The Extent Application of the Total Quality Management in the Training of Human Resource in the Ministry of Education in the Kingdom of Bahrain.

By: Eman Al Dosari

Supervised by: Dr. Atheela Al Azawi

Abstract

The study aimed to identify the extent of the application of the total quality management in the training of human resources in the ministry of education in the kingdom of Bahrain, and the extent of execution of the training programs in the total quality in the ministry, and to identify the relationship between the application of the total quality management and the training programs for its workers, and see if there were significant statistical differences in the application of the principles of total quality management returns to the variables of the sex, age, years of experience, and the qualification. To achieve the aims of the study the researcher has built a study instrument composed from (47) phrases distributors in two main axes:

The axe of the total quality management and the axe of training programs, the researcher has inspected their indexes of verification and stability. The study sample consisted of (170) employees from the workers in the ministry of education in the kingdom of Bahrain (60) of them are males and (110) females.

The results showed that the ministry of education executes the training programs in the total quality “in a medium degree”.

The results also showed non-existence of difference with statistical signs (a=0.05) in the application of the basics of total quality management in the ministry of education in the kingdom of Bahrain refers to variables like sex, age, years of experience. And the non-existence of differences significantly statistical (a=0.05) in the execution of the training programs in total quality in the ministry of education refers to variables sex, age and years of experience. The results also showed a positive relationship with statistical signs (a ≤0.05) between the application of the total quality management in the Bahrainis Ministry of Education and the training programs for its workers in the both levels main and secondary and according to the results the researcher submitted some recommendations.

The researcher presented a set of conclusions and recommendations in chapter 4.
The most important conclusions are:
1. The Ministry of Education applies the principles of comprehensive quality management in training of human resources. "Moderately"
2. The Ministry of Education implements training of programs, "moderately"
3. The ministry is interested in development and continuous improvement in various aspects of organizational and administrative as well as educational services that provided. These are one of its most important objectives which is applied.

The most important recommendations are as follow:
1. The managers in various departments of the Ministry Of Education, as effective leaders and competence of creative skills, should take part in guiding the workers to improve and develop their skills.
2. The Ministry of Education should work to prepare good programs for self learning and development for each individual worker in the Ministry to develop their skills by taking advantage of technological advances.
It is necessary for the training and career department at the Ministry Of Education to adopt the new methods of training such as training during working and remote training.