

The Mediating Effect Of Organizational Learning In Relationship Between ISO9001:2015 Practices And Organizational Performance In MOE In Oman.

Yusra Salim ALHasani¹, Dr. Zaharuzaman Jamaluddin², Dato' Dr. Hj. Mohamad Nasir³

1. Faculty of Business and Accountancy, University of Selangor, Malaysia

2. Faculty of Business and Accountancy, University of Selangor, Malaysia

3. Faculty of Business and Accountancy, University of Selangor, Malaysia

¹E-mail: yusra.alhasani@hotmail.com

²E-mail: zaharuzaman@unisel.edu.my

³E-mail: mnasir@unisel.edu.my

Abstract

The Ministry of Education, represented by the Directorate-General of Planning and Quality Management, Directorate-General of Administrative Affairs, has been certified the ISO 9001:2015 certificate. The certificate is considered an international standard for quality management and services and is aimed at improving the administrative system to achieve high quality. ISO 9001 is applicable to any organisation irrespective of their size or geographical location. One of the major strengths of ISO 9001 is its wider appeal for all types of organisation. Because it focuses on processes and customer satisfaction rather than procedures, it is equally applicable to service providers. ISO 9001 QMS provides the infrastructure, procedures, processes and resources needed to help organisations both monitor and improve their performance to drive efficiencies, client service and product excellence. Customer satisfaction is main element because of the performance of General Directorate in their administration. Other than that proper system will be apply due to ISO application in ministry of education in Oman. Management commitment is another main factor for the employees in the Ministry of Education in order to provide quality service. In previous research also determine that effectiveness and efficiency are important factor in ISO implementation in MOE.

Keywords: *ISO, Customer Satisfaction, Management Commitment, Effectiveness and Efficiency*

1. BACKGROUND OF THE STUDY

ISO is the International Organization for Standards, which uses an acronym alternative arrangement to accommodate various translations and emphasis on the Greek word 'isos' (which means 'same'). Now based in Geneva, Switzerland, ISO started its operations in London, in 1947, with the aim of facilitating "international coordination and consolidation of industry standards". With experts from 165 countries and 3,368 technical bodies to maintain the 19,500 standard development, the organization is a non-governmental standards organization that provides world-class specifications for products, services and systems to ensure quality, safety and efficiency.

Education decision-making structure and administration hierarchy The Ministry of Education

(MOE) in Oman consists of three levels of authority. The first is located at the headquarters of the Ministry of the Education in the capital, Muscat, and it forms the highest level in hierarchical administration and the second is the mid-level administrative structure represented by eleven Director General of Education in eleven educational areas. Finally, executive administration units are represented by schools. Education in Oman in general particularly faces dramatic changes as it fights to meet the needs of the current century. This situation forces the MOE to adopt a new management approach that will enable it to tackle these challenges and pressures (ALNabhani, 2007).

The implementation of ISO 9001:2015 in the Ministry of Education of Oman for Quality Management System, Quality Management System is based, the organization is managed as a system of interrelated processes. In addition to Oman, we will help you to plan this process to identify how it relates to each other, set goals, measure processes and make improvements. An effective Quality Management System (QMS) in place leads to a substantial increase in an organization (Kayzed, 2013).

2. PROBLEM STATEMENT

In response to innovation, improvement and development, educational institutions in the Sultanate of Oman have sought to develop their systems in line with the principles of ISO9001:2015. These attempts to develop some strategies, policies and administrative objectives, as well as in the field of legislation, laws, regulations and instructions related to organizational and administrative structure, but these attempts to innovate and development were not at the required level, and there are still many obstacles to the application of ISO9001:2015, which the study seeks to discover through the study of the mediating effect of organizational learning in relationship between ISO9001: 2015 practices and organizational performance in MOE in Oman.

3. RESEARCH OBJECTIVES

1. To examine the relationship between customer satisfaction effect on organisation performance.
2. To examine the relationship between appropriate system effect on organisation performance.
3. To examine the relationship between management commitment on organisation performance.
4. To examine the relationship between employees effectiveness effect on organisation performance.
5. To examine the mediating effect of organisational learning in the relationship between ISO practices and organisation performance.
6. To examine the relationship between organisational learning and organisation performance.

