

Level of Awareness and Challenges in the Implementation of ISO 9001: 2015 in Laguna State Polytechnic University - Siniloan Campus

Francis F. Balahadia¹, Wilfredo D. Dalugdog², Joseph M. Cabiente³

¹ *College of Computer Studies, Laguna State Polytechnic University-Philippines,
francis.balahadia@lspu.edu.ph*

² *College of Criminal Justice Education, Laguna State Polytechnic University-Philippines
wilfredo.dalugdog@lspu.edu.ph*

³ *Administration-Laguna State Polytechnic University-Philippines
joseph.cabiente@lspu.edu.ph*

Abstract - This study aimed to determine the level of awareness of the respondents to the main functions of the organization's quality management system, and challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University (LSPU) – Siniloan Campus. Likewise, correlation of the profiles of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in LSPU. The study used a descriptive research design and a convenience sampling technique with a total of 100 survey participants from Senior Officials, Professors, Faculty, and Non-Faculty personnel. To collect responses, the researchers adapted a structured survey questionnaire used in this study and programmed it in Google Forms. Descriptive statistics such as frequency count, percentage, and weighted mean were used to analyze the extracted data. The spearman rho was used for data inferential analysis. Findings show that employees' level of awareness to the function of ISO 9001:2015 are Fully Aware and Aware, particularly in terms of "ISO support of quality mission, vision, and objectives," with a weighted mean of 4.25 it demonstrates that LSPU employees are fully aware that ISO supports the university's quality mission, vision, and objectives. Employees, on the other hand, "Disagree" with the various listed challenges in the implementation of ISO 9001: 2015. Furthermore, relationship between the profile of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in LSPU resulted to "no significant relationship". Researchers conclude that while LSPU employees are generally aware of the key tasks of the university's quality management system, they disagree on the challenges of its implementation. Information dissemination should be done on a regular basis. Furthermore, LSPU employees must internalize the mission, vision, and objectives of the university's quality management system..

Keywords – ISO 9001, Awareness, Challenges, Quality Management

INTRODUCTION

International Organization Standardization 9001:2015 is recognized as the world's leading quality management standard (QMS). This method is nowadays implemented in over one million organizations and institutions all over the world. The implementation of ISO 9001 is undeniably a huge advantage to any organization or institution in providing quality services and assisting them in meeting their goals and at the

same time having an organized work space while providing excellent services. This standard can be applied across any organization to improve performance or to a specific department. The effectiveness of ISO 9001 lies on its keys principles of quality management, one of those is the customer's satisfaction wherein it is an organization's main beneficiary, it also involves good leadership and their approaches on every situation that can

eventually may further improve an organization or institution.

Institutions and organizations follow processes based on the ISO 9001 that ensures that these processes meet the recognized standard for improving the institutions performance, the satisfaction of customers and maintaining regulatory compliance. ISO standards are progressively being adopted in educational programs all over the world (EISCAA, 2012) and serves as a symbol of great quality for any institutions. The Laguna State Polytechnic University (LSPU) is an educational institution who also implemented ISO because they believe it really helps to improve its operations and standardized the different processes in each office and department.

Through ISO, its implementation has benefited education institutions in terms of shifting the focus on the quality of the employees toward the performance of the whole institution and it also introduces new management systems in higher education (Stojanovic, 2015), unfortunately, ISO 9001 in education institutions often resulted to really poor outcomes. Improvement of Quality Management System in Higher Education institution needs to be implemented in each unit, both academic and non-academic units where monitoring and evaluation should be conducted in the implementation process (Bernik et al., 2017)

The LSPU started to apply its accreditation for ISO last 2018 wherein its operation works on how it will be adopted and follow by each office and departments. According to VP legacies, employees can be considered as the most valuable asset for any organization or institutions for they are the face of an organization, they also largely contribute to the development of a company as well as in increasing its worth (VP Legacies, 2019). In order for employees to provide these institutions their services as well as maintaining its credibility, ISO should be implemented also not just for an institution but also for its employees.

