

Influence Of Profile Of College Teachers On Perception Towards Tqm Practices – A Study With Reference To Arts And Science Colleges In Chennai City

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ABSTRACT

The present study investigates the relationship between impact of total quality management (TQM) practices and Influence of Profile of College teachers as a mediating variable at Arts and Science Colleges in Chennai City . The data was collected from faculty members which includes professors and Assistant Professors of Arts and Science Colleges in Chennai City. The researcher used both exploratory and confirmatory factor analysis to identify components of TQM. The study revealed that TQM in Arts and Science College is depending upon high commitment of teachers The study showed a significantly positive relationship between Teachers and Students with constructive smoothness in also considered as a vital phenomenon to imply the practices and the resultant motivation amongst teachers

KEYWORDS : TQM Practices, Arts Colleges, Teachers

INTRODUCTION

Total Quality Management (TQM) is seen as a different way to organize the efforts of people To harmonize these efforts it requires leadership, team building, managing change through empowerment of those involved and continuous improvement.

In these days of fee paying enrolments in education, students are viewed as customers in the classroom. The financial pressure on higher education institutions has made them behave like commercial enterprises in the fiercely competitive market. To improve class room teaching in higher education, the features of class room teaching should be viewed as Total Quality Management system dealing with both students and infrastructure. Learning process is the output with inputs being Teaching, Curriculum and Resources.

REVIEW OF LITERATURE

1. Gopal K. Kanji,(1999) It is found that the measurements of TQM principles and core concepts, which are critical success factors, reflect performance of institutions. Any change in the performance of the critical success factors affects the institution's business excellence. It also provides information to the institution's top management on its performance over time and in comparison with other institutions. The measurement method is recommended to be used by the quality assurers in the UK to assess education quality of HEIs.

2. Bisoux (2003) has explored the relationship between TQM in strengthening academics and industry interface. He says that corporations are placing growing emphasis on finding the “right person”. It forces the higher education institutes to think more carefully on whom they hire and therefore the of industry in the entire academic model becomes important.
3. Yadollah Mehralizadeh et.al., (2004) Their paper studied the efficiency of quality control groups in Iran's secondary schools. They found out whether quality control groups (QCG) are efficient in relation to improving teacher's teaching methods, pupil's evaluations, curriculum development processing, teacher's knowledge improvement, and pupil's achievements. The results indicated that QCG were successful in the field of improving teacher's teaching methods, pupil's evaluations, pupils achievements, curriculum development processing, but in the case of teachers knowledge improvement, and other related problems QCG failed.
4. Dr. Ramakrishnan(2006) has pointed that Education and training are the primary systems by which the human capital of a nation is preserved and increased. Education should contribute to the development of a workforce with cognitive skills.
5. Saba Rana (2009) This review paper caters to the important practices considered for maintaining quality in Higher Education Industry. It reviewed the chronological development of eight Service Quality measurement models
6. Claudia Mihaela Nicolau (2010) In the Romanian post-December educational system along with the public system of educational services, laws allowed apparition of alternative educational services, which on longthem constitutes an important competitive factor and could determine the rise of the educational services quality as a total.
7. Islam Mohamed Salim et.al.,(2011) have found out that top management commitment, employee empowerment and involvement, and teamwork plays a significant role in promoting sustainability practices in HEIs Higher Education Institutes – Public and private universities in Malaysia . In the study internal benchmarking was the dominant aspect rather than external or generic benchmarking.
8. Dr.V.Mahalakshmi et.al., (2011) In their research paper have identified the paradigm shifts in management and appropriate strategies for improving the quality of management education. Their suggestions to instill much needed quality into the management education system needs combination of proper ingredients, industry friendly curriculum and strategic teaching and learning process.
9. I. Shuo Chen (2012) The Inno-Qual performance system (IQPS) is the latest model to evaluate innovation and TQM performance in Taiwanese institutions of higher education. The IQPS not only addresses major technical problems that could damage the reliability of evaluation outcomes, but it also stresses that half of the universities have not efficiently improved their innovation and TQM performance simultaneously.

