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A CRITICAL STUDY OF QUALITY MANAGEMENT OF SCHOOL TEACHERS IN RELATION TO THEIR OVERALL PERFORMANCE IN THE CLASSROOM

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ABSTRACT:

Planning is that the foundation of all management. In education it involves academics, creating info choices relating to what students square measure to be told and educational choices relating to the training experiences to be provided within the schoolroom. The programming of learning activities could be a major designing task. Designing is unremarkably steered clear of the presence of scholars and even once students participate within the method, pre designing on the part of the academics is important. Whereas designing cannot eliminate surprising events while not

designing all events become surprising. School room management is that the structure perform that needs academics to perform numerous tasks like planning, organizing, coordinating, directing, controlling, communicating, work and nurturing. Planning is one in all the vital attributes of instructional management. To realize the aims and objectives of education, effective designing with organizing, staffing, guiding and dominant square measure needed. Arrange could be a commitment to a selected course of actions believed necessary to realize the required results. Consistent with Terry "planning is that the choice and relating of facts and creating and victimization of assumptions relating to the long run within the visualization and systematization of planned activities believed necessary to realize desired results". Management could be an art associate in nursing a science; it's an art because it involves application of skills and it's a science because it is a body of systematic body of information developed through experimentation and observation. Management gains importance within the light-weight of achieving the objectives of a faculty and designing for an equivalent. It involves varied activities and co-ordination among all the stake holders.

KEYWORDS: Quality Management, School Teacher, Performance.

INTRODUCTION :

Education is that the solely factor that initiates the person to assume. Thinking solely mould the person to become a good temperament, through education we are able to attain something within the world. But, most of the folks square measure uneducated though

folks that square measure educated they cannot face up to within the same position and that they couldn't choose their job relevant. We all know that few educated persons solely acquaint within the world. So, that's tough to induce education and tough to steer a life during a smart manner.

During this gift study, from wherever we have a tendency to get education? World Health Organization can teach us?

What's the training and teaching environment? What's all culture? Within the teacher involve in their job? Teacher goal, involvement, interest, management capability, social development, country development what quantity he/she involved all those things is that the main study during this analysis.

While not an educator that's not possible to possess establishment from pre KG to

college, for each and every subject there ought to an educator to show. Teacher ought to be leader for the society. Each parent's needs their kid to grow during a manner. Teacher ought to teach the scholars concerning their rights, duties, smart and dangerous habits, values, development and goal of the state and awareness etc. nowadays in government and personal departments we've got various workers same body during a very huge designation. Whoever he/she square measure they have to be a student of a decent teacher.

So, teacher plays a main role in each and every person's life. Could be a teacher concerned within their profession fully? Is behave sort of a selfish? Is there any distribution in the schoolroom or is he/she selects his profession for a hobby. This can be the most aim for my analysis. Through schoolroom performance, job involvement and time management. The investigators analyze the full quality management.

TOTAL QUALITY MANAGEMENT

The continuous process of reducing or eliminating errors in manufacturing streamlining "supply chain management", improving the customer experience and ensuring that employees are up-to-speed with their training. Total quality management aims to hold all parties involved in the production process as accountable for the overall quality product or service.

Total Quality Management in School Teachers:

School teachers in education institutions have a important role in improving the standards of educational systems by preparing effective school teachers. TQM of nation is equal to quality of its citizens. It is not easy to introduce the concept of TQM into school teacher's education. TQM focuses strongly on the learner and the teacher. It recognizes that all teaching-learning requires "process" that enable learner requirement to be met the ability to meet learner's requirements is vital. Quality involves everyone including teaching staff non-teaching staff and management.

TQM is a system of continuous improvement employing participative management centred on the needs of customers. TQM is new practices in businesses as well as in government the military and education. So, TQM aims at improving the quality of work of all people at all levels in all functional areas of the organization.

