

The role of Excellence Management in the Performance improvement of Higher Education Institutions in West Bank

Abstract:

No one can ignore the leading role of higher education institutions in the development of society, but as a result of difficulties and challenges, these institutions need to develop a realistic strategies and build systems of certain administrative and technical work to achieve high-quality services and excellent help to the continuation of these institutions in light of rapid changes in scientific and technological level, which make no place for weak institutions, The indicators show that the future will be for excellent institutions only.

The Excellence management is the result of applying a set of criteria which will enable the organization to achieve competitive results by increase market share and profitability.

So the pursuit of excellent management in educational institutions is a prerequisite under the environmental changes and the high competitiveness in the world today, which makes it imperative for these institutions to adopt a philosophy of management that help to overcome difficulties and bring about the development of excellence and performance to reach the capacity to survive and compete in an changeable environment where the technology and products become obsolete quickly.

This study aims to identify the effectiveness of excellence management and its relationship with the performance of higher education institutions in the West Bank. Where the problem of the study focused on the application of excellence management elements in the higher education institutions in West Bank, which are (leadership by innovation, policies / strategies, human resource management, operations management, relations and resources management , focus on students and scientific research), and the effects of applying these elements on the business results.

This study is completed during the first and second semester of the academic year 2008 / 2009, using descriptive analytical method, the researcher used a questionnaire to collect the required data from all members of the community, who are the senior management (heads or vice presidents) of the higher education institutions in West Bank, the data then treated to extract the statistical averages and arithmetic standard deviations and Pearson correlation coefficient through the statistical program SPSS.

The results has shown positive indication about the level of applying the elements of excellence management (enables, results) ,and there is a discrepancy between these institutions with regard to the exercise of the management components of excellence and self-evaluation mechanism associated with it. The study provided an arrangement for such institutions as the marks achieved on the basis of data analysis.

The study recommended that there is a need to adopt the proposed management model of excellence to be applied to institutions of higher education and building a periodic evaluation using self-assessment, and to apply an annual awards system for excellent institutions.