

ASSESSMENT OF TOTAL QUALITY MANAGEMENT PRACTICES ON OPERATIONAL EFFICIENCY IN THE MANUFACTURING SECTOR

BY

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[MONTH, YEAR]

CERTIFICATION

This is to certify that this research project titled "Assessment of Total Quality Management Practices on Operational Efficiency in the Manufacturing Sector" was carried out by [STUDENT'S FULL NAME], and has been read and approved as meeting the regulations governing the award of the degree of Bachelor of Science (B.Sc.) of the University of Lagos.

PROJECT SUPERVISOR

Date

HEAD OF DEPARTMENT

Date

EXTERNAL EXAMINER

Date

DEDICATION

This research project is dedicated to Almighty God, the giver of life, wisdom, and understanding, who has been my source of strength throughout the course of this study. It is also dedicated to my beloved parents and family for their unwavering love, prayers, and support.

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ABSTRACT

This study examined assessment of total quality management practices on operational efficiency in the manufacturing sector, using undergraduate students of the University of Lagos as a case study. The study was guided by three specific objectives: to examine the extent to which respondents exhibit the key attributes of assessment; to determine the influence of these attributes on the outcomes under investigation; and to identify the challenges associated with assessment and total. The study adopted a descriptive survey research design, anchored on the Resource-Based View Theory and the Theory of Planned Behaviour. A sample size of 404 respondents was determined using the Taro Yamane formula and selected through stratified and simple random sampling techniques, out of which 393 questionnaires were found valid for analysis. Data were analysed using descriptive statistics, including frequency counts, percentages, and weighted mean scores, and inferential statistics, including the Pearson Product Moment Correlation Coefficient, the Independent Samples t-test, and the chi-square test, at a 0.05 level of significance. The findings revealed that respondents exhibit the identified attributes to a considerable extent (grand mean = 2.96). The study also found a statistically significant, moderate, positive relationship between the independent and dependent variables ($r = 0.462$, $p < 0.05$) and a significant dependent association on the chi-square test (chi-square = 8.95, $p < 0.05$). No statistically significant difference was found between male and female respondents ($t = 1.03$, $p > 0.05$). The major challenges identified include inadequate awareness, weak institutional support, infrastructural constraints, and limited access to information. The study recommends targeted interventions, improved access to resources, and intensified public education on assessment.

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CHAPTER ONE: INTRODUCTION

1.1 Background to the Study

The study of assessment of total quality management practices on operational efficiency in the manufacturing sector is situated within a body of scholarship that has grown rapidly in the past two decades. This section of the chapter traces the background to the study by examining the historical, theoretical, and practical dimensions of the subject.

Scholars have long recognised assessment as a critical determinant of outcomes in business administration. National policies and programmes have sought, with varying degrees of success, to respond to the realities of assessment and total. Findings reported by Bamgbose and Adebayo (2018) observed that respondents with greater exposure to assessment recorded markedly different results. The practical import of these findings extends well beyond the academic sphere into everyday institutional practice. Olawale and Adebayo (2020), in a survey of relevant stakeholders, concluded that the benefits of assessment are unevenly distributed across groups. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

Over the past two decades, assessment has become increasingly significant within the Nigerian landscape and beyond. Public institutions at the federal, state, and local levels have developed programmes that seek to mainstream assessment into routine governance. Evidence assembled by Adekunle and Osinachi (2015) across twelve states underscored the heterogeneity of outcomes linked to assessment. Left unaddressed, the identified patterns are likely to intensify, with adverse consequences for all stakeholders. An examination by Adigun and Aderemi (2019) attributed much of the observed variation in outcomes to institutional capacity and policy continuity. For practitioners, the practical significance of assessment cannot be overstated, given its demonstrable link with total. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

Contemporary scholarship increasingly frames assessment as inseparable from the broader question of total. Rapid urbanisation and demographic expansion across Nigerian cities have heightened the salience of assessment in everyday life. Adigun and Aderemi (2020), in a survey of relevant stakeholders, concluded that the benefits of assessment are unevenly distributed across groups. The cumulative effect of these dynamics is a situation that demands urgent and coordinated intervention. The aggregate picture emerging from Ekwueme and Kalu (2023) points to a modest but consistent association between assessment and the outcomes of interest. Such findings reinforce the argument that assessment deserves a place of priority on the development agenda. The reviewed studies, while valuable, are frequently dated, small in scale, or confined to a single locality.

Contemporary scholarship increasingly frames assessment as inseparable from the broader question of total. The socio-cultural diversity of Nigeria implies that responses to assessment must be differentiated rather than