



**The Impact of Applying Total Quality Management  
Principles on Organizational Performance  
(Applied Study In king Hussien Medical City)**

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## التفويض

أنا عائشة خلف محاسنة أفوض جامعة الإسراء بتزويد نسخ من رسالتي ورقياً وإلكترونياً إلى المكتبات أو الشركات أو الأشخاص المعنيين بالأبحاث والدراسات العلمية وفقاً للتعليمات النافذة في الجامعة.

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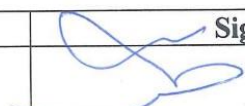
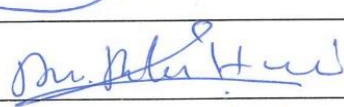

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### Decision of the discussion committee

Master's thesis was discussed for the student Ayisheh Khalaf Al- Mahasneh on  
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## **Dedication**

To those who have illuminated my way and have been helping in my life since childhood.

To the beating hearts of hope.

To those who raised me from childhood and lived a dream in which I was always their heroine.

My Dad and Mom.

May God grant you in health and wellness.

To the permanent energy of my life and the path companion.

My Husband.

To the light of my life. And always hope for me.

My Daughters are my liver pleasures.

Rahaf and Tala.

To those who always support me in good and bad times.

My Brothers and Sisters.

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<b>Table of contents</b>	
Cover page	A
Consent form	B
Decision of the discussion committee	C
Dedication	D
Thanks and appreciation	E
Table of contents	F
List of tables	I
List of figures	J
Abstract ( E)	K
Abstract (A)	L

<b>Chapter One</b> <b>Study General Framework</b>	
(1-1): Study Objectives	2
(1-2): Problem Statement	2
(1-3): Importance of Study	2
(1-4): Study Questions	3
(1-5): Study Hypothesis	3
(1-6): Study Model	4
(1-7): Definitions	5
<b>Chapter Two</b> <b>Literature Review and Previous Studies</b>	
(2-1): Introduction	7
(2-2): Literature review	12
(2-2-1): Total Quality management	12
(2-2-2): Principles of TQM	14
(2-2-3): organization performances	21
(2-2-5): TQM tools	24
(2-2-6): Results on the Health Care Sector after Applying the Quality Improving Principles	25
(2-3): Previous studies	28
<b>Chapter Three</b> <b>Methodological framework of the study</b>	
(3-1): Study Approach	34
(3-2): Collecting Data and Information	35

(3-3): Study Community	36
(3-4): Study Sample	36
(3-5): demographic data	37
(3-6): Study Tools	42
(3-7): Validity and stabilization of the tool	42
(3-8): Statistical analysis	44
<b>Chapter Four</b> <b>Study Results</b>	
(4-1): first Item      leadership	47
(4-2): Second Item      Continuous Improvement	48
(4-3): Third Item      Employees Involvement	49
(4-4): Fourth Item      Patient Satisfaction	51
(4-5): Fifth Item      Operational Efficiency	53
(4-6): Hypothesis Testing	55
<b>Chapter Five</b> <b>Results and Recommendations</b>	
(5.1): Study Results	63
(5.2): Recommendations	66
References	68
Questioner	72



## List of tables

Table (1) categories according to Gender	37
Table (2) categories according to age	38
Table (3) categories according to qualification	39
Table (4) categories according to degree of utilization	40
Table (5) Stability coefficients for questionnaire items	43
Table (6) items and arrangement of the paragraphs related in the questionnaire.	46
Table (7) Averages and standard deviations for leadership	47
Table (8) Averages and standard deviations for continuous improvement	48
Table (9) Averages and standard deviations for the employees involvement	49
Table (10) Averages and standard deviations for patient's satisfaction	51
Table (11) Averages and standard deviations for operational efficiency	53
Table (12) Results for a multiple linear regression analysis to test the effect of quality management principles on organizational performance	55
Table (13) Results for a simple linear regression analysis to test the effect of leadership	56
Table (14) Results for a simple linear regression analysis to test the effect of applying continuous improvement in patient satisfaction.	57
Table (15) Results of a simple linear regression analysis to test the effect of employee's involvement.	58
Table (16) Results for multiple linear regression analysis to test the effect of leadership on operational efficiency.	59
Table (17) Results of a simple linear regression analysis to test the effect of the implementation of continuous improvement on operational efficiency.	60