4. LITERATURE REVIEW

Customer Satisfaction

ISO 9001:2015 specifies requirements for quality management systems all of which are generic and intended to be applicable to all organizations regardless of the provided product, and their size and type. Thus, an organization needs to demonstrate its ability to consistently provide product that meets the applicable statutory and regulatory requirements as well as customer's requirements. Also, the organization's aims should focus on enhancing customer satisfaction through the effective application of the system. This includes processes for continual improvement of the system, and the assurance of conformity to customer, and applicable statutory and regulatory requirements (Ai-Ibrahim, 2014). In case any

requirement(s) of ISO 9001:2015 cannot be applied because of the nature of an organization and its product, this can be considered as grounds for exclusion. When exclusions are made, claims of conformity to ISO 9001:2015 are not acceptable unless these exclusions are limited to requirements within Clause 7. Such exclusions do not affect the organization's responsibility for or ability to provide product which meets customer's needs, and applicable statutory and regulatory requirements (ISO 9001, 2018).

The study is somehow consistent with another study conducted by Campbell and Finch which was carried out in the Coalesced Kingdom. The study of Campbell and Finch was a research paper that aimed at incrementing customer satisfaction with the received accommodation by applying the organizational equity theory to facilities management. In order to provide support for the theoretical framework, both interviews and observations were made in the cross-functional decision making forum (Limited). Furthermore, findings from the research paper reveal that in practice participates decision making often leads to delays and conflict although there is strong theoretical support for it. Thus, two way communication represents the most effective form (Excellence, 2003). The study point out that achieving high caliber of customer contentment is dependent on the management processes that support products and accommodations in addition to their distribution. The study concludes that the distribution of accommodations and the development of opportune quantitative measures of customer gratification will serve understanding and quantifying the benefits of the proposed approach and regulating the procedural equity techniques that will assist the increase in customer contentment (J. & H, 2005). Above all, was conducted in the U.K and the geographical context may vary from that of Oman.

Customer Orientation of Service Personnel

The performance of accommodation personnel frequently forms a key element of an accommodation and the customer orientation of accommodation personnel is often observed as a major determiner of the prosperity of an accommodation institute (Thorsten, 2004). The concept of the customer orientation of service personnel contains employees' motivation, decision making power, social skills and technical skills.

The constant desire to communicate with the client and the facility to understand their opinions about accommodations or products has become a very important issue. In fact, the future of an organization is determined by the customer as he/she decides which accommodation or product represents the highest value. The providers of accommodation or products are obliged to provide the customers with the required information to gratify their prospects and meet their needs. The concept of marketing orientation surmises that the key to achieve institution's aims includes supplying the inductively authorized level of contentment to customers more effectively than competitors and determining the desideratum and authoritatively mandate of target market. This is a trend that shifts strategic department of institutions by constraining strategies of incrementing market share and switching to strategies of incrementing customer gratification. This state can be achieved by many quality management systems because knowing customers and their desideratum becomes essential to effectively implement and develop the quality system programs of any firm. Quantifying customer satisfaction may function as an early warning system since institutions can visually distinguish the sale and profit levels and consider this as the ultimate measure of future results of any activity. At the same time, customer gratification measures can determine the future behaviour of the customers which enables the institute to expect the future results (Kotler, 2012).

Customer Satisfaction and Quality

Quality and customer satisfaction are tightly connected to each other and are often presented

as a result of each other. This ineluctable relationship is highlighted by many studies. For example, Anwar and Jabnoun (2006) argue that, in this relationship, the increase in one leads to the increase in the other and that the type of accommodation quality and customer satisfaction are approximately similar to this. Other researchers report that customer satisfaction is often the result of accommodation quality. Also, the current definitions of quality regularly refer to customer satisfaction. Two designations are distinguished by the American Society for Quality. The first one is "the characteristics of a product or accommodation that bear on its facility to gratify verbalized or implicatively insinuated needs" while the second one is "a product or accommodation free of deficiencies; meaning it is ostensible?" (Fuentes, 2003). Meeting costumers' needs is an important part of distributing quality together with conforming requisites. In countries like Sweden, Coalesced States and Japan, the issue of customer satisfaction and quality is elevated to be a gregarious issue as these countries developed economic metrics, on a national level, making Customer Gratification a quality quantification. In fact, the regulations of the International Organization for Standardization concerning quality (ISO 9001-2008, 2018) contain the consequentiality of the aforementioned relationship. Presently, customer satisfaction has a vigorous influence on these standards which were basically based on norms.

