

Challenges Facing the Expansion of Total Quality Management Work in Evaluating Information Systems and the Role of Employees as a Mediator

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Abstract: We did not focus on a specific aspect but rather on the overall comprehensiveness of this research, clarifying the continuous performance of all Total Quality Management (TQM) duties and the ability to monitor and identify the types of variables occurring in Information Systems (IS). A detailed explanation of the importance and duties Individual (IN) as a mediator was also provided. Consideration should be given to achieving optimal performance, as well as addressing any gaps that might emerge during the research, as these would weaken and diminish its significance and effectiveness. The skills and creativity of (IN) should be emphasized repeatedly, along with the necessity of providing them with training and technical expertise as key avenues for professional development. Those individuals we have identified possess creativity over time. It is a mistake to disregard the effectiveness of individual creativity as a mediator between the various types of variables present. One hundred and fifty (150) employees from Al-Muthanna University were selected; however, we were able to obtain 142 different types of responses to the questionnaire. At the same time, eight (8) responses were found to be missing or impractical. The Likert scale (7) was used as the basis for preparing the questionnaire using SPSS (system). All three hypotheses were within the required parameters, positive.

Keywords: (TQM), (IS), (IN), Employ, Organization.

1. Introduction

(TQM) encompasses a number of tasks that are not outdated but rather keep pace with global technological advancements and their current stage [4]. A questionnaire was sent to a selected sample, and new solutions were sought to address the gaps identified in previous studies, based on the same research findings [3]. We expect to see the implementation of methods of responsibility and excellence, not limited to showcasing additional, high-quality services characterized by technological advancement and seriousness [2]. Technology and innovation are key to adapting and keeping pace with advancements across institutions [1]. This includes establishing stable working hours for individuals, allowing them to utilize their free time and leisure activities effectively [5]. The fundamental consideration of expanding the scope of information systems has become a reality, driven primarily by the need for diverse approaches and methods in information system performance [10]. This targeting is continuous and positive, avoiding reliance on a single approach and instead utilizing multiple perspectives [6]. It also involves considering individuals and focusing precisely on transferring and integrating existing information within the producing companies [6]. It is clear that managers must employ a variety of techniques in their work processes [7]. They must carefully consider individual ideas and opinions, and constantly monitor information, understand its impact, and track its effects. Well-planned meetings between individuals and their subordinates are essential, taking into account suggestions and opinions from all sides [8]. The relationship between variables

(TQM) is rooted in the acquisition of research-related information [9]. This benefits individuals and others, and ensures the full utilization of available data from respondents [14]. Providing concrete solutions to problems is one of our primary responsibilities [11]. By striving for excellence and effectiveness, we achieve our goals [13]. We shouldn't rely on speculation that may be unreliable or inaccurate, but rather on delivering the required effort. Indeed, the genuine belief in the importance of investing in information systems and providing skilled and innovative service is the hallmark of the best institutions operating within a multifaceted and diverse competitive landscape [12]. Our field objective, based on previous studies that identified (TQM) as the independent variable impacting information systems, highlighted the crucial role of individuals as intermediaries [18]. Quality is a key influencing factor, and it relies on following up on previous studies and addressing the gaps in them [18].

2. Theoretical framework

2.1 Total quality management

Performing clear and strategic work that develops the organization's performance to the greatest extent possible in order to win customers [20]. A comprehensive understanding of (TQM) assessment, performance as an integrated value, and the optimal approach to fully aligning all values within the departments under study [19]. (TQM) encompasses a number of methods for companies, considering efforts to fully achieve this performance successfully across all types of paths [22]. Several questions arise regarding companies; however, the effort invested in completing this research will encourage those interested from the outset to continue. Organizations believe that competition is a crucial factor in motivating companies to be creative and innovative. The settings presented in this study will significantly enhance the skills and innovations of individuals. Quality supports the development of comprehensive plans for organizational improvement [21]. Quality management is a comprehensive approach to improving individuals and companies across a specific area, aiming to develop services and products that best meet customer expectations [22]. It relies on software, for example, hardware, optimization, training, and the availability of tools necessary for analysis, such as performing the best types of data optimization [23]. We also mustn't forget the crucial application of the system across all implementation phases [25]). It has become essential to clarify the role of quality management as an integral part of corporate policies [24]. The focus is entirely on achieving a prominent position within organizations, providing positive incentives at all levels to enhance the value of quality [26]). This leads to increased consumer approval [25]).

2.2 Information systems

It is a number of groups in a complete manner of all types of elements it has, and it works not for a specific aspect but all aspects: storage, processing, and providing all the necessary and required information to support any decisions within the work of institutions of all kinds. This type is characterized by a number of practical applications and by its high degree of complexity, varying between devices and individuals. The results obtained are supportive and reflect the researcher's strong desire [26]. Therefore, the processing method depends on the data received, whether by hand or email [44]. This approach, which we hope to achieve, is presented positively, and we always usually address the duties of information systems in departments. methods aim to establish complete attribution in support of existing types of processes in decision-making [43]. We also explain how to minimize potential damage to information systems. We emphasize the importance of fostering and encouraging integration among people, and maintaining technologies and software to produce new products using modern technology [28]. As a general rule, the impact varies from one organization to another across all types of methods and statistical data [27]. It is impossible to dispense with the use of a wide range of different processes and technologies [42]. There are many diverse methods developed by developers, which is evident in their achievements, as it is fundamental to optimizing the performance of information systems [29]. Through the methods employed in research, it is possible to produce results that surpass any expectations, whether internal or external [41]. The work relies on achieving supporting results, requiring careful consideration in every action that might lead to a decision [30].

