

Abstract

This study aims to identify to what extent principles of total quality management are implemented and achieved in the Palestinian Universities by studying case of the Palestine Polytechnic University from viewpoint of directors of the administrative units, deans of the faculties, heads of the academic departments, faculty staff, students, and personnel directors and stakeholders of the public and private sectors surrounding the university, through responding to the following questions:

- 1- To what extent, the principles of the total quality management are implemented and achieved in the Palestine Polytechnic University from viewpoint of directors of the administrative units, deans of the faculties, heads of the academic departments, faculty staff, students, and personnel directors and stakeholders of the public and private sectors surrounding the university via fields of the study?
- 2- Does implementation and achievement of the principles of the total quality management in the Palestine Polytechnic University from viewpoint of administrative officials (directors of the administrative units, deans of the faculties, heads of the academic departments) and the faculty staff differ due to variation of fields of the study?

The researcher has used the descriptive analytical method. The study population includes all directors of the administrative units, deans of the faculties, heads of the academic departments, faculty staff, the students in the different faculties of the university, in addition to directors of the personnel office and stakeholders of the public and private sectors surrounding the university. The study sample consists of all directors of the administrative units, deans of faculties, heads of academic departments, the faculty staff, the final students in each faculty, and the public and private institutions whose names were collected from the university. Further, the researcher has designed four questionnaires to collect the required data for the study from those groups. The reliability and validity of the study tool were proved by the appropriate educational and statistical methods, therefore, the value of the coefficient of reliability of the four questionnaires range between 87% and 93% as well as analysis of the data by employing SPSS.

The study has come out with the fact that degree of implementation and achievement of the total quality management principles in the Palestine Polytechnic University from viewpoint of directors of the administrative units, deans of the faculties, heads of the academic departments, faculty staff, and the university students is average, while degree of implementation from viewpoint of directors of the personnel office and stakeholders of the public and private institutions surrounding the university, is high.

In the light of the results realized in the study, the researcher has come out

with a number of general and specific recommendations, which he deems necessary for implementing the total quality management system in the Palestine Polytechnic University successfully and effectively and improving the education quality and its learning outcomes in the Palestinian Universities. The recommendations are as follows:

- 1- Establishing a total quality management centre affiliated to Ministry of Higher Education, to be entrusted with evaluation, execution and development processes to supply the Palestinian Educational Institutions with needed experience in implementing the total quality management to guarantee achievement of success.
- 2- Granting moral and material prizes for universities which implement methods of the total quality management within the agreed upon standards by following the example of the quality prizes granted in a number of countries.
- 3- Necessity of attaching more importance, commitment and content of administration of the Palestine Polytechnic University to implement the quality culture, providing new organizational culture complies with the success requirements of implementation of the total quality management, preparing the general atmosphere in the university for greater understanding of the total quality culture and its effect on improving the education and performance quality in the university.
- 4- Giving greater opportunity for the faculty staff and students in the university to participate in taking decisions related to the academic aspects or the students' affairs and needs.
- 5- Increasing participation of the different community institutions in determining type of the required education by using a method, which contributes in improving the education type and bringing about development in the community indirectly.