

Extent of Satisfaction of Administrative Staff in the Education Directorate in the Hebron Governorate with the Performance Model for the Second Category.

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Abstract:

The aim of this study was to identify the satisfaction of the administrative staff in the directorates of education in the Hebron Governorate on the model of evaluation of the performance of the second category and to identify the differences of statistical significance in their satisfaction averages, which are attributed to variables: Directorate, gender, nature of work and experience in the Directorate of Education.

The study population is composed of all employees residing in the second category in the education directorates in Hebron governorate (249), in the academic year 2018/2019. The researcher conducted the comprehensive survey method. To achieve this, the researcher built a questionnaire that included the items of the performance evaluation model and open questions, where the validity and reliability of the tool was verified by the appropriate statistical methods.

The results of the study revealed that the level of the employees' satisfaction in the directorates of education in the governorate due to the model of performance evaluation of the second category was medium, and that there is a difference in the extent of satisfaction, where it emerged that the Directorate of Hebron is the highest in terms of degree of satisfaction with the degree of satisfaction relative to the gender variable, The work has shown that field staff are the most satisfied and that department heads are the least satisfied.

Satisfaction of the staff with respect to the variable of experience. The study showed that the most satisfied category was for the category of 1-5 years and the lowest satisfaction was the category of 11-15 years. While most of the population of the study considered the model used is neither fair nor conducive to action.

The study was based on the following recommendations: The establishment of multiple performance models based on the job title and not the functional category, taking into consideration the difference between the job titles, the nature of their work, the specificity of each job title, and the involvement of people with experience and competence from various departments.