VOLUME 04 ISSUE 05 Pages: 137-143

SJIF IMPACT FACTOR (2022: 5.636) (2023: 6.741) (2024: 7.874)

OCLC - 1368736135













Website: Journal http://sciencebring.co m/index.php/ijasr

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THE QUALITY MANAGEMENT SYSTEM OF EDUCATION IN HIGHER EDUCATIONAL INSTITUTIONS

Submission Date: May 21, 2024, Accepted Date: May 26, 2024,

Published Date: May 31, 2024

Crossref doi: https://doi.org/10.37547/ijasr-04-05-26

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ABSTRACT

This article reveals the institutional foundations of the education quality management system. In the era of globalization, the growing trend of science, education and intercultural integration reinforces the social need to apply an innovative approach in all areas. The radical reforms taking place in New Uzbekistan in recent years have revealed a number of theoretical and practical problems that are of great importance for the development of the education system. For this reason, the theory and practice of social management of the quality of education puts on the agenda the development of promising discursive approaches to achieving the effectiveness of education, and the determination of the main directions for modernizing this process.

KEYWORDS

Management, system, higher education, education, institutional, social mechanism, quality of education, subsystems, methods.

INTRODUCTION

In the context of current reforms, there is a need to revise both the content of the social management process and the goals, means and methods of its implementation. After all, it is

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important to understand to what extent modern approaches to the science of social management can be applied in the field of Education, What promising ideas in this regard are integrated into the activities of specialists and leaders of the social management system of education as a social necessity.

METHODOLOGY

The purposeful management of society also provides reliable protection to the nature of our people from irrational moods that have passed from the past as a negative heritage, that is, from a deep feeling of reality, from living in a state of ignorance without realizing the processes taking place, changes, external and internal dangers, the famous sociologist scientist M.B.Bekmurodov [1].

n this research work we are guided by the provisions of the Russian scientist S.E. Turkulets and use the concept of social management: social management is a special type of activity that is a means of maintaining the integrity of a complex social system, its alternative functioning and development. The most important aspects in this definition are two: maintaining the integrity and alternative development of the social system [2].

As rightly noted by the Russian scientist M.V.Rubtsova, the concept of «management» in sociology is «one of the rarely studied social phenomena. Despite the frequent use of the term «governance» in scientific and political discussions, its theoretical basis and analysis are rare» [3]. However, some researchers have tried to define this concept. For example, according to

of the opinion the Russian scientist M.S.Solodkaya: «management in alternative management theory means management of a management object in sociology for a certain set of «input» parameters and «controls» reflected in the model of the management object, usually called a system. understood. If the object reaches the given values of the parameters defined in the sense of the quality criteria, which is the target model, then it is controlled» [4].

However, according to the Russian scientist N.V. Mizin, "if among all the influences that affect the object (process), there is any possibility of contributing to the achievement of the goal, then it is manageable" [5]. The thinker A.I. Prigogine, within the framework of the synergetic paradigm, believes that management is understood as the level of control that the managing subsystem of any organizational integrity exercises in relation to the manager, as well as the level of autonomy that the managed subsystem maintains in relation to the manager [6]. It is extremely important for us to determine not any, but the essence of management of a social system. In this regard, the Russian scientist A.V. Tikhonov believes that management is the level of influence on social interaction of management relations or contacts in the process of joint activities of people, which can be high, medium or low" [7].

The management of social objects and, in general, processes is the main problem of the sociology of management. Noted sociologist A.J. Kholbekov argues that for the first time, the sociology of governance has made the problem of governance, the problem of mechanisms for determining

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control boundaries and keeping social processes within these boundaries more important, more comprehensive than achieving useful goals, without destroying social processes [8].

Summarizing the above points, we believe that it is reasonable to conclude that M.V.Rubsova «governance is the quality of governing and governed subjects and the relationship between them, which allows them to organize social life using governing institutions» [9]. So, in sociology, management in the educational system is not only the ability of an educational institution to quickly adapt to changing social conditions, actively develop, improve the quality of its activities, increase its competitiveness, but also has an interactive effect in the process of educational activities, should also be considered as a characteristic of the controlling and controlled entities.

MAIN PART

Another key concept that is important in our research work - quality management system (QMS) - requires precision and detailed interpretation. According to the traditional definition, the quality management system (QMS) is defined as a set of interrelated and interacting elements, their purpose, structure, composition of elements, relationships between them characterized by and intended to ensure the quality of the organization's products or services

From the point of view of management theory, the quality management system is the management of organizational activities, resources, including the intellectual potential of employees, in order to improve processes and produce quality goods and services to meet the needs of society. Before formulating the author's definition of this concept, it is necessary to determine the specific characteristics of this management tool and study the practice of its implementation.

Analyzing the directions of studying the essence and specific features of social management, it should be noted that in terms of modern qualitative changes, it is necessary to move from the subject-object principle of management to the subject-subject principle.

«The task of social management is not to create an innovative strategy and forcefully implement it (subject-object approach), but to identify innovative sources throughout the organization, to quickly and constructively support useful innovative ideas, and to adapt them to different fields. is to focus. This is impossible without activating the interaction of the governing and governed subjects ...» [10].

the essence of Considering the quality management system (QMS), we need to determine the content of this management resource, its social purpose, history of formation, forms and methods of implementation. This allows us to determine how much this resource should be used for higher education. According to economists-scientists, the need to introduce an effective system of management of organizations that ensures the continuous improvement of the production process and the implementation of measures to increase the competitiveness of both the product and the entire organization in the

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conditions of the market economy is becoming more important. more and Α modern «management system should not only be able to respond to the changing situation and correct miscalculations, but also increase the company's development rate» [11].

