in fostering harmony and adaptation, through the presence of employees and avoiding pressures and changes, at all levels [30]. Changing environmental conditions pose a significant obstacle to employee flexibility [26]. Sometimes the environment is diverse, and if it presents challenging conditions, it impacts companies and reduces employee productivity, as the environment clearly plays a crucial role in influencing employees [28]. Conversely, a positive and effective environment supports organizations, enabling them to perform at their best, and employees, in turn, will contribute their skills to progress and achievement [27]. Flexibility relies on adopting a comprehensive vision to address changes we encounter. It is highly effective in developing and enhancing organizational performance, fostering a work environment with positive skills and ideas to counter negative changes [29]. Flexibility depends primarily on fostering interaction among employees across all organizational branches [35]. This involves employees being open and informed about all the variables that affect organizational performance on the one hand, and the employees themselves on the other [31]. Strengthening communication and a sense of belonging among organizations helps them confront and adapt to change [32].

Hypotheses

This article contains two hypotheses which we will explain as follows: See Figure 1.

H1. TQM impact on Commitment (CO).

H2. TQM effect on Flexibility (FL).

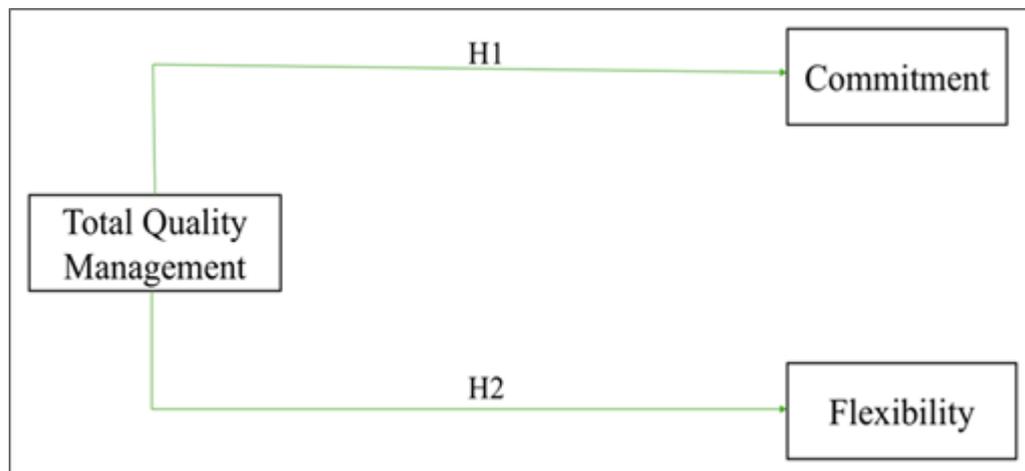


Figure 1: (TQM) & Dimensions of (OE)

Conclusion

This study demonstrated the effectiveness of Total Quality Management (TQM) and its impact on the dimensions of organizational effectiveness, highlighting the importance of its integrated role. The two hypotheses confirmed its effectiveness in achieving the desired organizational goals. Leading to high-quality and efficient benefits. This is attributed to the presence of well-defined and principled visions [33].

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