

A STUDY OF 7S MANAGEMENT METHOD TO IMPROVE MANAGEMENT  
SYSTEM WITHIN THE CIRCULATION SECTION IN UTEM LIBRARY

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This thesis is submitted in partial fulfilment of the requirements for the award of  
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## DECLARATION OF ORIGINAL WORK

“I hereby declare that the work of this exercise is mine except for the quotations and summaries that have been duly acknowledged.”

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## DEDICATION

This research paper is lovingly and sincerely dedicated to my father Ismail bin Abdullah, my mother Zarah binti Sulong, and my lovely Raja Aizad Izzuddin bin Raja Abdul Nasir who constantly support and always give constant source of inspiration in my studies. I am honoured to have them as my beloved person and also to all of my family that always support me in any condition, thank you so much.

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## ABSTRACT

This research is a study of 7S management method to improve the management system within the circulation section in UTeM library. The purpose of this research to study the relationship between the understanding of 7S management method within the circulation management system. Based on this study, the researcher also focuses to determine the level of awareness among employees about 7S management method and suggest improvement action in creating awareness towards employees in the circulation section UTeM library. This study focusses on quantitative technique takes several questions to highlight the understanding and awareness about the effectiveness of 7S management method system among UTeM staff in the circulation section UTeM library. The data collected will be analysed through SPSS software version 23. In this study, the researcher forecast the employee get a deeper understanding and high-level awareness of the effectiveness study of 7S management method in daily day routine to improve the standard quality management system if the circulation section library UTeM..

**Key Words:** 7S management method, understanding, level of awareness, suggest improvement action, standard quality, management system, circulation section, library UTeM.

## **ABSTRAK**

*Kajian ini adalah kajian mengenai kaedah pengurusan 7S bertujuan untuk memperbaiki sistem pengurusan di dalam seksyen edaran di perpustakaan UTeM. Tujuan kajian ini untuk mengkaji hubungan antara pemahaman kaedah pengurusan 7S di dalam sistem pengurusan peredaran. Berdasarkan kajian ini, penyelidik juga menumpukan perhatian untuk mengukur tahap kesedaran di kalangan pekerja tentang kaedah pengurusan 7S dan membuat cadangan penambahbaikan saranan dalam mewujudkan kesedaran terhadap pekerja di bahagian peredaran perpustakaan UTeM. Kajian ini menggunakan teknik kuantitatif untuk menyokong soalan untuk menyuarakan pemahaman dan kesedaran tentang keberkesanan sistem pengurusan 7S di kalangan kakitangan UTeM di bahagian edaran Perpustakaan UTeM. Data yang dikumpul akan dianalisis melalui perisian SPSS versi 23. Dalam kajian ini, penyelidik meramalkan pekerja mendapatkan pemahaman yang lebih mendalam dan kesedaran yang tinggi mengenai keberkesanan kajian kaedah pengurusan 7S dalam setiap rutin harian mereka dalam memperbaiki standard kualiti sistem pengurusan perpustakaan seksyen edaran UTeM.*

**Kata Kunci:** *kaedah pengurusan 7S, pemahaman, tahap kesedaran, mencadangkan tindakan penambahbaikan, kualiti standard, sistem pengurusan, seksyen edaran, perpustakaan UTeM.*

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## CHAPTER 1

### INTRODUCTION

#### 1.1 Background of study

Nowadays, in a competitive environment, every organization, management and sector, or smart business, feeds low-growth and growth operations by adopting lean manufacturing practices. The lean manufacturing system is a methodology that objective to minimize waste in manufacturing system while maximizing productivity and creating an environment for continuous improvement. The 5S management method is one of the first tools that can be applied in an organization embarking on the culture of continuous improvement. The implementation of 5S describes the first guidelines to eliminate waste and keep an effective, secure and clean working environment. 5S was introduced by Taiichi Ohno, who invented the Toyota Product System, and Shigeo Shingo, who also put forward the Poka-Yoke idea.