Appropriate System for Service Quality

Accommodation Quality is a concept that is related to providing accommodations, goods or products which meet the receiver's prospects. Companies have reached the conclusion that satisfying customers enables them to keep customer base and expand it for the future. Consequently, quality in distributing accommodation, goods or products is considered a highly important aspect of business management in all fields. This concept does not only have meaning in commercial contexts, but it has the same meaning in those organizations which provide accommodations to the public. As a result of that, when discussing this concept and the various approaches that assure it, it is important to understand that it can be applied to both the public and private sector.

As opposed to organizations that adhere to the ISO 9000 certification due to customer demand, organizations that do on the basis of a positive attitude towards it are more likely to report better performance (Cravens, 2004). During the post-certification period, the consistent maintenance of the quality management systems is vital. This period beholds procedures of a vital essence like management reviews, corrective and preventative measures, in-house and external analysis, data collection and analysis, performance assessment and significant reform (Cravens, 2004)

Management Commitment

An established system that records processes, procedures and duties in order to realize quality policies and objective is known as a quality management system (QMS). A QMS is used in an organization to synchronize and lead its practices in the direction of satisfying the customers and the administrative standards, and to mitigate the efficiency of the very foundation of these practices (Bhuiyan & Alam, 2009).

The ultimate quality management system approach is the ISO 9001:2015, which is the international standard designated to standardize the conditions of quality management systems. Some use the acronym QMS interchangeably with the ISO 9001 standard; however, QMS is actually used to refer to the system in its entirety and not only the documents detailing and describing the system (Bhuiyan & Alam, 2009). QMS has many objectives

including the reduction of waste and cost, making training opportunities easier, including the employees in the process and establishing an organization-level objective.

At the end, the adoption of a good administration system should be a strategic decision of an organization. The design which links the implementation of the company's quality management system is affected by its structure, changes in that environment, and the risks associated with that environment, its varying wishes, its specific objectives, the products it gives, the processes it employs, and its size and company's structure. According to Dawson (2018) ISO 9001 certification does not check that companies will oftentimes improve, but it can verify if it's or is not rising.

Employees Effectiveness and Efficiency

In business, effectiveness means the quality of results that square measure derived from the tasks completed by each staff and their managers. To create effectiveness in the workplace, a worker or manager wants to distribute strong results. For instance, if someone is a selling manager and their selling campaigns distribute strong leads, they might be thought of as an efficacious selling manager (Thilakarathne, 2014). If the marketing leader is not ready to draw any leads from any of his or her campaigns, then he or she will not achieve any effect. A business needs to conduct customary performance reviews of each of their staff and managers to amend effectiveness in a company and to see if their strategies and techniques square measure efficacious and engendering results. The results that don't show any effects could facilely impact the quality of a company's accommodations or merchandise, so it's of import for any business to ascertain that each one of their staff and managers square measure filling their roles effectively (Thilakarathne, 2014). Effectiveness in a business refers to however long it takes for a task to urge completed, not at how efficacious the task was completed. In other words, a worker could be efficacious at consummating a task to a high calibre, but could take method longer than required to consummate the task.

In addition to that, values in an organization such as fairness, equality, and consent cannot be separated from the other concepts in terms of the degree of importance. Taken the reason that all employees come from different backgrounds, have different personalities and values, and go through different circumstances, they should be grouped with the colleagues having similar attributes as to feel engaged and share common values. "Positive group motivations are engendered through individual adhesion to the group, consensus, and a mutual sharing of and commitment towards achieving group goals. Negative group motivations are caused by such things as conflicts between group members, a clash of personalities, divided adhesions, favouritism for some and prejudice against others" (MATLHAPE & and LESSING, 2002).

Organization Learning

Organizational learning is the way toward making, holding, and moving information inside an association. An association improves after some time as it picks up experience. From this experience, it can make information. This information is wide, covering any point that could better an association. Models may incorporate approaches to expand creation productivity or to create gainful financial specialist relations. Information is made at four unique units: singular, gathering, hierarchical, and entomb authoritative (Argote, 2013).

