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(158) : (700) (62)

(3.17) :

(0.05≥α) (0.05≥α) ()

(0.05≥α)

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Williamson (1987)

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($0.05 \geq \alpha$)

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60
(115)

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($0.05 = \alpha$)

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($0.05 = \alpha$)

(50)

(57)

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(65)

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(221)

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	(Berings, 2001)		(2007)	
(44)		(1747)	(38)	(164)
	(34)		(62)	:
	(Hirtz, 2002)			:
			(Carey, 1998)	:
(University of Missouri-		(Rolla (UMR)) :	
		.1995		.
	(Manning, 2004)		(New Jersey)	
(45)				
	(% 65)			
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			(Liu, 1999)	
			(200)	

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(Ngware&others, 2006)

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(158)

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%70.9	112		
%29.1	46		
%5.7	9		
%5.1	8		
%6.3	10		
%21.5	34		
%61.4	97		
%36.7	58	5 - 1	
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(6)

(test-retest)

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(%9.7)

(13)

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.(%20.9)

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(t-test) t

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(SPSS)

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				:
	0.91	3.83		1
	1.07	3.72		2
	1.06	3.70		3
	1.05	3.63		4
	1.08	3.46		5
	1.06	3.44		6
	1.13	3.40		7
	1.12	3.19		8
				:
	1.05	3.61		1
	1.05	3.51		2
	1.10	3.46		3
	1.09	3.39		4
	1.03	3.37		5
	1.04	3.36		6
	1.13	3.34		7
	1.13	3.34		7
	1.17	3.28		9
	1.13	3.25		10
	1.11	3.15		11
	1.21	3.14		12
				:
	1.09	3.30		1
	1.14	3.13		2
	1.20	3.01		3
	1.27	3.96		4
	1.26	2.96		4
	1.28	2.91		6
	1.19	2.89		7
				:
	1.11	3.31		1
	1.10	3.30	(...)	2
	1.12	3.28		3
	1.08	3.13		4
	1.15	3.13		4

	1.17	3.09		6
	1.19	3.06		7
	1.19	2.89		8
				:
	1.09	3.37		1
	1.05	3.22		2
	1.09	3.11		3
	1.06	3.08		4
	1.06	3.05	.	5
				:
	16.1	20.3		1
	1.11	3.15		2
	1.22	3.11		3
	1.170	3.09		4
	1.100	3.08		5
	1.194	3.04		6
	1.085	3.04		6
	1.128	3.04	/ /	6
	1.170	3.03		9
	1.236	3.03		9
	1.143	2.89		11
	1.171	2.89		11
	1.120	2.86):	13
	1.252	2.79	(14
				:
	1.167	3.23		1
	1.184	3.08		2
	1.144	3.05		3
	1.099	3.04		4
	1.135	2.90		5
	1.167	2.85		6
	1.175	2.76		7
	1.157	2.59		8
	0.79	3.17		

(3)
(0.05≥α)

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(t) :

(4) . (

(t) .3

0.274	156	1.10	0.58	3.44	0.83	3.59	
*0.037	156	2.10	0.66	3.14	0.86	3.44	
*0.002	156	3.09	0.89	2.66	0.99	3.17	
*0.001	156	3.28	0.92	2.79	0.89	3.30	
*0.015	156	2.47	0.82	2.90	0.90	3.28	
*0.003	156	2.98	0.90	2.68	0.93	3.16	
*0.001	156	3.27	0.84	2.60	0.87	3.08	
*0.003	156	3.01	0.69	2.88	0.80	3.29	

(0.05≥α) *

(t) .4

			5		5 -1		
0.086	156	1.73	0.81	3.47	0.68	3.69	
0.315	156	1.01	0.81	3.30	0.82	3.44	
0.300	156	1.04	0.95	2.96	1.04	3.13	
0.420	156	0.81	0.90	3.10	0.97	3.23	
0.180	156	1.35	0.87	3.09	0.93	3.29	
0.149	156	1.45	0.91	2.93	0.99	3.16	
0.151	156	1.44	0.91	2.86	0.82	3.07	
0.159	156	1.42	0.77	3.10	0.80	3.29	

(0.05≥α) *

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(0.05≥α)

