

**SUDAN UNIVERSITY OF SCIENCE
TECHNOLOGY**

POST GRADUATE COLLEGE

**The Effect of Leadership On
Employee's Satisfaction**

أثر القيادة في رضا العاملين

Thesis for fulfillment of master degree in managing
excellence quality

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Abstract

In today`s we are surrounded by large a mount of information, quick decision and high expectations to perform successfully in every thing we do.

As a leadership agency, the high quality centre is responsible for producing some of the information and that is used for decision making in society and is therefore under constant internal and external pressure to perform well . the responsibility to produce high-quality leadership to all organization is not simple . thus there is a need for a quality management system i.e. a systematic way to handle quality issues of all kinds in all parts of the organization .

This masters thesis a description and discussion of the efforts to find a suitable Q.M.S thesis stars with concept , continues with description of frame works .

The recommendation is to use the EFQM excellence model as quality frame work -ssps as analysis tool for improvement and projects of modern internal Audis method for evaluation of follow up

ملخص الدراسة

يحاط العالم بكم كبير من المعلومات يحتاجها القادة لاتخاذ قرارات سريعة وتوقعات عالية الدقة لتحقيق النجاح بكل ما نعمل .

وفيما يخص القيادة واثارها فى انجاح الاعمال يستلزم على مراكز الجودة فى ايجاد معلومات يستخدمها صانعى القرار بصورة مثلى لقيادة المؤسسات .وعليه هنالك حوجه كبيره لنظام اداره الجوده بمعنى طريقه منظمه لتقديم الجوده لكل اجزاء المؤسسات للقيام بدورها فى المشاركة .

هذا البحث ركز الجهود على ايجاد نظام اداره جوده يبدأ بالمفاهيم .ويتواصل لوصف اطار الاعمال

واختتم بالتوصيات لاختذ نموذج التميز لاطار عمل مستخدما نظام التحليل الاحصائى كأداة للتحليل والتوصيات بالتحسين بعدالمراجعه الداخليه والتقييم والمتابعه لانجاز التوصيات لتحقيق التحسين المستمر . للمؤسسات

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