Albert Justice Kwarteng

Research Fellow · Directorate of Academic Planning and Quality Assurance
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RESEARCH

Interests: TOTAL QUALITY MANAGEMENT IN EDUCATION

Areas: Management Information Systems · Organizational Behavior and Human Resource Management · Political Science and International Relations · Education · General Health Professions · Management of Technology and Innovation

RESEARCH SUMMARY

15	71	3	2	1.12	13%
Publications	Citations	h-index	i10-index	Field-weighted impact	World top 10%

Counted from the 15 publications listed below, 2007–2022. Field-weighted impact is the mean over the 8 works scored for it; 1.00 is the world average for works of the same field, type and year. 1 of the 8 papers scored for it are among the world's most cited tenth for their field, type and year.

POSITIONS

STATISTICIAN/RESEARCH FELLOW(HEAD OF QUALITY ASSURANCE SECTION) 2009–present
DIRECTORATE OF ACADEMIC PLANNING AND QUALITY ASSURANCE (DAPQA), UCC, University of Cape Coast (UCC), Cape Coast, Ghana

EDUCATION AND QUALIFICATIONS

MSc. MATHEMATICS 2004–2006
MATHEMATICS, KNUST, KUMASI, Ghana

PUBLICATIONS

Journal articles 14

1. **Albert Justice Kwarteng** (2022). Development and validation of instrument for service quality of TQM educational institutions: external customers' perspective. *International Journal of Productivity and Quality Management*. https://doi.org/10.1504/ijpqm.2022.124703
2. **Albert Justice Kwarteng** (2022). Ensuring quality in higher education institutions: going beyond quality assurance system. *International Journal of Productivity and Quality Management*. https://doi.org/10.1504/ijpqm.2022.124896
3. **Albert Justice Kwarteng** (2021). An assessment of outcome criteria associated with the implementation of TQM in a higher education institution in Ghana. *Cogent Education*. https://doi.org/10.1080/2331186x.2020.1859198
4. Justice Mensah, John Victor Mensah, Godwin Awabil, **Albert Justice Kwarteng** (2021). Importance, availability, and utilisation of support services for postgraduate distance education in a public university in Ghana. *International Journal of Higher Education and Sustainability*. https://doi.org/10.1504/ijhes.2021.120951
5. **Albert Justice Kwarteng** (2020). Exploration of quality dimensions that influence customer perceptions of service performance: insights from higher education. *International Journal of Quality and Innovation*. https://doi.org/10.1504/ijqi.2020.10034015

6. **KWARTENG, ALBERT JUSTICE** (2020). Exploring Top Management Experiences with TQM in Ghanaian HEIs: Lessons for WAAQAN Institutions. *Zenodo (CERN European Organization for Nuclear Research)*. https://doi.org/10.5281/zenodo.22276673
7. **Albert Justice Kwarteng**, Eric Anane, Emmanuel Kofi Gyimah (2019). A Service Quality Gap Analysis: Evidence from External Customers of University of Cape Coast. *Journal of Educational Management*. https://journal.ucc.edu.gh/index.php/jem/article/download/1418/686
8. **Albert Justice Kwarteng**, Eric Anane, Emmanuel Kofi Gyimah, Justice Mensah (2019). Service Quality Gap Analysis: Evidence from External Customers of University of Cape Coast. *Journal of Educational Management*. https://doi.org/10.47963/jem.v10i.1418
9. Precious Agbeko D. Mattah, **Albert Justice Kwarteng**, Justice Mensah (2018). Indicators of service quality and satisfaction among graduating students of a higher education institution (HEI) in Ghana. *Higher Education Evaluation and Development*. https://doi.org/10.1108/heed-10-2017-0006
10. IVY KESEWAA NKRUMAH, **ALBERT JUSTICE KWARTENG** (2016). LECTURERS' PERCEPTION ON STUDENTS' APPRAISAL OF COURSES AND TEACHING: A CASE OF UNIVERSITY OF CAPE COAST, GHANA. *INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT*. https://scholar.google.com/scholar?cluster=15086213523859637628&hl=en&oi=scholarr
11. **Albert Justice Kwarteng**, Stephen doh Fia (2015). The Existing Culture Of Mathematics Teaching And Learning: A Case Of The Senior High Schools In Ghana. *Researchjournali's Journal of Education*. https://ir.ucc.edu.gh/server/api/core/bitstreams/78459cad-c43c-418e-af50-00ee9f71c7eb/content
12. **Albert Justice Kwarteng** (2014). Students Involvement In The University Quality Assurance Systems (Qas): A Case Of University Of Cape Coast, Ghana. *Journal of Management*.
13. **Albert Justice Kwarteng** (2014). Using Factor Analysis In Testing Survey Instrument Of Students Appraisal Of Courses And Teaching. *Journal of Mathematics*.
14. **Kwarteng** (2007). "Linear programming Model for Determination of Raw Materials for products of Timber Firms in Ashanti Region of Ghana" –published by. *ABACUS*,.

Theses 1

1. **Albert Justice Kwarteng** (2019). Total Quality Management Implementation and Service Performance: A Case Study of University of Cape Coast. *University of Cape Coast*. https://ir.ucc.edu.gh/items/773f47aa-ecef-4784-b7e7-3de16a028894