

عنوان مقاله:

Investigating the Relationship between Technology Competencies and Quality Management in Bank Branches

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خلاصه مقاله:

The purpose of this article is to investigate the relationship between IT competence and quality management in Melli Bank branches in Behshahr. The research method is applied according to the purpose and according to the data collection is descriptive and survey type. The statistical population of the study includes all official, contract, and contract employees of Melli Bank branches in Behshahr. A total of ۱۳۴ people were reported, ۹۸ of whom were randomly selected as a research sample according to Krejcie Morgan's table. The data collection tool in this study is a researcher-made questionnaire. In this paper, structural equations have been used to analyze the data. The results showed that there is a relationship between IT competence and total quality management. There is a positive and significant relationship between IT competence with leadership, strategic planning, customer attention, information .analysis, human resource management, supplier management, process management

کلمات کلیدی:

Strategic Planning, Management, IT competency, TQM

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