

Scientific consultant's Review on PhD Dissertation thesis

Dissertation title: Innovative management of quality in higher education of the Republic of Kazakhstan

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PhD direction: 6D051700 - Innovation Management

Task specification.

The dissertation is dedicated to propose effective quality management practice in universities from perspectives of business quality management tools in the Republic of Kazakhstan.

Relevance of the research thesis.

The issues of quality management in higher education institutions have been described among foreign studies, which have addressed the topic of quality management in terms of continuous improvement and enhancement of accountability. However, there is almost a shortage of studies on discussion of quality management issues from perspectives of internal governance organization.

The considerable number of domestic studies have addressed the topic of quality management in higher education from perspectives of compliance with ISO and international standards, university-industry correlation, as well as a number of studies have focused on the role of information technologies to improve quality of education. Thus, there is almost a lack of research studies on discussion of quality management in higher education institutions in the context of adoption of business quality management approaches, as well as in regards to improvement of quality management practices from perspectives of internal governance development and internal organization management. The shortage of regional research studies about the issues of quality management in the context of implementation of business alike approaches through focusing on the role of internal organization of universities demonstrate the importance and significance of research dissertation.

The research topic is the first attempt to demonstrate the adaption of the business quality management approaches in higher education at the regional level. As a final point, the number of domestic dissertation theses demonstrates almost a lack of studies on quality management of higher education from perspectives of business quality management approaches. All these reasons above shows the relevance and the necessity of the research thesis.

The dissertation thesis was completed in accordance with the methodological guidelines in full and corresponds to the profile of the specialty.

The structure.

The dissertation thesis examines a theoretical study of the institutionalism concept in higher education and analyses the implementation of business quality management approaches in higher education. The work consists of normative

references, notations and abbreviations, three chapters, introduction, conclusion, references and appendixes. Each chapter has three two-three parts.

In the first chapter, the author examines the scientific and methodological foundations of institutionalism concept in higher education, called "Theoretical study of the concepts quality management and excellence model" includes three parts. The presented study provides a detailed description of the theoretical aspects of the meaning "quality", "quality assurance" and "quality management", describes the higher education institutions as a specific type of public organization, the impact of the institutional approach to quality management in higher education. Author gives her own interpretation to the concepts "quality assurance" and "quality management".

Author analyzed the changing mission of the universities in Kazakhstan and concluded that on the recent trends and changes introduced at the institutional level show that the study of the organization of internal governance in HEIs is crucial for the whole quality management process.

The author made literature review on the concept of 'institutional theory' and noted that considering the scholars' assumptions about the pace of organizational changes, the innovative approach to be introduced in the research thesis is willingness to change according to demands and needs of internal environment of the university and desire to preserve the competitiveness of the institution at the external environment.

The second chapter "Analysis of Kazakhstani university governance based on foreign practice" has three parts. In this chapter Gulden concentrated on the existent tools of quality management in higher education and defined that the most of them compliance with ISO and international standards, university-industry correlation and etc. Author focused on the analysis of each quality management models applied in Higher education institutions and made an evaluation of the New Public Management in higher education, showed the New Public Management areas in Higher Education. Through the deep consideration author defined the Patterns of New Public Management in Kazakhstani higher education. Author created the conceptual model of Quality Management integrated with elements of New Public Management and made conclusion that transformation of state and national universities to non-profit organizations, granted managerial, academic and financial autonomy, demonstrates the introduction of New Public Management and defined the necessity to create an effective organizational structure, where the role of faculty staff is not underestimated.

For the purpose of identifying and validating the dimensions of internal governance organization, the author exploited research survey to identify the effective internal governance model to align the viewpoints of internal stakeholders. The Cronbach's α was applied for identifying reliability and consistency of the survey. Author made deep analysis and illustrated in diagrams and tables the results, which proved the importance of the proposed dimensions of 'effective internal governance'. The findings of the study demonstrate that there are moderate fluctuations about the attitude of administrative and academic staff regarding 'importance' and 'implementation' of the proposed dimensions.

The third chapter of the dissertation proposed the unique model encompassing elements of the popular quality management models, underlining enhancement of internal organization processes of universities. The third chapter is “Recommendations for the development of a new quality management tool in higher education from perspectives of the business excellence model” and has two parts.

The chapter describes the EFQM excellence model implementation in quality management of Kazakhstani higher education. The author describes the studies on the application of the EFQM excellence model in higher education. Gulden pointed out the importance and usefulness of this quality management tool to identify the key strengths and improvement opportunities of an organization through focusing on key continuous improvement issues. The author created the adopted version of the EFQM excellence model in the context of higher education and defined the key critical success factors of the EFQM-based quality management model implementation. On the base of research the author offered the Quality management model based on continuous improvement, which is directed to improve the quality management in higher education.

The content of the dissertation suggests that the author has shown herself as a competent specialist, able to work with special literature, able to concretize and formalize the problem posed and to solve it in practice.

Conclusion.

The submitted thesis is written in English. The thesis fulfil all general formal requirements, contains analytical tables and figures that increase the clarity of the text material.

The topic of the PhD student’s thesis is disclosed deeply and fully. The goal and objectives of the work have been achieved.

In my opinion, Gulden Manarbek is an established researcher, her dissertation work meets the high criteria for PhD thesis. Therefore, she deserves the award of the degree of Doctor of Philosophy.

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Kondybayeva S.K.

РАСТАҒЫМЫН
әл-Фараби атындағы ҚазҰУ Ғылыми кадрларды
даярлау және аттестаттау басқармасының басшысы

ЗАВЕРЯЮ

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