



**PERCEPTIONS OF PHARMACY STUDENTS, FACULTY
MEMBERS AND ADMINISTRATORS TOWARDS QUALITY AND
INTERNATIONAL ACCREDITATION IN PHARMACY SCHOOLS**

By

Layla M.S Yahia

Supervisor

Dr. Amjad Abuirmeileh

**A Thesis Submitted in Partial Fulfillment of the Requirements
for the Degree of Masters of Science in Pharmaceutical Sciences**

Isra University

Amman, Jordan

Aug, 2018

جامعة الاسراء

نموذج تفويض

أنا ليلي "محمد سعيد" عارف يحيى أفوض جامعة الاسراء بتزويد نسخ من رسالتي/أطروحتي للمكتبات أو المؤسسات أو الهيئات أو الاشخاص عند طلبهم حسب التعليمات النافذة في الجامعة.

التوقيع:

التاريخ:

**Isra' University
Authorization Form**

I Layla M.S Yahia, authorize the Isra' University to supply copies of my thesis/dissertation to libraries or establishments or individuals on request, according to the Isra' University regulations.

Signature:

Date:

This Thesis (PERCEPTIONS OF PHARMACY STUDENTS, FACULTY MEMBERS
AND ADMINISTRATORS TOWARDS QUALITY AND INTERNATIONAL
ACCREDITATION IN PHARMACY SCHOOLS)

was Successfully Defended and Approved on 18/Aug/2018

Thesis examining committee

Signature

Dr. Amjad Abu Irmeileh
Associate Professor, Dean and Thesis Supervisor
Faculty of Pharmacy Isra University

.....

Dr.Ahmad Al Talhouni
Assistant Professor and Committee Member
Faculty of Pharmacy, Isra' University

.....

Dr.Mervat Al Sous
Assistant Professor and Committee Member
Faculty of Pharmacy, Applied Science University

.....

© Layla M. S. Yahia,

2018

Abstract

Accreditation of pharmacy programs has existed well over a 100 years promising quality and excellence. International accreditation of has been the latest trend in Jordanian phrarmacy and pharmD programs lately in an attempt to reach higher quality standards.

This study examines the perceptions of students, faculty members and administrators towards international accreditation in pharmacy schools by utilizing multiple methods; semi-structured interviews and survey. It also examined how well applied quality standards by faculty members by employing a self assessment survey.

Findings show how influential international accreditation is and the high impact it has on students perceptions, administrators perceptions were not included due to no cooperation and there was no difference between the application of quality standards by faculty members in universities.

keywords: *International accreditation, pharmacy education, multiple methods*

Acknowledgement

First , I would like to thank God, for giving the strength to finish this thesis and for all his blessings.

I would like to express my sincere appreciation and gratitude to my supervisor and Dean of the Pharmacy Faculty at Al-Isra' University, Dr. Amjad Abuirmeileh for his constructive feedback, valuable comments, great assistance and being open to the idea of My appreciation to all the faculty and staff members at the Faculty of this thesis.

Many thanks to members of the Pharmacy at Al-Isra' University for their support. examination committee for the time spent reading and evaluating this thesis.

A special thanks to my parents who have always encouraged me to do better. Dad, you're always with us and living through us, and your soul is always present. Mom, thank you for being so wise, supportive, loving, and such an inspiration. Thank you both for being who you are and showing me what truly matters. My brothers Fadi and Firas, and their families, thank you for always making me proud. My mentor, my best friend, and my source of support, my sister Leena, thank you for your patience, words will never express my gratitude and love.

To all the people I love, and those who love me, I hope I can always make you all proud, I love you all.

Dedication

To my parents, for their unconditional love.

Table of Contents

Subject	page
Abstract	I
Acknowledgment	II
Dedication	III
Table of Contents	IV
List of Tables	VI
List of Appendices	VII
Chapter One	
Introduction	1
Chapter Two	
Literature Review	4
What is Quality in higher education and Why the Concern about Maintaining and Improving It?	4
Stakeholders Theory	7
Students as Customers?	8
Accreditation Impact and Attitudes	10
Higher Education, National Accreditation, and Quality Assurance in Jordan	12
Pharmacy and/or PharmD programs in Jordan	13
Chapter Three	
Methodology	15
Population and sampling	17
Sample size	19
Interviews	20
Surveys	20
The two utilized surveys	21
The first survey	21
The second survey	22
Chapter Four	
Results	23
Response by participants	23
Data analysis	24
Qualitative analysis	24
Quantitative analysis	24

Faculty Members, Malcolm Baldrige Survey	
descriptive analysis	25
Descriptive statistics of students' response	45
Chapter Five	
Discussion and conclusion	53
What are the perceptions of different stakeholders (students, faculty, and administrators) toward international accreditation in pharmacy programs and PharmD)?	(Pharmacy 53
Does a culture of quality and accreditation exist among the different stakeholders (faculty members and administrators) in Jordanian schools of pharmacy?	54
Concluding thoughts, limitations and recommendations	56
References	58

List of Tables

Table 1 List of universities invited to participate	18
Table 2 Means and standard deviations of faculty members assessment of leadership	25
Table 3 Means and standard deviations of faculty members assessment of strategic planning items	26
Table 4 Means and standard deviations of faculty members assessment of customer focus items	27
Table 5 Means and standard deviations of faculty members assessment of measurement, analysis and knowledge management items	29
Table 6 Means and standard deviations of faculty members assessment of workforce focus items	30
Table 7 Means and standard deviations of faculty members assessment of operations focus items	31
Table 8 Means and standard deviations of faculty members assessment of results items	32
Table 9 Means and SDs of faculty members assessment according to university type	33
Table 10 ANOVA test results	34
Table 11 Means and SDs of faculty members according to university type for leadership category assessment	35
Table 12 ANOVA test results	36
Table 13 Means and SDs of faculty members according to university type for terms strategic planning assessment	36
Table 14 ANOVA test results	37
Table 15 Means and SDs of faculty members according to university type in terms of customer focus assessment	38
Table 16 ANOVA test results	38
Table 17 Means and SDs of faculty members according to university type in terms of knowledge management assessment	39
Table 18 ANOVA test results	40
Table 19 Means and SDs of faculty members according to university type in terms of workforce focus assessment	40

Table 20 ANOVA test results	41
Table 21 Means and SDs of faculty members according to university type in terms of operations focus assessment	42
Table 22 ANOVA test results	43
Table 23 Means and SDs of faculty members according to university type in terms of results assessment	43
Table 24 ANOVA test results	44
Table 25 Frequencies and percentages of students	45
Table 26 Means and standard deviations of results items	46
Table 27 Means and standard deviations of items according to university	50
Table 28 ANOVA test results	51

List of Appendices

Appendix A: Informed Consent to Participate in
a Research Project

Appendix B: Invitation Letter

Appendix C: Interview Questions

Appendix D: Faculty members
Survey

Appendix E: Students Survey