

ABSTRACT:

The importance of ethical and organizational values in quality management based on research conducted in local government administration

This thesis aims to show the significance of ethical and organizational values in the quality management system. Specific objectives relate to the following issues: identification of the sources of unethical behaviour related to the implementation and improvement of quality management systems and the consequences of such behaviour; determining the relationship between the impact of leadership commitment, maturity, and effectiveness of the quality management system; determining the impact of trust on the operation of the quality management system; identification of factors affecting the sense of satisfaction within the quality management system; to build a theoretical model of a system of ethical and organizational values in quality management. Intermediate target-facilitate the analysis of the collected data to assess the level of maturity of the existing quality management systems.

An analysis of a culture of quality is a complex and difficult task because there are many values to analyse and any description could prove to be incomplete. The author, therefore, selected the six most essential values: trust, commitment, satisfaction, justice, responsibility and self-control.

A detailed theoretical foundation has been described in the three early chapters of the thesis. The first chapter presents the basic concepts of quality systems and concepts of total quality management. The author also discusses other popular management concepts, such as Reengineering, Lean Management, Outsourcing and Knowledge Management and their correlation with TQM.

In the second chapter, the author has analysed the problem of ethics in management. The author discusses the issue of ethical and quality management relationship with the concept of social responsibility. He explains what the ethical standards are and present commonly used assumptions of the normative regulations (SA8000 standard, AA1000 standard and the ISO 26000 standard).

The third chapter considers the properties of the ethical and organizational values. These values are divided into two groups. The first group includes: trust, commitment, satisfaction and justice, while the second instrumental value group lists and describes responsibility and self-control.

The fourth chapter details the research methodology chosen. The study aimed to determine the significance of some of the ethical and organizational values in quality management systems. The main hypothesis establishes that the quality management should be based on ethical values and principles of conduct. The specific hypotheses related to the role of ethical behaviour in the implementation, maintenance and improvement of the quality system, the effectiveness of the system dependent on the commitment of leadership, trust

conducive to improving the quality, satisfaction dependent on range of factors and the interaction particular organizational and ethical values. The analysis of the data confirmed the validity of the research material of these assumptions.

Research conducted in five public administration units has established a range of factors that determine values and the relationship between them. The use of interview techniques, questionnaires and the examination of the dossier provided an opportunity to gather relevant information among workers, executives, and among the representatives of quality systems

The fifth and sixth sections present the results of an empirical study. The collected materials were presented in several thematic groups. The author describes the maturity of the quality management system according to ISO 9004:2009 developed on the basis of self-assessment management components. The following sections present an analysis of the data collected for detailed discussion of some of the interdependencies between them. Ethical issues related to the activities of the organization were isolated from research materials. The author presents the relational nature of ethical and organizational values. The seventh chapter contains the results of verification's research.

The culmination of labour is in the conclusions of the analysis of the research materials. The analysis of the collected materials helped to identify the importance of the studied values and showed many correlations between them. The results allowed the author to create a model of the values system characterized by the relational nature of these values and to propose a tool for the improvement of the quality management system by strengthening the system of values in the organization.