

Psychological Wellbeing and Its Effect on Work Quality of the Heads of Scientific Departments in the Universities of Baghdad Governorate

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Abstract:

(30) items in the final version. The research sample reached (521) teachers from the heads of scientific departments in the universities of the province of Baghdad and for the purpose of data processing, the appropriate statistical means were used: the T-test of onesample - the T-test of two equation. Based on the results of the study, the study made a set of recommendations, the most important of which are:

-Promote heads who receive a high score in of work.

-Providing the basic needs of the educational process to achieve of good administrative

Keywords: quality of work, universities, head of department, faculty members.

Chapter I

Definition of Search

The Problem of the Research:

The existence of poor work quality among the heads of departments inevitably leads to a low level of administrative work and therefore we see complaints and complaints about the low work quality among the heads of departments, which leads to the inability to discipline and control the work (Al-Amiri ,83:2017), so the annual report of UNESCO in 2016 indicated that the educational reality in Iraq suffers from administrative corruption, which led to a shortage in the quality of work, which greatly affected the quality of outputs in universities (UNESCO,2016). Therefore, a firm conviction has emerged that the improvement of education and the efficiency of the educational system and its ability to achieve the objectives is determined by the quality of administrative work of university administrative leaders.(Al-Zubaidi,344:2013),for this reason, the Seventh Intellectual Conference held at Al-Nahrain University in 2017 indicated that research and studies should continue to be conducted to identify the level that administrative leaders in universities must reach to improve the work quality (Seventh Intellectual Conference, 2017)

Significance of the study:

The work quality aims to improve performance and create job opportunities and a satisfactory workplace for the individual, and that the work quality has a direct impact on increasing the productivity of workers, as it is considered one of the techniques of organizational progress that are applied in institutions productivity represents the essence of development of the institution and can not be achieved through reward and salaries, but achieved by the presence of job satisfaction with the provision of quality at work, which is a key factor in improving the level of outputs (Begar,11:2013)

(Salimi & Saeidian, 2015:16)That the work quality being a management style emphasizes the promotion of the work culture and eliminates the culture of orders and blame for organizational and individual needs and help everyone to identify and understand the gaps between the desired and actual levels of work and reduce errors by identifying the causes of errors and deficiencies(Reid, 201, 2005), and the importance of the work quality is clear in that it corrects the nature of the relationships prevailing in the department and at its various levels, as we see it at present clearly depends on the authorities granted to the head of the department to assess the efficiency of the performance of employees without having a clear vision and agreement on responsibilities and tasks(Zahawi, 50, 2014)

These behaviors

objectives:

- 1- of work quality among the universities of the province of Baghdad
- 2- Differences of statistical significance to the work quality of departments from the point of view of faculty members

a- Scientific title

is defined in:

Human Borders: Faculty members in Baghdad Governorate Public Universities (Baghdad University - Mustansiriya University - Al-Nahrain University - Technological University - Iraqi University)

Timelines: 2022-2023 school year

Spatial boundaries: Universities of Baghdad Governorate

Identifying terms

(Daud, 2012): A process group through which the organization responds to the needs of the worker and works to develop mechanisms to allow them to participate fully in decision-making that designs their working life. (Daud, 2012:35)

(Horst et al., 2014): A set of strategies and procedures related to the workplace to maintain and enhance worker satisfaction by improving working conditions for workers in institutions. (Horst et al., 2014:25)

Literary background

The **concept of quality of work:** The term work quality is one of the most intellectual and philosophical terms that have received widespread attention in the fields of human knowledge aimed at the development and continuous improvement in performance in various institutions, so views have varied on the concept of quality of work, but the work quality is concerned with the continuous improvement and development of the institution according to the requirements of society and in order to achieve its satisfaction. The work quality as described by the British Standards Authority as a set of qualities and features that carry the same burden of satisfying urgent and necessary needs. (Geoffery, 1994:260) As mentioned (Increases and Shaker, 2007) is a management philosophy that represents all the activities of the institution through which the needs and expectations of society are achieved and the objectives of the institution are achieved in all ways through the optimal use of the energies of all subordinates with a continuous motivation for development.

