Students’ perception of total quality management: role of location and gender

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Abstract: The aim of this study is to identify the level of Total Quality Management (TQM) as practiced by secondary schools in Lorestan province, Iran, based on students’ perception. Additionally, the paper aims to investigate the relationship between the level of TQM and students’ location and gender. To achieve these aims, the researchers conducted a survey research among 400 secondary school students. The findings of this study show that the level of TQM is medium as rated by students, and also there are significant difference between TQM’s level and students’ gender and location. The paper presents evidence to principals and teachers of the value of implementing TQM principles in schools to increase students’ satisfaction.

Keywords: gender; Iran; location; management in education; students; students satisfaction; TQM; total quality management.


Biographical notes: Masoumeh Pourrajab is a Post-Doctoral Research Fellow at University of Malaya (UM). She received her PhD in Educational Administration from University Putra Malaysia (UPM) and Associate Diploma in Mathematics from Zeinab Kobra Teacher Training Centre, Iran. She completed her Bachelor’s degree in Mathematics and Master’s degree in Educational Administration from Islamic Azad University, Iran. She is serving as a Math Teacher at the secondary school more than ten years. She carried out research, published and authored journal articles and also presenting papers at conferences in the area of educational administration.

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