

A STUDY ON FACTORS CONTRIBUTE TO THE SUCCESSFUL
IMPLEMENTATION OF 5S CONCEPT AND ITS IMPACT ON
ORGANIZATIONAL PERFORMANCE IN DIVISIONAL
SECRETARIAT OF BATTICALOA DISTRICT

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2015

ABSTRACT

Total quality management has been widely considered as the strategic, tactical and operational tool in the quality management. In the frames of the implementation of the Total Quality Management, a 5S concept is a popular method and it is a technique used to establish and maintain a quality environment in an organization. The major aim of this study is to identify the factors contribute to the successful implementation of 5S concept and its impact on organizational performance in Divisional Secretariat of Batticaloa District. Primary data was collected from the employees of three productivity award winning Divisional Secretariat of Batticaloa District. Simple random sampling was used to obtain 112 responses from employees. Data were analyzed and evaluated by Univariate, Bivariate and Multivariate techniques. The results revealed that Top Management Commitment, Employee Involvement, Employee Encouragement and Training and Education have the high level of contribution in the 5S implementation. There is a strong positive relationship between the factors and organizational performance. This study investigates whether Top Management Commitment, Employee Involvement, Employee Encouragement and Training and Education have an impact on organizational performance in Divisional Secretariat of Batticaloa District. It was found that Top Management Commitment, Employee Encouragement and Training and Education are significantly impact on the organizational performance, and Employee Involvement is not significantly impact on organizational performance. Among these four factor employee encouragement is a more significant factor has an impact on organizational performance. Eventually, this report suggested recommendation to improve the factors of 5S implementation to achieve the high organizational performance in Divisional Secretariat of Batticaloa District.

Key words: Total quality management, 5S concept, Top Management Commitment, Employee Involvement, Employee Encouragement, Training and Education and Organizational Performance

TABLE OF CONTENTS

Page No

Acknowledgement	I
Abstract	II
Table of Content	III
List of Table	IX
List of figure	XII
Abbreviati	XIII

CHAPTER 1- INTRODUCTION

1.1 Background of the study	1
1.2 Problem statement.....	3
1.3 Research questions.....	4
1.4 Research objectives.....	4
1.5 Scope of the study.....	5
1.6 Significance of the study.....	5
1.7 Outline of the study.....	6

CHAPTER 2 - LITERATURE REVIEW

2.1 Introduction.....	7
2.2 Overview of 5S concept.....	7
2.3 The 5S-process	9
2.4 Links with other performance initiatives	10

2.5 Factors contribute to the successful implementation of quality	
Improvement tools	11
2.6 Organizational performance and measures	15
2.7 Total quality management and organizational performance	16
2.8 Top management commitment and organizational performance	18
2.9 Employee involvement and organizational performance	19
2.10 Employee encouragement and organizational performance	20
2.11 Training and education and organizational performance	20
2.12 Summary	21

CHAPTER 3- CONCEPTUALIZATION AND OPERATIONALIZATION

3.1 Introduction	22
3.2 Conceptualization	22
3.2.1 Conceptual framework	22
3.3 Definition of key variables & dimensions	23
3.3.1 Top Management Commitment	23
3.3.1.1 Management Leadership	23
3.3.1.2 Top Management Involvement	23
3.3.1.3 Resource Allocation	24
3.3.2 Employee involvement	24
3.3.2.1 Information/Communication	24
3.3.2.2 Team Work	24
3.3.3 Employee Encouragement	24
3.3.3.1 Reward and Recognition	25
3.3.4 Training and Education	25

3.3.4.1 Training Employees	25
3.3.4.2 Development empowerment	25
3.3.5 Organizational Performance	26
3.3.5.1 Customer Satisfaction	26
3.3.5.2 Employee satisfaction	26
3.3.5.3 Effective Operation	26
3.4 Hypothesis of the study	26
3.5 Operationalization	27
3.6 Summary	29

CHAPTER 04- METHODOLOGY

4.1 Introduction	30
4.2 Study setting	30
4.3 Time horizon	30
4.4 Unit of analysis	30
4.5 Population and sampling procedure	31
4.5.1 Study population	31
4.5.2 Sampling	31
4.6 Method of data collection	32
4.6.1 Structure of the questionnaire	32
4.7 Method of data presentation	34
4.8 Method of data analysis and evaluation	34
4.8.1 Univariate analysis	34
4.8.2 Bivariate analysis	35

4.8.3 Multivariate analysis	36
4.9 Summary	36

CHAPTER 5- DATA PRESENTATION AND ANALYSIS

5.1 Introduction	37
5.2 Reliability analysis	37
5.3 Personal information	38
5.3.1 Gender distribution	38
5.3.2 Age distribution	38
5.3.3 Educational qualification	39
5.3.4 Experience	39
5.4 Research information	40
5.4.1 Preliminary information about 5S implementation	40
5.4.1.1 Period of 5S concept implementation	40
5.4.1.2 Manual with formal procedure for 5s concept	41
5.4.1.3 Importance of 5s concept	41
5.4.2 Univariate analysis for independent variables	41
5.4.2.1 Top management commitment	42
5.4.2.2 Employee involvement	43
5.4.2.3 Employee encouragement	45
5.4.2.4 Training and education	46
5.4.2.5 Overall view of independent variable	48
5.4.3 Univariate analysis for dependent variable	48
5.4.3.1 Organizational performance	48

5.4.3.2 Overall view of dependent variable	50
5.4.4 Bivariate analysis.....	50
5.4.4.1 Correlation & regression analysis between top management commitment and organizational performance	51
5.4.4.2 Correlation & regression analysis between employee Involvement and organizational performance	52
5.4.4.3 Correlation & regression analysis between employee encouragement and organizational performance	53
5.4.4.4 Correlation & regression analysis between training and education and organizational performance	55
5.4.5 Hypothesis testing.....	56
5.5 Summary	60

CHAPTER 6 - DISCUSSION

6.1 Introduction.....	61
6.2 Discussion on personal information.....	61
6.2.1 Gender	61
6.2.2 Age	62
6.2.3 Educational qualification.....	62
6.2.4 Experience	62
6.3 Discussion on research information.....	62
6.3.1 Discussion on preliminary information about 5s implementation	63
6.3.2 Level of 5S implementation factors and organizational performance.....	63
6.3.2.1 Top management commitment	63

6.3.2.2 Employee involvement	64
6.3.2.3 Employee encouragement.....	65
6.3.2.4 Training and education	66
6.3.2.5 Organizational performance.....	67
6.3.3 Relationship between factors of 5s implementation and organizational Performance	68
6.3.4 Impact of factors of 5s implementation on organizational performance...	69
6.4 summary	70

CHAPTER 7-CONCLUSIONS AND RECOMMENDATION

7.1 Introduction.....	71
7.2 Conclusions.....	71
7.2.1 Conclusion of main objective	71
7.2.2 Conclusion of first objective	72
7.2.3 Conclusion of second objective.....	73
7.2.4 Conclusion of third objective	73
7.2.5 Conclusion of fourth objective	74
7.3 Recommendation	74
7.4 Limitations of the study	77
7.5 Future implication.....	77
7.6 Summary	77
References.....	78
Appendix-Questionnaire.....	91