

## Human Resources and Their Importance in Improving and Developing Quality in Educational Institutions

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### Abstract

This research discussed an important topic in the practical life of various departments especially in educational institutions. It is concerned with how to motivate human resources in educational institutions to improve and develop quality in work and performance, which reflects positively on achieving goals and providing services to beneficiaries. It is known that human resources that have With job loyalty, it has the ability and desire to pay attention to improving and developing performance in the organization. On the contrary, we find an organization in which there is no job loyalty on the part of employees towards the organization in which they work. It is less developed, does not use quality principles, and does not improve work in the present or in the future. All This is discussed by the current research, which reached a set of conclusions and recommendations that benefit researchers and competent .authorities to work through them to improve quality in educational institutions

**.Keywords:** human resources, quality, educational institutions

## Introduction

Human resources are an important element in improving and developing the work of institutions, and therefore it is important to take care of them and develop them, especially in the educational aspects. Quality is one of the most important topical topics in society led to increased interest in the field of services in general and the education sector in particular. Quality is considered one of the most important means and methods for improving the quality of education and raising its level of performance in the present era, which some thinkers call the "age of quality". Quality is no longer a luxury that educational institutions aspire to or an alternative that educational systems take or leave behind. Rather, it has become an urgent necessity dictated by the movement of contemporary life, and it is evidence of the continued spirit of survival in the organization or educational institution.

## Research Importance

The importance of the research comes from the importance of the topic it addresses, as it links human resources and their importance in improving and developing quality in educational institutions as they are among the most important institutions that serve a wide segment of society in the country.

## Research problem

The research problem can be described through the following question, which is whether human resources have an important role in improving and developing quality in educational institutions.

## Research hypothesis

The research assumes that human resources are of great importance in improving and developing quality in educational institutions by motivating them for job loyalty and providing various educational services.

## Research aims

The research aims to identify human resources, organize their work, and ways to accomplish the work assigned to them. It also aims to define quality and how to achieve it by the human resources working in the educational institution, and explain the importance of applying quality in the educational institution.

## The first topic

### The Concept of Human Resources and Quality

Firstly: What Is Human Resources (HR)

John R. Commons, an American institutional economist, first coined the term “human resource” in his book "The Distribution of Wealth," published in 1893. However, it was not until the 20th century that HR departments were formally developed and tasked with addressing misunderstandings between employees and their employers

,Human resources (HR) is the division of a business that is charged with finding recruiting, screening, and training job applicants. It also administers employee benefit programs<sup>1</sup>

HR plays a key role in helping companies deal with a fast-changing business environment and a greater demand for quality employees in the 21st century, An HR department is an essential component of any business, regardless of an organization’s size. It is tasked with maximizing employee productivity and protecting the company from any issues .that may arise within the workforce

An HR department is an essential component of any business, regardless of an organization’s size. It is tasked with maximizing employee productivity and protecting the .company from any issues that may arise within the workforce

,HR responsibilities include compensation and benefits, recruitment, retention, firing .and keeping up to date with any laws that may affect the company and its employees

:The most important main definitions of human resources are<sup>2</sup>

1. ,Human resources (HR) is the division of a business responsible for finding, recruiting .screening, and training job applicants
2. .HR departments also handle employee compensation, benefits, and terminations

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 .John Rogers Commons. “The Distribution of Wealth.” A.M. Kelley, 3 edition, 2016, p84

.Y.k.singh, Human Resource Management, APH Publishing, 2006, p 93 . 2

3. Human resource management (HRM) strategies focus on actively advancing and improving an organization's workforce with the long-term goal of improving the .organization itself
4. HR departments must keep up to date with laws that can affect the company and its .employees

5. Many companies have moved traditional HR administrative duties such as payroll and .benefits to outside vendors<sup>3</sup>

#### Secondly: Key HR Activities

The following are the six key, people-related activities that HR must effectively do to add :value to a company