There are critical factors that hinder employees from understanding the point of

having an organize workspace and having the awareness about the benefits of ISO such as internal communication wherein there is a lack of communication from management towards its employees about the quality matters in the organization, there is also lack of training on quality in every respective department and organization as a whole in which these are experienced by the LSPU employees. Although employees are devoted to provide quality services, the absence of awareness and knowledge is a major issue since institutions and organizations doesn't have the capacity in providing employees the seminars or trainings that they should be having (Sambil et al., 2018). It is also necessary to clearly define responsibilities and authorities within the implementation team. Training should be provided to employees to standardize knowledge within the organization (Almeida et al., 2018), providing information about ISO for the awareness of employees will hugely benefit both institution and employees as well as their quality of service towards their customers.

The implementation process of ISO should start with the top management, through this, other stakeholder's commitment can also be achieved and maintained. In order for an institution to have a quality management a leader should plan for a leadership approaches through this, employees, in turn, will eventually give importance to the process. The presence and characteristic of being a committed staff in top management should be taken in consideration for a QMS to be successful (Almeida, 2018). Every area of an organization should have managers who are responsible and has the capability to fulfill different roles (Keen, 2021). The employees in different offices and department must follow and understand how the implementation of ISO will benefited to the institutions Furthermore, in order for these offices to accomplish these responsibilities and to be applied in an institution, providing them with training on the parts of the system that are specific to their area of work should be done this will give them more understanding on how their

work will have an effect to the organizations processes.

OBJECTIVES OF THE STUDY

This study aimed to determine the level of awareness of the respondents to the main functions of the organization's quality management system, and challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus. Likewise, correlation of the profiles of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus.

MATERIALS AND METHOD

Research Design

The descriptive research design was used to determine the level of awareness of the respondents to the main functions of ISO 9001: 2015, and challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus. In descriptive research, the researchers describe what was observed and it often concerned with counting or documenting observations about a new unusual problem (Maxfield & Babbie, 2015).

Respondents and Sampling Technique

The convenience sampling technique was employed in a distribution of an adapted. It was posted, sent via private message, and e-mailed to the teaching and non-teaching employees of the LSPU Siniloan Campus. A sample of 100 responses was obtained from a variety of Senior Officials, Professors, Administrative Officer, Associate Professor, Assistant Professor, Instructor, Administrative Staff, Administrative Aide, Part-Time Faculty and Job Order Employees. The respondents were asked to describe their personal characteristics in terms of gender, age, job status, years of service, and department. They were also asked to respond to a 5-point Likert-type scales about the level of awareness of the respondents to the main functions of ISO 9001: 2015, and

challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus. The respondents of the study are composed of 60 -Teaching and 40 - Non-Teaching Personnel of the LSPU – Siniloan Campus with a total of 100 respondents. There were more female respondents (60 or 60%) than male respondents (40 or 40%). With regards to their job, the majority of the respondents who participated were teaching employees (60 or 60%).

Research Instrument

The researchers adapted a structured survey questionnaire used in this study. There are 20 questions adapted to Alolayan (2014) and Oluoch (2010) used to determine the level of awareness of the LSPU employees in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. Likewise, there are 31 questions adapted to Sharif (2005) to determine the extent of challenges of the LSPU employees in the implementation of ISO 9001: 2015.

Data Collection and Analysis

The researchers secured a permit to distribute the structured survey questionnaire to the LSPU employees in Siniloan Campus. The adapted survey questionnaire was programmed in the google form by the ICT expert in the university, and the extracted data were analyzed using descriptive statistics such as frequency count, percent, and weighted mean. The spearman rho was employed for the inferential analysis of data.

RESULTS AND DISCUSSION

Analysis of Descriptive Statistics

In this section it addresses all of the objectives of this research, key tables are presented here for their important roles in the coming discussions. This study presented the demographic profile of the respondents from all offices in the University and determining the level of awareness and challenges in the implementation of the ISO 9001:2015. Basing on individual sub variable on each question, the findings revealed as follows:

Table 1. Demographic Profile of the Respondents

Variables	F	%	R
Sex			
Male	40	40%	2
Female	60	60%	1
Total	100	100%	
Age			
18 – 25 years of age	20	20%	3
26 – 35 years of age	41	41%	1
36 – 45 years of age	23	23%	3
46 – 55 years of age	12	12%	4
56 – 65 years of age	4	4%	5
Total	100	100%	
Job Status			
Contractual - Non-Teaching	3	3%	6
Job Order - Non-Teaching	17	17%	5
Part-Timer – Teaching	20	20%	2.5
Permanent - Non-Teaching	20	20%	2.5
Permanent – Teaching	20	20%	2.5
Temporary – Teaching	20	20%	2.5
Total	100	100%	
Position			
Administrative	46	40%	2
Teaching	54	54%	1
Total	100	100%	
Years of Service			
Below 1 year	4	4%	4.5
1-3 years	47	47%	1
4-6 years	20	20%	2
7-9 years	15	15%	3
10-12 years	4	4%	4.5
13-15 years	2	2%	6.5
16-18 years	1	1%	10.5
19-21 years	1	1%	10.5
22-24 years	2	2%	6.5
25-27 years	1	1%	10.5
28-29 years	1	1%	10.5
30-32 years	1	1%	10.5
33-35 years	1	1%	10.5
Total	100	100%	

Table 1 shows the profile of the respondents in terms of age, sex, job status, position, and years of service at LSPU Siniloan Campus. The survey findings revealed that majority of the respondents are female with a frequency of 60 or 60% and a frequency of 40 or 40% are male. Majority of the respondents are from the age bracket of 26 – 35 years old with a frequency of

41 or 41% (± 1.06) followed by the age bracket of 36 – 45 years old and 18 – 25 years old with a frequency of 23 or 23% and 20 or 20%, respectively. With regards to the job status of the respondents, the majority are part-timer, permanent – non-teaching, permanent – teaching, and temporary with a frequency of 20 or 20%. Majority of the respondents are in a

teaching position with a frequency of 54 or 54% with years of service at LSPU Siniloan Campus for 1-3 years (± 2.24) with a frequency of 47 or

47% followed by 4-6 years of service with a frequency of 4-6 years in the service.

Table 2. . Level of Awareness of the LSPU Employee - Respondents to the Main Functions of the ISO 9001:2015

As employee of the Laguna State Polytechnic University, I am aware that...	Mean	VI	Rank
1. Our ISO helps organize business workflow	4.25	FA	4
2. Our ISO is a tool for handling documentation	4.25	FA	4
3. Our ISO is a tool for standardizing institutional processes	4.24	FA	6
4. Our ISO measures customer satisfaction level	4.22	FA	7
5. Our ISO takes into consideration internal customer needs (Staff needs)	4.07	A	18.5
6. Our ISO has full control and monitoring over our suppliers	3.92	A	20
7. Our ISO is a tool to improve internal efficiency	4.19	A	8
8. Our ISO is a tool for managing business processes effectively	4.15	A	13.5
9. Our ISO is a tool to fulfil the customers’ needs and requirements	4.14	A	15
10. Our ISO is a tool for managing and improving quality of our products	4.18	FA	9
11. Our ISO is a tool for continual improvement of our institution.	4.32	FA	1
12. Our ISO support of quality mission, vision, and objectives	4.25	FA	4
13. Our ISO support of quality policies	4.29	FA	2
14. Our ISO defined duties and responsibilities	4.17	A	10.5
15. Our ISO communicated of quality policies	4.17	A	10.5
16. Our ISO leads to organized written collection of fundamental practices	4.16	A	12
17. Our ISO improves customer's confidence on services	4.11	A	17
18. Our ISO facilitates performance contracting	4.07	A	18.5
19. Our ISO enhances quality inspection	4.15	A	13.5
20. Our ISO improve communication within and out of the institution	4.13	A	16
General Weighted Mean	4.17	A	

Legend:

<i>Fully Aware (FA)</i>	<i>– 4.21 – 5.00</i>
<i>Aware (A)</i>	<i>– 3.41 – 4.20</i>
<i>Neither Aware or Nor Aware (NA)</i>	<i>– 2.61 – 3.40</i>
<i>Less Aware (LA)</i>	<i>– 1.81 – 2.60</i>
<i>Not Aware (NA)</i>	<i>– 1.00 – 1.80</i>

Table 2 shows the level of awareness of the LSPU Employee - Respondents to the main functions of the ISO 9001:2015. Based on the survey findings, Item 11 “Our ISO is a tool for continual improvement of our institution” obtained a weighted mean of 4.32 with a verbal interpretation of fully aware. It indicates that the LSPU employees are fully aware that the ISO is

a tool for continual improvement of the University. Item 8 “Our ISO is a tool for managing business processes effectively”, obtained a weighted means of 4.15 with a verbal interpretation of aware. It indicates that the LSPU employees are ware that ISO is a tool for managing business processes of the university effectively. Item 12 “Our ISO support of quality

mission, vision, and objectives”, obtained a weighted means of 4.25 with a verbal interpretation of fully aware. It indicates that LSPU employees are fully aware that ISO supports of quality mission, vision, and objectives of the university.