The most widely recognized approach to quantify hierarchical learning is an expectation to absorb information. Expectations to absorb information are a relationship demonstrating how as an association creates all the more an item or administration, it expands its profitability,

proficiency, dependability and additionally nature of creation with unavoidable losses. Expectations to absorb information shift because of authoritative learning rates. Authoritative learning rates are influenced by singular capability, enhancements in an association's innovation, and upgrades in the structures, schedules and techniques for coordination (Argote, 2013). Authoritative learning happens as an element of involvement inside an association and permits an association to stay serious in a steadily evolving climate. Authoritative learning is an improvement cycle that can build effectiveness, precision and benefits (Argote, 2013). Subsequently, authoritative learning can be characterized as the cycle, or the amount of the cycles and exercises through which the association tries to improve its general capacities, create itself and actuate its relations with its current circumstance and adjust to it, regardless of whether outer or inner, and activate laborers, to be more excited and persuaded to follow the information and work in the association; Continuous turn of events and accomplish productivity and viability (Young, 2009).

Organization Performance

Organizations are created mainly to provide goods and services. In a more complex society, it involves structuring and integrating an activity that consists of human resources that work with multiple behavioural patterns, adapting to new technology, and coordinating work with superiors, peers and subordinates in order to achieve organizational goals and obtain effective organizational goals (Flynn, 1995). In a formal organization, it is usually seen as a more adaptive system than continuous adaptation to external and internal forces for survival. The adaptive capacity of an organization depends largely on its ability to scan and its related environment in order to adjust its core activities and measure its performance according to meaningful and meaningful objectives (Pursell, 1980: Josephine and Lambinico, 2016).

Performance history is categorized into six different subcategories. Different ideas and opinions about each of the performance sub-categories are discussed in this section. Etzioni issued a fairly clear statement on the concept of organizational performance, where he believed that frequent evaluations of organizations were made with regard to achieving or not achieving the set goals and objectives. However, in Etzioni's proposal, the resources needed by the Organization to achieve its objectives and aspirations were not taken into account. Other researchers, such as Chandler and Thompson, sponsored an idea of organizational performance similar to that presented by Itziane (Jenatabadi, 2015).

Organizational Performance Assessment Criteria

Many studies focused on the importance of using standards related to the behavior and performance of individuals as basic criteria for evaluating organizational performance. Many researchers believe that organizational performance measures related to human resources performance can be categorized into the following (job satisfaction, organizational commitment, innovative thinking skills, additional role behaviors) and will be explained as follows (Jenatabadi, 2015):

1. Job satisfaction

Many managers in the organization emphasize the importance of evaluating organizational performance through measures related to the human element and see job satisfaction as an important indicator for evaluating organizational effectiveness. Job satisfaction can be defined as the group of emotional feelings felt by the individual towards the work he is currently practicing or positive

Job satisfaction is one of the most important topics that have attracted the attention of researchers in the field of human resources and organizational behavior, old and new, and that interest seems logical in light of the link between job satisfaction and many organizational outputs that directly affect the staff and the institution and thus the ability of the institution to survive and prosper.

2. *Organizational commitment*

Organizational commitment is an important issue that many organizations are interested in because it is closely related to employees' behavior, presence and absence, and more importantly to their productivity and performance to reflect on the organization's performance and its relationship with the external environment. Refers to the quality of the relationship between the individual and the institution and entrenches the positive feeling of the employee towards his institution and reflects the extent of his association with it and his desire to remain an active member in it.

3. *Innovative thinking skills*

The transition from failure to success requires the expertise and minds of human beings capable of innovation and creativity because of its special mental skills capable of finding many returns and benefits for the organization through continuous improvement of productivity and evaluation of innovative products and services that meet the changing needs of customers

4. *Additional Role Behaviours*

It can be defined as behaviours that are optionally performed in addition to the specific official role of the individual and help to achieve organizational effectiveness.

Alghamdi, I (2006) conducted a study entitled Comprehensive School Evaluation (as a measure of quality) and its impact on school development. The study aimed to know the impact of the comprehensive assessment on school development in the province and ways to develop the comprehensive evaluation to be more effective in achieving the development of teachers. The main findings are that the evaluation in general has provided good feedback to school staff and educational administration, and that the information provided by the comprehensive assessment as a measure of quality has been instrumental in building the school development plan, clarity in vision and commitment to evaluation in general, as well as enhancing dialogue and communication with the community.

Variables of the study:

Independent Variable: ISO9001:2015 practices (customer satisfaction, appropriate system, management commitment, and employee's effectiveness).

Mediator Variable: organisational learning.