Table (18) Results of a simple linear regression analysis to test the effect of effect of the implementation of employee's involvement on operational efficiency.	61
List of figures	
Figure (1) the study model	4
Figure (2): Categories according to Gender	37
Figure (3): Categories of the patients according to age	38
Figure (4): Categories of the patients according to qualifications	40
Figure (5): Categories of the patients according to degree of utilization	41

## **Abstract**

The study aims to investigate the impact of applying the principles of total quality management on organizational performance in king Hussein Medical City in Amman Jordan's capital city, through adoption of the application of the principles of total quality management as an independent variable using three main items: leadership, continuous improvement and employees involvement, and organizational performance is the dependent variable using two main items: patient satisfaction and operational efficiency. To achieve the objectives of the study, the study relied on the use of the descriptive approach to investigate the opinions of patients and used the questionnaire as a study tool and chose a random sample consisting of 300 patients from king Hussein Medical City, which consists of five hospitals and centers, where the opinion were collected from the patients from Al-Hussein Hospital, which is the largest hospital in king Hussein Medical City in terms of space and number of patients and its Include all medical specialties, in addition to Queen Rania Children's Hospital, the second largest hospital in king Hussein Medical City. The opinions of patients were analyzed, the results extracted, and the hypotheses of the study tested. The study revealed an impact of applying the principles of total quality management on the organizational performance in the king Hussein medical city. As an application of the principles of total quality management were moderately implemented related to continuous improvement and employees involvement as the result was closer to neutrality, And there is no significant effect of the item related to leadership on the organizational performance in king Hussein Medical City.

### **Keywords:**

Total Quality Management TQM, leadership, continuous improvement, employees involvement, Organizational Performance, patient satisfaction, operation efficiency, King Hussein's Medical City

## الملخص

تهدف الدراسة إلى دراسة تأثير تطبيق مبادئ إدارة الجودة الشاملة على الأداء التنظيمي في مدينة الملك حسين الطبية في العاصمة الأردنية عمان ، من خلال تبني تطبيق مبادئ إدارة الجودة الشاملة كمتغير مستقل باستخدام ثلاثة محاور رئيسية : القيادة والتحسين المستمر ومشاركة الموظف ، والأداء التنظيمي هو المتغير التابع باستخدام محورين رئيسيين: رضا المرضى والكفاءة التشغيلية. لتحقيق أهداف الدراسة ، اعتمدت الدراسة على استخدام المنهج الوصفي للتحقيق في آراء المرضى واستخدمت الاستبيان كأداة للدراسة واختارت عينة عشوائية تتكون من 300 مريض من مدينة الملك حسين الطبية ، والتي تتكون من خمسة مستشفيات ومراكز ، تم جمع الرأي من المرضى من مستشفى الحسين ، وهو أكبر مستشفى في مدينة الملك حسين الطبية من حيث المساحة وعدد المرضى وتشمل جميع التخصصات الطبية ، بالإضافة إلى مستشفى الملكة رانيا للأطفال ثاني أكبر مستشفى في مدينة الملك حسين الطبية. تم تحليل آراء المرضى ، واستخلاص النتائج ، وفرضيات الدراسة التي تم اختبارها. كشفت الدراسة عن تأثير تطبيق مبادئ إدارة الجودة الشاملة على الأداء التنظيمي في مدينة الملك حسين الطبية، حيث أن تطبيق مبادئ إدارة الجودة الشاملة تم تنفيذه بشكل معتدل يتعلق بالتحسين المستمر ومشاركة الموظف حيث كانت النتيجة أقرب إلى الحياد ، وليس هناك تأثير كبير للمحاور المتعلقة بالقيادة على الأداء التنظيمي في مدينة الملك حسين الطبية.