



Faculty of commerce

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**Recommended Framework for Implementing Quality Systems
in Private Higher Education Institutes in Greater Cairo**

**اطار مقترح لتطبيق منظومة الجودة فى المعاهد العليا الخاصة
بالقاهرة الكبرى**

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*To My Parents, My Sister,
, My Beloved Wife and Kids*

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Table of contents

Title	Page
Abstract-----	XII
 <u>CHAPTER (1) : Introduction-----</u>	 1
1.1 Introduction -----	2
1.2 Research Objectives -----	3
1.3 Hypothesis -----	3
1.4 Research Questions -----	4
1.5 The National Authority for Quality Assurance and Accreditation for Higher Education in situations in Egypt -----	4
1.6 Quality Assurance for Private Institutes -----	5
1.7 Research Context -----	6
1.8 Thesis Outline -----	7
 <u>CHAPTER (2) : HIGHER EDUCATION SYSTEM IN EGYPT-----</u>	 9
2.1 Introduction-----	10
2.2 Historical Background of Education in Egypt-----	10
2.3 Gross and Net Enrolment Rates -----	13
2.4 Overall Higher Education Structure-----	16
2.5 Private Higher Education Institutes-----	21
2.6 The National Committee Agency of Quality Assurance and Accreditation for Higher Education in Egypt . -----	25
2.7 Degrees Offered in the Higher Education System-----	30
2.8 Current Problems in the Private High institutes: Pilot Study-----	30

Table of contents

Title	Page
<u>CHAPTER (3) :HIGHER EDUCATION QUALITY STANDARDS</u>	40
AS PROPOSED BY NATIONAL AUTHORITY FOR QUALITY ASSURANCE AND ACCREDITATION	
3.1 Introduction: -----	41
3.2 Quality Standards of the Organization’s Capabilities-----	42
3.3 The Quality Standards of the Educational Excellence-----	52
<u>CHAPTER(4) : EMBEDDING TOTAL QUALITY MANAGEMENT</u>	65
IN PRIVATE EDUCATION INSTITUTES-----	
4.1 Introduction -----	66
4.2 The Definition of Quality -----	66
4.3 Total Quality Management (TQM); historical Background and Definition -----	68
4.4 TQM in Private Institutes’ Context; Functional and structural Review:-----	70
4.5 Quality Control of Higher Education-----	75
4.6 Benefits of TQM for Private Higher Education-----	76
4.7 Obstacles of Implementing TQM in Private Institutes -----	77
4.8 Proposed TQM Model for Private Institute’s in Egypt-----	78
4.9 Conclusion-----	85
<u>CHAPTER (5) : RESEARCH METHODOLOGY-----</u>	87
5.1 Introduction-----	88
5.2 The research “context” -----	89
5.3 Research procedure and strategy -----	90
5.4 The Interview□ -----	97
5.5 Validity and Reliability-----	98
5.6 Statistical Analysis Tools and Procedures □ -----	99
5.7 Testing of research hypotheses -----	99

Table of contents

Title	Page
<u>CHAPTER (6) : QUANTITATIVE ANALYSIS OF THE</u>	100
ATTITUDES TOWARD TQM PRINCIPLES	
6.1 Introduction -----	101
6.2 The Questionnaire -----	102
6.3 Total Sample -----	104
6.4 Top management attitudes toward TQM -----	114
6.5 Middle management attitudes toward TQM -----	120
6.6 Operational Level -----	128
6.7 Differences in the Attitudes among the Three different Management levels-----	134
6.8 Data Analysis Summary of the Presented Questionnaire -----	137
6.9 Testing Hypothesis Regarding Attitudes Toward TQM-----	145
 <u>CHAPTER(7): QUALITATIVE ANALYSIS OF PROBLEMS</u>	155
CONFRONTING THE IMPLEMENTATION OF QUALITY	
STANDARDS IN PRIVATE EDUCATION INSTITUTES	
7.1 Introduction -----	156
7.2 The Interview -----	157
7.3 Obstacles to Fulfillment of NAQAAE Quality Standards -----	158
<u>CHAPTER(8) : CONCLUSIONS AND RECOMMENDATIONS</u>	176
8.1 Introduction -----	177
8.2 Main conclusions -----	178
8.3 Recommendations -----	183
Thesis Summary-----	199
<u>References: -----</u>	220

List of Tables

Table	Title	Page
2.1	The Net and Gross enrolment percentages in Primary Schooling, 2014-----	14
2.2	Primary education: Public, Private and Al-Azhar, 2011-2012-----	14
2.3	Student Statistics and Percentages in Secondary Education Levels 2009/10 and 2012/13	15
2.4	Enrolment of Students in High Education in Egypt, 2008-2013-----	18
2.5	Student Enrolling in Higher Education Classification -----	19
2.6	Public Universities in Egypt-----	20
2.7	Growth of Public Universities in Egypt 1908-2013 -----	21
2.8	Number of high institutes from 1970 to 2015 -----	23
2.9	Number of Students Enrolled in High Institutes from 1970 to 2015 -----	24
2.10	The Interviewees Vision and Aspirations -----	31
2.11	Means of Achieving the Vision -----	33
2.12	Obstacles to Achieving the Vision -----	34
2.13	Major Problems facing Private Institutes in Implementing the NAQAAE quality Standards	36
5.1	the population and Sample Questionnaire -----	96
6.1	Commitment toward TQM, Total Sample -----	105
6.2	Focus on Stakeholders, Total Sample -----	106
6.3	Continuous Improvement, Total Sample -----	107
6.4	Involvement and Empowerment, Total Sample -----	109
6.5	Training and Education, Total Sample -----	110
6.6	Tools and Techniques, Total Sample -----	112
6.7	Rewards, Total Sample -----	113
6.8	Commitment toward TQM, Top Management -----	114
6.9	Focus on Stakeholders, Top management -----	115
6.10	Continuous Improvement, Top management -----	116
6.11	Involvement and Empowerment, Top Management -----	117

