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## Editorial

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**Biographical notes:** Keng-Boon Ooi is Associate Professor in the Faculty of Business & Finance, University Tunku Abdul Rahman (UTAR), Malaysia. He received his PhD in Engineering Business Management from University of Technology Malaysia in 2006. His research interest includes areas in total quality management, supply chain management, IT management, human resource management and knowledge management. He is a fellow member of the Royal Statistical Society, UK.

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The concept of quality management is not something new. For many organisations, it is no longer an issue of whether they would like to implement quality management, but instead how it is to be implemented. Although quality concepts were widely researched in the manufacturing industry in the past, it has also been studied in service sector in recent years.

Quality management concepts are common in many developed nations, but this may not be the case in developing countries. Manufacturing sector is traditionally the main driving force in middle level developing countries' economies. These countries have also slowly progressed from emphasising on building the manufacturing sector towards the developing of service sector. Many factors that are related to the adoption of quality management concepts began in the manufacturing sector, and these factors in the developed economies could be different from the developed countries. This special issue wishes to solicit new contributions from the academics to enhance our knowledge in service quality management and at the same time to give meaningful input to the practitioners in the developing economies.

We are indeed pleased to have selected eight articles which have provided us insightful and interesting ideas of the management of quality in developing nations. We provide an overview of these eight articles that appear in this special issue.

The first paper by Rajat Gera provides a structural analysis of the relationships between service quality, satisfaction, value and behavioural intentions of repurchasing and recommendation in India's public sector banks.

In the second paper, Nathan Darmawan, Jia Jia Sim, Veeri Arumugan and Kim-Wai Chow proposed a conceptual model which aims to establish the relationships between TQM practices and supply chain collaboration. The model was developed for the service industries.

In the third paper, Mal-Kong Sia investigates the relationships between service gap and perception with the empirical determinants of service quality factors based on a higher education institution in Malaysia.

The fourth paper by Yueh-Sin Ang, Voon-Hsien Lee, Boon-In Tan and Alain Yee-Loong Chong looks into how TQM practices can influence customer and learning organisations from the Malaysian's service sector perspective.

The fifth paper by Wen-Yi Sit, Keng-Boon Ooi, Siew-Phaik Loke and Garry Tan Wei Han conducted an empirical examination on the associations between TQM practices and service quality in Malaysia's commercial banking industry.

In the sixth paper, Jasna Tusek introduced an iterative model to the quality management process of developing countries. The iterative approach which is traditionally applied in the software product development technique is transplanted as a quality management tool in this paper.

In the seventh paper, Nirwan Idrus, based on his years of experience in higher education in both developing and developed countries, shared with us a proposed 'Higher Education Change Cube' to ensure that higher education in developing countries has a balanced development.

Last but not least, Chee-Hoong Lam, Felix Chee-Yew Ng, Peter Sin-Howe Tan and King-Tak Yew studied on how the five service quality dimensions proposed by Parasuraman et al. in 1988, namely assurance, responsiveness, empathy, reliability and tangibles, affect the overall academic performance service quality. The research was based on students enrolled in the school of accounting in Malaysia.

We hope that this special issue will provide interesting insights into service quality management in countries such as India, Malaysia and Austria. We would also like to thank all the reviewers who have helped to ensure the success of this special issue.