

Abstract

This study aims to investigate the impact of Quality Culture Dimensions (employee orientation, continuous improvement, customer orientation, top management commitment and process orientation), on sustainability performance dimensions (environment, social, economic), in presence of the moderator role of Spiritual leadership.

The sample population was the workers in the hospitals in Jordanian public health sector in Middle region, (9) hospitals, to achieve the aim of the study, a questioner developed as a tool to collect the data, the questioner contains (48) items, using a (320) employees to fulfill the questioner among electronic questioner (150) answer, and (200) hard copy distributed to the hospitals, (170) were responded.

To analyzing the data using the SPSS and smart PLS to examine the hypothesis.

The most important results were:

1. The relative importance of the independent study variable (quality culture) was average, with the arithmetic average (3.488), as well as the relative importance of all its dimensions, with computational averages ranging from (3.41-3.62), and the relative importance of the average moderate variable (3.50) The calculation averages ranged from (3.42 to 3.66), while the relative importance of the dependent variable (sustainable performance) was medium and the arithmetic average (3.50) and the arithmetic averages ranged from (3.37 to 3.67).
2. The presence of a statistically significant effect at a level ($0.05 \geq \alpha$) of the quality culture in sustainable performance in Jordanian public sector hospitals.
3. The results of the statistical analysis also showed that spiritual leadership plays a negative role in the relationship between quality culture and sustainable performance.

Recommendation:

- 1- The need for Jordanian health public sector departments to focus on integrating their strategies to combined sustainability in all its forms and to develop standards to improve the level of quality culture in this sector.
- 2- The need to strengthen and involve workers in the planning and implementing of quality plans as well as to improve the ideas of employees in improving quality initiatives in this sector.
- 3- Focus on training employees to achieve a quality culture and its importance in achieving sustainable performance.

Key word: Quality Culture, Performance Sustainability, Spiritual Leadership.