

Sistem Pengurusan Islam yang Berkualiti Mampu Menjamin Kepuasan Pekerja: Suatu Realiti dan Cabaran Masa Hadapan

Islamic Management System Assures Employee's Satisfaction: Reality and Future Challenges

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Abstrak

Hari ini, sepatutnya kepuasan para pekerja adalah merupakan matlamat utama sumber manusia ketika organisasi bergerak untuk mencapai objektif mereka. Pengguna atau pelanggan luar kebiasaannya adalah dianggap sangat mustahak dalam memastikan kelangsungan organisasi. Walau bagaimanapun pada masa yang sama para pekerja juga adalah pelanggan yang penting kepada organisasi dan perlu diurus secara bijak. Jika para pekerja tidak berpuas hati dengan sistem pengurusan ianya akan memberi pelbagai kesan negatif seperti tekanan perasaan, malas, tidak hadir berkerja, penipuan, penyalahgunaan kuasa, rasuah dan lain-lain. Oleh yang demikian, artikel ini akan menyentuh pandangan cerdik pandai semasa tentang hubungan dan kesan sistem pengurusan kualiti menurut perspektif Islam sebagai alternatif model ketika berhadapan raliti dan cabaran mendatang. Sistem pengurusan Islam yang secara semulajadinya lebih holistik perlu meletakkan prinsip asas sebagai panduan sempurna demi untuk memperbaiki sistem pengurusan kualiti yang wujud di Barat dan Timur. Prinsip asas ini seperti nilai *Insaniyyah*,

ciri-ciri Ihsan berasaskan nilai Tauhid, pengurusan berasaskan *syura*, budaya *Istiqamah* (komited) dalam setiap tindakan. Kesemua prinsip ini jika tertanam dalam setiap praktis pengurusan tentunya akan mencetuskan kepuasan bekerja malah juga berhasil mencapai kejayaan hakiki (*Al-Falah*) dan diredai Allah (s.w.t).

Abstract

Employees as the internal customers in organization are very important because many problems can arise if they do not treated wisely. When employee is not satisfied, there will be stressfull, tend to resign, laziness, absenteeism, fraud, abuse of power or corruption and etc. Therefore, this article will discuss some basic principles to improve the employee's satisfaction and the performance of the quality management system according to Islamic perspective. These fundamental principles

include *Insaniyyah* values, characteristic of *Ihsan* based on *Tawhidic* values, Management by *Syura* and culture of *Istiqamah* (high commitment) in every action. In addition, the implementation of the Islamic quality management system is presented through a case study of an Islamic-oriented organization in Malacca, Malaysia which already implemented the MS 1900:2005 standard as an alternative model in confronting the realities and organization challenges in the future. Conclusively, if all of these principles

embedded in management practices, its effects not only derive a job satisfaction, but also elevate the true success (*al-Falah*), which is aimed at the pleasure of Mighty Allah (s.w.t) (*Mardatillah*) in this world and the hereafter.

Keywords: Islamic quality management system; Principles; *Insaniyyah* values; Characteristic of *Ihsan*; *Tawhidic* values; Management by *Syura*

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