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Effects Of Quality Determination And Control Among  
Manufacturing Organizations In Aba Manufacturing Organizations,  
Abia State, Nigeria.

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**Abstract**

The study was investigated on the role of quality determination and control in a manufacturing organization a case study of star paper mills limited Aba for the purpose of quick reading and comprehension, the study report been classified into five chapters. The first, start with introduction which present the general overview of the study statement of problems, purpose of study research question, significance of the study, statement of hypothesis scope of study, limitation of the study and definition of terms, chapter two deals with the literature review of the study with emphasis on research topic. Basic contribution of purchasing in an organization sourcing and selection of suppliers, follow-up and expedition, progressing the order determination of quality, determination of price. Acceptance of goods ordered and payment for them, the contribution of purchasing to quality, cost consideration in quality management, responsibility of purchasing in quality determination. Chapter three presents the methodology employed the research design the questionnaire design, sampling and selection of respondents, other method used survey observation, data sources, secondary data, primary data, data analysis method. Chapter four makes the presentation analysis of data collected and testing of hypothesis. Chapter five summarized the finding made recommendation and concluded the research work. The aim of this research is to develop frame work considering the purchasing contribution in an industry. Most industries will find research work very use full and believe that this work will be beneficial and equally make an interesting reading to anyone who can look into it.

**Keywords:** Effect, Quality, Control, Manufacturing, Organization

**INTRODUCTION**

In every organization no matter how small, the management will not waste time and efforts in making or arranging for the supply of the

wrong quality goods. This is one of the reason procurement in most organization, more especially in the manufacturing industries are receiving more attention than before, all in the

bid to avoid waste arising from wrong purchase.

In fact, purchasing objective have originally been seen as the procurement of goods and services of the right quantity and at the time from the right suppliers at the right time. Price was put last, not because of its importance, but because it would often depend on the rest of the package, the specification of the quality, and quality was put first because it is fundamental.

In absolute terms quality is a function of excellence intrinsic values or grade as determined overtime by society generally or by designated bodies in specialized fields.

In business and industrial activities generally, quality is first defined as terms of relationship to a need or a function, in these cases, the important thing is not the absolute quality of the item, but the suitability of the items as satisfying the particular need at hand.

Quality can be also defined very simple as conformance with the stated requirements, buyer responsibility and a supplier's job is to deliver materials whose quality conforms satisfactory to specification requirement.

The contribution of purchasing in determining quality is normally expended as the procurement of the right quality material on

the right source and at the most economical manner so as to offer value for money.

In this value for consideration, the contribution of purchasing department is clearly defend as having the contribution for responsibility for the determination of economic consideration for quality.

According to Oyeoku (2001:112) a question may be asked if quality can be determine by one function, those literate will determine the standard perhaps to the detriment of the others. It follows therefore that quality must be the responsibility of everyone in the company for instance design, production, purchasing department and sales department and also user department. But generally, to ensure that goods supplied are 100% right quality goods. The following factors must be born in;

The first factor to be considered must be decided and stated simple but in clear form. What exactly is needed or required? Taking into consideration the indented application this means that the purchasing department must have gotten a clear specification in addition the suppliers should follow the specification as required without unnecessary alteration to suit him (suppliers). This will go a long way in avoiding production stoppage redundancy marketing problem and too much rejects etc.

which are associated with wrong supply of materials.

The second factor to be considered is that a goods specification must be correctly written; this help to check the suppliers output and normally sorted out and remedial action should be initiated if the proportion of defective products is getting out of control.

The final consideration is the monitoring of the physical supply where the purchasing personnel do a lot of job, but in some organization like Star paper mill limited, Aba. It aims at upgrading the product quality by adding its own quality and that quality is department responsibility. However, it is still good to appoint one person as the quality control manager, but to assign to him the responsibility for everything affecting production or product quality is to give him much task to perform increasingly, purchasing quality assurances is seen as a systematic attempted by the purchasing to measure that a supplier has the intention and capability for complying with his responsibility to assure the quality of what he supplies.

### **HYPOTHESIS**

Ho: There is no relationship between purchasing department and quality control.

Hi: There is a relationship between purchasing department and quality control.

Ho: Purchasing and supply department of every organization is not responsible for quality control of all coming materials.

Hi: Purchasing and supply department of every organization is responsible for quality control of all coming materials.