Dependent Variable: performance of the General Directorate for Administrative Affairs

Theoretical framework:

The researcher proposes a model that describes the look into the mediation effect of organisational learning between ISO 9001:2015 practices (Customer Satisfaction, management commitment, Employees Effectiveness) and the performance of the General Directorate for Administrative Affairs in MOE.

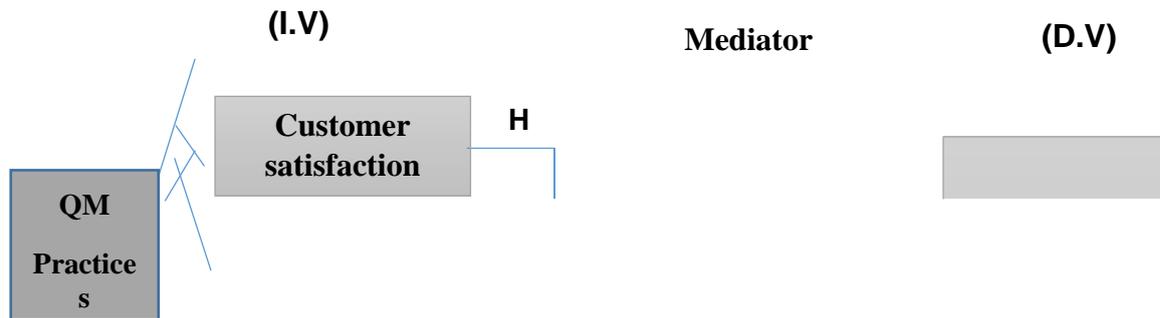


Figure 2.1: The conceptual framework

5. RESEARCH HYPOTHESES

This study has two major types of hypotheses for the direct effect model and hypotheses for the mediating effect model.

Hypotheses for Direct Effect and mediating effect Model:

1. There is a positive relationship between Customer Satisfaction effects on Organisation Performance. (Heras, Casadesús, & Dick, 2005)
2. There is a positive relationship between Appropriate System effects on Organisation Performance. (Flynn, 1995)
3. There is a positive relationship between Management Commitment effects on Organisation Performance. (Thorsten, 2004; Abdullah, 2009)
4. There is a positive relationship between Employees Effectiveness effects on Organisation Performance. . (Thilakarathne, 2014)
5. Hypotheses 5a: Organisational Learning mediates the relationship between Customer Satisfaction and Organisation Performance (Argote, 2013).
6. Hypotheses 5b: Organisational Learning mediates the relationship between Appropriate System and Organisation Performance (Tseng, 2010).
7. Hypotheses 5c Organisational Learning mediates the relationship between management commitment and Organisation Performance (Saadat, 2016).
8. Hypotheses 5d: Organisational Learning mediates the relationship between Employees Effectiveness and Organisation Performance (Friedman, 2002)
9. Hypotheses 6: There is a positive relationship between Organisational learning and organisation Performance (Josephine and Lambinico, 2016)

6. METHODOLOGY

Research Philosophy

In any scientific research, there are many types of philosophies that can be presented that differ from each other such as constructionism, realism, positivism, pragmatism, objectivism, subjectivism and more. Nevertheless, the researcher chose two research philosophies specific to the investigation, in order to choose the most suitable philosophy of research, these philosophies are interpretive, and positivist. Therefore, this study chose the experimental examination to confirm the mediating effect of organisational learning on the relationship between IS O9001: 2015 practices and organizational performance in the Ministry of Education in Oman through a sample of employees. This can be attributed to the organizational context, where positivists suggest that what is exactly there in organizations might be recognized through the discovery and evaluation of the behaviour of individuals and systems. Behaviour can be seen as an accurate tool for representing reality (Hatch, 2006). Firstly, this philosophy tries to make up a theory, and then make this theory as target to be studied. Consequently, many suggestions can be extracted depending on the gathered data (Keleman, 2008), based on statistical data and numerical experiments.

Study grounds

This study was conducted on employees of the Ministry of Education. The results of the sample analysis were discussed later by submitting a questionnaire to (283) employees distributed in (11) directorates affiliated to the Ministry of Education. The researcher used the Likert five-point scale to answer the study questions that the researcher will address in the fourth semester, through the following degrees: (degree (1) **Strongly agree**, and degree (2) **Acceptably agree**, and degree (3) **Moderately agree** and degree (4) **Slightly agree**, and degree (5) disagree.

