

MANAGER'S OPINIONS ABOUT THE EFFECT OF COMPLAINTS MADE TO THE INSTITUTIONS SUCH AS BİMER, ALO 147 AND CİMER ON SCHOOL MANAGEMENT: A CASE STUDY

İlkay Güneř
Akdeniz Üniversitesi
ilkaygunes07@hotmail.com

Prof. Dr. İlhan Günbayı
Akdeniz Üniversitesi
igunbayi@akdeniz.edu.tr

Abstract

This study was done to determine the opinions of school managers on the effects of complaints to the institutions such as ALO 147, BİMER and CİMER about school management. This study was done with the participation of secondary school managers in Kepez province in Antalya. This study is a descriptive qualitative study with a holistic multiple case study design and data were gathered via semi-structured interview form and interviews were recorded. There were seven questions in the interview form which was applied to twenty school managers. The data were analyzed with content analysis. As a result of this study, pressure groups which are effective on school management, complaints to ALO 147, BİMER and CİMER, effects of complaints on management process and motivation, content of complaints, considered points of complaints and suggestions to carry forward these institutions were outstanding findings. In the study, it was found that institutions such as ALO 147, BİMER and CİMER had an intense pressure on schools and this pressure effected not only school managers' motivation negatively but also the management process.

Keywords : ALO 147, BİMER ve CİMER, School management.