

## QUALITY EDUCATION AND PROCESS MANAGEMENT IN HIGHER EDUCATION

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### **Abstract**

The purpose of this study is to show the relationship between quality education and the way of managing in higher education. Quality education is a basic prerequisite for the establishment and activity of a knowledge society. The relationship among quality education and social development is very complex and there are obstacles to be overcome while trying to reach to the knowledge society. The way of quality education to the knowledge society is burdened with the constant dilemma of whether the goal of national development is to improve the quality of life in all its levels, or only some. According to the concept of the Bologna Declaration, the university is no longer a specific association of faculties. However, it is the institutional integrity with their bodies where the faculties are regarded as its members. Although the faculties are simply its parts as well as legal entities they cannot exist outside it. This study makes an analysis of the literature to determine the hierarchy of management in universities, ranging from Rector, Academic Senate and continuing with academic staff. This study proves that in jurisdiction, powers and responsibilities, the dean cannot be equated with a top manager, nor a vice dean, and heads of departments, etc. They can be equated with managers in companies, and results of education and higher education institutions can be identified with those characterizing the enterprise. Their product is the knowledge and ability to create new knowledge which permeates every other work. A manager cannot run the fact that is very diverse process. Hence, the teaching staff at universities is considered as a kind of knowledge managers who manage the process of acquiring knowledge. As a conclusion of the study we can say: To have a quality education we should change the way of teaching – pedagogy and service providers – professors.

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