DEDICATION

To My Mother : Lola Mahmmod Al Kamalee

My Father
ACKNOWLEDGMENT

I would like to express my profound thanks and sincere appreciation and
gratitude to Dr Samya bd Al Monem who allocated as main supervisor,
support, assistance and guidance throughout the research period
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# ABBREVIATIONS

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<tr>
<td>TQM</td>
<td>total quality management</td>
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<tr>
<td>ZD</td>
<td>Zero defects</td>
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<td>QMS</td>
<td>Quality management system</td>
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<td>Quality management</td>
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ABSTRACT
Training is considered as one of teaching and learning activities which carried for purpose of helping members of an organization to acquire and also to apply the required knowledge, skill and attitudes to perform their jobs effectively. The main objective of this study is to assess the Impact of Training of Quality Control employee in Achieving the Goals of Institute, the case study was applied in Ministry of Petroleum, Sudan and it was a descriptive cross section facility base study was conducted in ministry of Petroleum. Sample size was total coverage of employee, they were 14. Data collected using a pre-prepared and tested questionnaire. With response rate 100%. The result revealed that (50%) of the employees was in age group between 31 - 40 years. (71.4%) of the employees was female, (50%) of the employees was bachelor holder and no one was PhD holder, (35.7%) of the employees had courses on quality control, (35.7%) of the employees had experience of 3 years on quality department. (85.4%) of the employees consider education and experiences are important to work in quality department. (85.7%) of the employees requested for training programs in quality department. This study gives more attention to employee requests. And insist on encourage more postgraduate quality control certificate holders to join the ministry and increase number of training programs for employee with setting clear goals and strategies.
يعتبر التدريب واحد من نشاطات التعليم والتعلم التي تحمل بين طياتها مساعدة أفراد المؤسسة على اكتساب و منهم تطبيق المعرفة والمهارات الازمة لسير العمل بفعالية. إن الهدف الأساسي لهذه الدراسة هو دراسة تقييم تأثير التدريب على موظفي قسم الجوهر الشاملة بوزارة البترول من أجل تحقيق أهداف المؤسسة. وقد تمت دراسة هذه الحالة من خلال دراسة ميدانية مقطعية على العاملين في قسم الجوهر بوزارة البترول بجمهورية السودان ولقد تم تطبيق هذه الدراسة على الموظفين الذين يبلغ عددهم أربعة عشر موظف من مختلف الدرجات الوظيفية. وقد جمعت المعلومات عن طريق توزيع استبيانات على الموظفين ولقد كانت الاستجابة بنسبة 100% ولقد أظهرت النتائج ان (50%) من الموظفين كانوا من الفئة العمرية 13-40 سنة (71.4%) من الموظفين من حملة البكالوريوس من عدم وجود من يحمل شهادة الدكتوراه (35.7%) من الموظفين لديهم خبرة تقدر بثلاث سنوات في قسم الجوهر (85.4%) من الموظفين يعتقدون بأن التدريب والخبرة من أهم متطلبات العمل في قسم الجوهر و (85.7%) منهم يطالبون بالتدريب. تسلط هذه الدراسة الضوء على أهمية متابعة الموظفين والعمل على اغتراح حمله الشهادات العليا للانضم لقسم الجوهر الشاملة بالوزارة، وعززت أهمية زيادة البرامج التدريبية للموظفين مع وضع اهداف وإستراتيجيات واضحة.