Item 4 “Our ISO measures customer satisfaction level” obtained a weighted mean of 4.22 with a verbal interpretation of fully aware. It indicates that LSPU employees are fully aware that ISO measures customer satisfaction level. Item 9 “Our ISO is a tool to fulfil the customers’ needs and requirements” obtained a weighted mean of 4.14 with a verbal interpretation of aware. It indicates that the LSPU employees are aware that the ISO is a tool to fulfill the customers’ needs and requirements. Item 14 “Our ISO defined duties and responsibilities” obtained a weighted means of 4.17 with a verbal interpretation of aware. It indicates that the LSPU employees are aware that ISO defined the duties and responsibilities of every official, professor, personnel, staff, and job order in the university.

These six items’ results are attributed to the commitment and involvement level of top management which will eventually lead to effectiveness and efficiency of quality management systems in the organization which is also reflected to the study of Alolayan (2014) which are statistically significant for the top management and involvement of ISO 9001 implementation.

Item 13 “Our ISO support of quality policies” obtained a weighted mean of 4.29 with a verbal interpretation of fully aware. It indicates that the LSPU employees are fully aware that ISO supports of quality policies of the University. Item 15 “Our ISO communicated of quality policies” obtained a weighted means of 4.17 with a verbal interpretation of aware. It indicates that the LSPU employees are aware that the ISO communicated of quality policies to every employee of the university. Item 7 “Our ISO is a tool to improve internal efficiency” obtained a weighted mean of 4.19 with a verbal interpretation of aware. It indicates that the

LSPU employees are aware that ISO is a tool to improve the internal efficiency of the university. These are attributed that supporting the quality policy led to higher productivity and employees are well understood the communicated tasks (Nassor, 2015).

Item 1 “Our ISO helps organize business process”, obtained a weighted mean of 4.25 with a verbal interpretation of fully aware. It indicates that the LSPU employees are fully aware that the ISO is helping to organize business workflow. Pokisinska et al., (2007), revealed that Quality Management System has a great importance in how an organization works. Item 3 “Our ISO is a tool for standardizing institutional processes” obtained a weighted mean of 4.24 with a verbal interpretation of fully aware. It indicates that the LSPU employees are fully aware that the ISO is a tool for standardizing institutional processes of the university. It is not statistically significant in Sweden the implementation of QMS if the auditors may influence the view of QMS function in the audited organization (Alolayan, 2014).

It is noticeable that the employees are aware to Item 6 “Our ISO has full control and monitoring over our suppliers” obtained a weighted mean of 3.92 with a verbal interpretation of aware. It indicates that the LSPU employees are aware that ISO has full control and monitoring over our suppliers. In which it is basically more on the operation of the supplies office which most of the employees are not dealing about this processes.

In general, the LSPU employees are aware to the main functions of ISO 9001: 2015 with a general weighted mean of 4.17. It indicates that the LSPU employees are “aware” to the main functions of ISO 9001: 2015. As it is the same with the study of Mukwakungu & Mbohwa (2018) that employees are aware and committed to the importance of ISO 9001 implementation as they wanted to improve the services of their organization.

