

The Challenges of Total Quality Management's Implementation on Organizational Performance Within Governmental Entities in Sharjah

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Abstract

This study aims to investigate and provide a comprehensive understanding of the many factors and challenges that affect applying TQM principles in the public sector. This objective will be achieved throughout the duration of this research. Initially, we anticipate that the study will focus on TQM applications in Sharjah's governmental organization. The selection of these organizations was based on the fact that they have a direct impact on the quality of life of Sharjah's residents as they consider to be a service provider. The rationale behind selecting these organizations in specific will be explained further in the methodology chapter. Building on Sharjah leader's vision regarding, improving the quality management and productivity of the public sector in the Emirate, that it is timely to address the challenge of poor productivity and wastage in public services by sound implementation of quality management on all aspects of project delivery in Sharjah. In order to address the research challenges, the current situation of public services delivery must be investigated and documented through an in-depth literature review.

Keywords

Publish Services, Quality Management, Excellence Awards, TQM, Public Sectors.

Biography

Khalifa Alketbi is CEO of the Engineering Section at Al Madam Area Municipality. Holds a Bachelor of Civil Engineer from the University of Sharjah, UAE, and Master of Business Administration in General Management from the Canadian University of Dubai, UAE. Member of the engineering committee in Sharjah.

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Emad S. Mushtaha is an Associate Professor at the University of Sharjah (UoS), teaching undergraduate studios and environmental and architectural design courses at AE Dept. He is also an active member of the Sustainable Engineering Asset Management (SEAM) Research Group at UoS. Dr. Mushtaha has actively participated in many conferences, workshops, symposiums and published more than 50 articles in different refereed journals and conferences. His current research interests are in the fields of Place Management and Sustainable/Environmental Design. On the community level, he is the leader of the Building and Landscape Management Sustainability Circle at the Sustainability Office, UoS. He can be contacted at: emushtaha@sharjah.ac.ae