

Time management and its relationship of the improvement of the service quality- a survey done on Boumerdes employers-

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Abstract:

The study aims at recognizing the relationship between time management and the improvement of the quality of service of the employees in the state of Boumerdes . 80employees were chosen randomly and used as a sample. To achieve the purpose of the study, we designed two questionnaires, the first one is for measuring the time management (time Planning, time organizing and time orientating) , the second is for measuring the quality of the service following the descriptive curriculum. In the light of that, the static package of the social sciences SPSS and many other statistic methods was used, including ; the arithmetic average, standard deviation and the spearman Brown correlation coefficient. After analyzing the data, the study revealed the following results :

- There is a relationship of a statistic indication between time management and the improvement of the quality of service with employers of the state of Boumerdes townships.

Keywords: Time management, quality of life, townships employees of the state of Boumerdes.

Introduction:

Time is the source that everyone has equally no matter what was their races and jobs, young employers or old, rich or poor. All of them have 24 hours a day. So, the problem is not in the people's available time, even they weren't born with the same abilities or equal opportunities in life. But the problem is in the way of managing their time and how they use and exploit it. In the light of that, in most of the countries around the world , developed or developing countries, the subject of controlling the time of work became a serious problem in many institutions in general and in the governmental institutions in particular. Therefore, individual al government wants to find some policies that which will prevent the non-compliance to the working hours and put some rules that are followed by the organization.

Time management is an overlapping concept that requires an efficient control in time investment which also requires a correct management of the free time that related to the quality, this latter, is an important element of the success of the economic and serviceability institutions.

The théorétique aspect:

1- Problematic :

Time is when the human effort interact with the different existence data. It helps at organizing and scheduling all daily routines like work and preventing stress and pressure because everyone in a society wants to abide time for a better life.

There are many studies that discussed the topic of time management. Ghazzaoui 2012 in Jordan the timed at studying time management concept and the reality of its application. OssamaAbdewahab Mohammed Ibrahim 2020 in Sudan which aimed at indentifying the

impact of time management and the institutional performance and recognizing the difference between the level of the institutional performance and the reality of time management in the institution. (**Ossama, 2020 p 152**)

As the pioneers of the classical school assert starting from Frederick Taylor through the scientific management theory about the importance of time in organizing work and achieving the organization aims.

Recently, many institutions started to follow the principle of quality at presenting its services in order to ensure the survival and continuity and the ability of defeating its rivals.

There are many studies that discussed the service quality .we mention the study of Mouloud and Rabah 2013 in Algeria that aimed at looking for the importance of the service quality which is presented by the national corporation of the Algerian Telecommunications in achieving its customers loyalty in the state of Bouira. (**Mouloud and Rabah 2013 p 143**)

Therefore, the resented quality of service basically relies on a hard working and capable human presence to meet the customers needs and feed its desires in the progressive improvement which can create the appropriate organizing atmosphere. In relating to all what has been said above we can ask the following questions :

The general question : Is there a tactical significance relationship between time management and the quality service improvement in the district employees of the state of Boumerdes ?

The particalquestions :

Is there a stastical significance relationship between time planning and the quality service improvement in the district employees of the state of Boumerdes ?

Is there a stastical significance relationship between time organisation and the quality service improvement in the district employees of the state of Boumerdes ?

Is there a stastical significance relationship between time orientation and the quality service improvement in the district employees of the state of Boumerdes ?

2- Hypothèses :

2.1 The généralhypothèses :

There is a statically significance relationship between time planning and the quality service improvement in the district employees of the state of Boumerdes.

There is a statically significance relationship between time organization and the quality service improvement in the district employees of the state of Boumerdes.

There is a statically significance relationship between time orientation and the quality service improvement in the district employees of the state of Boumerdes .

3. The importance and the aim of the study.

Through the results and the recommendations, this study contributes the time management and the improvement of the quality service.

