تقويم واقع نشاط التدريب وتوثيقه في إطار تطبيقات
المواصفة الإرشادية الدولية (ISO 10015)
دراسة حالة في وزارة البلديات والأشغال العامة

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المستخلص

(ISO 10015)

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(55%)

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Abstract

This research has taken to the knowledge of the scope of applying the international specification of (ISO 10015) which is regarded to training by the Iraqi ministry of municipalities and public works ,in order to determine its training quality .By using the checklist made based upon the items of the specification ,after translating the English copy into Arabic ,which takes the indications of training depending on qualitative bases. The results of the analysis emphasized that occurred total average by comparison the evaluation of the training activity in the mentioned ministry with the international specification in all of its main items, which was (55%) ,and totally documented ,which finally refer to the existence of great gap in attaining the quality requirements in the training activity of that ministry.

المقدمة:

1999   (SO 10015)

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(ISO 10015)

(ISO 10015)

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المحور الأول: الجانب النظري

أولا: مفهوم التدريب في ظل إدارة الجودة الشاملة

" (Neo et al,1995:59).

(2004: 68)
(Kelner, 1998:31).

(Malhi, 2000:3) .
(Zhang, 1998:28).
(40 – 80)   (Malhi, 2000:3).

(Honda of America)   (100,000)
(Motorola)   (Krojewski & Ritzman,1999:217).
(120)   (40%)

(Ross,1995:122).

(Kelner,1998:31).

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"Train the Trainer"
.(Krajewski & Ritzman,1999:218)

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(Bounds et al, 1994:470), (Ross, 1995:122-123) , (Teare et al,1997:167) ,
(Dale et al, 1997:78) , (krajewski & Ritzman,1999:217)

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"Pay-for-skills"   (Ross,1995:123).

ثانيا: التدريب على وفق المواصفة ISO10015

(1999)   (ISO/Tc 176)

(10015 /   –   )
(ISO)   1999/12/15 (28:2003).
(ISO)   :
.(ISO10015, 1999)

ثالثاً: إرشادات التدريب بموجب المواصفة الدولية الآيزو (10015)

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(ISO10015)

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(ISO 10015,1999)

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(ISO 10015, 1999)

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(ISO10015,1999)

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(ISO 10015,1999:7)

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(ISO 10015,1999:7)

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ISO 10015

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(ISO 10015, 1999)

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(ISO 10015, 1999: 9)

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(ISO 10015, 1999)

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المحور الثاني: إطار ألمشكلة المبحوثة ومنهجية البحث الميداني:

أولا: مشكلة البحث:

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(ISO 10015)

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(ISO 10015)

ثانيا: أهداف البحث:

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2.   .

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(ISO10015)

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4.

(ISO 10015).

ثالثاً: أهمية البحث

(10015)

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رابعا: أسلوب البحث

(Case Study)

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(2001:219)

(ISO 10015)

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خامساً: مجتمع البحث وعينته

(4)

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سادسا:أسلوب جمع البيانات والمعلومات وتحليلها

1.

(ISO10015)   (check lists)

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-    (1-4)   (7)   .

-    (2-4)   (41)   .

-    (3-4)   (44)   .

2.

(1).

(1)

(ISO 10015)

		( )
%100	6	-1
%83 3	5	-2
%66 7	4	-3
%50	3	-4
%33 3	2	-5
%61 7	1	-6
		-7

3.   (strength points)

(weakness points)

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المحور الثالث: الجانب التطبيقي للبحث

(ISO 10015)   :

أولا- الفقرة (1-4) التدريب عملية بأربع مراحل

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(1-4)

(2)   (4) (3)

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(42% 8) .

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(100%).

(2)

(ISO 10015:1999)   (1-4)

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ثانيـــا- تقـــويم الفقـــرة (4-2) تحديـــد الاحتياجـــات التدريبيـــة علـــى وفق المواصفة الدولية

(3)

(4-2)   .(ISO   10015:1999)

(41)

(8   50%)   (3)

.(2   49%).

(3)

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(100%)   .

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(2)   (7)   .

(7   66%)   .

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(3)

(2-4)   (ISO 10015:1999)

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ثالثا- تقويم الفقرة (4-3) تصميم التدريب وتخطيطه

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(9 54%)   (3)

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(Training Providers)   3-

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(33 3%)   **(2-3-4)**

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المحور الرابع: الاستنتاجات والتوصيات

أولا: الاستنتاجات

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ثانيا- التوصيات

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مصادر البحث:

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ISO 10015   )

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2.   (2004)

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3.   (2001)

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