Table 3. Challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus

The implementation of ISO 9001: 2015 are challenge through/of...	Mean	VI	Rank
1. There is a lack of understanding the benefits of ISO 900	2.82	Undecided	1
2. No awareness of ISO 900 standard through employees of the institutions	2.5	Disagree	9
3. Lack of top management commitment	2.36	Disagree	14
4. There is no leadership	2.04	Disagree	31
5. No expert people in quality management	2.12	Disagree	30
6. Ineffective communication between departs/offices	2.37	Disagree	13
7. No cross-functional cooperation between department/offices	2.29	Disagree	22.5
8. No employees involvement and empowerment	2.23	Disagree	28
9. No customer feedback	2.24	Disagree	27
10. Additional workload from quality management system	2.74	Undecided	3
11. Customer satisfaction principle not appreciated in the institutions	2.29	Disagree	22.5
12. There is absence of stakeholders' voice in the institutions	2.46	Disagree	10
13. There is lack of achieving training targets.	2.33	Disagree	19
14. There is lack of information	2.34	Disagree	16.5
15. The organization have a difficulty of calibration	2.38	Disagree	12
16. Too difficult to learn the ISO 900 standard and implement them	2.44	Disagree	11
17. No proper organizational structure developed	2.28	Disagree	25
18. There is lack of proper performance measurement system'	2.29	Disagree	22.5
19. Insufficient technology and poor quality management practices in the institutions.	2.34	Disagree	16.5
20. There is lack of local consultants properly qualified in certain sector	2.34	Disagree	16.5
21. There is lack of identification and management of processes in the institutions	2.29	Disagree	22.5
22. Employees did resist change to the existing system in the institution	2.27	Disagree	26
23. There are wrong people in wrong position	2.53	Disagree	8
24. Fear of admitting error	2.67	Undecided	5
25. It is difficult to change the existing system	2.55	Disagree	7
26. Quality is a swear word in the language of many employees	2.72	Undecided	4
27. There are a lack of training programs relating to quality management system	2.6	Disagree	6
28. Employees are not working towards future of the institutions	2.14	Disagree	29
29. Lack of motivation and reward system	2.76	Undecided	2
30. The institutions train its employees without specific purposes	2.34	Disagree	16.5
31. Employees just to look for their own benefits	2.31	Disagree	20
General Weighted Mean	2.40	Disagree	

Legend:

<i>Strongly Agree (SA)</i>	– 4.21 – 5.00
<i>Agree (A)</i>	– 3.41 – 4.20
<i>Undecided (U)</i>	– 2.61 – 3.40
<i>Disagree (D)</i>	– 1.81 – 2.60
<i>Strongly Disagree (SD)</i>	– 1.00 – 1.80

Table 3 shows the challenges in the implementation of ISO 9001:2015 in Laguna State Polytechnic University – Siniloan Campus. Based on the survey findings it showed that the following statements were got highest responses such, item 1 “There is a lack of understanding the benefits of ISO 9001” obtained a weighted mean of 2.82 with a verbal interpretation of undecided. The LSPU employees are undecided that there is a lack of understanding about the benefits of ISO 900 is a challenge in the implementation of ISO 9001:2015 in LSPU Siniloan Campus. It is contradicting to Hesham and Magd (2007) that one of the barriers in the implementation of ISO in the organization is the lack of understanding in ISO quality management and its importance.

Item 29, “Lack of motivation and reward system” obtained a weighted mean of 2.76 with a verbal interpretation of undecided. The LSPU employees are undecided that the lack of motivation and reward system is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. Unlike to the study of Willar (2012) that part of the challenges of the implementation of the ISO 9001 is the lack of a well design reward system.

Item 10, “Additional workload from quality management system” obtained a weighted mean of 2.74 with a verbal interpretation of undecided. The LSPU employees are undecided that additional workload from quality management system is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. It is indeed that poor communication being substantial challenges in dealing quality (Talib & Rahman, 2015).

Item 26, “Quality is a swear word in the language of many employees” obtained a weighted mean of 2.72 with a verbal

interpretation of undecided. The LSPU employees are undecided that the quality is a swear word in the language of many employees is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. As it is reflected to the finding of Sharif (2005) that both managers and supervisors disagrees to this statement.

Item 24, “Fear of admitting error” obtained a weighted mean of 2.67 with a verbal interpretation of undecided. The LSPU employees are undecided that the fear of admitting error is a challenge in the implementation of ISO 9001. 2015 in LSPU Siniloan Campus. Another challenge is the lack of training which primes in poor capability in completing tasks associated to the quality management (Bounabri et al., 2018)

Moreover, the researchers looked at the lowest responses from the respondents from the different statements of challenges in the implementation of ISO 9001.

