

Stratejik İnsan Kaynakları Yönetiminin Yenilikçilik Üzerindeki Etkisinde Toplam Kalite Yönetiminin Aracı Rolü

The Mediating Role of Total Quality Management in the Relationship between Strategic Human Resources Management and Innovation

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Abstract

This study aims to analyze the impact of human resources management on the innovativeness of employees and the role of total quality management practices as mediator in this relationship. Innovativeness is an important issue for all organizations as one of the critical success factors in surviving and, achieving and maintaining a competitive advantage. In order to build an innovative organization structure, intellectual capital and therefore human resources management attract a lot of attention in the literature. And choosing the right person, shaping an environment for developing skills and abilities, and promoting innovative efforts with an ideal career management become a serious issue. On the other hand, total quality management stands out as a phenomenon that has the potential to reinforce the effect of human resources management on innovation. These relationships were tested by empirical study. For this purpose, a questionnaire was formed from the scales developed in the literature and field study was applied to employees in an enterprise operating in the aviation sector. As a result of the field study, a data set of 252 people was obtained. Firstly, the construct validity was tested by applying validity and reliability tests. And then the hypotheses were tested through structural equality modeling. As a result of the analyses, we found that strategic human resources management has significant and positive effect on total quality management practices and innovation. Total quality management practices have a significant and positive effect on innovation. The mediating role of total quality management in this relationship has been partially confirmed.

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