# Barriers for Total Quality Management (TQM) implementation in divisional secretariats in Anuradhapura district

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## Abstract

The purpose of this research is to identify barriers for TQM implementation in Divisional secretariats in the Anuradhapura district. In today's world TQM is vastly used technique. Therefore, this study will help to increase overall quality of Divisional secretariats in Anuradhapura district as well as any service organization. There are many service quality problems in specially government sector services. As a solution, the TQM implementation can be used. Other countries have identified some barriers for TQM implementation. However, in Sri Lankan context, research studies about TQM barriers are very limited. Accordingly, research gap was identified for the study. Primary data were collected from seventeen (70) employees in Divisional secretariats in Anuradhapura district. Further, as sample used convenience sampling technique was applied. The data were analysed using independent samples t-test, ANOVA test, correlation analysis and regression analysis. Results reveal that managerial barriers and employee barriers make significant impact on TQM implementation. Further it is obvious that there is no significant impact from organizational barriers for TQM implementation. The Overall research model was significant and the research model was fitted. This research will directly help to enhance the service quality of Divisional secretariats in Anuradhapura district and it has created a new path to the identification of TQM barriers.