Given the important role that tests play, especially in determining the fate of students, we find that most educational systems in the world attach great importance to the teacher as the main responsible for the process of evaluating students, especially that the preparation of such tests, their application, correction, analysis of their results and interpretation require the teacher to possess a set of basic competencies, in the field of building tests, especially objectivity. This trend has become clear in all educational institutions that seek to pay attention to the competencies of the calendar (Ali, 2020)

Work Quality Objectives:

The main objective of quality work as a modern administrative method means creating a distinct culture in performance. Improving results through continuous review of experiences or information provided to detect errors and defects and get rid of them and away from excessive and unnecessary steps in order to reduce or eliminate the error and give the learner a competitive advantage that contributes to the modernization of performance and the adoption of peaceful performance standards

The objectives to be achieved through the application of the work quality are:

Reducing useless tasks, including routine tasks

2- Increase efficiency by increasing cooperation between the boss and the subordinate and encourage teamwork and identify the needs of subordinates and work to meet them

3- Staying and continuing to outperform other institutions and reduce the time required to complete tasks.(Hammoud,26:2005)

4- The institution's response to rapid environmental changes and the development of the quality of the means and technical devices used by the institution

5-Establishing approved standards to measure the results of the process management in light of international standards and establishing an international accreditation and quality assurance body

Previous studies:

- Prague study (2021): Title: Interactive leadership according to the theory of attributes and their relationship to the quality of administrative work among secondary school principals

Objective: interactive leadership according to the theory of attributes and their relationship to the quality of administrative work

Methodology.

Sample : The sample amounted to (85.8) collaborators and 30% of the original community and

, Pearson correlation coefficient, T-test of one sample, Fakronbach rate, percentage

The study came to conclusions.

1- Interactive leadership is represented by the principals of secondary schools in the three general directorates of Rusafa, and this is shown through the interaction of the three factors (objectives – tasks – society), which is the basic component of interactive leadership according to the theory of attributes.

Secondary school principals enjoy the quality of administrative work, through their competencies and skills obtained during the period of their service and training

3-There is a positive positive relationship between the interactive leadership variable in light of the theory of attributes and the quality of administrative work

4-The gender teams and the length of service of the research sample in their opinion of their school principals are not significant, and this is a good indicator of the success of interactive leadership and the quality of administrative work

Research Methodology and Procedures:

Research community:

One of the main steps of any research is to determine the size of the community in which the research will be conducted in general and to choose the sample in particular , it is known that the community is taken from the sample, and that the description of the community is a comprehensive and complete description of the research community directly affects the selection and description of the research sample, because whoever has an accurate description of the community inevitably has an accurate description of the research because each research has its own community and has its own descriptions and characteristics that distinguish it from other research communities (Borg , 1981 :170). This research community consists of (2022 - 2023), as they total (13019) teachers distributed among the five public universities (Baghdad University –

- Research sample: The selection of the research sample is the most important steps for any research because the research cannot be conducted on the community as a whole , so the sample is part of that community on which the research is conducted or it is the part that is used to judge the whole community, and in order for the sample to be accurately representative of the community, appropriate statistical methods and means must be taken in the selection of the sample .(Al-Kharabsheh ,2007: 112) A random stratified sample was selected (for the presence of gender variables and scientific title) and by (4%)

Search tools :

The current research aims to identify administrative integrity and its relationship to the quality of work, so the identification of each objective requires a lot of information, so the reliance on the construction of the scale is the most appropriate means that can be used to reach the results of the research according to the objectives set, and (David 1990) pointed out that the questionnaire is the best tool to reach the objective (David , 1990: 22)

II. Steps to build a work quality standard:

The work quality measure

1. Defining:

This measure aims to identify the work quality of the heads of scientific departments in the universities of the province of

(human resources management consisting of 7 items) – (the field of information systems consists of 7 items)
– (the field of leadership consists of 8 items) – (the field of strategic planning consists of 8 items) .

3- Sources of building items to measure the quality of work:

- Access to literature, periodicals and previous studies, as well as conferences on the work quality .

Method of correction and alternatives to the answer :

For the purpose of correcting the scale, a pentagonal based on that, each item has five alternatives , hence the verbal response scale was translated into a digital scale, as each response was given a certain score

Statistical analysis of the items of the work quality scale:

One of the most important characteristics of SICO metric (statistical) of the scale is validity and reliability , for this, the accuracy of the results we get from, and the researcher has verified the characteristics of SICO metric for the work quality as follows:

First – scale validity :

The researcher has verified validity through two types: Face validity and construction validity, as follows :

The achievement of students and the acquisition of certain knowledge and skills is one of the priorities of educational institutions, so the measurement of achievement is one of the important sources to define the outputs of educational processes on the sectors of education with the necessary information necessary to make educational decisions such as success or failure or classify students in categories according to their levels of achievement (Jubouri and Kazemi, 2014 : 423).

