

## الاستهلال

:

( الَّذِينَ قَالَ لَهُمُ النَّاسُ إِنَّ النَّاسَ قَدْ جَمَعُوا لَكُمْ

فَاخْشَوْهُمْ فزَادَهُمْ إِيمَانًا وَقَالُوا حَسْبُنَا اللَّهُ وَنِعْمَ

الْوَكِيلُ ) .

صدق الله العظيم

سورة ال عمران الآية

## ***DEDICATION***

*TO MY FAMILY “my mother, my father and my sisters”.*

*To MY FRIENDS.*

## ***ACKNOWLEDGEMENT***

***To my university Sudan University of Science and Technology, College of Graduate Studies, Total Quality & Excellence Centre and to my supervisor Dr. Mustafa Alhakeem, For making us feel quality, thanks for all teaching staff for their guidance through all journey of quality***

***To Sudan mint company and Safat College of science and technology.***

***To every person share me any part of my life and help me to reach here.***

## ***ABSTRACT***

*The purpose of this study was to investigate the role of leadership on employee's results according to EFQM model in Sudan mint company - Safat College of science and technology. The study population consisted of the personal from all department of the (Sudan mint company- Safat College of science and technology). The researcher used descriptive approach and system of statistical analysis and Chi-square to calculate the assumptions of statistical significance in the analysis of the questionnaire, which was distributed to a random sample of members of the (Sudan mint company- Safat College of science and technology).The analysis of the results showed that there are statistical significance indicators for the role of leadership in people results in Sudan mint company and Safat College of science and technology ,This study was conducted on a sample of (70) employees of both Sudan mint company and Safat College of science and technology Questionnaire designed as a tool to collect data. Results from the analysis of employee feedback showed high positive trends about the commitment of leaders on both Sudan mint company and Safat College of science and technology to setting the direction And Implement the EFQM framework, the study found that There is a high level of the commitment of the top managers in implementing the EFQM model framework increased the levels of performance and The leadership enhance their capabilities by effectively managing change. The study recommended a series of recommendations including that the both companies should concentrate more on implementing the model, managing change effectively and increase employees' engagement, to achieve strategic objective and higher people results.*

( )

# LIST OF CONTENTS

CONTENT	Page No
الإستهلال	I
Dedication	II
Acknowledgement	III
Abstract	IV
Arabic abstract version	V
List of contents	VI
List of figures	IX
List of tables	X
<b>CHAPTER ONE : GENERAL FRAMEWORK</b>	1
Introduction	2
The research objectives	5
The research problems	6
The research questions	6
The research hypotheses	6
The research methodology	7
The research limit	7
<b>CHAPTER TWO : THEORETICAL FRAMEWORK AND PREVIOUS STUDIES</b>	8

Introduction	9
Organizational excellences	12
The EFQM levels of excellence scheme	15
Fundamental concepts of excellence	17
The EFQM model criteria	18
Evolution of EFQM excellence model	24
Radar	25
Leadership	27
Leadership in EFQM	34
People results in EFQM	37
Previous studies	48
<b>CHAPTER THREE : MATERIALS AND METHODS</b>	56
Introduction	57
Sudan mint company ltd	57
Safat college of science and technology	59
Study methodology	60
Study population	60
Study sample	61
Data collection	61
Questionnaire design	61
Data analysis	62
<b>CHAPTER FOUR: DATA ANALYSIS AND RESULTS OF RESEARCH</b>	63
Introduction	64
Statistical analysis	64

Descriptive of the variables study	65
Reliability and validity	68
Test hypotheses	59
The relationship between the axis's	94
Results	99
<b>CHAPTER FIVE : DISCUSSION, CONCLUSION AND RECOMMENDATION</b>	100
Discussion	101
Conclusion	103
Recommendations	104
References	107

**LIST OF FIGURES:**



<b>FIGURE</b>	<b>Page No</b>
The fundamental concept of excellence	18
EFQM model	19
The evaluation of EFQM excellence model	24
RADAR logic	25
Age group of individuals	65
Qualification of individuals study	66
Job class of individuals study	67
Experience year's individuals study	68
Distribution of the first axis phrases Answers	70
Distribution of the second axis phrases Answers	75
Distribution of the third axis phrases Answers	80
Distribution of the fourth axis phrases Answers	83
Distribution of the fifth axis phrases Answers	87
Distribution of the sixth axis phrases Answers	91

## LIST OF TABLES:

<b>Tables</b>	<b>Page No</b>
Age	65
Qualification	66
Job class	67
Experience	68
Reliability and Validity	69
Frequency distribution of the first axis phrases Answers	70
Chi-square test results	71
Frequency distribution of the second axis phrases Answers	74
Chi-square test results	76
Frequency distribution of the third axis phrases Answers	79
Chi-square test results	80
Frequency distribution of the fourth axis phrases Answers	82
Chi-square test results	84
Frequency distribution of the fifth axis phrases Answers	86
Chi-square test results	88
Frequency distribution of the sixth axis phrases Answers	90
Chi-square test results	92
There is significant relation between first axes and sixth axes	94
There is significant relation between Second axes and sixth axes	95
There is no significant relation between Third axes and sixth axes	96
There is significant relation between fourth axes and sixth axes	97
There is significant relation between fifth axes and sixth axes	98

## Appendixes:

<b>appendix</b>	<b>Page no</b>
Appendix one: reliability and validity of the questionnaire	a
Appendix two: the questionnaire	c