

THE REALITY OF THE TOTAL QUALITY APPLICATION IN PUBLIC DIRECTORATE OF EDUCATION IN RIYADH REGION

HUSSA A. ALMEQRIN
RADI M. ALSHMARY

ABSTRACT_ *This study aimed to identify the Total quality application in public Directorate of education in Riyadh region Specifically (Department of Information Technology), the obstacles on it, ways to improve the development application, and to identify whether there are statistically significant differences of the study sample responses based on the following variables (Gender, Qualification, Years of service). To achieve the objectives of the study the researcher has used the descriptive method survey, prepared a especially questionnaire for this purpose, and applied on all employees in the administration of Information Technology Department at the public Directorate of Education in Riyadh region, total (91), (40) Supervisors, (50) administrative employees. The results show that the degree of Total quality application in the administration of Information Technology at the public Directorate of Education in Riyadh region from the employees point of view was (high), The results also indicated that there were statistically significant differences in the degree of Total quality application in the administration of information technology in public administration of education in Riyadh region depending on the differences of (gender, qualification, and years of service). The researcher recommended to emphasize the continuity of the total quality in the application of IT management in the public administration of education in Riyadh region through greater involvement the employees in the administration in future plans with the increase transparency in the declaration of performance evaluation reports.*

KEYWORDS: *Total Quality, The Public Directorate of Education, Riyadh Region.*