Item 9, “no customer feedback” obtained a weighted mean of 2.24 with a verbal interpretation of disagree. The LSPU employees disagree that no customer feedback is a challenge in the implementation of ISO 9001:2015 in LSPU Siniloan Campus. Client satisfaction survey is always conducted in every offices/departments in the University. It is contrasting to the finding of Sharif (2005) that both managers and supervisors agrees that it is no customer feedback system is a challenge in the implementation of the ISO 9001.

Item 8, “no employees involvement and empowerment” obtained a weighted mean of 2.23 with a verbal interpretation of disagree. The LSPU employees disagree that no employee’s involvement and empowerment is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. Although, Mosadeghrad

(2014) identified from his review of 54 empirical studies one of the barriers in the implementation of ISO is the lack of employee's involvement.

Item 28, "employees are not working towards future of the institutions" obtained a weighted mean of 2.14 with a verbal interpretation of disagree. The LSPU employees disagree that employees are not working towards future of the institutions is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. It is contradicting to the finding of Jayasundara & Rajini (2014) part of the challenges in the implementation of the ISO is the unwillingness of employees to change work system and employee resistance.

Item 5, "no expert people in quality management" obtained a weighted mean of 2.12 with a verbal interpretation of disagree. The LSPU employees disagree that no expert people in quality management is a challenge in the implementation of ISO 9001: 2015. The university form audit team to be trained and facilitate the implementation of the ISO. The

implementation of ISO 9001 by a company insider as opposed to an external consultant is not only cheaper but it will also result in a more efficient ISO 9001 QMS (9001 Council, 2013).

Item 4, "there is not leadership" obtained a weighted mean of 2.04 with a verbal interpretation of disagree. The LSPU employees disagree that there is not leadership is a challenge in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus. In fact, there is a designated audit manager for the four campuses of the Laguna State Polytechnic University. Likewise, there is a designated Team Leader for the Internal Quality Auditor and designated Internal Quality Auditor for every campus of the University.

In general, the LSPU employees disagree all the challenges in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus with a general weighted mean of 2.40. It indicates that the LSPU employees disagree to all the challenges in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus.

Table 4. Significant Relationship between the profiles of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus

Variables	S-Tool	C-Value	P-Value	Decision	Interpretation
Age VS Level of Awareness	S	.030	.767	Accept	Not Significant
Sex VS Level of Awareness	P	-.028	.780	Accept	Not Significant
Job Status VS Level of Awareness	E	.016	.876	Accept	Not Significant
	A				
	R				
Position VS Level of Awareness	M	-.001	.994	Accept	Not Significant
Years in the Service VS Level of Awareness	A	-.004	.970	Accept	Not Significant
	N				
Age VS Extent of Challenges		-.028	.785	Accept	Not Significant
Sex VS Extent of Challenges	R	-.002	.986	Accept	Not Significant
Job Status VS Extent of Challenges	H	-.110	.275	Accept	Not Significant
	O				
Position VS Extent of Challenges		-.159	.114	Accept	Not Significant
Years in the Service VS Extent of Challenges		-.125	.218	Accept	Not Significant

Table 4 shows the relationship between the profile of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus.

The age, sex, job status, position, and years in the service has of .767, .780, .876, .994, and .970, respectively, which is greater than 0.05 level of significance. Thus, age, sex, job status, position, and years in the service has no significant relationship to the level of awareness

CONCLUSION AND RECOMMENDATION

The conducted study aimed to assess the level of awareness and challenges of LSPU employees and identify the correlation of the profiles of the respondents to the level of awareness and challenges in the implementation of ISO 9001: 2015 in Laguna State Polytechnic University – Siniloan Campus. It is found out the LSPU employees are aware to the main functions of ISO 9001: 2015 in the University and they are disagreed to all the challenges stated in the implementation of ISO 9001: 2015. Moreover, the age, sex, job status, position, and years in the service has no significant relationship to the extent of challenges of the LSPU employees in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus.

