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2022/2023 PhD Thesis Abstract

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RT: Quality Management Practices and Organisational Performance of Selected Food and Beverages Manufacturing Firms in Lagos State, Nigeria.

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AB: The performance of Food and Beverages Manufacturing Firms (FBMF) is important to the development of the economy. In Nigeria, the decline in the performance of this sector in terms of productivity, competitive advantage, market share, customer patronage and profitability has been noticed. This could be as a result of inadequacy of quality management practices such as leadership behaviour, strategic quality planning, supplier quality management, process management and customer focus. Studies on quality management practices in the FBMF focused more on developed nations than the developing nations. Therefore, the study investigated the effect of quality management practices and organisational performance of selected FBMF in Lagos State, Nigeria.

Survey research design was adopted. The population of the study was 14, 591 top, middle and low-level management employees of the selected food and beverages manufacturing firms in Lagos State, Nigeria. A sample size of 491 was determined using the research advisor table. Simple random sampling technique was used. An adapted, structured and validated questionnaire was used to collect data. Cronbach's alpha reliability coefficients for the constructs ranged from 0.86 to 0.95. The response rate was 100%. Data were analysed using descriptive and inferential (multiple and hierarchical regression) statistics.

Findings revealed that quality management practices had significant effect on the organisational performance of selected FBMF ($Adj.R^2 = 0.11$, $F(5, 485) = 12.80$, $p < 0.05$). Quality management practices had significant effect on productivity ($Adj.R^2 = 0.15$, $F(5, 485) = 18.004$, $p < 0.05$), competitive advantage ($Adj.R^2 = 0.12$, $F(5, 485) = 14.03$, $p < 0.05$), market share ($Adj.R^2 = 0.15$, $F(5, 485) = 18.01$, $p < 0.05$), customer patronage ($Adj.R^2 =$

0.111, $F(5, 485) = 13.18, p < 0.05$) and profitability ($Adj.R^2 = 0.11, F(5, 485) = 13.01, p < 0.05$). Furthermore, the effect of quality management practices on organizational performance was insignificantly moderated by employee training ($\beta = -0.006, \Delta R^2 = 0.000, \Delta F = 0.25, p > 0.05$) and employee commitment ($\beta = 0.000, \Delta R^2 = 0.000, \Delta F = 0.001, p > 0.05$). The effect of quality management practices on organisational performance was not significantly moderated by the combination of employee training and employee commitment ($\beta = 0.000, \Delta R^2 = 0.002, \Delta F = 1.41, p > 0.05$)

The study concluded that quality management practices enhanced organisational performance in selected food and beverages manufacturing firms in Lagos State, Nigeria. The study recommended that management of food and beverages manufacturing firms should improve on the use of quality management practices to enhance performance.

Keywords: Competitive advantage, Customer focus, Market share, Organisational performance, Quality management practices, Strategic quality planning

Word Count: 408

Abbreviations: *RFN: Researcher's Full Name, RD: Researcher's Department, RS: Researcher's School, RE: Researcher's Email, RAE: Researcher's Alternate Email, RP: Researcher's Phone Contact, RT: Registered Title, MS: Main Supervisor, ME: Main Supervisor's E-mail Address, SP: Main Supervisor's Phone Contact, CS: Co-Supervisor, CE: Co-Supervisor's E-mail Address, CP: Co-Supervisor's Phone Contact, AB: Abstract*

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