

Why Schools Resist to Implementation of Total Quality Management: A Qualitative Study

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Keywords:

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Abstract:

The aim of this study was to determine reasons for the resistance to the implementation of Total Quality Management (TQM) in Iranian high schools. A qualitative method was conducted and convenience sampling method was employed. The sample included 35 high school's principals in Isfahan, Iran. In-depth interview was conducted on these principals. The findings show that the reasons for resistance to the implementation of TQM were classified into five categories, which include lack of understanding on change, lack of abilities to change, lack of communication, lack of commitment, and confidence in the status quo. The comments and suggestions made by school principals can be considered by ministry of education, headquarter of education in Isfahan, educational administrators, and policy makers in field of education in order to create a situation that principals be more flexible to accept changes and implement TQM in their schools.