Research strategy

The survey will be distributed to a random sample of employees of the General Directorate for Administrative Affairs in MOE in Oman.

Research Approach

Taking into account the idea of the examination questions, which plan to decide the impact of the execution of ISO9001:2015 (QMS) on the presentation of the General Directorate for Administrative Affairs in MOE representatives in Oman from the perspective of workers, the methodology of overview research utilized in this investigation with the quantitative methodology to recognize explicit examples and figure realities about the effect Quality Management System. The poll is intended to be anything but difficult to fill and simple to use as it is isolated into two sections.

Area A covers segment addresses identified with members' profile (MOE workers) and Section B covers components of value the executives framework and key elements of QMS. Therefore, the researcher chose the qualitative approach that relies on the study of human behaviour and attitudes from the employees of the Ministry of Education, and then the researcher developed the details by participating in actual experiences, collecting information and data through the questionnaire to answer the study's questions and objectives, and revealing the relationship between the variables. This is what the researcher covered in the fourth semester.

Data collection methods

In this study, the researcher used two main sources of primary and secondary sources to collect data and accomplish the main objectives of the study:

Secondary sources: To design the theoretical framework and cover the descriptive part in full, many documents related to the subject of the study were reviewed through scientific research, articles, magazines, books, studies and references Arabic and foreign.

Primary Sources: The researcher in the study utilized a questionnaire, which was developed for the purpose of gathering information from primary sources. The questionnaire included a set of questions related to the variables, objectives and hypotheses of the study. For this research, primary data will be collected from the Employees of General Directorate for Administrative Affairs in MOE in Oman through a Likert scale questionnaire regarding the mediating effect of learning organization in relationship between IS O9001:2015 practices and organizational performance in MOE in Oman (Kennedym, 2015). The main source of data will be useful in research where it will have no effect (Hage, 2011); as well as it is highly accurate because it is directly related to the subject.

Population and Samples Research

The study population consists of employees in General Directorate for Administrative Affairs in MOE and the similar department in the General Directories of Education as the following (Muscat, AlDakhilya, ALWusta, AlSharqiya North , AlSharqiya South, AlBatinah North, AlBatinah South ,AlBuraimi, Musandam, Dhofar, AlDhahira) see table 4 . The population of the study is defined as the all participants who will the study be carried on them (Mcmillan, 1996). The total number of participants who are selected from the whole research population is known as a sample size. A random sample will be chosen from the research population, the study sample will be 283 of the study population. The researcher chose Stephen Thompson equation to choose the sample number.

Access

The researcher sent a letter attached with the questionnaire to –The Technical Office for Studies and Development- in MOE, to get the permission for applying and distributing the questionnaire. After that, the office sent an official letter to intended research population – the educational governorates – clarifies the purpose of the study and to cooperate and participate with the researcher.

7. DATA ANALYSIS

Normal distribution test

Kolmogorov-Smirnov test was used to examine whether the sample's overall means are normally distributed or not. Table 1 presents Kolmogorov-Smirnov values as distributed by the study factor. As it is seen from Table 3.3, all values were insignificant which indicate a normal distribution of the means.. Moreover, the normal distribution of the sample's scores was also supported by the skewness and kurtosis (table 2) values that were all found to be within the acceptable range of the normal distribution (-3 to 3 for skewness) and (-3 to 3 for kurtosis). Therefore, parametric tests were used to analyze the data.

Table 3.3 Tests of Normality

	Kolmogorov-Smirnov ^a	Shapiro-Wilk
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	Statistic	df	Sig.	Statistic	df	Sig.
Management commitment	.116	30	.200*	.965	30	.403
Appropriate system	.121	30	.200*	.971	30	.579
Employee effectiveness	.121	30	.200*	.973	30	.620
Customer satisfaction	.148	30	.091	.953	30	.209
learning organization	.129	30	.200*	.971	30	.581
The performance	.114	30	.200*	.971	30	.579

8. RESEARCH VALIDITY AND RELIABILITY

The questionnaire questions were carefully formulated in this research according to the related previous studies. The data sources collected are reliable, as most survey respondents have a good knowledge of the concept of ISO9001: 2015. The survey data is designed according to the existing literature reviews and relevant bibliographic references.

