

# BUILDING SCALES FOR EVALUATING THE QUALITY OF THE SERVICE GIVEN IN THE SCIENCE LABS FOR SECONDARY SCHOOLS IN VIEW OF THE STANDARDS OF THE TOTAL QUALITY

MARYAM A. Y. KHAYRE

SAMEHA M. S. SULAIMAN

Taif University

*ABSTRACT\_ Objectives of the study was build a scale for reveal the ability of the physics laboratories to face the technical challenges in the learning process of physics at high schools. The researcher used the descriptive analysis method as it fits the nature and the aim of the research. The tools of the research matching card for the specifications of the physics lab in all its sides (building, equipment, machines, management ways and equipment for safety and security) in view of the standards of quality, a survey for measuring the satisfaction of the inner beneficial which means the laboratory technician and the outer beneficial which are the students about the service given in the physics labs in high schools. Scales have been built for investigating the quality of the service given in the physics laboratories in high schools depending on the SER VPERF For measuring the quality of the given services so that the tools of the research were based on five standards. the material side- concrete side- reliability-responses-safety and dedication and these come with 12 different indicators. Some of the most important recommendations of the research is to rely on the scale which is designed to measure the quality of the service given in the physics laboratories in high schools as to improve the teaching learning process. Applying more researches at the field of the quality of the service given by the biology, computer science and chemistry labs is both intermediate and high schools.*

**Key Words:** Scale, Evaluating, Quality Of The Service, Science Labs, Standards Of The Total Quality