Most industries in Malaysia use the 5S, 6S, and 7S management method as an additional step towards managing Safety and Spirit in their workplace. The 5S management method comes from five Japanese words that begin with the letters "S". The words that make up the 5S management system are Sort (Seiri), Set in Order



(Seiton), Shine (Seiso), Standardize (Seiketsu), and Sustain (Shitsuke) and are already upgrading with Safety and Spirit to improve the level of awareness and motivation an employee and increases the efficiency of the production operation process. Safety procedures and safety training are useful in reducing accidents, while team Spirit promotes and motivates team members to work better in an organisation. The main focuses of the 7S management method are to improve productivity by eliminating or reducing the losses associated with managing operations and improve the morale of the employee also eliminates processes without added value and improves the development of standardized work methods.

Lean Manufacturing is a management philosophy derived mainly from the Toyota Production System, which seeks to eliminate "Muda" waste in a manufacturing system. It sees many kinds of waste, including the waste of excessive human movement or motion, and seeks to incorporate each phase of production into a comprehensive and effective method to decrease expenses and enhance general revenue. Seven wastes that are overproduction, inventory or stock, motions or movement, defects, over-processing, waiting and transport are recognized in the lean manufacturing system.

The 7S management method is easy to use and requires no technical analysis. It can be implemented in all kinds of businesses, from manufacturing plants to offices, small businesses, and multinationals, as well as in the private and public industries. The awareness and understanding the concept of the 7S management method is very important for employees to apply to their field to ensure the 7S implementation management method effective and efficient in an organization.

The purpose of this research to study the 7S management method system to eliminate and reduce waste in improving the standard operation management system in the circulation section at UTeM library including borrowing and returning service. Every organization has own approach to conduct the management system to ensure the quality of the management system always ahead and have a continuous improvement.

Besides that, in the effort of implementing of 7S management method to improve the standard of the organisation which requires the cooperation among worker. According to Alberto, et al. (2010), clarifies 5S is strongly linked to certain operational efficiency measures those relating to the quality and productivity of the product or service.

## **1.2 Problem Statement**

7S management method concept is a new Standard in World Class Workplace Organization. Most industries in Malaysia implements 5S, 6S and 7s program method as an added step towards the Safety and Spirit management in their workplace. The main purpose of the 7S program method is to improve productivity with eliminates or reduces the waste occurs in operation management while gaining good morale toward the employee. Besides that, 7S also function as the first critical step in any improvement program with helping the analysis process and improvement setup operation. 7S management method system helps to grow the value added to each worker and environment of workplace organisation. However, there are many organisations that still unaware of the concept of 7S as a strategy conceived to support the Total Quality Management (TQM).

This research also will determine how far the level of awareness about 7S management method and researcher also suggest improvement action in creating awareness towards employees. The majority, the knowledge about how important of 7S management method system is still low among the community.

These problems may arise due to a lack of understanding about 7S management method as an instrument in improving the standard quality operation management system to be more efficient and effective in an organisation. Refer to Dwi Lindy (2015), libraries faced with a declining budget and a complex library system. Libraries need an effective technological assistance to manage traffic. According to Mehra, (2014), the 5S methodology is the best tool for generating attitude change among employees and allows for engage in important activities in the workplace. But, the

implementation of this universally accepted and difficult. This system is certainly not an easy task, as it requires the creation of new cultures, changing attitudes and good work environments. In the same time to implement the new instrument is take time and costly to apply and adopt the method towards organisation in short term. Thus, this research is about the significant of 7S management method and how to make continuous improvement approach in quality of circulation section at UTeM library.

### **1.3 Research Question**

The research process is constructed by followed the iron triangle that consists of three main elements which title is, research question and research objective. Before the researcher form the research question, the researcher needs to understand the topic and how to achieve the objective. However, in order to complete the study, the researcher has constructed the research question below:

1. What is the understanding of 7S management method in circulation section UTeM library?
2. What are the level of awareness and motivation UTeM' staff towards 7S management method in circulation section UTeM library?
3. What are the suggest improvement action in creating awareness towards employees in circulation section UTeM library?

