



جامعة الموصل

كلية الإدارة والاقتصاد

قياس جودة أداء المشرف الاختصاص في ضوء فلسفة كايزن

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إدارة الجودة

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المستخلص

يهدف هذا البحث إلى تقييم جودة أداء المشرف الاختصاصي في المديرية العامة لتربية نينوى في ضوء فلسفة كايزن (Kaizen). تتبع مشكلة البحث من أن استمارة تقييم الأداء الخاصة بالمشرفين الاختصاصيين عامة ولا تعبر عن الأداء الفعلي لهم، ولغرض مواءمة أساليب الإشراف الحالية لمتطلبات التحسين المستمر في مؤسسات التربية العراقية.

إعتمد البحث المنهج الوصفي التحليلي، وشملت عينة البحث (132) من حجم المجتمع البالغ (180) مشرفاً اختصاصياً في قسم الإشراف الاختصاصي بالمديرية العامة لتربية نينوى. وتم جمع البيانات باستخدام قائمة فحص صُممت على مقياس ثلاثي.

يفترض البحث أن تطبيق خطوات فلسفة كايزن يسهم إيجاباً في تعزيز جودة أداء المشرف وتحسين فاعلية الإشراف الاختصاصي. وقد أشارت النتائج، استناداً إلى الإطار العملي، إلى أن خطوات نموذج كايزن المقترح (التخطيط والإعداد، التنفيذ والمتابعة، التحسين المستمر، التواصل والعلاقات) مطبقة في المديرية، مما يدعم الفرضية. ويشير البحث إلى مجموعة من المقترحات العملية لتبني خطوات كايزن في تطوير الأداء الإشرافي وتحسين جودة التعليم في محافظة نينوى.

الكلمات المفتاحية: قياس جودة الأداء، المشرف الاختصاصي، فلسفة كايزن.

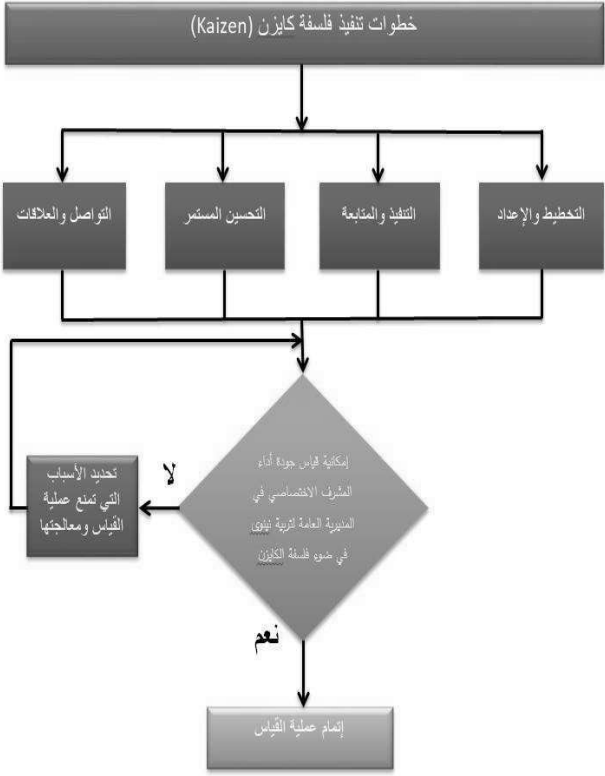
Abstract

This research aims to evaluate the quality of the specialist supervisor's performance in the Nineveh Directorate General of Education according to "Kaizen" continuous improvement philosophy, and to propose a developmental supervisory model. The research problem stems from the absence of precise tools for measuring and developing the performance of specialist supervisors and the lack of alignment of current supervision methods with continuous improvement requirements in the Iraqi context.

The research adopted the descriptive analytical method, and the research sample included (132) out of a population of (180) specialist supervisors in the Specialist Supervision Department of the Nineveh Directorate of Education. Data was collected using a questionnaire designed on a three-point scale.

The research assumes that applying the steps of the Kaizen philosophy contributes positively to enhancing the quality of supervisor performance and improving the effectiveness of specialist supervision. Based on the practical framework, the results indicate that the steps of the proposed Kaizen model (planning and preparation, implementation and follow-up, continuous improvement, and communication and relationships) are applied in the directorate, thus supporting the hypothesis. The research also suggests a set of practical proposals for adopting Kaizen steps to develop supervisory performance and improve the quality of education in Nineveh Governorate.

Keywords: Performance quality measurement, Specialist Supervisor, Kaizen philosophy.

HIGHLIGHTS	GRAPHICAL ABSTRACT
Chapter One: The Methodological Framework of the Research Section One: Research Methodology Section Two: Research Procedures Chapter Two: Performance Quality Section One: The Concept of Quality Section Two: Performance Quality Section Three: The Specialist Supervisor Chapter Three: Continuous Improvement (Kaizen) Section One: The Concept of Continuous Improvement Section Two: Elements and Steps of Continuous Improvement Chapter Four: The Practical Framework of the Research Section One: Describing the Respondent's Identification Information Section Two: Measuring the Questionnaire's Reliability Test, Internal Consistency of the Research Steps and Variables, and Testing for Normality Section Three: Describing and Identifying the Research Variables Chapter Five: Conclusions and Recommendations Section One: Conclusions Section Two: Recommendations	
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Performance quality measurement, Specialist Supervisor, Kaizen philosophy.	This research aims to evaluate the quality of the specialist supervisor's performance in the Nineveh Directorate General of Education according to "Kaizen" continuous improvement philosophy, and to propose a developmental supervisory model. The research problem stems from the absence of precise tools for measuring and developing the performance of specialist supervisors and the lack of alignment of current supervision methods with continuous improvement requirements in the Iraqi context. The research adopted the descriptive analytical method, and the research sample included (132) out of a population of (180) specialist supervisors in the Specialist Supervision Department of the Nineveh Directorate of Education. Data was collected using a questionnaire designed on a three-point scale. The research assumes that applying the steps of the Kaizen philosophy contributes positively to enhancing the quality of supervisor performance and improving the effectiveness of specialist supervision. Based on the practical framework, the results indicate that the steps of the proposed Kaizen model (planning and preparation, implementation and follow-up, continuous improvement, and communication and relationships) are applied in the directorate, thus supporting the hypothesis. The research also suggests a set of practical proposals for adopting Kaizen steps to develop supervisory performance and improve the quality of education in Nineveh Governorate.

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Higher Diploma Research
In
Quality Management

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