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(5)

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0.00	14.25	6.28	4	25.10		
		0.44	153	67.39		
			157	92.49		
0.00	16.16	7.72	4	30.90		
		0.48	153	73.11		
			157	104.01		
0.00	17.27	11.88	4	47.50		
		0.69	153	105.19		
			157	152.69		
0.00	18.09	10.78	4	43.11		
		0.60	153	91.14		
			157	134.24		
0.00	14.65	8.65	4	34.58		
		0.59	153	90.26		
			157	124.84		
0.00	14.84	9.79	4	39.16		
		0.66	153	100.96		
			157	140.12		
0.00	10.41	6.57	4	26.27		
		0.63	153	96.50		
			157	122.77		
0.00	20.74	8.53	4	34.11		
		0.41	153	62.89		
			157	97.00		

(0.05≥α) *

(5)
(0.05≥α)

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(6)

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*1.46	*1.33	0.77	0.52		
*.94	*.81	0.24			
*.69	0.56				
0.13					
*1.43	*1.38	0.55	0.24		
*1.19	*1.14	0.31			
*.89	*.83				
0.06					
*1.65	*1.65	0.39	0.21		
*1.44	*1.44	0.17			
*1.27	*1.27				
0.00					
*1.74	*1.44	0.52	0.47		
*1.26	*.97	0.05			
*1.22	*.92				
0.30					
*1.53	*1.25	0.68	0.15		
*1.38	*1.10	0.54			
*.85	0.56				
0.28					
*1.69	*1.48	0.70	0.37		
*1.31	*1.11	0.33			
*.99	0.78				
0.20					
*1.34	*1.47	0.74	0.28		
*1.06	*1.19	0.46			
0.60	0.73				
-0.13					
*1.55	*1.44	0.62	0.33		
*1.22	*1.10	0.29			
*.93	*.81				
0.12					

(0.05≥α) *

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(6)
($0.05 \geq \alpha$)

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(6) (2)

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($0.05 \geq \alpha$)

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($0.05 \geq \alpha$)

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The Degree of Applying Total Quality Management Concepts In The Deanship of Student Affairs At Puplic Jordanian Universities

*Ola Shafiq Yousef Al Qadi and Mohammad S. Al-Zboon **

ABSTRACT

This study aimed at exploring the administrators' views on the application degree of the total quality management (TQM) concepts by the deaneries of the student affairs in the Jordanian official universities. It further aimed at identifying the effect of the sex, occupational designation, and years of experience. The study population consisted of all the student affairs deans, vice deans, section heads and administrators in the Jordanian official Universities, The total number of the study population was (700) administrators. The study sample included (158) administrators, who were selected in a random strata manner, so as to comprise (22%) of the grand total.

The researcher developed a questionnaire, It consisted of (62) paragraphs distributed over seven areas (philosophy, policies, strategies and objectives; organizational structure, systems and processes; human and material resources management; organizational environment; information management system; administrative leadership; and evaluation and control areas).

The study concluded the following results:

- The means of the views of the administrators of the application degree of the total quality management by the deanships of the Jordanian public universities were medium (3.17).
- There are significant differences at ($\alpha > 0.05$) level in the views of the administrators of the deaneries of the student affairs in the Jordanian official universities, ascribed to the (sex) variable in favor of the males.
- There are no significant differences at ($\alpha > 0.05$) level in the point of the administrators of the deaneries of the student affairs in the Jordanian official universities, ascribed to the (years of experience) variable on any of the seven areas.
- There are significant differences at ($\alpha > 0.05$) level, in favor of the dean category.

In the light of the above results, the study provided a number of recommendations. Student Affairs Deaneries of the Jordanian universities should adopt a clear and defined strategy for applying the concepts of the total quality management (TQM), in order to reinforce and improve their performance and raise the level of their services, Occupational development of the staff cadres of the student affairs deanery through training programs for the administrators, in order to inform them about the philosophy and valued of applying the total quality management system, and Promoting and encouraging the staff cadres of the student affairs deanery in the Jordanian universities to conduct research and studies concerning the total quality management (TQM).

Keywords: Total Quality Management, Deanships of Student Affairs, Jordan official Universities.

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