### **THEORETICAL FRAMEWORK**

The theory of 'Collective Action' was adopted for this study which was propounded by Mancur Olson. Collective action refers to action taken together by a group of people whose goal is to enhance their status and achieve a common objective. It is enacted by a representative of the group. It is a term that has formulations and theories in many areas of the social sciences including psychology, sociology, anthropology, political science and economics. The theory of collective action advances common interest among group of individuals in a given place as contrary to traditional economic development models that often promote sense of competition within a region and group of people. The theory supports the fact that public goods bear common and collective benefits. Since there is common interest, the theory emphasizes on collective participation to foster the common interest of its members through their joint efforts. An account of collective action according to which this rests on a special kind of interpersonal commitment what Gilbert

calls a "joint commitment". A joint commitment in Gilbert's sense is not a matter of a set of personal commitments independently created by each of the participants, as when each makes a personal decision to do something. Rather, it is a single commitment to whose creation each participant makes contribution. Thus suppose that one person says "Shall we go for a walk?" and the other says "Yes, let's go". Gilbert proposes that as a result of this exchange the parties are jointly committed to go for a walk, and thereby obligated to one another to act as if they were parts of a single person taking a walk. Joint commitments can be created less explicitly and through processes that are more extended in time. One merit of a joint commitment account of collective action, in Gilbert's view, is that it explains the fact that those who are out on a walk together, for instance, understand that each of them is in a position to demand collective action of the other if he or she acts in ways that affect negatively the completion of their walk. She discusses the pertinence of joint commitment to collective actions in the sense of the theory of rational choice. Searle argues that what lies at the heart of a collective action is the presence in the mind of each participant of a "we-intention". Searle does not give an account of "we-intentions", or as he also puts it, "collective intentionality", but insists that

they are distinct from the "I-intentions" that animate the actions of persons acting alone.

## LITERATURE REVIEW

Purchasing plays a number of roles toward enhancing the growth of an organization. There role include, sourcing for materials, evaluation of suppliers, placing of order, quality determination and many others.

The meaning of purchase in any organization has been subjected to various authors and even student but this research will strive to show clearly what purchasing is all about in any organization by interpreting their ideas.

Purchasing is concerned with the process of defining the needs, selecting suppliers, agreeing on terms, placing orders and receiving of goods and services, for its organization.

Purchasing here is being looked at as a service function to providing a complete supply services for user within the organization, and the materials supplied must be according to the user requirement and they must be supplied on time to meet production schedule.

In relating this definition to the meaning purchasing should be in the organization we then see that it is mainly concerned with placing orders, sourcing for materials, negotiating with suppliers and receiving goods

all these must be done bearing cost in mind because the aim of purchasing is cost reduction by providing the right quality, from right source, at the right time from the suppliers that is, The 5R's of purchasing.

This definition is broad generalization, indicating the scope of purchasing function which involves policy, decision and analysis of various alternative possibilities, prior to the act of purchasing the significance of this definition will depend on ones interpretation of what is right and this requires the consideration of many factors,

According to Baily and Farmer (2003) meaning of purchasing in an organization is not complete without mentioning the word (right) and purchasing objective in the organization, so must be laid on these right.

According to Ugbana (2009), contribution, purchasing is defined as a disciplined entrepreneurial activity directed towards improving profit. Ugbana's view the meaning of purchasing in the organization as the contribution towards profit. Maximization of the organization and this is best achieved by sourcing for the reduced price, improving on the organizations service by buying the right quality materials and searching for new and better sources of supply, substitutes material that are more economical. Purchasing in any organization,

also contributes to the market research development and this will help in achieving a better organizational objectives.

By this we mean, when purchasing is fully involved in research and development, organization will be well abreast of the market condition and on the long run the objective of purchasing must have been met by supplying the right quality material to meet the services needs of the organization at an affordable price.

## **RESEARCH METHODS**

### **RESEARCH DESIGN**

For proper and efficient procurement to ensure accurate information and effective communication link must be maintained between the purchasing and user department.

In this chapter, therefore, the research has explained the ways by which the needed information was obtained for the design and conduct of this research. However, it must be expressed that although there was several research techniques below were used by the researcher.

- a. The questionnaire design.
- b. Sampling and selection of respondents.
- c. Survey method.
- d. Observation.
- e. Data source.



f. Data analysis method.

