

LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU PEER REVIEW
KARYA ILMIAH : JURNAL ILMIAH

Judul Jurnal Ilmiah (Artikel) : Relationship Between Hypertension and Ischemic Stroke Occurrence at Less Than 45 years Old People

Jumlah Penulis : 5 orang

Status Pengusul : Dwi Pudjonarko (penulis ketiga)

Identitas Jurnal Ilmiah : a. Nama Jurnal : Dama International Journal of researchers (DIJR)

b. Nomor ISSN : 0018-2052

c. Volume nomor bulan tahun : Vol. 67. Special Issue. May 2018

d. Penerbit : Dama Akademik Scholarly & Scientific Research society

e. DOI artikel (Jika ada) :

f. Alamat web Jurnal : <https://damaacademia.com/dasjr/wp-content/uploads/2019/03/DIRJ-NOV-022.pdf>

g. Terindeks di Scimagoir atau : COPERNICUS

Kategori Publikasi Jurnal Ilmiah (beri ✓ pada kategori yang tepat)

Jurnal Ilmiah Internasional / internasional bereputasi *

Jurnal Ilmiah Nasional Terakreditasi

Jurnal Ilmiah Nasional/ Nasional terindeks di DOAJ CABI COPERNICUS** Tidak Terakreditasi

Hasil Penilaian Peer Review :

| NO | KOMPONEN YG DINILAI | Nilai Maksimal Jurnal Ilmiah | | | Nilai Akhir Yang Diperoleh |
|--|--|--|------------------------|--------------|----------------------------|
| | | Internasional/internasional bereputasi | Nasional Terakreditasi | Nasional *** | |
| | | $2 \times 0.4 / 4 = 2$ | | | |
| a | Kelengkapan unsur isi jurnal (10%) | 0,2 | | | 0,2 |
| b | Ruang lingkup dan kedalaman pembahasan (30%) | 0,6 | | | 0,3 |
| c | Kecukupan dan kemutakhiran data/informasi dan metodologi (30%) | 0,6 | | | 0,3 |
| d | Kelengkapan unsur dan berkualitas terbitan/ jurnal (30%) | 0,6 | | | 0,3 |
| Nilai Total = (100%) | | 2 | | | 1,1 |
| Nilai Pengusul = $40 \times 0.4 / 4 = 4$ | | | | | |

Catatan Penilaian artikel oleh Reviewer

- Sebagai penulis pendukung / penulis kedua dari 5 penulis pada jurnal internasional
- unsur artikel lengkap, tetapi ada yang belum disebutkan, metode, hasil, pembahasan relatif singkat, masalah relatif sedikit.
- ringkasan metodologi, pembahasan menggunakan 6 paragraf.
- pembahasan menggunakan 6 paragraf.
- 2 paragraf (12,5%) lebih ke sana dan 16 paragraf.

Semarang,

Reviewer I



Prof. Dr. dr. HARDHONO SUSANTO, PAK(K).
 NIP 19550511 198103 1 004

Unit Kerja

* Dinilai oleh dua Reviewer secara terpisah

**Coret yang tidak perlu

***Nasional/terindeks di DOAJ CAB Copernicus

Unit kerja : Fakultas Kedokteran
 Bidang Ilmu : Ilmu Kedokteran
 Jabatan/pangkat : Guru Besar

**LEMBAR
HASIL PENILAIAN SEJAWAT SEBIDANG ATAU PEER REVIEW
KARYA ILMIAH : JURNAL ILMIAH**

Judul Karya Ilmiah (Artikel) : The Relationship Between Hypertension and Ischemic Stroke Occurrence at Less Than 45 years Old People
 Jumlah Penulis : 5 Orang
 Status Pengusul : Dwi Pudjonarko (penulis ketiga)
 Identitas Jurnal Ilmiah :
 a. Nama Jurnal : Dama International Journal of researchers (DIJR)
 b. Nomor ISSN : 0018-2052
 c. Vol, Nomor, hal : Vol. 67, Special Issue
 d. Edisi : May 2018
 e. Penerbit : Dama Akademik Scholary & Scientific Research society
 f. Jumlah halaman : 3
 g. DOI artikel (jika ada):
 h. Alamat web jurnal : <https://damaacademia.com/dasjr/wp-content/uploads/2019/03/DIRJ-NOV-022.pdf>
 i. Terindeks di : COPERNICUS
 j. On line turnitin : https://doc-pak.undip.ac.id/208/3/TURNITIN_C7_New.pdf

