

Identify the effectiveness of applying the international standard system for quality management (ISO 9001) in the civil institutions in Ramallah and Al-Bireh governorate and its relation to the institutional performance

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Abstract

The study aimed to identify the effectiveness of applying the international standard system for quality management (ISO 9001) in the civil institutions in Ramallah and Al-Bireh governorate and its relation to the institutional performance, also the obstacles to apply the standards of ISO9001:2008

Descriptive approach was utilized in this study. Using interviews with the managers of the institutions and designed a questionnaire to collect data which included (82) paragraphs divided into three parts: The first include ISO 9001: 2008 standards (customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making and management relations).The second part includes the obstacles to apply the standards of ISO9001:2008.The third part focus on the Institutions performance.

The questioner was distributed to all members of the study community in NGOs that apply the international standard (Palestinian Hydrology group for Water and Environmental Resources Development, Economic and Social Development Center of Palestine, Land Research Center Protect the right to land, Agricultural Development Association and Union of Agricultural Work Committees)

The survey method was used for all community items in NGOs. 140 questionnaires were distributed and 85 questionnaires were retrieved from the distributed questionnaires.

The study found that the efficiency of applying the ISO 9001: 2008 standards was high in the NGOs in Ramallah and Al-Bireh governorate, where the total average was (3.91) with high degree of appreciation, with a standard deviation of 0.543. The institutional performance was (3.63) with high degree of appreciation, standard deviation was (0.60), which confirms that there is an effective role in implementing the standards of ISO 9001: 2008 in raising the level of institutional performance in civil ones.

The results also showed a statistically positive relationship between ISO 9001: 2008 and ISO 9001 in institutions performance. Showing no differences at the level of significance ($\alpha \leq 0.05$) in the trends of the respondents towards the effectiveness of applying the standards of ISO 9001: 2008 in the civil institutions in Ramallah and Al-Bireh governorate and their relation to the institutional performance in all the study axes due to variables (gender, years of experience).

There were also significant differences in the effectiveness of the ISO 9001: 2008 standards in the civil institutions according to the variable (scientific qualification). There were also significant differences in the performance in the institutions according to the variable (job title).

The study recommends that a national strategy should be developed to meet the requirements of the ISO system in the civil institutions and enable these institutions to achieve the highest quality of services and create effective programs that help raise the morale of workers and reduce their resistance to the quality system application.