Factors influencing the implementation of Islamic QMS in a Malaysian public higher education institution

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The objective of this study is to explore the factors that influence quality management system (QMS) MS 1900 implementation in a Malaysian public higher education institution (MPHEI). Another objective is to seek the aspect of Shari'ah compliance in the implementation of MS 1900 in MPHEI. A semi-structured interview is used as the main data collection method. Thematic analysis is utilised as the data analysis method wherein NVivo\textsuperscript{TM} software was employed to facilitate the data analysis process. The findings revealed that six factors influence MS 1900 implementation in MPHEI, namely, the culture of the institution, the leadership style, communication, management commitment, involvement of the employees, and the reward system. The research findings also reveal that MS 1900 implementation puts much emphasis on Shari'ah compliance. MS 1900 is a somewhat new QMS and the higher institution involved in this present study is among the earliest organisations that implemented MS 1900 in Malaysia. This means that the implementation of MS 1900 in this institution depended largely on its top management, officers, and employees understanding and implementing the requirements of MS 1900 as well as possible. This study proved that with the cooperation and commitment of all parties involved, endeavours to obtain MS 1900 certification in the institution involved can be achieved.

Keywords: Islamic quality management system MS 1900; implementation; factors; higher education institution; Malaysia

1. Introduction

Since they were introduced in 1987 to alleviate the pressure for formalised quality assurance, the ISO 9000 standards have caused a business revolution (Karapetrovic, 2002). The quality system (QS) ISO 9000 was initially created for manufacturing industries, and, currently, the system is being employed in many service organisations including educational institutions (Singh & Sareen, 2006). Pressure, such as changes in technology and quality issues, have prompted higher education institutions (HEIs) to implement a QS that is used as a competitive weapon to attract students and staff (Dargenidou & Trivellas, 2009). In Singapore, quality management system (QMS) ISO 9000 has been applied in many educational institutions in their quest for achieving excellence (Yeo, 2008).

QMS ISO 9000 is the main quality programme that has been implemented in Malaysian HEIs (Sohail, Rajadurai, & Abdul Rahman, 2003; Basir, 2012; Mokhtar, Abdullah, Kardi, & Yacob, 2013). Recent developments show that HEIs in Malaysia have begun to implement QMS MS 1900. MS 1900 is actually an Islamic QMS that was launched by the Government of Malaysia in 2005. MS 1900 was developed using ISO 9001 as its base. It is a structured system to help organisations in delivering products and services

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