List of Tables

Table	Title	Page
6.12	Training and Education, Top management -----	118
6.13	Tools and Techniques, Top Management -----	119
6.14	Rewards, Top Management -----	120
6.15	Commitment toward TQM, Middle Management -----	121
6.16	Focus on Stakeholders, Middle management -----	122
6.17	Continuous Improvement, Middle management -----	123
6.18	Involvement and Empowerment, Middle Management -----	124
6.19	Training and Education, Middle Management -----	125
6.20	Tools and Techniques, Middle Management -----	126
6.21	Rewards, Middle management -----	127
6.22	Commitment toward TQM , Operational Level -----	128
6.23	Focus on Stakeholders, Operational Level -----	129
6.24	level Continuous Improvement , Operational Level -----	130
6.25	Involvement and Empowerment, operational Level -----	131
6.26	Training and Education, Operational Level -----	132
6.27	Tools and Techniques, Operational Level -----	133
6.28	Rewards, Operational Level -----	134
6.29	Analysis of variance among the three management level groups of respondents regarding TQM principles -----	135
6.30	Summary statistics of the sampled population -----	143
6.31	Summary of the Overall “I” Tests -----	144
6.32	Summary of the “T” Tests of Commitment toward TQM -----	145

List of Tables

Table	Title	Page
6.33	Summary of the “T” Tests of Focus on Stakeholders -----	146
6.34	Summary of the “T” Tests of Continuous Improvement -----	147
6.35	Summary of the “T” Tests of Involvement and Empowerment -----	148
6.36	Summary of the “T” Tests of Training and Education -----	149
6.37	Summary of the “T” Tests of Tools and Techniques -----	150
6.38	Summary of the “T” Tests For Rewards -----	151

List of Figures

Figure	Title	Page
2.1	Educational system in Egypt -----	12
2.2	Higher Education System in Egypt. February 23-24, 2008 Partners in Develop Ministry of Higher Education. -----	16
2.3	Number Shows the Growth of the Number of High Institutes Since 1970 till 2015-----	23
2.4	number Shows the Growth of the Number of Students in High Institutes Since 1970 till 2015	24
4.1	Quality Advantages -----	67
4.2	TQM in Higher Education Systems -----	73
4.3	System of External and Internal Control of Higher Education.-----	75
4.4	The Proposed TQM model -----	79
5.1	Research Methodology -----	89
6.1	the Significance Level of each TQM Aspects in Relation to Hypothesis (1) -----	152
6.2	the Significance Level of each TQM Aspects in Relation to Hypothesis (2) -----	153
6.3	the Significance Level of each TQM Aspects in Relation to Hypothesis (3) -----	154
8.1	Recommended Framework -----	184
8.2	Recommended Framework to Solve Institute's External Problems -----	185
8.3	Recommended Framework to TQM in PI's -----	192
8.4	Recommended Steps for Implanting the TQM Framework in PI's -----	193

List of Abbreviations

PIS	Private Institutes
NAQAAE	National Authority for Quality Assurance and Accreditation of Education
MOHE	Ministry of High Education

Abstract

The general purpose of this study is to investigate the usage of Quality Assurance Systems in higher education as a means to improve the higher education system in general and the performance of higher education private institutes in particular. This aim is directed to reflect the challenges facing the private higher institutes in implementing the Quality Assurance standards of the National Quality Assurance and Accreditation committee in Egypt and the potential solutions to these problems. A Random Sample of 10 % of the 86 private higher education institutes in greater Cairo was selected and a lickert 5-point questionnaire about 7 principles of total quality management was administered to 753 respondents of top , middle and operational management levels. The questionnaire contained 39 statements related to the 7 TQM principles. The aim was to analyze the differences in attitudes of the three management levels. The research also attempted to analyze the effects and the number of years the institute is in business upon the level of implementation of quality systems within the institute and its readiness to apply for accreditation. Quantitative as well as qualitative analyses of research data were undertaken to test research hypotheses. Areas of agreement, uncertainty and disagreement between the 3 levels were indicated via frequency and ANOVA analyses. The “T” analysis showed significant effect of years of service upon implementation of quality systems .A framework for overcoming obstacles fusing PI’s in fulfillment of quality standards was suggested . It includes ways to overcome external problems and ways to overcome the internal ones. The first is concerned with reformations in the NAQAAE organizational structure and job description, while the second is through the implementation of the proposed total quality management framework.

CHAPTER ONE

Introduction

