

Efficacy of Quality Circles in Fostering Collaborative Problem-Solving Skills in Business Education

Allan F. Galvez PhD

allan.galvez@jru.edu

College of Business Administration and Accountancy
Jose Rizal University, Manila, Philippines

Abstract

This study investigates the efficacy of Quality Circle (QC) methodologies as a structured, active-learning intervention to enhance collaborative problem-solving (CPS) skills among business students. Traditional business pedagogy often relies on passive case analysis; in contrast, this research implemented QCs—small, voluntary groups applying systematic quality improvement techniques—within the business curriculum to solve complex case studies. The primary objective was to evaluate the method's impact on students' ability to work together effectively and produce robust solution. The empirical findings reveal a significantly positive student perception of the Quality Circle methodology. Participants consistently reported that the structured, collaborative nature of the QCs markedly improved their approach to complex case study analysis and resolution, citing specific enhancements in teamwork, communication, and critical thinking. Beyond merely fostering superior collaboration, the QC framework—which necessitates root cause analysis and data-driven decision-making was found to be an innovation in teaching methodology. This structured process actively stimulates and develops students' reasoning and higher-order cognitive skills, while simultaneously promoting cooperative learning that enables them to effectively apply core business principles to real-world challenges.

Keywords: Quality Circle; Collaborative; Teamwork, Pedagogy, Cognitive