

**TOTAL QULITY MANAGEMENT PRACTICES AND
THEIR EFFECTS ON FINANCIAL PERFORMANCE OF
FIRMS IN THE APPAREL INDUSTRY IN GALLE
DISCRICT**



By

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ABSTRACT

The objective of this study is to examine the total quality management practices and their effects on financial performance of Firms in the Apparel Industry in Galle District. In this study determinants are leadership and top management commitment, employee empowerment practices, quality policy and strategy practices and supplier partnership practices. There are 156 Apparel firms were selected for this study. The study was conducted by collecting primary data through a structured questionnaire. The Statistical Package for Social Sciences (SPSS) version 22 used to analyze the data. Data analyze is done by using Reliability, descriptive statistics, Pearson's correlation coefficient and regression analysis. The result was representing by the form of tables and the bar graphs. The expectation of Total Quality Management is to reduce the total operational cost and improve the service delivery. Financial performance can be achieved if the operations of the organization is linked with the basic requirements that customers are expected. But there are not sufficient studies to validate the total quality management practices and their effects on financial performance in Sri Lankan Apparel industry. So There is a need for consider financial performance in manufacturing sector also because many people are employed in a manufacturing sector.

So in this study researcher tries to fill this gap by establishing the total quality management practices and their effects on financial performance of Firms in the Apparel Industry Galle District. Findings of this study revealed there is a positive relationship between Total quality management practices and their effects on financial performance in the apparel industry in Galle district. The study was important for the Apparel institutions and other Garment factories as it provide information and thrive to the success by implementing total quality management. Also it will also assist the policy makers and regulatory bodies.

Keywords: Leadership and top management commitment, Employee empowerment practices, Quality policy and strategy practices, Supplier partnership practices, Total quality management practices

TABLE OF CONTENTS

ACKNOWLEDGEMENT	i
ABSTRACT	ii
LIST OF FIGURES	x
LIST OF ABRIVIATION	xi
CHAPTER ONE INTRODUCTION.....	1
1.1 Background of the Study	1
1.2 The Problem of the Study	2
1.3 Research Questions	5
1.4 Research Objectives	5
1.5 Significance of the Study.....	6
1.6 Scope of the Study	6
1.7 Summary.....	7
CHAPTER TWO LITERATURE REVIEW.....	8
2.1 Introduction.....	8
2.2 Concept of Quality	8
2.3 Total Quality Management Practices	9
2.4 Overview of Apparels and Current Situation in Apparel Industry in Galle District	17
2.5 Leadership and Top Management Commitment	18
2.6 Employee Empowerment Practices.....	20
2.7 Quality policy and strategy practices	22
2.8 Supplier partnership Practices	23
2.9 Financial Performance.....	23
2.9 Total Quality Management Practices and Financial Performance.....	25
2.10 Summary.....	26
CHAPTER THREE CONCEPTUALIZATION AND OPERATIONALIZATION	27

3.1 Introduction.....	27
3.2 Conceptual Framework	27
3.3 Total Quality Management Practices	28
3.4 Leadership and Top Management Commitment	29
3.5 Quality policy and strategy practices	29
3.6 Employee Empowerment Practices.....	30
3.7 Supplier Partnership practices	30
3.8 Financial Performance.....	30
3.8.1 Growth rate of Return on Assets.....	31
3.8.2 Growth Rate of Equity.....	31
3.8.3 Growth Rate of Profitability	31
3.8.4 Growth Rate of Return on Investment	31
3.8.9 Growth Rate of Market Share	31
3.8.10 Growth Rate of Sales Volume	31
3.8.11 Growth Rate of Cash Ratio	31
3.9 Operationalization.....	32
3.10 Summary.....	33
CHAPTER FOUR METHODOLOGY	35
4.1 Introduction.....	35
4.2 Time Horizon.....	35
4.3 Study Design.....	35
4.4 Sampling Size, Sampling Method.....	36
4.5 Sampling Technique.....	36
4.5.1 Sampling Framework	37
4.6 Methods of Data Collection.....	37
4.7 Reliability Analysis	38
4.8 Methods of Measurement	38

4.8.1 Questionnaire	39
4.9 Measuring Type	40
4.9.1 Method of Measuring the Financial Performance.....	40
4.10 Data Analysis Methods for Objectives.....	40
4.11 Methods for data analysis	41
4.11.1 Univariate Analysis	41
4.11.2 Bivariate Analysis	42
4.11.3 Correlation Analysis.....	43
4.12 Hypotheses Testing	43
4.12.1 Simple Regression Analysis	45
4.12.2 Multivariate analysis	45
4.13 Summary.....	46
CHAPTER FIVE DATA PRESENTATION AND ANALYSIS.....	47
5.1 Introduction.....	47
5.2 Analysis of Reliability of the Instrument	47
5.3 Data Presentation	48
5.3.1 Frequency Distribution Analysis of Respondents by their Personal Characteristics.....	49
5.4 Data Presentation and Analysis of Research Objectives.....	52
5.4.1 Level of Total Quality Management Practices and Its Dimensions.....	52
5.4.2 Level of Financial Performance and Its Dimensions	59
5.4.3 Relationship between Independent variables and Dependent Variable	60
5.4.4 Impact of Total Quality Management Practices on the Financial Performance in the Apparel Industry in Galle District	64
5.4.4.2 Impact of Total Quality Management practices and financial Performance	69
5.4.4.2.1 Multiple Linear Regression Analysis for Total Quality Management and Financial Performance.....	69
5.4.4.2.2 Impact between Independent Variables and Dependent Variables	72

5.5 Chapter Summary	73
CHAPTER SIX DISCUSSION OF FINDING	74
6.1 Introduction.....	74
6.2 Discussion of Research Information	74
6.2.1 Objective One	74
6.2.2 Objective Two.....	78
6.2.3 Objective Three.....	79
6.2.4 Objective four	82
6.3 Chapter Summary	86
CHAPTER SEVEN CONCLUSION AND RECOMMENDATIONS	87
7.1 Introduction	87
7.2 Conclusion.....	87
7.3 Recommendations.....	90
7.4 Limitations of study	91
7.5 Implication for the Future Research	92
7.6 Summery	93
Reference List	94
Appendix 01- Questionnaire	105
Appendix 02- Output of the Data Analysis.....	109