Abstract

QCC was first introduced into the public sector in late 1982. It has been 4 years since its inception into the public sector. Inspite of the pay-offs QCCs can bring about in increasing productivity levels, yet not much has been documented about QCC development in the public sector. As a result there is no means of gauging QCC performance in the public sector, although INTAN would probably have done some studies to gauge the effectiveness of its training programmes.

QCC is sometimes referred to as Productivity Improvement Teams, Teams, Circles, Quality Circles and a host of others. In the public sector in Malaysia it is called Kumpulan Meningkat Mutu Kerja (KMK). For the purpose of this study, QCCs, QCs and Circles will be used interchangeably.

This study is undertaken therefore with a view to explore the development of the QCCs in the public sector. The main purpose is to explore and examine the factors that exist within and outside the Circles that can facilitate or inhibit the development of QCCs. For the purpose of this study thirty-five QCCs from two selected Ministries were chosen. A total of 240 respondents were involved. It is hoped that the findings or out-come of this study would serve some guide for policy makers to formulate policies for future QCC development. At the same time it would serve the QCCs an independent assessment of their own

performance.   To other QCCs in the public sector it would serve

some guide so that they can work along the right path to attain

activeness of their Circle activities.