

The degree to which the assistant deans for academic affairs in Sana'a and Taiz Universities in R.O.Y apply the principles of TQM in their work

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Abstract

The aim of this study was to determine to what extent that assistant Deans of academic affairs at Sana'a and Taiz Universities apply Total Quality Management Principles (TQMP) in their work. Therefore, this study was trying to answer the following questions:

1. To what extent that TQMP are applied at Sana'a and Taiz Universities by Assistant Deans of Academic Affairs.
2. Are there statistical significant differences attribute to some independent Variables such as university, academic rank, and job position?

To reach the study goals, a questionnaire has been developed. It includes TQMP in (7) areas: mission of the college, leadership, organizational culture of the college, tools and progress, continuous improvement, personnel administration, and satisfaction of the customers.

The sample of this study contains Deans, Assistant Deans, and Heads of Departments and faculty members from the two universities.

The results of this study show that Deans and their Assistants believe that their colleges apply TQMP to the point of "average"; while heads of the departments and faculty members believe that the application of TQMP by their colleges is weak. This difference in beliefs is statistically significant and attributed to the Deans and their Assistants.

Based on the study results. The researcher suggests some recommendations'.