

# Abstract

**Dr. Mohamed A.Kader**

## **"An Investigation of the Relationship between University Staff' Perceptions of Organizational Climate for Service and Students' Perceptions of Service Quality of Higher Education"**

The present study aimed at investigating the relationship between university staff' members perceptions of organizational climate for service dimensions, as independent variables, &#97 &#110 &#100 students' perceptions of service quality of higher education, as a dependent variable. Arab Academy for Science &#97 &#110 &#100 Technology (AASTMT) has a different colleges but the study was conducted especially in college of Management &#97 &#110 &#100 Technology as an empirical case study. Apart from that, college of management &#97 &#110 &#100 technology is divided into five dissimilar departments namely, marketing &#97 &#110 &#100 international business, finance &#97 &#110 &#100 accounting, management information system, e-commerce &#97 &#110 &#100 hotel &#97 &#110 &#100 tourism. Therefore, the study investigated the significant differences in service climate dimensions &#97 &#110 &#100 higher education service quality among the different departments in college of management &#97 &#110 &#100 technology. The researchers depended on stratified random sampling technique among departments of the college for both the university staff &#97 &#110 &#100 students. The service climate was measured using four dimensions namely, global service climate, customer orientation, managerial practices &#97 &#110 &#100 customer feedback. On the other hand, higher education service quality was measured using five dimensions of SERVQUAL scale namely, tangibility, reliability, responsiveness, assurance &#97 &#110 &#100 empathy. Additionally, the statistical analysis for the current study was performed by using the statistical software SPSS, version 15 (Statistical Package for Social Science). The results based on data from 58 staff members &#97 &#110 &#100 558 students in a variety departments of college of management &#97 &#110 &#100 technology. The results of the study indicated that the research hypotheses, which measured the positive relationship between each of service climate dimensions &#97 &#110 &#100 students overall perceptions of service quality of higher education dimensions were significantly supported. In addition, there were significant differences in service climate &#97 &#110 &#100 its following dimensions namely, global service climate &#97 &#110 &#100 managerial practices except customer orientation &#97 &#110 &#100 customer feedback dimensions. There were also significant differences in students' perceptions of service quality of higher education &#97 &#110 &#100 its following dimensions reliability, responsiveness &#97 &#110 &#100 empathy. As a result, the research hypotheses, which measured the significant differences in service climate &#97 &#110 &#100 service quality of higher education, were significantly supported.