References:


[9] Msc in management of quality excellence ,module 5 total quality management

Web sites:
[20] to Excellence@craigspeaks.com

www.managementhelp.org
### Appendix Questionnaires

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-The school building is suitable for the process of learning.</td>
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<tr>
<td>2-Cleaning service in the building is good.</td>
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<tr>
<td>3-Feeling boredom during work.</td>
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<td>4-Feeling a kind of usefulness and routine while working.</td>
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<tr>
<td>5-Feeling weakness of desire when doing me jobs.</td>
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<tr>
<td>6-Aim suffering from the problems that are related to the clarity of jobs.</td>
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<tr>
<td>7-The school timetable takes into consideration the justice between teachers.</td>
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<tr>
<td>8-I can easily contact with the school administration.</td>
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<tr>
<td>9-The school manager takes into account my circumstance in general.</td>
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<tr>
<td>10-Feeling friendship and cooperation towards the school management</td>
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<tr>
<td>11-I like to cooperate with my colleagues’</td>
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<tr>
<td>12-I have problems with the ways of dealing with pupils.</td>
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<tr>
<td>13-I have problems with dealing with parents.</td>
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<tr>
<td>14-The circumstance of work affects my personal life.</td>
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<tr>
<td>15-The school manager makes me feel responsibility and is able to direct me when I fail short.</td>
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<tr>
<td>16-Empowering system is good in the school.</td>
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<tr>
<td>17-I find difficulty in adjustment and wish to leave the school.</td>
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<tr>
<td>18-Feeling happiness and satisfaction in my work.</td>
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<tr>
<td>19-Feeling happiness and satisfaction in my work.</td>
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</tr>
</tbody>
</table>
20- The manager encourages creativity and

21- Before taking decision, the school management consults.

22- Services that help work like making suitable classrooms and halls are good.

23- I find difficulty when I want to see the reports about my job's performance.

24- The number of pupils suits the classroom size.

25- The school manager encourages the development of teacher professionally.

26- The manager gives the teacher the chance to perform the out classroom the activities.

27- The school manager evaluates the efforts of the teacher’s creativity.

28- The school manager takes into consideration the educational procedures towards pupil’s problems.

29- The school manager responds to teachers needs.

30- The school manager understands the nature and specialist of the ages of pupils.

<table>
<thead>
<tr>
<th>Ser.</th>
<th>Statement</th>
<th>Female</th>
<th>Male</th>
<th>Per. Female</th>
<th>Per. Male</th>
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<tbody>
<tr>
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<td>I love my school</td>
<td>4</td>
<td>21</td>
<td>5</td>
<td>28</td>
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<td>2</td>
<td>My school have games yards</td>
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<td>13</td>
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<td>3</td>
<td>I love all my teachers</td>
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<td>38</td>
<td>7</td>
<td>51</td>
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<tr>
<td>4</td>
<td>I love some of my teachers</td>
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<td>29</td>
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<td>5</td>
<td>My school have multi activities</td>
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<td>26</td>
<td>25</td>
<td>35</td>
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<td>6</td>
<td>I share in many cultural activities</td>
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<td>Education aids are    averibal</td>
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