B. Construct Validity:

In order to obtain a scale in which there is constructive validity, the researcher confirmed this type of validity through statistical analysis of the items of the scale as follows :

1- Distinctive power: Through the method of peripheral comparison, it was found that all items are distinct between the upper and lower groups.

2-The relationship of the score of the item to the overall score of the scale : that is, through the internal consistency of the scale , as the relationship of the score of the item to the overall score of the scale means that the item measures the same concept as the overall score of the scale .

B1- Calculation of the distinguishing power of the scale items :

In order to find the distinctive strength of the items of the work quality scale, it was applied to the sample of statistical analysis consisting of (300) faculty members from the universities of Baghdad Governorate

B2-The relationship of the item to the overall score of the scale :

, as this method provides a homogeneous measure, because it is concerned with knowing that each item of the scale goes in the direction in which the scale goes in general (Abdul Rahman , 1998: 207)

Scale reliability :

For the purpose of finding a scale of the quality of work, the researcher will extract the reliability coefficient according to two methods:

(a) Method of testing and retesting :

The basic idea in the extraction of reliability depends on a representative sample, and then re-apply after a period of time determined according to the nature of the sample and the measured variable, and then calculate the coefficient of correlation between the first application and re-application, which represents the coefficient of reliability over time .

B- Alpha Crowe Nebach equation for internal consistency:

Therefore, this equation refers to the strength of internal characteristic of this test, which consists of the statistical relationship between the items . This property also indicates that the test is homogeneous and this means that all items

Presentation and Interpretation of Results:

In this chapter, the researcher will review her findings based on the objectives that have been identified , and the statistical means that have been used , as well as the researcher will interpret these results and discuss them using the theoretical framework and previous studies, so the results can be presented as follows :

OBJECTIVE 1:

The level of work quality amongst the heads of scientific departments in the universities of Baghdad from the point of view of faculty members

To achieve the second objective , the researcher applied a work quality scale consisting of (30) items to the research sample consisting of (521) teachers. The

The results of quality scale

Tool	SAMPLE	Arithmetic Mean	Standard Deviation	Hypothetical mean (Maths.)	T value		Significance
					Calculated	tabular	
Quality of work	521	98,216	8,764	90	21,451	1,96	Significant

The result departments are characterized by the quality of their work and a good rate

The second objective : To achieve the fifth from the point of view of faculty members) according to two variables :

A- Gender: The results of the test according to the measure of the quality of administrative work and the gender variable

variable	Gender	SAMPLE	Arithmetic Mean	Standard Deviation	Hypothetical mean	T value		Level of Significance
						Calculated	tabular	
								0,05

Quality of administrative work	Males	341	91,648	7,512	90	4,059	1,96	significant in favor of females
	Females	180	93,771	8,904		5,687	1,96	

From the table (), we note the arithmetic mean of males (91,648), which is higher than the hypothetical mean (90). To identify the significance of the differences, the T-test was used for one sample, which was (5,687), which is higher than the table T-value of (1,96), which is a function in favor of the arithmetic mean (sample) , and when comparing the two arith means (males) and (females), it was found to be a function in favor of females.

This result is indications that may be useful to mention what characteristics females possess and decrease in males and affect their responses by evaluating the head of the department. The researcher can mention sources in females in that they are more ionized in issuing judgments, especially personal ones, and tend to be calm in diagnosing the strengths of the head of the department in the work quality and his

B- Scientific title

It was found (3 – 520 – 523). This means the head of the department on the variable of the quality of administrative work, due to their different perceptions and awareness of the level of the head of the department on the work quality because the act and performance will be reflected clearly and equally for all members of the teaching staff .

Conclusions: Through the results of the research, the researcher reached the following conclusions:

-Heads of scientific departments have a good level of work

Recommendations: Through the results of the research, the researcher reached:

-Promote heads who receive a high score in the quality of work.

-Providing the basic needs of the educational process to achieve the quality of good administrative work.

-Activating the administrative and scientific committees in the departments to enhance the work quality process.

Suggestions: Through the

- The work quality and its relationship to administrative performance according to Maslow's theory among the deans of private colleges from the point of view of the heads of departments in the province of Baghdad

- The work quality and its relationship to the organizational climate of secondary

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