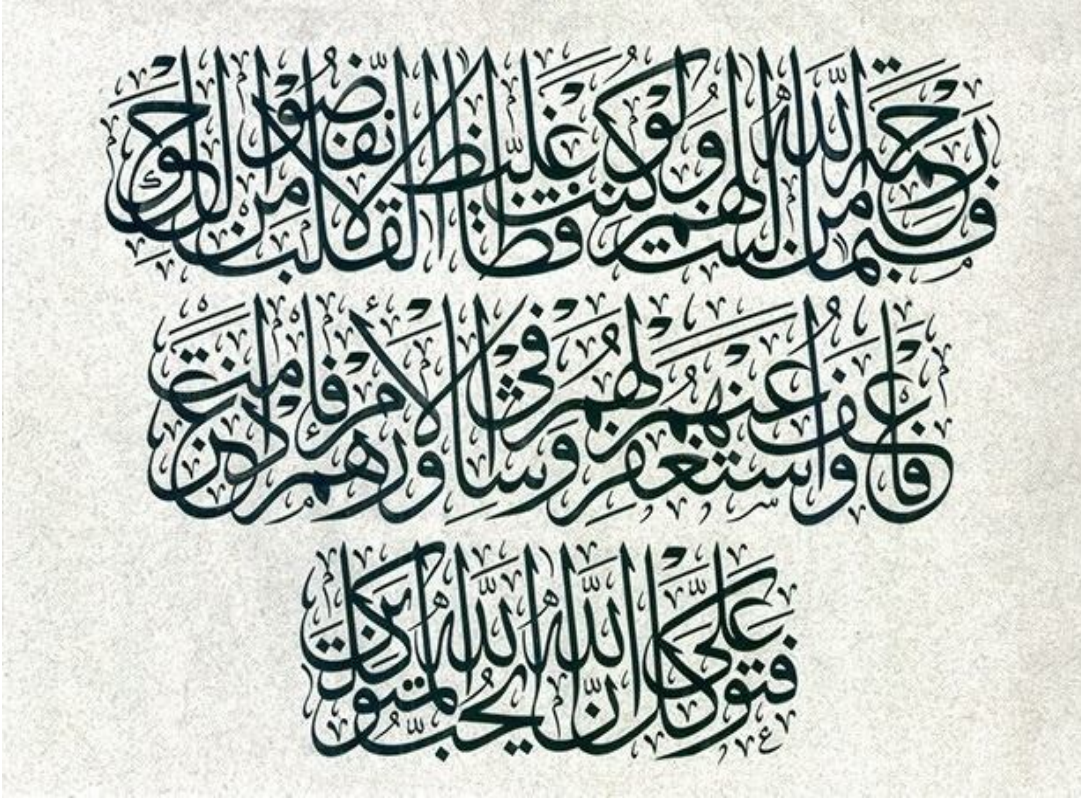


إستهلال

قال الله تعالى:



صدق الله العظيم

سورة آل عمران الآية (159)

DEDICATION

This thesis is dedicated:

To The sake of Allah, my Creator and my Master, My great teacher and messenger, Mohammed (May Allah bless and grant him), who taught us the purpose of life,

To my mother, my father, my brothers, sisters and my friends.

To the spirit that inspired me, to my special world.

ACKNOWLEDGEMENT

All praises to The Allah Almighty who has created this world of knowledge for us. He is The Gracious, The Merciful. He bestowed man with intellectual power and understanding, and gave him spiritual insight, enabling him to discover his "Self" know his Creator through His wonders, and conquer nature. Next to all His Messenger Mohammed(SAW) Who is an eternal torch of guidance and knowledge for whole mankind.

I owe a deep debt of gratitude to my university of Sudan for giving me an opportunity to complete this work.

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I also would like to express my wholehearted thanks to my family for their generous support they provided me throughout my entire life and particularly through the process of pursuing the master degree. Because of their unconditional love and prayers, I have the chance to complete this thesis.

With a great pleasure I would like to take this opportunity to say warm thanks to all my beloved friends especially Eng.Maaza , thank you for your understanding and encouragement in my many, many moments of crisis. Your friendship makes my life a wonderful experience, you are always on my mind.

Thank you, Lord, for always being there for me.

ABSTRACT

The purpose of this study was to investigate the impact of leadership in achieving Total quality management in Sudan Civil Aviation Authority (SCAA),The study population consisted of the personal from all department of the SCCA. 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 (SCAA).The analysis of the results showed that there are statistical significance indicators for the role of leadership in achieving total quality management in Sudan Civil Aviation Authority,This study was conducted on a sample of (80) employees of Sudan Civil Aviation Authority 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 Sudan Civil Aviation Authority to setting the direction And Implement the TQM, the study found that There is a high level of thecommitment of the top managersin implementing the TQM and also high level of employee satisfaction in Sudan Civil Aviation Authority, which is reflected in the customers' satisfaction and the adoption and affecting of leadership on the external customer.The study recommended a series of recommendations includingthat the SCAA should concentrate more on Continuous improvement , development, increase employee involvement, maintain continues review the quality management system to achieve strategic objective and employee and customer satisfaction.

مستخلص البحث

الغرض من هذه الدراسة هو التأكد من تأثير القيادة في تحقيق إدارة الجودة الشاملة في سلطة الطيران المدني السوداني. يتكون مجتمع الدراسة من الأشخاص في جميع أقسام سلطة الطيران المدني السوداني. استخدم الباحث المنهج الوصفي ونظام التحليل الإحصائي ومربع كاي لحساب الفرضيات ذات الدلالة الإحصائية في تحليل الاستبيان، والتي تم توزيعها على عينة عشوائية من موظفي سلطة الطيران المدني السوداني. وأظهر تحليل النتائج أن هناك مؤشرات ذات دلالة إحصائية لدور القيادة في تحقيق إدارة الجودة الشاملة في سلطة الطيران المدني السوداني، وقد أجريت هذه الدراسة على عينة من (80) موظفاً من إستبيان السلطة العامة للطيران المدني السوداني والتي تم تصميمها كأداة لجمع البيانات. وأظهرت نتائج التحليل من خلال ردود فعل الموظفين اتجاهات إيجابية عالية حول التزام القيادة في سلطة الطيران المدني السوداني بتحديد الاتجاه وتنفيذ إدارة الجودة الشاملة. ووجدت الدراسة أن هناك مستوى عال من التزام القيادة في تنفيذ إدارة الجودة الشاملة وأيضاً مستوى عال من رضا الموظفين في سلطة الطيران المدني السوداني، وهو ما ينعكس على رضا العملاء واعتماد وتأثير القيادة على العملاء الخارجيين. وأوصت الدراسة بسلسلة من التوصيات بما في ذلك ضرورة أن تركز السلطة أكثر على التحسين المستمر والتطوير وزيادة مشاركة الموظفين والحفاظ على استمرار مراجعة نظام إدارة الجودة لتحقيق الهدف الاستراتيجي إرضاء الموظفين و العملاء.

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