1. Managing and using people effectively
2. Tying performance appraisal and compensation to competencies
3. Developing competencies that enhance individual and organizational performance
4. Increasing the innovation, creativity, and flexibility necessary to enhance competitiveness
5. Applying new approaches to work process design, succession planning, career development, and inter-organizational mobility
6. Managing the implementation and integration of technology through improved staffing, training, and communication with employees

#### Third: Basic functions in human resources

,Core human resources typically include recruiting, hiring, training and development performance management, and employee engagement. Core HR is an important part of the HR function, providing the foundation to support an organization's goals and objectives, Core human resources typically include the following functions that contribute to the smooth .running of an organization

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for more information you can see: Y.k.singh, Educational Psychology, APH Publishing .Corporation, 2007, p 65

#### 1. Recruitment and hiring

Recruiting and hiring involves developing and implementing strategies to attract and select the best candidates for the organization. The process includes job postings, candidate .screening, interviews, and background checks

## 2. training and development

The different elements of employee training include providing employees with the knowledge, skills and abilities they need to succeed in their roles. Associated tasks include .employee on boarding, training programs, workshops, and coaching

## 3. Performance Management

Strategic performance and talent management involves setting expectations for employee performance and regularly evaluating and providing feedback. It also includes setting performance goals, conducting performance evaluations, nurturing talent, and providing .constructive feedback<sup>4</sup>

## 4. Employee engagement

The Human Resources Department works to improve employee engagement by creating a work environment that is conducive to employee satisfaction and productivity. It includes .conducting employee surveys and focus groups and creating employee recognition programs

## 5. Compensation and incentives

The core human resources department designs compensation and benefits packages to provide employees with financial and non-financial rewards for their contributions to the organization. They play a key role in attracting, retaining, motivating and engaging talented employees. Human resources professionals are responsible for determining

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Shailendra Nigam, Total Quality Management, An Integrated Approach, Excel Books, 4 .edition, 2018, p83

appropriate compensation levels and designing and implementing benefits programs that align .with the organization's goals and budget<sup>5</sup>

## Fourth: The concept of job satisfaction in institutions

Job satisfaction is defined as the positive emotional response you experience while doing your job or when you are present at work. Leading organizations are now trying to measure .this feeling, with job satisfaction surveys becoming a staple in most workplaces

Job satisfaction is defined as the level of satisfaction of employees with their jobs. This ,goes beyond their daily duties to include satisfaction with team members/managers satisfaction with organizational policies, and the impact of their jobs on employees' personal lives , Job satisfaction is defined as the level of satisfaction of employees with their jobs. This

,goes beyond their daily duties to include satisfaction with team members/managers satisfaction with organizational policies, and the impact of their jobs on employees' personal .lives, Job satisfaction is a term we hear a lot<sup>6</sup>

It is important to remember that job satisfaction varies from one employee to another. In the same workplace and under the same circumstances, the factors that help one employee feel good about his job may not apply to another employee. For this reason, it is essential to :have a multidimensional approach to employee satisfaction, covering the following areas<sup>7</sup>

1. The challenging nature of work pushes employees to new heights
2. Level of comfort (short commute, access to convenient digital tools, flexible hours)
3. Regular appreciation by direct management and the organization as a whole
4. Competitive wages, with which employees maintain a good quality of life
5. The promise of career advancement in conjunction with employees' personal growth .goals

.P. Anboli , human resource management paperback book, 2017, p128 .5

6 for more information see Ken N. Kamoche, Understanding Human Resource .Management, Open University Press, 2009, p69

7 ,for more information see Pravin Durai, Human Resource Management, Pearson, 2010 .p148

Fifth: The concept and importance of quality

It is a philosophical thought that aims to develop the organization's activity using advanced and diverse analytical and statistical methods to obtain the best results and involve all elements of the system and its management in order to achieve the required quality. Quality ,is a term that expresses the condition of something, whether this thing is a product, a service an institution, an educational or training program, or a level of work performance<sup>8</sup>. A good product is one that meets or even exceeds the expectations of the consumer. It also means the ability of the product to fulfill the requirements of its job and also conformity of the product to the specifications set. During design. The degree to which the requirements expected by the beneficiary of the service or those agreed upon are met. In university education, the product is the graduated student (graduate), whose level must meet the expectations of the consumer (society), and this is done by ensuring the quality of academic curricula<sup>9</sup>, study programs, teaching methods, and evaluation. To enable us to better understand what quality .is, we will present some important definitions in this field

