

**Fayoum University**  
**Faculty of Social Work**  
**Department of Social work fields**



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## **PhD thesis entitled**

**The reality of applying standards of institutional excellence at faculties of social work to achieve educational services quality**

Among the requirements for obtaining a Doctor of Philosophy degree in Social Work

**Prepared by**

**The Researcher / Linda Sayed Mohamed**

Assistant Lecturer, Department of Social Work Fields

## **Supervision**

**Prof .Dr / Ahmed Hosny Ibrahim**

Professor and Vice Dean for Graduate Studies  
and Research Affairs  
Faculty of Social Work  
Fayoum University

**Prof .Dr / Nasser Owais Abdel Tawab**

Professor and Head of the Department  
of Social Work  
Faculty of Social Work  
Fayoum University

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# Summary

## **First: the problem of the study And its importance :**

The countries of the world focus on higher education institutions because their outputs are the main driver of the economic and social sectors. Building the human being who is able to participate effectively in achieving development programs is the way to global competition, especially with the intensification of competition over the knowledge-based economy based on human capital and the growing interest in the late twentieth century. The quality of education, which imposed on educational institutions to review their programs and verify the quality of their outputs.

Therefore, the trend towards the application of quality and excellence according to local and global models in higher education institutions and universities has become a necessity, as a logical response to the social, cultural, political, economic and technical changes imposed by globalization, and based on extensive research, it has been proven that higher education institutions may use models based on quality awards. Excellence, such as the Deming Award in Japan, the Malcolm Baldrige Award for Quality and Excellence in America, and the EFQM Model for Excellence in Europe, has expanded its scope in the field of education, due to the criteria and indicators included in these awards that guarantee the institutional self-evaluation process to ensure continuous excellence. Perhaps the most important of them is the Excellence and Quality Management Model, which can be applied to higher education institutions globally, which is the European Model for Quality Management and Institutional Excellence (Efqm Excellence Model)

issued by the European Foundation for Quality Management, which has proven its success and spread in most international institutions in most of the world. regions of the world and in record times. The importance of this model emerges as it constitutes one of the main frameworks to help institutions in general and institutions of higher education in particular to enhance their competitiveness and achieve excellence by keeping pace with global developments and developments in leadership and planning and improving the quality of services and human resources. It is a practical tool to help institutions to accomplish this by measuring where they are On the path of excellence and help them understand and address the shortcomings, because it includes a set of main criteria represented in the model's capabilities, including (leadership with creativity, policies and strategies, human resource management, operations management), and the results of the model's work, which includes (target group satisfaction, student satisfaction, satisfaction workers, community service), which would provide work methodologies and mechanisms to measure and evaluate the efficiency of work systems within higher education institutions.

The education and practice of social work requires a kind of special attention to the practical education of this profession, which distinguishes social workers from others. This is to a practice that emphasizes experience, knowledge and competence and develops the required professional skills and behaviors..

Therefore, the issue of the quality and excellence of social work education occupies an advanced position among the issues of that profession, where the need arises to develop education programs to allow the preparation and graduation of a highly skilled practitioner who is able to deal with new situations resulting from the changes taking place in society.

## **Second :Concepts of the study :**

.The concept of the European model of institutional excellence

.The concept of service quality

.educational services The concept of

## **Third: Objectives of the study:**

The current study proceeds from three main objectives, which are as follows:

**The first main objective:** determining the reality of the quality of educational services as a starting point for achieving institutional excellence in faculties of social work.

**The second main objective:** to identify the difficulties that prevent the Faculty of Social Service from achieving the standards of institutional excellence at Fayoum University.

**The third main objective:** to reach the proposed recommendations that can facilitate the application of the standards of the institutional excellence model at the Faculty of Social Work, Fayoum University.

## **Fourth: The methodological procedures of the study:**

-Type of the study: This study belongs to the type of descriptive analytical studies.

**The method used:** the researcher relied on the social survey method with a quality: comprehensive of all faculty members, members of the administrative body of the college, and social workers working in the institutions of professional practice of social work affiliated to the field training office in the college

## **Study tools:**

**First: Measurement form:** The reality of the quality of educational services as a starting point for achieving institutional excellence in the College of Social Work from the point of view of the faculty members in the college.

**Second: A form for measuring** the reality of the quality of educational services as a starting point for achieving institutional excellence from the point of view of the members of the administrative body of the college.

**Third: A form for measuring** the reality of the quality of educational services as a starting point for achieving institutional excellence from the point of view of students of the Faculty of Social Work, Fayoum University.

**Fourth: A form to measure** the level of social service practitioners' satisfaction with the college graduate from the reality of their field training.

**-fields of study :**

- **Spatial domain:** Faculty of Social Work, Fayoum University, institutions of professional practice of social work.

- **Human field:** the study was applied to the 33 faculty members of the Faculty of Social Work, Fayoum University, the administrative staff of the Faculty of Social Work, Fayoum University, numbering (38) employees, and a simple random sample of the third year students, numbering (229). . And the students of the fourth year (185) students at the Faculty of Social Work, Fayoum University, so the number of the sample was (414) students.

- **Time domain:** It is the period of time that the researcher took to collect data from the field.

**Fifth: The results of the study:**

The general results related to the reality of the quality of educational services at the Faculty of Social Work, Fayoum University indicated that there are a number of difficulties that prevent the quality of educational services as a starting point for achieving institutional excellence in them. Institutional institutions, which will contribute effectively to the excellence of the faculties of social work in general and

the Faculty of Social Work, Fayoum University in particular, within the framework of the standard academic standards for social work.

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