

Abstract

The objective of this study is to identify measures of people related determinants of quality performance. Drawing from socio technical systems theory, competing values framework of organizational culture, organizational justice theory and social exchange theory the constructs and measures were delineated from extant literature. A pilot study was conducted on responses of 60 machine operator level employees of the apparel

manufacturing organizations in Sri Lanka. Reliability and validity of the measures were established to ascertain the suitability of the measures to represent the constructs and test the conceptualised relationships.

Index Terms

Job involvement, Job satisfaction, People related TQM, Turnover intentions, Quality performance