Kategori Publikasi Jurnal Ilmiah : **Jurnal Ilmiah Internasional/ Internasional Bereputasi****
 (beri ✓ pada kategori yang tepat) Jurnal Ilmiah Nasional Terakreditasi

Hasil Penilaian Peer Review :

| Komponen Yang Dinilai | Nilai Maksimal Jurnal Ilmiah | | | Nilai Akhir Yang Diperoleh |
|--|------------------------------|---|-----------------------------------|----------------------------|
| | Internasional 20 | Nasional Terakreditasi <input type="checkbox"/> | Nasional <input type="checkbox"/> | |
| a. Kelengkapan unsur isi artikel (10%) | 2 | | | 1 |
| b. Ruang lingkup dan kedalaman pembahasan (30%) | 6 | | | 5 |
| c. Kecukupan dan kemutahiran data/informasi dan metodologi (30%) | 6 | | | 5 |
| d. Kelengkapan unsur dan kualitas terbitan/ jurnal (30%) | 6 | | | 5 |
| Total = (100%) | 20 | | | 16 |
| Nilai Pengusul = | | | 40% x 16/4 = 1,6 | |

Catatan penilaian Artikel oleh Reviewer :

- Kelengkapan unsur isi artikel** : Unsur artikel lengkap mulai abstrak, pendahuluan, metode, hasil dan pembahasan. Meskipun demikian setiap unsur ditulis terlalu singkat, terutama abstrak yang kurang terstruktur dg baik sehingga kurang menarik.
- Ruang lingkup dan kedalaman pembahasan** : Ruang lingkup keilmuan sesuai bidang ilmu pengusul. Pembahasan kurang dalam dan luas sehingga kurang dapat menggambarkan hasil analisis ke populasi yang lebih luas
- Kecukupan dan kemutahiran data/informasi dan metodologi**: Data dikumpulkan secara sederhana menggunakan data primer. Metodologi penelitian dijabarkan secara singkat sehingga kurang jelas
- Kelengkapan unsur dan kualitas terbitan/ jurnal**: Jurnal internasional

Semarang,
Reviewer 1



Prof. Dr. dr. Yri Nur Kristina, DMM, M.Kes
 NIP. 19590527 198603 2 001
 Bidang kerja : Fakultas Kedokteran Undip
 Unit ilmu : Ilmu Kedokteran
 Jabatan pangkat : Guru Besar



UPDATES [The Day the Pound Sterling Came Under Attack](#) [The Influences on Ghanaian Government Project Failure](#) [Inventory Turnover as Indicator of](#) 7:18:13



- Upload Here
- Author Guidelines
- Downloads
- Copyright Assignment



20004

Manuscript submission



7004

Publish Research Papers



35%

Acceptance Ratio



100

Articles from over 100 Countries

SEARCH

DAMA ACADEMIA



CURRENT PUBLICATIONS

- Analyzing the Effects of Covid-19 on Employers and Employees Relationship
- Analyzing How the Central Banks Decisions Affect the Stock Market
- Analyzing How Exchange Rates Determined in the Foreign Exchange Market

MODE OF PAYMENT

MODE OF PAYMENT

Dama Academic Scholarly Journal of Researchers

Dama Academic Scholarly Journal of Researchers is a double-reviewed monthly online published journal since January 2016 and is a member of Dama Academic Scholarly & Scientific Research Society. The Journal is endeavors monthly, international, refereed journal published with the aim to provide an online publishing platform for the academia, researchers, and students to publish their original works to promote and disseminate knowledge in the complex multi-disciplinary management, Science, and Technology field.

The aim of the journal to become a serious vehicle for inspiring and disseminating research papers, articles, case studies, review articles etc in all subject areas by the academicians, research scholars, corporate and practitioners with substantial experience and expertise in their respective fields. This journal is kept wide to provide platform for diversity of intellectual pursuit from all corners of the society for enrichment and enhancement of the group readers. The Journal is been published on every 28th of the month.

The mission is to provide a rapid turnover time to review, publish and disseminate the articles freely for teaching and reference. The Journal focuses on publishing scholarly articles from the areas of management, science and Technology. DAMA ACADEMIC SCHOLARLY JOURNAL OF RESEARCHERS seeks original manuscripts that identify, extend, unify, test or apply scientific and multi-disciplinary knowledge concerned to the management field.

The following types of papers are considered for publication: original research works in the above-mentioned fields, surveys opinions, abstracts and essays related to operations research, few review papers will be published if the author had done considerable work in that area, and case studies related to management domain.