1. The set of characteristics and features that must be present in a product or service to .enable it to perform its function to the fullest extent and satisfy the consumer
2. The ability to fulfill the consumer's desires in a way that matches his expectations and .achieves his complete satisfaction with the product or service provided to him

3. These are the techniques and practical activities that are used to constantly examine all components of the activity
4. Executive procedures and activities taken by the organization to increase the effectiveness of activities and operations within it to benefit both the organization and the consumer
5. Continuous response to the customer's needs and requirements<sup>10</sup>

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.David Hoyle, Quality Management Essentials, Butterworth-Heinemann, 2007, p174

9 .Graeme Knowles, Quality Management, Bookboon, 2009, p59 .

10 .Poorinma M. Charantimath, Total Quality Management, Pearson, 2011, p 65 .

### **The Second Topic**

## **Improving Quality in Educational Institutions through Human Resources Management**

### **.Firstly: The concept of quality in education**

,The concept of comprehensive quality in education has two interconnected meanings one realistic and the other tangible. Quality in its real sense means the educational institution's commitment to achieving real, recognized indicators and standards, such as: promotion rates, quantitative internal efficiency rates, and education cost rates. The sensory meaning of quality is based on the feelings or feelings of the recipients of the educational service, such as students and their parents. Or in other words, it expresses the extent of the beneficiary's conviction and satisfaction with the level and efficiency of educational services. When the beneficiary feels that the services provided to him suit his expectations and meet his personal needs, it can be said that the educational institution has succeeded in providing the educational service at a quality level that suits the expectations and sensory feelings of the beneficiary. And the quality of its services has risen to the level of his expectations<sup>11</sup>

Based on the above, we can define a definition of educational quality as: "A set of standards and characteristics that must be present in all elements of the educational process in the educational institution, with regard to the inputs, processes, and outputs that will achieve the desired goals of the individual, the institution, and society, in accordance with material and human capabilities<sup>12</sup>

11 .Davis George, Quality Education, APH Publishing, 2013, p 47 .

12 William J. Rothwell ،H. C. Kazanas , Planning and Managing Human Resources, Strategic .  
.Planning for Human Resources Management, HRD Press, 2013, p 148

Second: Standards for knowing the application of quality in education

Quality standards in educational institutions vary from one institution to another, but they converge in many basic principles and foundations, all of which aim to produce the final ,product, which is the student who possesses all the skills that are based on thinking, research criticism, analysis, a strong personality, and the ability to express an opinion, to meet the needs of The labor market and society as well. To achieve this, quality standards in education :must be achieved, which are<sup>13</sup>

- A. .Quality of academic courses and scientific curricula
- B. .The quality of the educational, educational and administrative frameworks
- C. .Quality of infrastructure and public facilities
- D. .Academic achievement results
- E. .Continuous improvement

Third: The importance of applying quality in education institutions

The majority of developing countries adopted a quantitative strategy to absorb the influx of children from the population into the educational system. This strategy was at the expense .of the quality of the educational process

1. The comprehensive technological revolution based on the flow of science and knowledge represents a challenge to the human mind, which has made societies .compete in raising the qualitative level of their educational systems
2. .Improving the outcomes of the educational process
3. Since the student is the goal and focus of the process, he must be satisfied as an .essential customer in the educational process
4. The necessity of making improvements in the educational process in an organized .manner through continuous data analysis
5. Investing in the potentials and energies of all individuals working in the educational .process

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,Joseph I. Zajda ،M. K. Bacchus ،Nick Kach, Excellence and Quality in Education, J. Nicholas .edition, 2014, p173 2

