



DECLARATION

**THE IMPACT OF QUALITY CERTIFICATIONS ON
THE ORGANIZATIONAL PERFORMANCE**

**(With special reference to hotels which are certified by Sri Lanka
Standard Institution)**

Student Signature: _____

Student registration No: UWU/ENM/07/0044

Supervisor's Declaration

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The Impact of Quality Certifications on the Organizational Performance

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By

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Key Words: Organizational Performances, Quality Certification

Abstract

Since the awareness of the concept of Quality certification in foreign countries is very high, implementing of Quality Systems is becoming an international necessity more than just to having in place standards for improving efficiency and accuracy.

Therefore it is vital to identify the impact of Quality certifications on Organizational Performances. The purpose of this research is to find whether the organizations are really benefited by getting the certification and to what extent the various performances are affected. As ancillary objectives the cost and benefits of being certified and factors affect to take quality certification has been investigated.

Population of the whole research was total quality certified hotels by SLSI. A sample of nine hotels were selected from total population by mainly using multi stage sampling method and further stratified sampling method was used.

The primary data collection was done by mainly using a well organized questionnaire and interviews were used as supporting data collection method, and the collected data was carefully analyzed by using paired t-test and descriptive statistics.

Key finding of the research shows that there is a significant impact of Quality certification on Organizational performances of hotel industry in Sri Lanka.

Further findings indicated that quality certifications have significant impact on all four perspectives namely financial performances, customer perspective performances, efficiency and staff perspective performance. Also it recognized that there were lots of costs and benefits of being certified. And eight factors were identified which were affected to obtain quality certifications to hotels.

Finally it can conclude that in today's complete and quality conscious market, acquiring ISO quality certification has become a critical and most effective type of factor toward organizational performance in Sri Lankan hotels for their existence.