Dama Academic Scholarly Journal of Researchers periphery of the Subject areas Includes: Accountings, Finance, Management Accounting, Business, Commerce, Corporate Governance, Financial Accounting, Arts, Fine Arts, Designing, Medical, Bio-medical, Clinical Research, Home Science, Medical Science, Anatomy, Anesthesiology, Ayurveda, Biochemistry, Cardiology, Clinical Research, Clinical Science, Community Medicine, Dental Science, Dermatology, Diabetology, Electrotherapy, Endocrinology, Endodontic, ENT, Epidemiology, Forensic Medicine, Forensic Science, Gastroenterology, General Medicine, General Surgery, Genetics, Gynaecology, Health Science, Healthcare, Hepatobiliary Surgery, Homeopathic, Human Genetics, Immunohaematology, Immunology, Medical Physics, Medical Science, Medicine, Microbiology, Morphology, Neonatology, Nephrology, Neurology, Neurosurgery, Nursing, Gynaecology, Oncology,

SEARCH

ADVERTISING

PLAGIARISM POLICY





100

Articles from over
100 Countries

Head of Research

Dr. Daniel Adu Obiri-Yeboah, Ph.D. in African Studies & Gender – Lecturer & Research Consultant, Accra Polytechnic, Ghana

Prof. Dr. Michael Adusei-Boadu, PhD. Human Resource & Law – Professor, Accra Institute of Technology, Ghana.

Prof. Dr. Kalyan Sahoo, Ph. D. Management – Dean School of Business, Kings University College, Accra, Ghana

Advisory Board Members

Dr. Cornelius Adablah, Ph.D. Economics & Financial Management – Financial Consultant, World Bank and Ministry of Fishery

Dr. Peter Ubah Okeke, Ph.D. Health Science – Medical Laboratory Technologist, Ministry of Health, Cape Verde Pathology Laboratory

Dr. Daniel Adu Obiri-Yeboah, Ph.D. in African Studies & Gender – Lecturer & Research Consultant, Accra Polytechnic, Ghana

Rev. Dr. Grace Sintim Adasi, PhD in Gender Relation – Department of Languages and Liberal Studies, Accra Polytechnic, Ghana

Dr. Samuel Amoako, DBA Accounting – Head of Policy, Strategy, Research Consultant & Lecturer, Evangelical Lutheran Church School & Chartered Institute of Financial & Investment / (CIFIA)

Editorial Board Members

Prof. Dr. Akbar Nikkiah, Ph.D. Animal Science – Lecturer University of Zanjan, Iran

Dr. Cornelius Adablah, Ph.D. Economics & Financial Management – Financial Consultant, World Bank and Ministry of Fishery

Dr. Peter Ubah Okeke, Ph.D. Health Science – Medical Laboratory Technologist, Ministry of Health, Cape Verde Pathology Laboratory

Rev. Dr. Grace Sintim Adasi, PhD in Gender Relation – Department of Languages and Liberal Studies, Accra Polytechnic, Ghana

Dr. Ashwini Renavikar, Ph.D. Mathematics – Associate Professor & Senior Lecturer in Mathematics, Sinhgad Institute of Management, Pune, India

Dr. Nana Yaw Asabere, Ph.D. in ICT – Lecturer & Research Consultant, Department of Computer Science, Accra Polytechnic, Ghana

Dr. Nelson K. Tsakpornu, Doctor of Education (Edu.D.) – Vice President of Academics & Educational Research Consultant, Golden Sunbeam International College of Science & Tech
Ghana

Dr. Sanjay Tyagi, Ph.D. Mathematics – Assistance Professor & Senior Lecturer, Ibri College of Applied Sciences, Sultanate of Oman

Dr. Samuel Afotey Anang, Ph.D. in Agric Economics & Management Studies – Lecturer & Research Consultant, Department of Agric Business, Golden Sunbeam International Coll
Science & Technology, Ghana

Dr. Rohitkumar, Ph.D. Mathematics – Assistance Professor & Senior Lecturer in Mathematics, Military Technical College, India

Makafui R. A. Ackah, Ph.D. Candidate in Leadership & Management – Lecturer & Procurement Consultant, Department of Purchasing & Supply, Accra Polytechnic, Ghana

Dr. Irene Susana Egyir (Nee Obeng), Ph.D. Agric Economics – Lecturer & Research Consultant, University of Ghana

Dr. Samuel Amoako, DBA Accounting – Head of Policy, Strategy, Research Consultant & Lecturer, Evangelical Lutheran Church School & Chartered Institute of Financial & Investment / (CIFIA)