- It represents an addition to the scientific level for studying these two variables.
- The contribution of saving data about the topic to help the institutions improve the quality service depending on the efficient management of time.
- The attempt of answering zll the questions on field.

4- The definition of the principle concepts of the survey:

4.1 Definition of time :

4.1.1 Technical definition :

Time is a very important resource that a man can own because it is the box of each occupation, production and the man's real capital individually or in society. (**Abdelbaki ,2017 p63**)

4.1.2. Operational definition :

It is the amount of degrees that an employee gets in the township of the state of Boumerdes through his answers about the questionnaire items (the time planning, time organization and time orientation).

4.2- service quality :

4.2.1- terminological definition:

The American committee for the quality setting(ASQC) and the European organization for the quality setting defined it as the total amount of the advantages and the characteristics the advantages and the characteristics which influence the producer's ability or the service to meet needs. (Miloud, 2008 , p 67)

4.2.2- Operational definition :

It is the amount of degrees that an employee gets in the township of the state of Boumerdes through his answers about the questionnaire items of improving the service quality.

5.1 The Arabic studies :

The study of AbeerFaouzi 2009 titled time management and its impact on the level of the employees performance.

The study aims at specifying the impact of the time management in the performance level of the employees at the general cellular companies air the Jordanian Market and they 3 companies. Questionnaire has been used.

The study deduced that there is a high impact of the time management elements on leveling the employees performance. There is a relationship of time organizing in the level of the employees performance in the cellular companies of Jordan.

The study of Fatima and zolaikha 2017 titled the role of the time management in the improvement of the employees performance.

The study aimed at showing the role of time management in the improvement of the employees performance and testing the extant of the relationship between the time management and the employees performance

Questionnaire was used in which 50 samples were distributed to employees of Snalgazcompany. The study deduced to some results, the most important one is that the time management is a n administrative process which includes planning and organization and the supervision and each of them has a role in preserving time .the human resources management plays a great role in the success of the time management through the motivation and choosing the best for the employees.(Fatima and Zolaikha, 2017, p 59)

Halla Mohammed (2017) under the title of the importance the health service quality from its supervisors and managers point of view.

This study aimed at looking for the importance of the health service quality in the hospitals through comparative study between 07 hospitals and 08 private clinics in Algeria. For measuring all of the quality and the loyalty of the hospitals managers , the interview tool was used which contains 26 questions , and from the results : the quality is a tool for keeping pace with the market globalization and its economical and social changes.

The differences in the health services quality which is given in the private clinics comparing with the general hospitals in Algeria .2017

5.2 the foreign studies :

The study 1991(Ramanand all) entitled Time Management and performance aimed at recognizing the time management activities from the county council managers in Pennsylvania and analyzing the relationship between the time management activities from the county council managers. A sample of 52 manager was randomly taken .the most important results were ; their recognition of the importance of time in their administrative performance

of their daily tasks. And their recognition of the planning process and determining the priorities and the final schedules for the accomplished tasks.

2006 study Gerald entitled The relationship between the uses of time management techniques and sources of stress among public school principals in the state of missori,USA. This study aimed at recognizing the relationship between the use of the time management technics and the work pressures, and clarifying the causes of these pressures which is resulted from the misuse of the time management. The samples of the study included 524 persons, two measures were used for answering , the first is about the time management and the second is about the work pressures.

The study of C.NKrishnanaik 2010 entitled Service quality and its effects on the customer satisfaction.

The study aimed at knowing some factors that affect the customers satisfaction to recognize the service quality dimensions (tangibility, reliability, response, Empathy and warranty) that is applied in the retail trade in India on a sample of 369 participants, applying CT scan , the results showed the following

The services which presented by the retail trade unit has a positive impact and a great importance in gaining the customers satisfaction.(**Krishna naik and others, 2010,p.239**)

The practical aspect

1- servey studies :

This phase aims at discovering the search field and testing the honesty and constancy mesures and how the sample of 15 employees from the manicipality of Zemmouri , State of Boumerdedes resounded.