### **THE QUESTIONNAIRE DESIGN**

The questionnaire design was represented in such a pattern as to receive attention of the respondents and provided answers to specific questions.

### **SOURCES/METHOD OF DATA COLLECTION**

Two types of question were used in the questionnaire, they were:

**Dichotomous Questions:** this is a two way question that provides the respondent with only two answers (yes) or (No) this method of questions was used because it made it easier for the respondents to answer in a way that was mostly required by the researcher.

**Multiple/question:** Quality of this type offers a number of specific alternative answers from which the respondents was meant to complete and return the questionnaire sheet.

### **POPULATION OF THE STUDY.**

The population of the study comprises of the total number of staff in Star Paper Mill Ltd. The total number of the selected department is a total of 455. Every element from the total population had a known probability of selection. Experimental errors were reduced through the method.

Below are the sampled functions of the visited department for this research department

a. Purchasing department: this is the department responsible for procurement and purchases in the industry

b. The stores department: this is the department that is responsible for the receipt and issue of materials used by the operation department.

c. The sale department: this is the department that is responsible for marketing all the products in the organization.

### **SAMPLE SIZE DETERMINATION / SAMPLE TECHNIQUES PROCEDURE**

Sampling is defined as that part of a marketing purchasing research which by down the specification of these individuals who will be asked to supplies the required data.

In selecting the respondents for this research, the researcher made use of random sampling.

To determine the procedure (technique and sample size of (the Star Paper Mill Aba) the formula was given by Taro Yamany

The population of the study is 455 from which the sample size is derived using the formula.

formula:

$$ss = \frac{N}{1+N(e)^2}$$

Where:

Ss = Sampling Size

N = Population of the study = 475

E = Tolerable error = 5% or 0.05 perfectly

455

$1 + 475(0.05)455^2$

455

$1 + 475(0.0025)475$

455

$1 + 1.1375$

ss=213

Using the Taro Yamane Method, Sample size of 213 was drawn.

## **DISTRIBUTION AND COLLECTION OF DATA**

The fact in this study were obtained through two main sources, primary and secondary sources.

Primary source: - some of the primary data were collected from the use of questionnaire administered to the officials of the Paper Mill Aba, Abia State. In preparing questionnaire, structured and undistinguished questions were used. Data was also collected from both published and unpublished work relevant for the purpose of the study.

In collecting the relevant data intensive library investigation was made. The sources used

include books, periodicals, projects and miscellaneous items on the subject of study these helped immensely in framing the design of questionnaire which was utilized for the purpose of the study.

## **INSTRUMENT OF THE STUDY**

In collecting the necessary data for this study. The questionnaire and interview method were adopted.

**QUESTIONNAIRE:** -a careful review of related literature facilitated the formulation or the research questions. Few dichotomous, open-ended and multiple choice questions were used in the questionnaire designed, 6 questions were formulated. This method was very useful as it helped the researcher to collect most of the necessary data required. A copy of the questionnaire is attached in the appendix of this study.

**INTERVIEW:-** this is a means of gathering information and clarifying some pertinent facts that covers the answers to the questions in the questionnaires, the respondents involved in the interview process were the managerial, supervisory personnel and other influential people in an organization. Interview with the workers or sub-ordinates was conducted and questions relating to the relationship between them (workers) and their managers were asked.

With regard to the collection of secondary data's, the researcher also made use of the center for management development library in Aba, Abia State.

**VALIDITY AND RELIABILITY OF MEASURING INSTRUMENT**

In order to obtain relevant information, questionnaires were distributed to different people that formed the sample size. In the questionnaires, respondents were provided with possible answers and asked to select the ones that are applicable.

The researchers made personal list before any during the time reposes were given. The researcher also made use of face to face administration is very effective in terms of retrieval of the questionnaires. It also offers the researcher an opportunity to clarify certain points to the respondents.

**METHOD OF DATA ANALYSIS**

**PRESENTATION AND INTERPRETATION OF DATA**

**DISTRIBUTION AND RETRIEVAL OF THE INSTRUMENT**

For the purpose of clarity two hundred and thirteen (213) questionnaires were produced and distributed to the sample population. The respondents were given two weeks to go through the questionnaires and make their entries. At the expiration of the two week the researcher went to retrieve them and out of three hundred and thirteen (213) copies; two hundred (200) copies were properly filled; the remaining thirteen were not attended to.

