The Implementation Of Total Quality Management
And It’s Relationship With Improving Human Resource
Management Performance

(Analytical Study in the Ministry of Education in the Kingdom of Bahrain)

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Abstract

The Total Quality Management is one of the most important pillars that organizations depend on for the development of the Human Resources Department because the Human Resources Department is expected to raise the level of skills, as the experiences, and lead the organization to attain its goals.

The aim of this study is to identify the extent of application of total quality management in human resources department, and the commitment of human resources department to assess the total quality management in improving performance the Ministry of Education, Kingdom of Bahrain. The study also highlights the role of continuous improvement in improving operational performance of workers, and to make proposals and recommendations for effective quality management of human resources department.

To achieve the objectives of the study the researcher developed a questionnaire that contained (27) items distributed on three main categories:

☐ The extent to which the human resource department applies the principles of Total Quality Management.

☐ The extent to which the human resources department abides by applying the total quality management for improving performance.

☐ The role of continuous improvement in functional performance of the workers.

The Questionnaire was verified and checked by reviewing from and specialists and experts in this field and the researcher became assured of the consistency of its paragraphs and suitability for application for what it has been prepared for and for the subject of this study.
The study included a sample of (101) male and female employees working in human resources department at the Ministry of Education, Kingdom of Bahrain. They have been chosen so that they represent different levels of jobs and they constitute (98%) of the community study. The data were coded and saved to the computer using the (SPSS) Statistical program.

**The researcher used the following statistical treatments:**
- To describe the sample of population of the study.
- Repetitions and Ratios means scores and standard deviations for the study sample responses to the components.
- Pearson correlation coefficient to detect the correlation between the variables contained Pferod study.
- Equation and Cronbach Alpha Spearman Brown to calculate the stability of the concept of the internal consistency of the axes of the tool.

**The findings of the study:**
- The provision of the potentialities for the human resources department contributes effectively in applying the principles of total quality management.
- The commitment of human resources department in the application of total quality management contributes positively to improve the performance of human resources department.
- The continuous improvement of workers contributes positively to increasing the improvement of performance of workers.

**The most important recommendations:**
- It is very necessary for all organizations to commit themselves in implementing total quality management for continuous improving of all organizational activities.
- Periodic reviewing of organizational structure to fit with implementation of total quality management for efficiency and effectiveness of the organization.
- Concern with customer demands, complaints, suggestions for improving of services offered to them.