The principale study:

The questionnaire was applied after measuring the honesty and constancy on 80 employes from the following manicipaties (Zemmouri, Bordjmenail, Si Mustapha, Boumerdes and Corso) from an original community composed of all the manicipaties of the state of Boumerdes dispatched as follow : (Zemmouri, Bordjmenail, Si Mustapha, Boumerdes and Corso, AAfeer, Djenet, Dellys, El-karma, Thenia, Naceria, Esser, Boudouaou and Leghata)

4-Data gethering tools

4.1-The observation:

The observation was used which helped us in explaining the results later.

4.2- the questionnaire

Time management questionnaire

It is a group of items which consist of 21 item dispatched into 3 dimensions and they are as follow :

The first dimension : Time planning (1-2-3-4-5-6-7)

The second dimension : time organising (8-9-10-11-12-13-14)

The third dimension : (15-16-17-18-19-20-21)

4.2.1 : the correction method

Degrees from 1 to 5 is taken

Not strongly agreed 1, Not agreed 2, Nutral3 , agreed 4 , Strongly agreed 5

4.2.2- Service quality improvement questionnaire

It is composed of 21 items, the degrees taken are the same as of the previous questionnaire

4.3-The psychometrical characteristics of the questionnaire :

Honesty : the questionnaire is exposed to a group of university teachers in the work and organization expertise in the university of Algiers 2 , they were 5 teachers

The constancy of the questionnaire to verify the internal consistency and the constancy of sequences of the questionnaire 'items , time management sequence ; the improvement of the service quality sequence, we used the alpha Krounbakh coefficient.

Table (01) : the constancy of the time management questionnaire

the time management questionnaire items	the alpha Krounbakh coefficient
21	0.59

We observe from te table above 1That the value of Alpha krounbakh is 0.59 which is high from the everage and this shows the constancy of the constancy of the time management questionnaire items, and it is good to be applied on the study's sample

The table(02) : represents the second questionnaire ,The improvement of the service quality.

The the improvement of the service qualityquestionnaire items	The alpha Krounbakh coefficient
21	0.63

We observe from te table above 2 That the value of Alpha krounbakh is 0.63 which is high value and this shows the constancy and the consistancy the the improvement of the service quality questionnaire items, and its good to be applied on the study's sample

5-The used statistical styles

The SPSS Program was used ; the repititions ; the percentage ; the arethmetic average ; the standard deviation, the cerrelation coefficient Spirman Brown

6-Displaying the sample's characteristics:

According to gender variable

Table(03) :represents the repetition and the percentage of the gender variable

Gander	répétitions	parentage
Boys	30	37.5%
Girls	50	62.5%
Total	80	100%

We can observe from the table above that the percentage of girls is higher than the boys 'in which the girls were 50 employees and the boys were 30 employees.

According to the age variable

Table(04) : represents the repetition and the percentage of the age variable

Catégorie	répétitions	parentage
20-30	30	37.5%
31-40	20	25%
+40	30	37.5%
Total	80	100%

We can observe in the table 4 that most of the employers aged 20-30 and 40 years old have high repetitions percentage.

According to the family situation variable

Table (05): represents the repetitions and the percentage of the family situation variable.

Family situation	Répétitions	Parentage
Single	32	40%
Married	28	35%
Divorced	11	13.75%
Widower	09	11.25%
Total	80	100%

We observe from the table 5 that the percentage of the single employees category (32 employees) is high after that the married (28 employee)s then the divorced and finally the widowers(9).

According to the educational level

The table(06):represents the sample according to the educational level.

éducationnel level	Répétitions	Parentage
Primary	15	18.75%
Middle	25	31.25%
Secondary	10	12.5%
University	30	37.5%
Total	80	100%

We can observe that most of the employees have a university level about 30 after that comes the employees who have a middle school educational level (25 employees) .the primary school educational level were (15 employees). Finally comes the secondary school educational level with (10 employers).