Dr. Kennedy Edem Kukuia, Ph.D. Neuropharmacology's – Neuropharmacologist and Lecturer, University of Ghana

Dr. Nii Odartei Mills, Ph.D. Electrical Engineering – The President of Abeam University College





100

Articles from over
100 Countries

November 2017 Archives

Show entries

Search:

Table of Content

Subject

Analysis Learning Activity with Andragogy Approach to Dental and oral Health Knowledge in Sidoarjo District, East Java, Indonesia
Authors: Asih Triranti, Mochammad Bagus Qomaruddin, Shrimarti Rukmini Devy
[Download Abstract](#)

Public Health Science

The Relationship Between Hypertension and Ischemic Stroke Occurrence at Less Than 45 Years Old People
Authors: Arif Iskandar, Suharyo Hadisaputro, Dwi Pudjonarko, Suhartono, Dodik Tugasworo Pramukarso
[Download Abstract](#)

Epidemiology

Relationship Between Performance of The Installation with The Conditions of Learning Organization Model of Marquardt
Author: Rikyan Hernawati
[Download Abstract](#)

Health Administration and F

Showing 21 to 23 of 23 entries

[◀ Previous](#)



Assessing the effect of the TQM practices on operational performance in HFC Bank

¹Suzzy Krist Addo & ²Dr. David Ackah, PhD.

¹Master of Science in Supply Chain Management, Coventry, UK

¹Senior Faculty Member, Akamia University, USA

¹allagebeautyent@gmail.com, ²drdavidackah@gmail.com

Statement of the Problem

TQM has been identified as a vital factor sustainable competitive advantage in the currently challenging business environment (Yusof and Aspinwall, 2010). Unfortunately, organisations find it difficult to adopt it as a result of noncompliance with procedures and principles of TQM implementation (Naeem et al., 2008; Reed, Lemak, & Montgomery, 2012). While some firms run TQM as a program which they expect to function and perform the magic by itself, others have used half-hearted approach to it, by using some bits and pieces of the principles. This has accounted to the failure of most organisations to successfully implement this ideology (Oakland, 2010). A preliminary study to establish the extent to which TQM has been adopted in the Ghanaian banking sector reveal that research work on the implementation of TQM in the Ghanaian banking sector is scanty. Most studies on TQM are focused on the manufacturing industry (Al-Mansour, 2007; Ahire, 2012; Adza-Awude, 2012). The few studies that were done in the service sector in Ghana focused on higher education (Samson, & Terziovski, 2013). Moreover, (Kannan & Tan, 2011) established that banks can embrace quality management principles and implement them successfully to be able to delight their customers through efficient quality service. This study therefore seeks to bridge this knowledge gap by assessing factors that affects effective implementation of TQM principles in commercial banks in Ghana.

I. INTRODUCTION

This article presents a review of literature on the implementation of TQM in business organizations. It summarizes relevant information from other researchers who have conducted their research in a similar field of study. It covers by a comprehensive review of both theoretical and empirical review of existing literature. The theoretical critique has helped build an in-depth understanding of the current body of knowledge leading to the research model adopted for this study. The empirical literature review also provided an in-depth understanding of what other related studies have found and proposed in their recommendations. The section further presented the intended gap this study seeks to bridge.

A. The Concept of Total Quality Management

The principle of TQM has surfaced as one of the most obvious key alternatives in the 1990s and has been largely deployed worldwide (Rad, 2013). TQM however, in the service zone is still infantile and at the ranks of developmental theory (Sinclair & Zairi, 2011). Generally, TQM has been explained and expressed in many regards, for example, a search for “excellence”, exploring a “right first time” approach, “zero defects” and impressing the client (Moore and Brown, 2014). TQM is basically an industry-wide strategy, where employees are encouraged and equipped to do the things right first time subsequent times, to review what they do and to advance in what they do (Flynn, Schroeder & Sakakibara, 2010). Flynn (2012) explained TQM as strategy to attaining and maintaining high quality results, concentrating on the sustenance and continuous enhancement of processes and error avoidance at all ranks and in all roles of the company, so as to meet or go beyond client needs.

According to Prajogo and Sohal (2014), TQM is a means of striving to enhance the flexibility, competitiveness and effectiveness of an enterprise as a whole unit. It is also a way of pruning loss, by including everybody in enhancing the way of doing things. Hackman and Wageman (2015) logically critiqued the three quality capos’ (Deming, Juran, and Ishikawa) perspectives about TQM. According to the results of their review, the five ensuing mediations are the pillars of TQM: creation of supplier partnership; explicit identification and measurement of customer wants and needs; use of process management heuristics to enhance team effectiveness; use of scientific methods to monitor performance and identify points of high leverage for performance improvement; use of functional teams to identify and solve quality problems.

