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**FACTORS INFLUENCING SUCCESSFUL
IMPLEMENTATION OF QUALITY MANAGEMENT IN LOCAL
AUTHORITIES ADMINISTRATION IN SARAWAK, MALAYSIA**

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Factors Influencing Successful Implementation of Quality Management in Local Authorities Administration in Sarawak, Malaysia

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Introduction

This study aims to investigate the perception of internal customers of the factors which influences the successful implementation and adoption of TQM and MS ISO 9000 at four local authorities. They are the City Hall of Kuching North or commonly known as *Dewan Bandaraya Kuching Utara* (DBKU), Padawan Municipal Council (PMC), Serian District Council (SDC) and Bau District Council (BDC). Local governments throughout the world are experiencing dramatic changes. Local authorities are moving away from traditional methods of administration to those which are quality conscious, where emphasis is placed on providing quality services and trying to meet customers' satisfaction. Efficiency of service deliveries, continual improvement of processes, team work approach, and process driven activities seem to be the order of the day. To achieve all these, local authorities have implemented quality management systems such as implementing Total Quality Management (TQM), and the MS ISO 9000 Standards, while others have institutionalised quality assurance mechanisms and business process re-engineering in their organizations.

All the local authorities in this study have at least one core business certified under the MS ISO 9000 quality management systems, while other municipalities are also implementing TQM and MS ISO 9000. This study shows that all the four local authorities have been issued with the MS ISO 9000 certificate. The local authorities that have been certified with the MS ISO 9000 tend to continuously improve their management systems. PMC and DBKU have both implemented TQM and the MS ISO 9000 successfully. BDC and SDC too are also MS