

Providing a comprehensive quality management model at Islamic Azad University

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Abstract

The aim of the present study was to provide a desirable comprehensive quality management model in the economic, social and cultural development of Islamic Azad University. This research was applied in terms of its purpose and also, in terms of the type of data, a mixture of exploratory type, which was content analysis in the qualitative part and survey in the quantitative part, and the research population was professors of Islamic Azad University of Tehran Province. The Cochran formula was used to select the sample, which was estimated at 113 people and selected as a sample using cluster random sampling. The research tool included a demographic information form and a researcher-made questionnaire with 68 questions, whose content validity was confirmed by experts and its reliability was obtained by Cronbach's alpha method of 94%. The data were analyzed using exploratory factor analysis, and the results indicated that comprehensive quality management at Islamic Azad University had three internal factors (with components of educational content and curriculum, leadership, human resources, educational justice, evaluation quality, performance feedback, information technology quality, and physical space quality), external factors (with components of environmental, economic, social, cultural, and geographical factors), and academic quality development and quality assessment (with components of commercialization, skills, economic development, accountability and value creation, academic quality development, and service evaluation), with the factor loading of all factors and their components being higher than 40%. In addition, the validity of the components using the extracted mean variance method was higher than 50% and their reliability was calculated using the Cronbach's alpha method and a combination of higher than 70%, and finally the comprehensive quality management model at Islamic Azad University was drawn. Haq Reza Eywadi.

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