The total quality management (TQM) system was aimed at continuous improvement of the activities of enterprises and institutions, assuming the high quality of the work of all departments of the organization. The main elements of the total quality concept are: quality assurance, quality policy, quality improvement, quality planning and total quality control. The role of employees in the operation and management of the organization will increase. They are continuously trained throughout their time in the organization. They actively participate in the management of the organization and use freedom in the process of performing tasks. In this way, the organization uses the creative potential of employees, giving them opportunities inventiveness to show initiative. independence. Total quality management (TQM) allows to improve not only product quality, but also the interaction of all participants in the production and consumption of products and services.

Today, ISO 9000 series standards are accepted as national standards by many countries of the world. However, these standards are not the only ways to promote the concept of TQM, of course. In the field of quality, there are various awards and incentives that are different from regular competitions. Now they can be seen as a tool for managing and improving organizations. One of the most famous awards is the Japanese Deming Award, the American M. Baldrige Quality Award, the European Quality Award (EFQM) and the Russian Quality Award. Currently, the number of enterprises in the world implementing quality management systems is increasing, and at the same time. their corporate culture management methods are also changing. The implementation of quality management systems (QMS) helps to initiate the process of continuous improvement of the management system and the enterprise as a whole.

Japanese companies have a unique practice of hiring for life, which turns a contract worker into an employee. Continuing education as part of the technological process ensures the competence and personal development of employees. The practice of using specialists in various jobs is used in the enterprise. It allows employees to learn about their own or new careers, as well as to build departments relationships between organizations and increase opportunities to use their skills. Each employee of the company is unique and deserves attention and respect.

A strict hierarchy is observed in the American state governance model. Unlike the Japanese, it only takes into account the interests of the organization, and not the interests of the employees. In this model, workers are clearly divided into employees who carry out productive activities, as well as employees of mental labor, which, as a rule, increased productivity. Quality control is carried out by inspection inspectors at US enterprises. The employee's salary is paid only

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for his personal contribution to production, independent of the activities of the entire company.

European and Russian organizations are creating a quality management system based on ISO standards. It combines the management systems of the American and Japanese countries, and its correct use can be an important tool for competitiveness. Despite the fact that the same quality management system was used in Europe and Russia, it did not give the desired result in Russia. Scientists involved in the comparative analysis of these systems say that «in the West, the philosophy of quality has successively passed through the stages of selection, quality control, and quality assurance, and has adopted the form of total quality management».

Based on the analysis of the formation and development of the quality management system, we will be able to determine some laws. We will consider SBT at the micro- and macrosociological level. The micro-sociological level is the implementation of a quality system in a single enterprise. Russian sociologist T.V.Grekhova noted the following: "modern organizations are always looking for ways to develop themselves in order to be successful and sustainable, and one of the most universal methods of organizational development at the moment is the quality management system (QMS). A well-structured and effective QMS in the organization is a powerful tool for increasing the overall efficiency of the business organization and, as a result, improving the quality of goods and services, reducing the cost of manufactured products, and

reducing costs. Therefore, the creation and continuous improvement of the management system is one of the most important competitive advantages that bring the company to success, and strengthening its position in the labor market allows the organization to increase the well-being of its employees, provide social guarantees and, ultimately, increase their confidence in the future» [12].

In our opinion, this is only possible if the whole team can understand and agree to the general management policy, listen to everyone, and take into account the opinion of each employee. In fact, we are talking about actual democracy within a particular organization. Certain democratic principles applicable to a particular organization must be implemented, and only then will the improvement of its activities be a legitimate result of the implementation of QMS. If we consider these principles on the example of a separate organization, then we will first of all talk about the team as a source of power, the team's control over the organization's resources, the right to form a team, the role of initiative groups, and the creation of internal regulatory documents with the participation of the team.

The macro-sociological level is the introduction of a quality management system throughout the country. Our national policy in the field of quality should ensure the formation of the attitude of the state and society to the problem of quality improvement as there is no alternative, and as the main factor of the further development of our republic. The current situation requires the country to take actions aimed at increasing the

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competitiveness of products and services in domestic and foreign markets.

Conclusion

In conclusion, it can be said that operating in today's rapidly changing market conditions requires a new look at the issue of quality developed competitive management. Α environment, in turn, requires continuous improvement of the quality of products and services, and is of great importance in determining the competitiveness of their providers.

Therefore, QMS is a management tool that consists of formalizing the work performed by developing standards and monitoring their implementation, and is designed to coordinate the interaction of employees to ensure the compliance of the activities of of higher education institutions with the established requirements. Thus, the composition of the QMS can be divided into the following two main subsystems:

✓ the subsystem of the regulatory-control stage, within which the documents necessary for the activity of higher education institutions are prepared (control of the implementation of the norms that describe the basic processes and activities);

✓ ensures the correct order of interaction between employees and departments and interactions between employees of the

administration of higher education institutions during the implementation of the main functions inherent in the subsystem of communication and coordination.

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