6. A way to transfer authority to the organization's employees while at the same time .maintaining central management
7. .Creating effective communication on both the horizontal and vertical levels
8. .Changing the administrative style to participatory management

#### Fourthly: Objectives of implementing quality in educational institutions

The challenges of the technological information revolution facing the contemporary world have made the comprehensive quality system the ideal solution to confront its ,production problems. This method has proven its worth, so all institutions in the world today including educational institutions, are in dire need of improving productivity and improving quality to face the challenges and changes taking place in The context of survival for the better, and so that countries can find their position on the map in the world of the technological revolution and the information revolution. We can summarize a group of benefits that can be :achieved if comprehensive quality is applied in education, including<sup>14</sup>

1. Studying the requirements of society and the needs of its individuals, meeting those needs, and achieving business performance correctly and in the least time, effort, and .cost as well
2. Contributing to solving problems that hinder the educational process and achieving .effective and continuous monitoring of the learning and teaching process
3. Quality aims to achieve good communication because quality does not recognize .separation between systems within an organization
4. ,Total quality divides the organization into its basic elements (inputs, processes outputs), and thus the scope of individual efforts in achieving productivity becomes .clear and the strengths to enhance it appear
5. Avoid mistakes; Because quality is a system built on continuous feedback, and this ,process of “quality assurance” in education requires examining goals, content, sources .levels, expected outcomes, programs, and distances

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Jerome S. Arcaro , Quality in Education, An Implementation Handbook, Taylor & Francis, 3 .edition, 2020, p 139

6. ,Developing interaction and communication within the educational institution satisfying the needs of learners, and increasing satisfaction in the educational .institution
7. Continuous evaluation is a requirement to ensure quality in order to identify deficiencies in order to address them and develop positive aspects through .improvement and development
8. .Improving the quality of the learner in the cognitive, skill and moral aspects<sup>15</sup>

Fifth: The benefits and importance of implementing the education quality system

There are many benefits that lie behind the quality of education, advancing the educational process, and raising the efficiency of teachers, students, and everyone related to the educational process. Improving the administrative system; So that it is able to clarify the tasks and responsibilities assigned to each party. Addressing complaints issued by students' parents and trying to satisfy them in a way that reduces the volume of these complaints. Providing a .working atmosphere in which cooperation and understanding prevail between all parties Solve problems in the right ways and methods, away from those that may do more harm than good. Raising the value of the educational institution among other institutions, and making it .able to compete at both the local and external levels<sup>16</sup>

15 John Biggs ,Catherine Tang ,Society for Research into Higher Education, Teaching for . Quality Learning at University, McGraw-Hill Education, 3 edition, 2021, p 84

16 .P. Vedder , Measuring the Quality of Education, Taylor & Francis, 2 edition, 2020, p149 .

#### Conclusion

In order to achieve quality in educational institutions, attention must be paid to a number :of the following points

1. Taking care of human resources, which includes taking great care of the educational staff, providing all their needs and demands, such as financial returns and good working conditions, in addition to providing all the necessary requirements for this .staff to help them achieve the concept of quality education
2. Improving education in both cities and villages; So that everyone can have the opportunity to have a good education, and this includes providing good infrastructure .and supporting it with all necessary means to achieve the required quality
3. ,Following the method of wisdom and decentralization in educational administration so that the administrative tasks related to the educational process are distributed among the administrative departments and each department is assigned to achieve the desired

goals, away from the method of controlling and interfering in everything large and small regarding the educational institution

4. Work to modernize scientific curricula and academic curricula, and include new curricula aimed at producing a generation of thinkers, researchers, educated, self-confident, with a strong personality and capable of expressing their opinion strongly far from the weakness and stagnation resulting from the old methods of education based on memorization and indoctrination without exercising reason, as these must Curricula: Adopting pluralism and diversity in the educational method, away from unilateralism in education, as well as following a policy of quality of the information provided, rather than the quantity of information presented
5. Study previous and successful experiences in the field of achieving quality in education, including foreign experiences, and try to learn from them as much as possible and take everything that would achieve advancement in the educational level

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