

The Development of the Quality Management System in Higher Educational Institutions

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ABSTRACT

Today, the education system should be studied, analyzed and managed at an optimal level as a whole. Such a scientific approach will help solve complex problems in the education system. In short, it is necessary to create social mechanisms and technologies in the management of education in the future and achieve optimal management through them. In the article, the authors have developed scientific mechanisms of social management of higher education based on specific sociological studies of students' opinions, as well as specific recommendations aimed at improving social management and improving the quality of education.

Since the first years of independence, a lot of work has been carried out in our country to raise the level of state policy for the development of the education system, to master modern knowledge and professions for our children in conditions that meet world standards, to ensure their physical and spiritual development, to realize their abilities and talents, intellectual potential, education feelings of loyalty and devotion to the Motherland. The Decree of the President of our country "On the strategy of actions for the further development of the Republic of Uzbekistan" dated February 7, 2017 defined a number of tasks for the development of the social sphere, in particular, the sphere of education and science [1]. The document provides for the strengthening of the material and technical base of educational institutions, the construction, repair and overhaul of new educational institutions, providing them with modern educational and laboratory equipment, computers and teaching aids.

The development of technologies and information processes in the world has turned into competition between companies in the recruitment of highly qualified personnel. This applies not only to commercial organizations, but also to research centers and educational institutions.

Reforming education at the level of modern requirements requires raising its quality to the level

of high requirements. To this end, a theoretical and practical study of the scientific foundations for improving and implementing the mechanisms of social management in improving the quality of higher education is recommended. Thanks to the cardinal reforms being carried out in our country, resolutely advancing towards a new stage of development, a new worldview is being formed in the minds of our compatriots, which takes a deep place in the hearts of our people at the basis of the rapid changes taking place today, primarily human interests. Today, education has become for a person one of the most important factors in the introduction of new technologies into life. Particularly relevant for Uzbekistan, which is integrating into the world economy, is the development of a higher education system that can quickly adapt to the requirements of the labor market.

In the report of the Head of our state Sh. Mirziyoyev at the solemn ceremony dedicated to the 24th anniversary of the adoption of the Constitution of the Republic of Uzbekistan, it was noted that the issue of educating our youth as healthy and harmonious people occupies a special place – «we consider it our primary task to improve the activities of all parts of the education and upbringing system based on modern requirements» [2]. Only a generation with intellectual potential and modern knowledge will be able to preserve the independence achieved by our people, make a worthy contribution to science, spiritual and economic development of our people. The Decree of the President «On the strategy of action for the further development of the Republic of Uzbekistan» defines the most important tasks for the development of the social sphere, in particular, in the field of education and science, further improvement of the continuity of the education system, increasing the possibilities of quality educational services, continuing the policy of training highly qualified personnel in accordance with modern the needs of the labor market [1].

The fulfillment of these tasks also requires certain changes and reforms in the higher education system. Of particular importance is the adoption of the Decree of the President of the Republic of Uzbekistan «On additional measures to improve the quality of education in higher educational institutions and ensure their active participation in the country's large-scale reforms» [3].

The development of man and society is a single process. The intensive development of production, the development of science and technology, culture and art is the improvement of human life, the development of the spiritual world. The key to these processes is the education system, the quality and volume of education provided to a person. Therefore, states and societies should strive to create an opportunity for every person to receive an education.

Today, the education system should be studied, analyzed and managed at the optimal level as a whole. Such a scientific approach will help solve complex problems in the education system. In short, it is necessary to create social mechanisms and technologies in the management of education in the future and achieve optimal management through them.

The rapid adaptation of countries with growing globalization to the conditions of the process of international competition is a key factor in their successful and sustainable development. At the same time, the main advantage of highly developed countries is associated with the availability of personal development opportunities, determined by the state of the education system. The factors that ensure sustainable economic growth of the state today and in the future are directly related to the development of the education sector.

The beginning of major efforts to fundamentally reform the education system involves finding ways to evaluate it, in other words, to create a perfect, cheap and optimal mechanism for managing the education system. Obviously, without this we will not be able to effectively determine the results and prospects of our activities. Without this, we can enter a dead end, losing time and huge material values.

Therefore, when asked where the «key» of such a mechanism can be found, we, sociologists,

will answer that in the field of sociology, social management, social forecasting, social marketing research and sociological modeling. We are convinced that sociology is indeed the «key» to life.

This can solve a number of problems in various areas of life, by studying the public opinion of people and scientific analysis of sociological empirical information. A vivid example of this is the widespread use of sociology in advanced countries and its role in the development of the state and society. In other words, it is impossible to determine the present and future of human life, as well as the future, without scientific analysis and mathematical models, without sociological knowledge.

In this regard, it is possible to consider the issues of reforming the education system, raising it to the level of modern requirements, increasing the role of sociology through regular comprehensive research, and, ultimately, developing a model of sociological monitoring of education. Let us highlight that the Ministry of Higher and Secondary Specialized Education of the Republic of Uzbekistan is carrying out certain activities to further strengthen sociological research.

Within the framework of this scientific topic, a number of research works have been carried out, which should lead to an increase in the quality of higher education [5]. Thus, as a result of the sociological research conducted, relevant scientifically based proposals and recommendations were formulated, including on the creation of a mechanism for the sociological management of this area.

With the entry of Uzbekistan on the path of socio-economic reforms, the importance of enhancing the role of education has sharply increased. Higher education today is developing in a fierce competition, and its quality is a determining factor in the struggle of universities in the preparation of competitive personnel. Improving the quality of education that meets the current level of scientific and technological progress and social development has always been the main task of the education system.

The problem of improving the quality of education is especially acute today in the era of socio-economic transformations, when the level of education is a key factor in the sustainable development of society and, accordingly, education becomes the main strategic priority for the development of the country. It is no secret that universities play an exceptional role in modernizing education and training personnel for innovative activities, and managing the quality of education in such a rapidly developing world is not easy.

At present, the Uzbek education system is actively looking for answers to the challenges of modern universities. The solution of such an important issue, in turn, will provide us with the opportunity to ensure the security and sustainable functioning of society. The practice of quality system management shows that when developing and implementing an internal education quality management system, as well as in the process of its effective use, a number of problems arise that must be addressed in a timely manner:

- Lack of a perfect regulatory and legal framework for the implementation of a quality management system in higher education institutions.
- Insufficient level of cooperation between higher educational institutions and industrial enterprises.
- Low level of managers managing higher education institutions.
- Lack of necessary teaching aids and recommendations for the implementation of quality management principles in higher education institutions.
- Rejection at various levels of the new principles of teaching staff management.

- Insufficient support for the implementation of quality management principles in higher education institutions.
- Lack of financial resources to improve and effectively implement changes in the activities of higher educational institutions [4, p. 326-328].

The issues of self-determination of young people, their inclusion in economic life, which is always a serious social problem, require special attention. The importance of studying it will grow more and more with the development of market relations, the spread of unemployment, and the growth in the level of economic differentiation of the population. Perhaps lawyers or economists will remain in value, but we should not forget about the spiritual and moral heritage of society as a whole.

According to the attitudes established in public opinion, young people strive to get a higher education, believing that, for example, «without it, in modern times, nowhere». However, it should be borne in mind that a diploma ceases to be a guarantee of employment. At the same time, a young specialist needs to have high professional potential and spirituality.

Another aspect is that in a market economy, the development of a model of processes for improving the quality of education using automated control systems created in modern computer technology, taking into account the need to take operational measures to improve the quality of education by creating management mechanisms in higher education institutions is an urgent issue today.

Solving the above problems and carrying out complex work, in turn, requires a study of this area, widely taking into account foreign and domestic experience in creating the quality of education management in higher education institutions.

Every student who graduates from high school thinks first of all about his future profession, which worries him. Fulfilling the desires of students about the profession means protecting their rights in this area. To do this, it is necessary to study the mental and physical aspects of students, starting from grades 4-5. With the help of separate tests, the psychologist must determine the attitude of each child to a particular profession and draw his own conclusion about this.

In our opinion, the level of work carried out with adolescents regarding their choice of their profession, which is currently being carried out within the framework of secondary school, is not sufficient. This is probably why some of the students of a higher educational institution, in the process of learning, begin to gradually experience dissatisfaction with their previously chosen specialty. Thus, the sociological data obtained by the author show that every third student surveyed (33.3%) to some extent expressed disappointment with the chosen specialty.

This cannot but have a negative impact on their productivity. In particular, this is supported by the results of a number of sociological studies conducted by the author in five higher educational institutions of our republic.

The Uzbek society sets itself the task of forming an independently thinking, politically conscious, highly cultured and free young person. On the other hand, is the student youth itself ready in socio-political terms for solving this problem. At the same time, students are an active social stratum, representing a group striving for the future, to fully use their opportunities, despite any difficulties.

At the same time, their insufficient financial situation has a great impact on the social activity of student youth. As our studies show, some students do not care about their financial situation, while others are trying to find additional work in order to pay for the tuition contract and solve other personal problems. The main reason is the different socio-economic status of the families where the students come from.

The difficulties of transition to a market economy often do not leave time for participation in

social and political activities or social and political activity. In the course of scientific research conducted by the author, it was found that the current student youth has a low social and political activity. As a result of a sociological survey conducted among students, we were convinced that the socio-political activity of student youth today is at a passive level. This is due to the fact that the political culture, the level of political consciousness has not yet fully formed.

So, according to the results of a sociological survey conducted among students of higher educational institutions, to the question «How do you assess the level of education at your university?» the following answers were received: 50% of students – «average», 42% - «high», and 8% - «low». To the question «What do you think, what degree of complexity are the textbooks that you use?» 80,5% of students answered - on average, 11% - easy, and 8,5% - difficult. 72% of respondents reported that students study on a contract basis, and the remaining 28% - on the basis of a state grant.

To the question «Tell me, what percentage are students who study and work at your faculty at the same time?» 10% of students answered 40-50%, 20% - 10-20%, 30% -30-40%, while 40% noted that it was 20-30%.

To find out the opinion of students studying at a higher educational institution about the scientific potential of the teachers who teach them, the question was asked «To what extent, in your opinion, is the scientific potential of the teachers who teach at your faculty?». 67.8% of students consider it «high», 9% - «low», and 3% - «very low». To the question «Do you use the library?» the response of the students was as follows - 29% of the students answered «when necessary», 31% - «sometimes», 20% - «no», and 20% - «always».

Next, we asked the respondents the question “What would you suggest to improve the quality of education?” and received the following answers: «Let lectures be read only by experienced professors and associate professors» – 21.1%; «It is necessary to sharply increase attention to the independent work of students» - 9%; «It is necessary to invite teachers from foreign universities to give lectures» – 19.9%; «constantly monitor the level of qualifications of teachers» – 37.5%.

12.5% of students expressed their personal opinion on this issue, in particular, they relate to «increasing the use of innovative technologies in the process of passing the lesson», «reducing the number of study groups», etc.

The majority of respondents (47.5%) expressed satisfaction with the fact that they study at their university, 27.2% said they were satisfied with their education. 8% of respondents reported that they are disappointed that they study at this university.

Every fourth respondent lives in university dormitories. 15.6% of those who participated in the study constantly, and 61% - sometimes use the services of a catering establishment. While one in four respondents were satisfied with the quality of food, 40% reported that they visit catering establishments because they have no other chance, and 17% visit them because of lower food prices.

As you know, the various problems that arise during the passage of the educational process cannot be avoided by more than one student. Therefore, the improvement of this work should be facilitated by focusing on their opinion, which will give positive results. The fact that each of the two students considers "the need to increase students' attention to independent work and increase the number of laboratory work" shows that university administrations are generally working in the right direction. Thus, approval finds the fact that lectures in the curriculum make up 40%, and practical exercises - 60%.

The results of the survey were statistically revised and a set of proposals was developed, with the help of which measures were recommended to improve the quality in the higher education system. They concern overcoming some shortcomings in the implementation of higher education

reforms. A large role in this belongs to the greater implementation of the principles of social management in the educational process in higher educational institutions. This should contribute to the solution of such problems as: the lack of material resources in higher educational institutions, a certain dissatisfaction of teachers with their work and profession, the difficult moral nature of their work, sometimes the lack of conditions for self-study in science and improving their qualifications, as well as students' dissatisfaction with their financial situation.

Based on the results of the study obtained by the authors, it is advisable to consider the possibility of implementing the following practical measures for the further implementation of the management system in the country's universities:

- develop and implement activities at the departments, primarily in order to reveal to students the practical essence of future specialties;
- organization of systematic sociological monitoring of students' public opinion to take them into account when organizing the educational process, further improving the work of libraries, introducing social protection programs for students, organizing cultural leisure in their free time, protecting students' health;
- providing students with a greater volume and quality of teaching foreign languages and computer technologies;
- expansion of practice for the scientific exchange of students and their education abroad;
- formation of a scientific worldview among students by involving them in research work through their use in the implementation of grants;
- further deepening the system of measures to eradicate, both among teachers and students, such negative phenomena as localism, bribery, fraud, rudeness;
- assisting students in enrolling in a master's program and employment in the future;
- further stimulation of the labor activity of the teaching staff;
- development and implementation of programs to explain to students about the political, economic and social reforms in Uzbekistan, aimed at shaping young people's moral convictions and focus on the model of Eastern national behavior.

In general, these recommendations are aimed at the speedy implementation of further improvement of the activities of the higher education system in the republic, increasing their own activity and initiative among young professionals so that they can become real subjects in the labor market. The task of the university in this regard is to ensure their earlier and more thorough inclusion in this system. Interaction between enterprises and organizations interested in qualified specialists, on the one hand, and universities, on the other hand, should become closer and less formal, and university education should be more differentiated and adapted to the interests of organizations.

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