10. Prof. Mahantesh Halagatti et.al., (2012) in their paper explores how institutes of higher education can work closely with industry and identify possible areas where industries contribution to academia would be most effective. They have proposed TQM model to implement in higher education for successful industry academia synergy.
11. Muteb Rabh Alsuhami (2012) The purpose of this study is to explore the implementation of total quality management and its practices in education. The findings showed that the implementation of TQM and ERM practices enhance the value of the faculty. Moreover, study found a strong correlation between ERM practices and productivity, and technological and material resource management.
12. Shiladitya Verma (2013) Analysis the importance of education for the development of excellence, expertise and knowledge leading to overall development in economy. To make India an intellectual capital of the world, all have to rethink about the management education and the effort should be made to create a dynamic & vibrant environment, which can nurture superior quality technical education institutes.
13. Kalpana Gopalan (2014) in her paper examines the concept and strategies of Total Quality Management (TQM), in order to develop a model of TQM based school education for implementation in primary education in India.
14. Priyavrat Thareja (2014) Her paper attempts to highlight the problems of shortage of metallurgical engineering fresh graduates and also offers conceptual solutions to abate them. It is envisaged that the solution rests in improvement of capatence (capacity + competence) and compettitude (competence + attitude) of both teacher and student, beginning right from the teacher. Continual Improvement in quality of teachers by improving pedagogical skills and attitude should be expeditiously harnessed in line with the voice of the customer.
15. Dr. Ilham Hassan Fathelrahman Mansour et.al.,(2015) in their study aim to measure the expectations and perceptions of Postgraduate students towards service quality. Their findings indicate that there was significant negative difference gaps between the students' perceptions and expectations for the whole score of the service quality.

GAPS IN LITERATURE

After reviewing previous research works regarding TQM the researcher identified two predominant gaps which are unaddressed by the researchers.

- 1) What are the factors responsible for explaining TQM.
- 2) If there any relationship between organizational profile and TQM. In order to answer these two gaps the present research work is carried out.

OBJECTIVES OF THE STUDY

1. To study the components of TQM in Arts and Science Colleges in Chennai.
2. To measure the influence of profile of college teachers on perception towards TQM.

HYPOTHESIS

1. There is no significant influence of profile of employees on their perception towards TQM in Arts and Science Colleges.

RESEARCH METHODOLOGY

The study is completely emerged out of primary data which is collected from Assistant Professor and Associate Professor in Arts and Science Colleges in Chennai city. In Chennai there are three types of colleges namely Government Colleges, Government Aided and Self – Financing Colleges. The researcher selected two Government, Four Government Aided and Eight Self – Financing Colleges in proportion to the population.

The researcher used convenience sampling method to collect 420 responses from Assistant and Associate professor distributed over three types of Arts and Science Colleges.

DATA ANALYSIS

The researcher used both exploratory and confirmatory factor analysis to identify components of TQM. After obtaining factor they are considered as dependent variable. Demographic profile is taken as independent variable. The multiple independent variable and multiple dependent variable compel the researcher to use general linear model for multiple variables.

ANALYSIS AND DISCUSSION

The application of exploratory factor analysis and confirmatory factor analysis brought the following table.

TABLE 1**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.953
Bartlett's Test of Sphericity	Approx. Chi-Square
	18442.456
	Df
	1225
	Sig.
	.000

From the above table it is found that Kmo value and chi square values are statistically significant to designate the existence of normal distribution and gives positive signals for the factor formation of TQM practices in Arts and Science Colleges as stated in the following Table.

TABLE-2

Total variance

Extraction Sums of Squared Loadings		
Total	% of Variance	Cumulative %
22.518	45.035	45.035
4.006	8.011	53.046
2.466	4.932	57.978
1.711	3.421	61.400
1.437	2.873	64.273
1.386	2.772	67.045
1.139	2.277	69.322
.933	1.867	71.189
.916	1.832	73.021
.838	1.676	74.697

From the above table it can be ascertained that 50 variables of TQM practices are reduced into 10 components namely

- 1) Teacher's commitment
- 2) Optimistic atmosphere
- 3) Quality orientation
- 4) Student teacher relationship
- 5) Academic achievement
- 6) Innovative Teaching
- 7) Technological augmentation
- 8) Research orientation
- 9) 360 degree performance appraisal
- 10) Infrastructure

These ten factors derived have high reliability values greater than 0.75. Therefore, they are qualified to be dependent variables for further analysis.

