

# Sistem Pengurusan Kualiti Menurut Perspektif Islam MS 1900 di Institusi Pengajian Tinggi Malaysia: Suatu Cabaran Masa Kini

## Quality Management System From Islamic Perspective MS 1900 Within Malaysia's Higher Education Institution: A Contemporary Challenges

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### Abstrak

Malaysia telah terkehadapan kerana berjaya memperkenalkan satu piawaian bagi Sistem Pengurusan Kualiti Islam (SPKI) yang pertama kalinya di dunia pada tahun 2005. Piawaian ini dikenali sebagai MS 1900:2005 (Sistem Pengurusan Kualiti – Keperluan Menurut Perspektif Islam). Kajian ini dijalankan bertujuan meneroka tentang cabaran-cabaran yang dihadapi dalam pelaksanaan MS 1900 di Institusi Pengajian Tinggi (IPT) di Malaysia yang melibatkan Institusi Pengajian Tinggi Awam (IPTA) dan Institusi Pengajian Tinggi Swasta (IPTS). Kajian kualitatif ini menggunakan kaedah temu bual separa berstruktur sebagai kaedah utama pengumpulan data yang kemudiannya disokong oleh data dari beberapa dokumen berkaitan dan menerusi pemerhatian. Data dianalisis dengan bantuan perisian NVivo versi 10 bagi membina kod-kod dan tema-tema isu yang dikaji. Informan kajian yang terlibat adalah dipilih secara kaedah persampelan bertujuan iaitu membabitkan pelbagai golongan warga kerja terlibat secara aktif dengan pelaksanaan SPK MS 1900 di IPT

terlibat. Hasil kajian mendapati bahawa terdapat perbezaan keutamaan antara cabaran yang dihadapi bagi kedua-dua IPT terbabit. Merujuk kepada hasil kajian di IPTA, cabarannya bermula dengan aspek berkaitan dengan sikap pekerjaannya sendiri, bebanan tugas, kekurangan latihan dan aspek kemanusiaan. Manakala cabaran IPTS lebih banyak tertumpu kepada aspek bebanan, latihan, kemanusiaan, pemantauan, kewangan dan sikap individu sendiri. Kajian ini merupakan antara kajian terawal mengenai pelaksanaan MS 1900 di Malaysia, maka hasil daripada kajian ini memberi sumbangan yang besar dalam pembangunan ilmu dan teori berkenaan dengan bidang pengurusan kualiti Islam.

**Katakunci:** MS 1900; Sistem Pengurusan Kualiti Menurut Perspektif Islam; Kualitatif; Institusi Pengajian Tinggi; Cabaran

### Abstract

Malaysia has been the forefront for successfully introducing a standard for Islamic Quality Management Systems (IQMS) for the first time in the world in 2005. The standard is known

as the MS 1900:2005 (Quality Management Systems - Requirements from Islamic Perspective). This study aims to explore the challenges in the implementation of MS 1900 in Malaysia's Higher Education Institutions (HEIs) which involve public HEI and private HEI. This is a qualitative study in which semi-structured interview was employed as a main data collection method, and it was triangulated with data collected from documents and observations. Purposive sampling technique was used to select all the interviewees actively involved in MS 1900 implementation in the respective HEI. NVivo version 10 was utilised to facilitate data analysis processes, in order to identify and develop codes and themes in relation with the subject investigated. The study found that there are differences between the challenges faced by the both HEIs in terms of their priority. Research findings at public HEI indicated that the challenge starts with aspects related to employee attitudes, heavy work load, lack of training and challenges pertaining human aspect. Meanwhile, the challenge at private HEI are related with the aspects of the heavy work load, training, humanitarian, monitoring, finance, and the individual's own attitude. This study is one of the pioneer studies on the implementation of MS 1900 in Malaysia; therefore the research findings are a significant contribution in the development of Islamic quality management knowledge and theory.

**Keywords:** MS 1900; Quality Management System From Islamic Perspective; Qualitative; Higher Education Institution; Challenges

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