2.3 Individual

It is the element of human factors who provide professional achievement, innovative talents and skills, and work to help in providing all issues that serve the responsibilities that are accomplished by individuals and represented in the establishment of a clear administrative hierarchy. The emergence of dependence on individuals and their own conditions and tasks [31]. This type of task definition is intended to be attainable [38]. The complete existence of individuals through a number of groups that design and formulate successful administrative work is inevitable from various perspectives [39]. Individuals, in all aspects, are the central focus, and this is a personal matter [32]. We may find an obligation to endure whatever it takes, and a refusal to succumb to weakness. The general situation of individuals is also affected, within specific and defined limits, that are historical and temporal [40]. All existing changes are in a continuous and ongoing process [33].

3. Hypothesis

Our study, which we hope will yield very high results and allow us to compete with other companies, has selected three hypotheses. We hope these hypotheses will prove positive after analyzing their results for the countries involved, placing them among the top organizations and enabling them to compete with other companies in global institutions.

H1: (TQM) impact on (IS).

H2: (TQM) impact on (IN).

H3: (IN) impact on (IS).

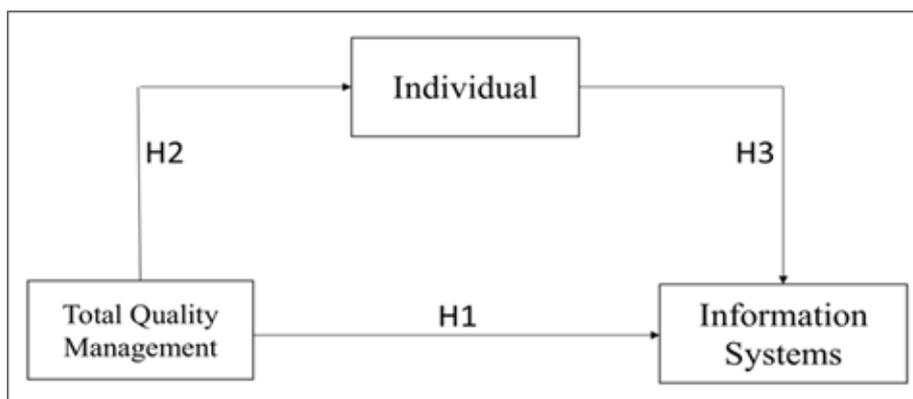


Figure 1: Framework

4. Methodology

The performance of TQM is evident in its specific format, designed for practical benefit rather than mere presentation [34]. The company believes it offers the broadest qualitative and quantitative presence in administrative fields, which are considered by leading organizations to be of the highest quality and quantity [35]. Therefore, it is expected to surpass previously presented studies [36]. Furthermore, its ongoing development, publication, and consistent dissemination are essential to strengthen the prescribed and required training programs [37].

5. Analysis Results

In this research, (SPSS) was used and there were (3) hypotheses. We hope that in analyzing them, they will have supporting values and achieve what we aspire to in the administrative work section. Table 1.

Table 1: Reliability validity

Items	Cronbach's alpha	Composite reliability	Average variance extract
TQM	0.854	0.878	0.574
IS	0.890	0.902	0.774
IN	0.821	0.784	0.603

All the findings of this study, and the high-quality encyclopedia it presents, are based on diverse principles, leaving nothing but the best to be said about this research. The incentives offered to employees are essential and encourage creativity. Table 2.

Table 2: Mean and std. Deviation

	No	Mean	Std. Deviation
TQM	142	5.530	1.542
IS	142	5.594	1.538
IN	142	5.640	1.420

Table 3 illustrates the data focus, as it exceeded the required threshold for the typical value. This is certainly a significant and well-established positive outcome, as it yielded substantial and highly reliable results. The study contained three hypotheses, and its results were favorable.

Table 3: Discriminant validity

	TQM	IS	IN
TQM			
IS	0.915		
IN	0.253	0.924	

6. Conclusions

1. We have become certain that there is a special, important and positive relationship between (TQM) and (IS).
2. One of the requirements we aspired to was to prove a positive relationship and strength to stand out from the rest of the competitors.
3. The efforts made were not in vain; rather, they yielded positive results. They were characterized by their integrity in establishing high reliability for the variables.
4. Giving important guidance, related to the performance of variables, which includes a clear and encouraging appearance in tangibles and reception.
5. The inability to assess the clear and encouraging maturity of companies until the benefit that can be gained is identified.

Recommendations

1. It is clear that production facilities pay attention to all duties and processes. This, in turn, will directly lead to increased profits.
2. To raise the standard for disseminating quality practices and promoting their use in all countries worldwide, and to encourage their adoption as the best practices.
3. This research identified a number of things that were positive in their use by companies in formulating various decisions.
4. It was incumbent upon all those present in official circles to adhere to, monitor and follow up on issues related to the work of institutions.

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