REFERENCES

- Almeida, D., Pradhan, N., & Muniz J., Jr. (2018). Assessment of ISO 9001: 2015 Implementation Factors Based on AHP: Case Study in Brazilian Automotive Sector. *International Journal of Quality & Reliability Management* 35(4)
- Alolayan, S. (2014). An assessment of quality management system indicators for the ISO 9001: 2008 certified work organisations in Kuwait (Doctoral dissertation, Dublin City University).
- Bernik, M., Sondari, M., & Indika, D. R. (2017). Model of quality management system to maintain quality consistency in higher education. *Review of Integrative Business and Economics Research*, 6(04), 235-242.
- Bounabri, N., El Oumri, A. A., Saad, E., Zerrouk, L., & Ibnfassi, A. (2018). Barriers to ISO 9001 implementation in Moroccan organizations: Empirical study. *Journal of Industrial Engineering and Management (JIEM)*, 11(1), 34-56.
- EISCAA (2012). Education about Standards Retrieved March 2017 from <http://www.eiscaa.com/Pages/view.aspx?PostID=8>

of the LSPU employees in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus.

The age, sex, job status, position, and years in the service has of .785, .986, .275, .114, and .218, respectively, which is greater than 0.05 level of significance. Thus, age, sex, job status, position, and years in the service has no significant relationship to the extent of challenges of the LSPU employees in the implementation of ISO 9001: 2015 in LSPU Siniloan Campus.

The implementation of the ISO 9001:2015 is a great help for organizing and standardizing institutional processes that a big contribution to make the employees more effective and productive. The university compliance to the ISO is serve as commitment to have quality management in support to the quality policy led to higher productivity and services among its stakeholders. Furthermore, LSPU employees must internalize the mission, vision, and objectives of the university's quality management system. It is advisable to continuous monitoring implementation and training to have constant devotion to new management systems in higher education through ISO 9001:2015.

- Hesham, A., & Magd, E. (2007). ISO 9001:2000 Certification Experiences in Egyptian Manufacturing Sector: Perceptions and Perspectives. *International Journal of Quality & Reliability Management*, 25(2), 173-200. <https://doi.org/10.1108/02656710810846934>
- Jayasundara, A.J.M.D.C., & Rajini, P.A.D. (2014). Enablers and barriers of implementing ISO 9001 Quality management system in the service sector in Sri Lanka (vol. 18, abstract 896). *Proceedings of the Peradeniya Univ. International Research Sessions*. Sri Lanka.
- Mosadeghrad, A.M. (2014). Factors influencing healthcare service quality. *International Journal of Health Policy and Management*, 3(2), 77-89. <https://doi.org/10.15171/ijhpm.2014.65>
- Mukwakungu, S. C., & Mbohwa, C.(2018). Assessment of Employee Awareness and Understanding of Quality at the ABC Company. *Proceedings of the International Conference on Industrial Engineering and Operations Management Paris, France, July 26-27, 2018*
- Nassor, F. M. (2015). The Impacts of ISO 9001 Quality Management System Implementation on Employees' Performance of Pension Funds in Tanzania: A Case of National Social Security Fund (NSSF) (Doctoral dissertation, The Open University of Tanzania).
- Oluoch, K. J. (2010). Benefits and Challenges of implementation of ISO 9001: 2008 certification at Kenya Medical Training College (Doctoral dissertation, University of Nairobi).
- Poksinska, B. Dahlgaard, J. and Antoni, Marc, J. (2007). From Compliance to Value-Added Auditing – Experiences from Swedish ISO 9001: 2000 certified organizations. *Total Quality Management*, 17 (7), pp. 879-892.
- Richard, K (2021, February). Quality Objectives for ISO 9001. Retrieved August 2021 from: <https://www.iso-9001-checklist.co.uk/6.2-quality-objectives.htm>
- Sharif, I.M. (2005). The barriers affecting the implementation of quality management system-ISO 9000 in Libyan manufacturing public sector organisations (Doctoral dissertation, University of Salford).
- Strahinja, S. (2015, April). Should Universities Implement ISO 9001? Retrieved August 2021 from:<https://advisera.com/9001academy/blog/2015/04/21/should-universities-implement-iso-9001/>
- VP Legacies (2019). 9 Reason Why Your Employees are your company's most valuable asset. Retrieved from August 2021 from: <https://vplegacies.com/why-employees-are-your-companys-most-valuable-asset/>
- Willar, D. (2012). *Improving quality management system implementation in indonesian construction companies*. PhD Thesis. Queensland University of Technology, Indonesia. Available at: http://eprints.qut.edu.au/59202/1/Debby_Willar_Thesis.pdf