

Impact of TQM Implementation on Organization Performance with in Public Service Sectors in Sharjah

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Abstract

This study has two folds; on the first hand, it aims to investigate and provide a clear understanding of the different methods for applying TQM principles in the public sector, and on the other hand it establishes for a framework to measure the impacts and implications of applying TQM in the public sector. This study is based on multiple case studies from the Local Government of the Emirate of Sharjah in the United Arab Emirates. Initially, it is intended to cover The study will investigate TQM applications in three government organizations (entities), namely, Public Works Authority, Sharjah City Municipality, and Sharjah Roads & Transport Authority. The reason for selecting these three organizations is their direct impact on the quality of life at the Emirate residents. The rationale behind selecting these organizations in specific will be explained further in the methodology chapter. Building on Sharjah leader's vision regarding improving the quality management and productivity of the public sector in the Emirate, it is time to address the challenge of a low productivity and wastage in public services by the sound implementation of quality management on all aspects of project delivery in Sharjah. In order to address the research challenges, the current situation of public services delivery must be investigated and documented through an in-depth literature review.

Keywords

Publish Services, Quality Management, Quality Awards, Excellence Awards, TQM, Public Sectors, EFQM Model.

Biography

Khalifa Alketbi is CEO of the Engineering Section at Al Madam Area Municipality. Holds a Bachelor of Civil Engineer from the University of Sharjah, UAE, and Master of Business Administration in General Management from the Canadian University of Dubai, UAE. Member of the engineering committee in Sharjah.

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Emad S. Mushtaha is an Associate Professor at the University of Sharjah (UoS), teaching undergraduate studios and environmental and architectural design courses at AE Dept. He is also an active member of the Sustainable Engineering Asset Management (SEAM) Research Group at UoS. Dr. Mushtaha has actively participated in many conferences, workshops, symposiums and published more than 50 articles in different refereed journals and conferences. His current research interests are in the fields of Place Management and Sustainable/Environmental Design. On the community level, he is the leader of the Building and Landscape Management Sustainability Circle at the Sustainability Office, UoS. He can be contacted at: emushtaha@sharjah.ac.ae