In the second step the researcher considered profile of college teachers as independent variables and ten TQM practices as dependent variable. Hence the application of general linear model of multivariate type gave the following results.

TABLE 3

Multivariate Tests ^a						
Effect		Value	F	Hypothesis df	Error df	Sig.
Intercept	Pillai's Trace	.414	28.515 ^b	10.000	404.000	.000
	Wilks' Lambda	.586	28.515 ^b	10.000	404.000	.000
	Hotelling's Trace	.706	28.515 ^b	10.000	404.000	.000
	Roy's Largest Root	.706	28.515 ^b	10.000	404.000	.000
VAR00001	Pillai's Trace	.027	1.107 ^b	10.000	404.000	.356
	Wilks' Lambda	.973	1.107 ^b	10.000	404.000	.356
	Hotelling's Trace	.027	1.107 ^b	10.000	404.000	.356
	Roy's Largest Root	.027	1.107 ^b	10.000	404.000	.356
VAR00002	Pillai's Trace	.022	.894 ^b	10.000	404.000	.539
	Wilks' Lambda	.978	.894 ^b	10.000	404.000	.539
	Hotelling's Trace	.022	.894 ^b	10.000	404.000	.539
	Roy's Largest Root	.022	.894 ^b	10.000	404.000	.539
VAR00003	Pillai's Trace	.026	1.084 ^b	10.000	404.000	.373
	Wilks' Lambda	.974	1.084 ^b	10.000	404.000	.373
	Hotelling's Trace	.027	1.084 ^b	10.000	404.000	.373
	Roy's Largest Root	.027	1.084 ^b	10.000	404.000	.373
VAR00004	Pillai's Trace	.033	1.379 ^b	10.000	404.000	.187
	Wilks' Lambda	.967	1.379 ^b	10.000	404.000	.187
	Hotelling's Trace	.034	1.379 ^b	10.000	404.000	.187
	Roy's Largest Root	.034	1.379 ^b	10.000	404.000	.187
VAR00005	Pillai's Trace	.044	1.846 ^b	10.000	404.000	.051
	Wilks' Lambda	.956	1.846 ^b	10.000	404.000	.051
	Hotelling's Trace	.046	1.846 ^b	10.000	404.000	.051
	Roy's Largest Root	.046	1.846 ^b	10.000	404.000	.051
VAR00006	Pillai's Trace	.049	2.077 ^b	10.000	404.000	.025
	Wilks' Lambda	.951	2.077 ^b	10.000	404.000	.025
	Hotelling's Trace	.051	2.077 ^b	10.000	404.000	.025
	Roy's Largest Root	.051	2.077 ^b	10.000	404.000	.025

a. Design: Intercept + VAR00001 + VAR00002 + VAR00003 + VAR00004 + VAR00005 + VAR00006

b. Exact statistic

From the above table it can be ascertained that F value of dependent variable are statistically significant at 5% level. Therefore, it can be ascertained that the profile of employees like designation, experience, qualification and salary are found to influence all TQM practices.

FINDINGS AND CONCLUSION

The study revealed that TQM in Arts and Science College is depending upon high commitment of teachers. It is perceived that positive academic atmosphere with stress free teacher and student give the testimony for the best TQM in Arts and Science Colleges in study area. The student teacher relationship with constructive smoothness in also considered as a vital phenomenon to imply the existence of TQM. In these colleges both teachers and student are satisfied with mutual courtesy, innovative technology and teaching methodology with good employability skill. Infrastructure facilities and practical application of courses are standing evidence for the best TQM practices of Arts and Science colleges in Chennai.

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