The questionnaire was pre-screened by respondents prior to the questionnaire, to ensure the clarity and objectivity of the questionnaire. In addition, many academic specialists have reviewed the content of the questionnaire and modified the final version of the questionnaire distributed by reference to their guidance in order to ensure that the content of the pre-designed questionnaire is correct.

9. RESULTS AND ANALYSIS

To answer the first question, the mean was calculated for the responses of the study sample individuals on the tool as a whole, Shown in the tables below:

Table (3.A) Descriptive Statistics for the study factor

	N	Minimum	Maximum	Mean	Std. Deviation	Skewness	Kurtosis
Management commitment	30	2.00	4.55	3.4818	.70868	-.284	-.773
Appropriate system	30	1.50	5.00	3.2667	.93821	-.137	-.781

Employee effectiveness	30	1.70	4.70	3.2400	.75412	-.044	-.491
Customer satisfaction	30	1.40	4.50	3.1767	.85729	-.136	-.794
learning organization	30	1.56	4.78	3.0556	.75740	.472	.152
The performance	30	1.70	4.90	3.0267	.76876	.312	.065
Valid N (listwise)	30						

To display the results, the calculated mean and demographic variables were calculated for the first variable, shown in the table below: Table (3:A)Descriptive Statistics for quality management system practices (Management commitment)

10. DISCUSSION AND CONCLUSION

Theoretical Contributions

Hypothetically, this investigation is required to add to the headway of insightful information about execution of ISO in instructive association. Basically, this examination will discover proof that can be utilized to give a strong premise to looking for development of the nature of instructive association overseer and instructor execution in Oman which is ideally prompting the improvement of instructive association quality and wanted understudy execution, separately. This examination is likewise expected to give methods of improving current practices in usage of ISO in Ministry Of Education in Oman (Kuncoro, 2013). Oman government can likewise utilize the experiences of this examination to help the instructive association's improvement. This examination is desperately expected to give contributions to the Ministry of Education with respect to public strategy of ISO usage in instructive association. Likewise, this examination is required to add to advancement of scholarly information in the territory of value the executives in professional training. Up until this point, broad examination zeroing in on Oman's instructive association has not been finished by scientists.

Practical Contribution

The examination contributes not exclusively to the scholastic and hypothetical perspectives yet in addition to professionals in the instructive areas. The discoveries will have some approach suggestions as strategy is relied upon to be started in participation with the quality administration framework in Ministry of Educations. This is the main experimental investigation to take a gander at the interceding impact of learning association in connection between IS O9001:2015 rehearses and authoritative execution in MOE in Oman and show the usage of value the executive's framework in instructive associations for Administrative Affairs. Accordingly, this investigation offers a methodology that can be utilized in the dynamic of ISO 9001:2015 practice in instructive association to decide their instructive execution. The investigation can be helpful for the investors and client of the instructive area where they can survey the presentation of the Administrative Affairs on Education Ministry another apparatus that can improve the nature of the instructive framework. Accordingly, instructive association can improve standard of training and mindful of changes to be made in schooling framework, update instructive changes to network design and accomplish better

execution (Gurria, 2011). Since this is the main examination to explore the interceding impact of learning association in connection between ISO9001:2015 rehearses and hierarchical execution in MOE in Oman by depending on quality administration framework it gives an away from and better comprehension of the instructive norm and climate.

Commitment of Academia

The investigation endeavors to open the way for additional examination on dissecting ISO 9001:2015 on the presentation of the overall Directorate for Administrative Affairs in MOE rehearses dependent on the altered calculated system in section two. Scholastics and scientists who are keen on the investigation of value the executive framework are probably going to profit by the yields of this examination.

The Scope of the Study

Service of Education in Oman has been picked as the example, fundamentally in light of the fact that Ministry Of Education assumes a critical function in the improvement of the instruction area in the nation when all is said in done (Diwan of Royal Court, 2016). The current investigation centers around a portion of the QMS rehearses and the presentation of the General Directorate for Administrative Affairs in Ministry Of Education. These attributes should be thought about as they are identified with training standard as well as consistence with instructive association.

The Significance of the Study

This investigation looks to add two fundamental commitments from a hypothetical and reasonable stance. The normal commitments are as far as information on performing ISO 9001:2015 (quality administration arrangement) of Administrative Affairs in Ministry Of Education. The noteworthiness of this examination is talked about regarding hypothetical commitments and pragmatic commitments.

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