**METHOD OF DATA ANALYSIS**

The major techniques used in analyzing data collected for this study is simple percentage method.

Thus; 
$$\frac{\text{No of Respondents}}{\text{Population}} \times 100$$

**ACCORDING TO RESEARCH QUESTION**

**QUESTION: 1**

Does product quality affect Star Paper Mill?

Table: 1

| RESPONSES | NUMBER OF RESPONDENT | PERCENTAGE |
|-----------|----------------------|------------|
| YES       | 11                   | 50.5%      |
| NO        | 9                    | 49.5%      |



|       |   |      |
|-------|---|------|
| TOTAL | 0 | 100% |
|-------|---|------|

Source: Field Survey, 2020

From the above 50.5% respondent agreed that good quality product has to be advertised to create awareness of its existence while 49.5% disagreed.

**QUESTION 2**

Do products with good quality have any need for quality determination?

**Table: 2**

| RESPONSES    | NUMBER OF RESPONDENT | PERCENTAGE  |
|--------------|----------------------|-------------|
| YES          | 135                  | 67.5%       |
| NO           | 65                   | 32%         |
| <b>TOTAL</b> | <b>200</b>           | <b>100%</b> |

Source: Field Survey, 2020

From the above table of respondent 67.5% agreed that good quality product have need for quality determination of its existence while 32.5% disagreed.

**QUESTION 3:**

Do you believe that product quality will bring about growth in the company sales and product?

**Table: 3**

| RESPONSES    | NUMBER OF RESPONDENTS | PERCENTAGE  |
|--------------|-----------------------|-------------|
| YES          | 110                   | 55%         |
| NO           | 90                    | 45%         |
| <b>TOTAL</b> | <b>200</b>            | <b>100%</b> |

Source: Field Survey, 2020

From the above 55% respondent agreed that product quality will bring about growth in the company's sales profit while 45% disagreed.

**QUESTION 4:**

Do the company's image influence Paper Mill on product and sustain the sale of such product in the market?

**Table: 4**

| RESPONSES    | NUMBER OF RESPONDENTS | PERCENTAGE  |
|--------------|-----------------------|-------------|
| YES          | 149                   | 74.5%       |
| NO           | 91                    | 25.5%       |
| <b>TOTAL</b> | <b>200</b>            | <b>100%</b> |

Source: Field Survey, 2020

From the above table 74.5% of the respondent agreed that the company's image influence brand loyalty on product and sustain the sale of such product in the market, while 25.5% of the respondent disagreed.

**QUESTION 5:**

Does good packaging influence the Paper Mill of a product in the market?

**Table: 5**

| RESPONSES    | NUMBER OF RESPONDENT | PERCENTAGE  |
|--------------|----------------------|-------------|
| YES          | 191                  | 75%         |
| NO           | 9                    | 25%         |
| <b>TOTAL</b> | <b>200</b>           | <b>100%</b> |

Source: Field Survey, 2020

From the above table, 95.5% respondent that good packaging's influence the brand of a product in the market while 4.5% disagreed.

**QUESTION 6:**

Does product positioning influence Paper Mill of a product?

**Table: 6**

| RESPONSES | NUMBER OF RESPONDENT | PERCENTAGE |
|-----------|----------------------|------------|
|-----------|----------------------|------------|

|              |            |             |
|--------------|------------|-------------|
| YES          | 50         | 75%         |
| NO           | 50         | 25%         |
| <b>TOTAL</b> | <b>100</b> | <b>100%</b> |

Source: Field Survey, 2020

From the above table, 75% of the respondent agreed that product positioning influence brand loyalty, while 25% disagreed.

**DISCUSSION OF FINDINGS**

Majority of the respondents of the sample population agree that product quality affect brand loyalty. Research is crucial to the development of product quality.

Product quality will bring about growth in the company profit. Company image influence Paper Mill on a product in market. Good packing influence the Paper Mill of a product.

**CONCLUSION**

Creating customers and developing sound effective policy is one of the key task and major responsibilities of marketing management. These strategic management planning and process.

This New method task marketing management to follows the due to process of brand quality on product strictly in the real sense of it to fore tall any constraint whatever customers delivered is facing.

Therefore, companies should adopt the idea of building both customers and products not just product only. Companies also face the through competition in term of customer value; the nucleus of effective product competition is in the development of logic and consistence. Product policies that reflect the unique characteristics of the firm and its opportunities in the marketing place.

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