### **1.4 Research Objective**

There are three objectives that need to be achieved to complete these studies which are:

1. To study the understanding of 7S management method in circulation section UTeM library,
2. To determine the level of awareness and motivation UTeM staff towards 7S management method in circulation section UTeM library,
3. To suggest improvement action in creating awareness towards employees in circulation section UTeM library.

## **1.5 Scope, Limitation and Key Assumption**

In this section, the researcher will further explain about scope, limitation and key assumption for the research that study on the 7S management method to improve the standard quality and eliminate waste in the quality operation of circulation section UTeM library.

### **1.5.1 Scope of the Study**

The scope of this research is to evaluate the relationship between 7S management method and the level of awareness among employees about 7S management method concept in operation management system in UTeM library. The researcher had chosen operation management system in Universiti Teknikal Malaysia Melaka (UTeM) library in circulation section including service of borrowing and returning.

This research purpose to achieve the goals and objective which is to examine several variables that effect on employees understanding and the level of awareness and motivation of employee to become more productive and efficient in an organisation. Moreover, the research also needs to suggest improvement action in creating awareness towards employee of 7S as a new management method system that will make add value for other researchers to use as reference on other related research.

Therefore, the researcher outlined of the scope as the response to this study is a focus of operation management system in the circulation section UTeM library.

Next is the primary will be a focus on the actual current status of 5S approach implementation and included all organisation or companies was implementing the 7S method and those organisation or companies that already adopting and applied 7S practices in the operation management system. This study will use the survey questionnaire to comprise of three main sections which are address demographic information of staff in UTeM. After that, the researcher will evaluate the understanding of 7S management method system, determine the level awareness of employees about this program and suggest improvement action in creating awareness among UTeM staff. The data analysis will be carried out by using SPSS software version 23.

### **1.5.2 Limitation of the Study**

This research is focused on gaps in the understanding of 7S management method system in the circulation section at UTeM library. In the next research will explore and study new items for the effectiveness of this program.

The limitation will be make influenced beyond the researcher control (BCPS, 2014). The researcher cannot be controlled the limitation that is shortcomings, conditions or influenced by the place restrictions on researcher methodology and conclusion. This study has two of limitation that is the proposed framework is costly and time scheduling of staff due to many questions it holds, and the research is includes circulation section management in UTeM library which is the researcher need to categorize the management or department into a new group or task session of UTeM. Therefore, the finding should not be in generalized.

### **1.5.3 Key Assumption of the Study**

Throughout the study of the research, the researcher had assumed the following assumption before conducting the research such all respondents will answer all survey questions honestly and make the best of their abilities. Secondly, this research also needs to focus on respondent's behaviour and does not consider environmental or economic factors.

### **1.6 The Importance of the Study**

The researcher wants to explore the effectiveness of the 7S management method in eliminating and reducing workplace wastes or hazards and creating safer, cleaner, and more motivating awareness for staff and healthier work environment in the UTeM library management system. In addition, throughout the study, the researcher focusses to propose a strategic and fundamental culture change aimed at developing and improving the organisation of the workplace, safety, visual communication and overall cleanliness and housekeeping.

### **1.7 Summary**

In this chapter, the researcher has further explained the definition of 7S management method. The researcher also justifies the way to construct the research question and research objective by using the iron triangle. Which is the aim of this research being to investigate methodologies that suitable to reduce the quality problem in circulation section UTeM library management system. In the next chapter, there will be further explained regarding understanding, the level of awareness among staff and the suggest improvement action or guidelines in creating awareness towards

employees in understanding the 7S management method to eliminate and reduce waste in improving the standard quality of circulation section at UTeM library.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

In this chapter, the researcher will discuss in detail regarding the study of 7S management method in main library UTeM for make improvement in standard quality management library system by eliminating or decreasing waste (Muda), inconsistency (Mura) and physical strain (Muri). The researcher also will study the understanding of 7S management method, the level of awareness about 7S management method among UTeM's staff and the suggest improvement action or guidelines in creating awareness towards in improving the standard quality circulation section management system at UTeM library in order to fulfil the research objective.