

# Albert Justice Kwarteng

Research Fellow · Directorate of Academic Planning and Quality Assurance  
University of Cape Coast

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## RESEARCH

Interests TOTAL QUALITY MANAGEMENT IN

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

|              |           |          |           |                       |               |
|--------------|-----------|----------|-----------|-----------------------|---------------|
| <b>15</b>    | <b>71</b> | <b>3</b> | <b>2</b>  | <b>1.12</b>           | <b>13%</b>    |
| 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=scholar>
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. *Researchjournal'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>