Prajogo and Sohal (2014) mentioned ten TQM factors: commitment, leadership, continuous improvement, total customer satisfaction, training and education, total involvement, ownership, error prevention, reward and recognition, teamwork and cooperation. Waldman (2014) listed eight vital TQM attributes: a broad definition of quality as meeting customers’ expectations, top leadership determination to place quality as a top priority, the development of a quality

Assessment of the Determinant of Effective Implementation of Total Quality Management Principles on Commercial Banks

¹Suzzy Krist Addo & ²Dr. David Ackah, PhD.

¹Master of Science in Supply Chain Management, Coventry, UK

¹Senior Faculty Member, Akamia University, USA

¹allagebeautyent@gmail.com, ²drdavidackah@gmail.com

Abstract

The study assessed the factors that support effective implementation of total quality management principles at HFC. A combination of primary and secondary data was applied in this research. Primary data was collected from 73 employees of five purposely chosen HFC bank branches in Accra. Secondary data was collected from the bank's annual reports, academic journals and previous relevant published studies. Data analysis techniques such as descriptive statistics and regression analysis were conducted on the collected data. The statistical package for social scientists software was applied for the analysis. The findings revealed that HFC bank has followed six key quality strategies to improve its operational performance. These strategies are continuous improvement, benchmarking practices, business process re-engineering, ISO series, lean practices and six sigma practices. Out of these approaches, continuous improvement, business process re-engineering and ISO series respectively contributed tremendously to improved operational performance at HFC bank. The study has also demonstrated that the six strategies have ended up in contributing to operational performance to a very great extent as pointed out by 87% of the respondents. These results were further corroborated by the regression coefficient results which established a positive significant association between the individual TQM strategies and operational performance. Factors such as top management commitment, customer focus, continuous improvement, and employee involvement and employee empowerment were observed as major contributors to effective implementation of TQM practices in firms.

I. INTRODUCTION

Banks play a very significant role in the development of every economy. In their operation, however, they are faced with challenges which mostly emanates from oversight in management practices (Benson, Seraph, & Schroeder, 2014). According to (Adam, Flores, & Macias, 2014), total quality management techniques can be adopted to fix some of these challenges. Total Quality Management (TQM) is an approach that endeavours to improve quality and performance to meet or exceed customer expectations. It involves all members of the firm partaking in a continuous cycle of improving the organisation's processes, products, and services with the intention of meeting or exceeding customer expectations (Adam et al., 2014). This management practice was applied mostly in the manufacturing industry in Japan to improve on the quality of product so as to compete effectively at the global stage. However, following its success in the 1980s, it was adopted in the service sectors such as financial institutions, healthcare institutions, schools, and airlines (Ross, 2014; Zehir and Sadikoglu, 2010). Many banks fail to recognize the fact that they fall within the service sector. As a result, they devote many resources of theirs toward assets management rather than customers (Adam et al., 2014). It is a common practice among banks that they award their employees based on loans given out or deposits made rather than the number of customers drawn (Sangeeta & Banwe, 2012). Today due to the intensity of competition and greater level of awareness among customers, banks are struggling to maintain their customer base. This is because the cost required to switch from one bank to the other is minimal, hence customers look for banks that meet their needs (Vander, Williams, and Dale, 2010).

Unfortunately, many banks are not in a position to avert this situation simply because they hardly give weight and priority to customer complaints, hence most of them lack proper strategies to get feedback from customers on whether their problems were solved and what should be done to avert future incidences (Omachonu and Ross, 2010). Murphey (2011) asserts that the scope and size of banks is getting bigger as of the moment. Conversely, the bureaucracy and complacency that accompanies this growth can stifle customer service, which in turn may create a possibility of big banks losing customers due to slow and lengthy procedures. Also, employees at a point may become less motivated because of the monotony of doing the same thing severally without being given the chance to participate in management activities that could define new ways of handling problems in their departments. The banking sector also faces challenges such as keeping customers waiting during instances of ATM breakdowns, process mistakes like giving customers wrong information on their account etc. Banks have also been reported to have hidden charges on loans and dishonouring agreements on interest rates which customers should pay (Naeem, Saif, & Qasim, 2008). The core aim of TQM is to establish a sustainable competitive advantage through meeting the needs of customers at present