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| Abstract |
| The research has been initiated to evaluate the managerial attitude towards implementing Quality Management System (QMS) in the commercial banks of Bangladesh. For this purpose, a questionnaire survey of managers and above of commercial banks in Bangladesh was carried out. Majority of the items included in the questionnaire were measured on a five-point Likert scale. During the survey, a total of 44 questionnaires were distributed, out of which 35 filled-in ones were returned (response rate 80 per cent; 95 per cent level of confidence). It is found that QMS operates in more than half of the banks. QMS implementation is dependant on the bank size. QMS is perceived to be significant for all of the banks irrespective of the size. The overall managerial satisfaction level is more for organizations that have established training program for the employees compare to those that do not have it. Moreover, managers of large size banks tend to be more satisfied compare to their counterpart of other two size banks. All of the managers have found their satisfaction to be highly correlated with knowledge of QMS, availability of training program, and proportion of staff undergone training program, and moderate degree of correlation with competence level of staff. Higher customer satisfaction, better service quality, better financial situation, and higher staff motivation are found to be mostly perceived benefits of QMS. |
| Sustainable Development Goal(s) (SDG) |
| Goal 9: Industry, Innovation and Infrastructure |