

**Dedication:**

To the soul of my father

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## المستخلص

هذه الدراسة تحتوي علي الاجراءات المتقدمة من التعيينية في الحكومة في كل نشاطاتها.

### أهمية الدراسة:-

- 1- تحليل وقيوم الاجراءات المتعلقة بالتعيين بتطبيق (TQM) بالرغم من أنها طريقة حديثة ولم يسبق أن تم استخدامها في الخدمة المدنية.
- 2- أن يطبق وبقوة أسس الاجراءات التعيين الصارمة في جميع أنحاء البلاد.
- 3- الغرض استخدام من اجراءات ال TQM في التعيينات في الخدمة المدنية حتي يمكن من أن يقلل نهائيا من الركود في الخدمة المدنية.
- 4- أن لا يتم تسييس الخدمة المدنية.
- 5- أن يضع قرار رئيس الجمهورية والخاص باصلاح الخدمة المدنية حيز التنفيذ.

في هذه الدراسة تمت مناقشة نظام الاجراءات الموجودة علي المدراء والموظفين خلال أسئلة الأستبيان في طريقة التعيين في لجنة الأختيار المركزية.

وفي النتيجة توصلنا الي الآتي:-

- عدم وجود الصلة بين الجهات المختصة بالتعيين سوي كان ذلك في ديوان شئون الخدمة أو اللجنة المركزية للأختيار ووزارة المالية .
- عدم وجود الكادر المؤهل والكافي لدي الاطراف الموجودة سوي كان في ديوان شئون الخدمة أو في اللجنة المركزية للأختيار .
- عدم مواكبة الامكانيات الأقتضادية مع المطلوب سنويا (ميزانية الفصل الاول).
- عدم اتخاذ القرار النافذ لدي متخذي القرارات من المدراء .
- عدم وجود الامكانيات المتاحة لدي (المؤهلات والتدريب والمقدرة) الموظفين والمدراء في الخدمة المدنية ولا في اللجنة المركزية للأختيار .
- وفي النهاية نلخص عن عملية تحسين التعيين:-
  - منع كل الانشطة التي لا تضيق شئيا
  - منع كل الانشطة التي تستخدم عمالة كثيرة .
  - عدم تسييس الخدمة المدنية كما جاء توصية السيد رئيس الجمهورية .

## **Abstract**

This study concerns the development of recruitment procedures in all government organizations.

The main objectives Of the Study are:-

The Impact of Implementing Total Quality Management in Improving Recruitment in Public Sector procedures.

To analyze and evaluate the Process of the recruitment & implement (TQM) as it is new and recently introduced in public sector.

To identify the opportunities of improving civil service procedures so as to reduce the deterioration of the civil service.

To establish strong recruitment policy system to be used in country as whole.

To put the recent president act about civil service reform in execution.

This study investigated research literature on the procedure of process, views and experience of senior managers and employees via conducting questionnaire (case study) on major changes on recruitment of the central national selection committee.

The results indicated the lack of communication, lack of competent staff, financial problems, decision complications and several other factors that led to poor management in all civil service recruitments throughout the country.

It is concluded that the improvement process i.e: eliminating all non value added activities, eliminating labor intensive procedures, faster recruitment processes with less work, automation of the recruitment process and training the staff specially in typing is a successful tool in achieving excellence and executes strategies and accordingly contribute in enhancing and developing organizations.

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**List of Abbreviations:-**

Q & A: Quality Assurance

QC: Quality control

QI: Quality Improvement

TQM: Total quality management

ECS: European Committee for Standardization

ISO: International organization for Standardization

ZD: Zero Defects

CSD: Civil Service Department

BPR: Business Process Re-engineering

PDCA: Plan-Do-Check-Act