TOTAL QUALITY MANAGEMENT IN THE PHILIPPINE EDUCATIONAL CULTURE

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The Philippine culture are characterized by different beliefs, practices and traits that shapes every individual in our society. In an organization, Filipinos are described on their unique style of working because of their culture that they belong. Also, every organization has its own culture that distinct from the others in which an organization has its own cultural landscape. This paper aims to apply total quality management model to a Filipino organization like the Department of Education in order to improve the quality of services that they provide to their stakeholders. As a teacher by profession, I’ve observed a lot positive and negative criticism in terms of school-based management of our institution. These criticism are based on the different cultural background of employees of the said organization because they have a different organizational forms of beliefs, values, principles and ideologies.

As stated by Kefela (2010), culture of a workplace is a big factor that manipulates employees’ characteristics in terms of beliefs, practices and values. In the study of Taylor (2011), employees must adhere to a set of culture in which changes must never be a problem in the implementation of new policies in an organization. In explaining this concepts of cultural organization, employees must understand that changes are part of their career growth, constructive criticism from their colleagues and must work in collaborative effort in order to make an organization more a better place to work. In line with this, culture is a vital component for a continuing success of an organization.
According to Fralinger (2010), total quality management is a concept by which employees must be dedicated to maintain high standards in culture of work in an organization. Besides, it refers that quality management is important to adhere the satisfaction of stakeholders in which effective communications, process centered, continual improvement and fact-based decision making. These concepts are necessary to achieve the mission and vision of Department of Education as a primary agency to provide quality education for all types of learners, and also to the employees to observe the culture of strategic and systematic aspect that could lead to effective improvement of high standards in the organization. Likewise, this total quality management is a concept that could fit and improve the cultural landscape of the said agency. It is fundamental for the employees to have fact-based decision making with honesty and integrity, effective communication and continual improvement of themselves so as to improve their skills and attitude towards the culture of work on their organization.

In conclusion, total quality management is a tool for improvement in an organization because it improves the standards and the culture of work in terms of internal and external relations of each employees and stakeholders. This organizational model could fit to improve and change the management process of Department of Education because it could transform the culture of the said organization for the betterment of the employees, students and the school administrators.

References: