



مركز الإعلام الأمني
Police Media Center

Kingdom of
Applied Sciences
Administrative Sciences



The Impact of Intellectual Capital Investment on Total Quality Management

An empirical study of Customs Affairs

Kingdom of Bahrain

In partial fulfilment of the requirements for the Master's Degree
in Human Resource Management

Presented by

Salman Obaid Ajham Anfoos

Supervisor

Dr Horiya Mohammed Ahmed Al-Deeb

Assistant Professor, Business Administration Department

AC 2014

H 1435



Abstract



The Impact of Intellectual Capital Investment on Total Quality Management

An empirical study of Customs Affairs, Kingdom of Bahrain

مركز الإعلام الأمني
Police Media Center

By

Salman Obaid Ajham Anfoos

Supervisor

Dr Horiya Mohamed Al-Deeb

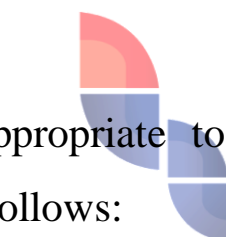
This research aims to identify the impact of intellectual capital investment on total quality management on Customs Affairs in Bahrain as part of demographic variables (sex, age, academic qualifications, employment, experience and type of management).

While the research involved all the Customs Affairs staff members, the sample of research covered 223 staff members.

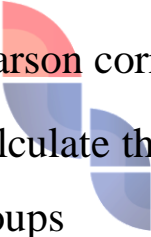
The researcher used a questionnaire which included two study variables (Intellectual Capital Investment - Total Quality Management) and demographic variables.

The research also used statistical methods appropriate to the hypotheses of the study and its related interrogation as follows:

- Calculate the averages and standard deviations



مركز الإعلام الأمني
Police Media Center

- 
- Pearson correlation coefficient
 - Calculate the degree of T-test for the significance of differences between groups
 - Make an Analysis of Variance (ANOVA) questionnaire to verify the significance of differences between groups.
 - Calculation of the validity and reliability of the questionnaire through Alpha coefficient and consistency of internal human sincerity.

The research results indicate:

1. There is a statistically significant relationship between the Intellectual Capital Investment and Total Quality Management.
2. There are statistically significant differences among staff members in Intellectual Capital Investment and Total Quality Management which can be attributed to demographic variables (sex, age, academic qualifications, employment, experience and type of management).