8- Discussing and explaining the results :

8.1- discussing the general hypothesis results:

After accepting the general hypothesis that asserts the relationship between the time management and the improvement of the service quality of the employees of the state of Boumerdes.

This is what RaouiaTayssirGhazaoui 2012 in Jordan assured it in which this study aimed at studying the management and the fact of applying it in the familial situations and the level of the employees performance.181 questionnaire was distributed and 159 of them were retrieved under the percentage of 87.7 of the study's sample. The results showed that there is a relationship between the time management and the employers performance .(Menniv Method.2019,p51)

8.1.1 discussing the first partial hypothesis :

Accepting the hypothesis that says , there is a relationship between the time planning and the improvement of the service quality of the employees of the state of Boumerdes.

This is what the study of AbdelhadiKhouri and Mahmoud Aboulhidjea2010 confirmed which is entitled the impact of the time planning on the employees performance . this study aimed at recognising the impact of the time planning on the performance of the collection department in the town of Nabols in Palestine. In which a questionnaire was carried out. 30 were distributed 25 were retrieved .this study deduced to many results . the most important of them are the good time planning reduces wasting time in which the planning helps in maintaining the time as an important source of work (AbdelmadjidAloui ,2019 ;p.51)

8.1.2 Discussing the results of the second partial hypothesis :

Accepting the hypothesis that says ; there is a relationship between time organization and the improvement of the service quality of the employees of the state of Boumerdes .

This study agreed the one of HafsaMenad 2017 entitled the impact of the application of the time management on the human resource – a field study in the bank of agriculture and rural development of Alabadia in Ain defla0 that confirmed through the results that were deduced , that there is relationship between the time management , the rime planning and the time organization in the performance of the employee.

8.1.3 discussing the third partial hypothesis:

There is relationship of a statistical significance between time management and the improvement of the service quality of the employers of the state of Boumerdes .

After counting the spirman coefficient .the value is $R = 0.502^{**}$ statistically sig=0.000 smaller than the sid=gnificance of 0.01 so the hypothesis is accepted

9-general conclusion:

Depending on the results and after applying the search tools which are the questionnaire and the statistics 0 the results are as follow .

- There is a relationship of a statistic indication between time management and the improvement of the quality of service with employees of the state of Boumerdes townships.
- There is a relationship of a statistic indication between time planning and the improvement of the quality of service with workers of the state of Boumerdes townships.
- There is arelationship of a statistic indication between organizing time and the improvement of the quality of service with employers of the state of Boumerdes townships.
- There is a relationship of a statistic indication between orientating time and the improvement of the quality of service with employers of the state of Boumerdes townships.

- Conclusion :

From all what has been said we deduce that the has a great and essential rome in the productive and serviceability process and the quality of the services given to the citizen that's why it is really important to give a great concern to these two variables in the institutions through observing the wasted time and the employees performance and match it with the productivity process like offering some tips and motivations tprhose who do not waste time and increases his services and productivity .which leads to the in crease of the quality service when these two variables are attached. This will lead us to another search and other questions in the future.

Suggestions:

Depending on the results of the current study about the time management and its relationship with the improvement of the service quality in the economical establishment in Boumerdes we suggest the following ;

- The necessity of the daily time planning appropriately with the employees abilities
- Convincing the employees of the importance of respecting time
- Determining the goals that should be achieved in ordered to be reached in a least time and effort possible
- Appointing training tournaments for employees in all levels in order to change the habits of wasting time
- The disposal of all the time wasting kinds like minimizing the phone calls

- Motivating workers and preparing appropriate worker activity and thus improving the quality of service.
- Working to invest time is an optimal investment as it a non-renewable resource.
- Dealing with all kinds of time wasters effectively by reducing the volume of phone calls.
- Dealing with time as if it were a competing thing for the employee, wich puts him in a constant race with him, and this is what will make the mostbof it.
- The controls and standars must be followed by employees to enable them to exploit their potencial.
- Emphasizing time management as a means, not as a goal, in order not to overdo it.

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