References:

- [1] Bernal, J.G., Castel A.G., Navarro, M.M., and Torres P.R., (2005), "Job satisfaction: empirical evidence of gender differences", Women in Management Review, vol. 20, No. 4, pp. 279-288.
- [2] Cranny, C.J., Smith, P.C., and Stone, E.F. (1992), Job satisfaction: How people feel about their jobs and how it affects their performance, Lexington Books, NewYork.
- [3] Davis, K, & Newstrom, J. W. (1985). Human Behavior at work: Organizational Behavior, Seventh edition. NewYork: McGraw Hills.
- [4] Edgar, F. and Geare, A. (2005), "HRM practice and employee attitude: different measures –different results", Personal Review, Vol. 34, No. 5, pp.534-549.20.
- [5] Hagihara, A., Babazono, A., Nobutomo, K., and Morimoto, K. (1998), Work versus on-work predictors of job satisfaction among Japanese white-collar.
- [6] Hugh J. Arnold.(1983). Managing Individual and Group behavior in organizations. Sydney: Mc Graw Hills.
- [7] Judge, T.A., Erez, A., Bono, J., and Locke, E.A., (2005), "Core self evaluations and job and life satisfaction: the role of self concordance and goal attainment", Journal of Applied Psychology, Vol. 90, No. 2, pp.257-268.
- [8] Judge, T.A., Hulin, C.L. (1993), "Job satisfaction as a reflection of a disposition: a multiple source causal analysis", Organizational Behavior and Human, Decisions Processes, Vol. 56, pp. 388-421.
- [9] Msc in management of quality excellence ,module 5 total quality management

- [10] Locke, E.A., (1969), "What is job satisfaction", Organizational Behavior and Human Performance, Vol. 4, Iss. 4, pp. 309-336.
- [11] Lund, D.B. (2003), "Organizational culture and job satisfaction", Journal of Business and Industrial Marketing, Vol. 18, No 3, pp. 219-236.
- [12] Newstrom J. W(1986). Haman Behavior at Work. NewYotk. Mc Graw Hills.
- [13] Rousseau, D. (1978), "Characteristics of departments, positions, and individuals: contexts for attitudes and behaviors", Administrative Science Quarterly, Vol. 23, pp. 521–540.
- [14] Silvestre, R. (2002), "Dispelling the modern myth: Employee satisfaction and loyalty drive service profitability", Vol. 22, No1, pp. 30-49.

Web sites:

- [15] www.http://wikipedia.org
- [16] www.http:surveymethod.com
- [17] <u>www.humanresourses-hrvinet.com</u>
- [18] http://www.invesstopedia.com
- [19] <u>http://www.expressionsofexcellence.com</u>
- [20] to Excellence@craigspeaks.com

www.managementhelp.org

Appendix Questionnaires

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

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- find difficulty when I want to see the reports about			
my jobs performance.			
24-The number of pupils suits the classroom size.			
25-The school manger encourages the development of			
teacher professionally.			
26-The manger gives the teacher the chance to perform			
the out classroom the activities.			
27-The school manger evaluates the efforts of the			
teacher's creativity.			
28-The school manger takes into consideration the			
educational procedures towards pupil's problems.			
29-The school manger responds to teachers needs.			
30-The school manger understands the nature and			
specialist of the ages of pupils			

Ser.	Statement	Female	male		Per.
				Per. Female	Male
1	I love my school	4	21		
				5	28
2	My school have games yards	2	13	3	17
3	I love all my teachers	5	38	7	5 1
4	I love some of my teachers	10	29	13	39
5	My school have multi	19	26		
	activities			25	35
6	I share in many cultural	20	40		
	activities			27	53

7	I share in many sports	5	30		
	activities			7	40
Total		65	205		
	my school is cleans	23	37		
	education aids are				
	averibal				
	found lap in my school				
	found libraries in my				
	school				

Ser.	Female	male		yes	no	
1	4	21	I love my school			67%
				5	28	
2	2	13	My school have games yards	3	17	80%
3	5	38	I love all my teachers	7	51	43%
4	10	29	I love all of my teachers	13	39	48%
5	19	26	My school have vary activities			40%
				25	35	
6	20	40	I share in many cultural			20%
			activities	27	53	
7	5	30	I share in many sports activities			53.3%
				7	40	
Total	65	205				