

ABSTRACT

Incorporating two interrelated perspectives involving quality management practices of public service organization, this research aims to develop and test a framework of Islamic quality management in relation to current quality management practices that lead to quality performances. This research employs a new framework to identify the dimensions of Islamic quality management and dimensions of quality performances and to explicate the relationships between quality management practices. Applying Islamic administration (*al-siyasah al-syar'iyah*), and the objectives of shariah (*maqasid shariah*) principles and Islamic workplace spirituality theory, this research attempts to discover these relationships to strengthen the practice of quality management in the public service. The study to examine these relationships provides a basis for delineating the process by which Islamic quality management potentially enhances quality performance in an organization. As far as this research is concerned, none has related Islamic quality management with current quality management practices. Further, little is known about the dimensions or factors in the Islamic quality management and quality performance within the public service context. In addition, this research incorporates Islamic quality management as a mediator variable, which possibly enhances the current practice to improve the quality performance. A purposive sampling method is applied to collect data from 356 public servants in the public service in Sarawak. A Partial Least Squares Structural Equation Modelling method is applied to examine direct and mediating effect hypotheses. The result of this research support hypothesized relationships between Islamic quality management, quality management practices and quality performance. Islamic quality management is also found to mediate the relationship between quality management practices and quality performance. Findings showed that Islamic quality management is associated with quality

management practices and quality performance. This research makes several theoretical, managerial and methodological contributions and provides further insights on the relationships of Islamic quality management. Theoretical contribution of this research provides better understanding by further explain the dimensions of Islamic quality management and quality performance and integrate all principles and theory of Islamic administration (*al-siyasah al-syariyyah*), objective of shariah (*maqasid shariah*) and Islamic workplace spirituality into one research model. In addition, this research provides managerial implications by focusing on managerial aspects that provide significant impacts to organizational environment to the success of an organization such as spiritual aspect of governance, employees' spiritual energy and servant-leadership style. Finally, the methodological implications which adopted the quantitative method to test the variables and a scale development method to develop a measurement scale. This research also has several limitations such as only focusing the public service sector and also some variables are not validated previously from other researches. Several potential avenues for future research are also identified and proposed.

Keywords: Islamic quality management, quality performance, public service, *maqasid shariah*, *al-siyasah al-syar'iyah*.

Kesan Pengurusan Kualiti Islam Terhadap Prestasi Kualiti Dalam Organisasi:

Bukti Daripada Perkhidmatan Awam di Sarawak

ABSTRAK

Penggabungan dua perspektif amalan pengurusan kualiti yang melibatkan organisasi perkhidmatan awam, tujuan tesis ini adalah untuk membangun dan membuat kajian empirikal bagi mengkaji rangka kerja pengurusan kualiti Islam dan kaitannya dengan amalan pengurusan kualiti semasa yang seterusnya akan menjurus kepada prestasi kualiti. Tesis ini memperkenalkan dan menguji satu rangka kerja baharu untuk mengenalpasti dimensi pengurusan kualiti Islam dan prestasi kualiti serta menerangkan hubungan antara amalan pengurusan kualiti semasa. Mengaplikasikan prinsip pentadbiran Islam (al-siyasah al-syar'iyah), objektif shariah (maqasid shariah) dan teori Islamic workplace spirituality, tesis ini cuba mengenalpasti hubungan ini untuk menguatkan amalan pengurusan kualiti dalam perkhidmatan awam. Kajian ini yang mengkaji hubungan yang merupakan asas kepada proses yang akan mengenalpasti potensi pengurusan kualiti Islam dalam menambah nilai prestasi organisasi. Walaupun telah banyak kajian dilakukan bagi mengkaji hubungan ini, tiada yang berkaitan mengkaji hubungan pengurusan kualiti Islam dengan amalan pengurusan kualiti semasa. Tambahan juga, sedikit yang diketahui mengkaji faktor atau dimensi pengurusan kualiti Islam dan prestasi kualiti dalam konteks perkhidmatan awam. Sehubungan itu, kajian ini menggabungkan pengurusan kualiti Islam sebagai pembolehubah mediator yang dijangka akan menambah baik amalan pengurusan kualiti yang seterusnya akan meningkatkan prestasi kualiti. Kaedah purposive sampling digunakan bagi mengumpul data daripada 356 penjawat awam dalam perkhidmatan awam di Sarawak. Kaedah Partial Least Square Structural Equation Modeling (PLS-SEM) yang merupakan pendekatan terkini dalam menganalisa kajian yang berbentuk penerokaan sebagai satu analisis alternatif and seterusnya penambahan ilmu. Hasil kajian

membuktikan bahawa hubungan hipotesis ini telah membantu untuk menyokong antara pengurusan kualiti Islam, amalan pengurusan kualiti dan prestasi kualiti. Pengurusan kualiti Islam juga dianggap sebagai pembolehubah mediator antara amalan pengurusan kualiti dan prestasi kualiti. Kajian ini juga menunjukkan bahawa pengurusan kualiti Islam adalah berkait rapat dengan amalan pengurusan kualiti dan prestasi kualiti. Kajian ini penting kerana ia mampu untuk mengetahui isu-isu pengurusan kualiti terutamanya dalam konteks perkhidmatan awam dan mengenalpasti peranan mediator iaitu pengurusan kualiti Islam dalam hubungan antara amalan pengurusan kualiti dan prestasi kualiti. Kajian ini telah menghasilkan sumbangan daripada segi teoritikal, pengurusan dan metodologi yang seterusnya memberikan pemahaman dalam hubungan pengurusan kualiti Islam. Beberapa perbincangan mengenai halatuju kajian pada masa akan datang juga dikenalpasti dan dicadangkan.

Kata kunci: *Pengurusan kualiti Islam, prestasi kualiti, perkhidmatan awam, maqasid syariah, al-siyasah al-syar'iyah.*