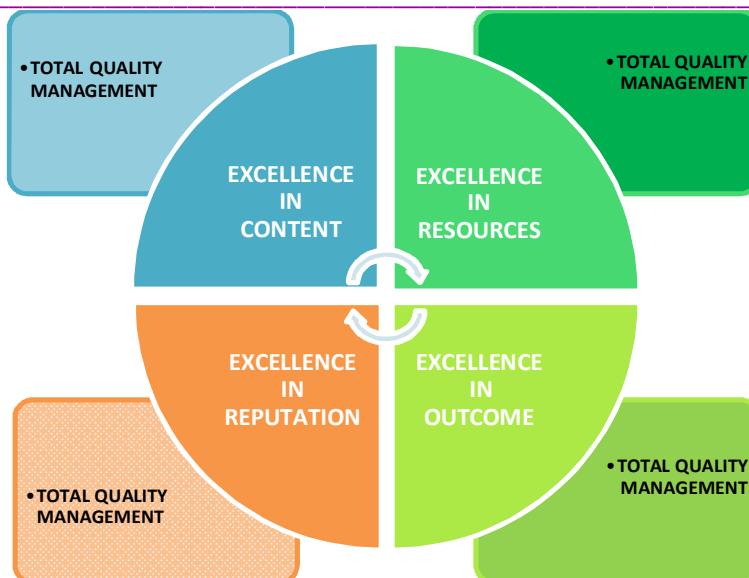
The above concept of quality when two aspects combined together may help in understanding the concept in an optimum way of given as,

- Relates to the features and attributes of the product or services.
- Absence of deficiencies in the products.

According to Alexander Astin (1993), pointed out in the discussion on quality in education system was,

YOU - CANNOT - DEFINE - IT - BUT - YOU - KNOW - IT- WHEN - YOU- SEE- IT

To him there are four views on excellence in TQM school teachers given as,



MEANING OF TOTAL QUALITY MANAGEMENT

“Quality refers to a parameter which decides the superiority or inferiority of a product or service” Quality can be defined as an attribute which differentiates a product or service from its competitors. Quality plays an essential role in every business marketers need to emphasize on quality of their brands over quantity to survive the cut throat competition.

Total quality management is defined as a continuous effort by the management as well as employs of a particular organization to ensure long term customer loyalty and customer satisfaction. Remember, one happy and satisfied customer brings ten new customers along with him/her whereas one disappointed individual will spread bad word of mouth and spoil several of your existing as well as potential customers.

You need to give something extra to your customers to expect in return. Quality can be measured in terms of durability, reliability, usage and so on. Total quality management is a structured effort by employee’s to continuously improve the quality of their products and service is not the responsibility of a single member.

Every individual who receives him/her pay check from the organization has to contribute equally to design foolproof processes and systems which would eventually ensure superior quality of products and services. Total quality management is indeed a joint effort of management, staff members, workforce, and suppliers in order to meet and exceed customer satisfaction level. You can’t just one person for not adhering to quality measures. The responsibility lies on the shoulder of everyone who is remotely associated with the organization.

Described by W. Edwards Deming, Joseph M. Juran, and Armand V. Feigenbaum jointly developed concept of total quality management. Total quality management originated in the manufacturing sector, but can be applied to almost all organizations given as,

“Total quality management ensures that every single employee is working towards the improvement of work culture, processes, services, systems and so on to ensure long term success”. Total quality management can be divided into four categories the following given as,

- Planning
- Doing
- Checking
- Acting

COMPONENTS OF TOTAL QUALITY MANAGEMENT

Following the five component of TQM given as:

1. The customer is anyone internal or external, who receive or is affective by the product, process or services.
2. Continuous improvement is essential to reach the stage of "0" defects.
3. Training and development is faculty development should ensure diligent updating at par with state of the art.
4. Team work is the key to achieve team work.
5. Measurement/monitoring progress with review of objectives is a necessary corollary.

OBJECTIVES OF TOTAL QUALITY MANAGEMENT

Total quality management objectives as:

- Continuous quality improvement and total commitment to quality.
- User oriented service
- Team work and total participation
- Give high priority to training
- Continuous cost reduction

PRINCIPLES OF TOTAL QUALITY MANAGEMENT

Described the Edwards Deming as total quality management has following principles given,

- Embrace new philosophy
- Drive out fear
- Institute leadership
- Break down barriers between departments
- Remove barriers to pride of workmanship
- Human based management

PROCESS OF TOTAL QUALITY MANAGEMENT

Total quality management has five stages of better processing following as,

- Planning
- Experiment
- Monitoring
- Assessment
- Improvement

Planning:

Planning for quality concern includes many points such as,

- Aim
- Methods
- Need
- Future role

Experiment:

Experiment is concerned with trail version of any planning given as,

- Policy role
- Future of particular policy
- Proper resources

Monitoring:

Following monitoring includes given,

- Work experiences

- Making corrections
- Detecting problems

Assessment:

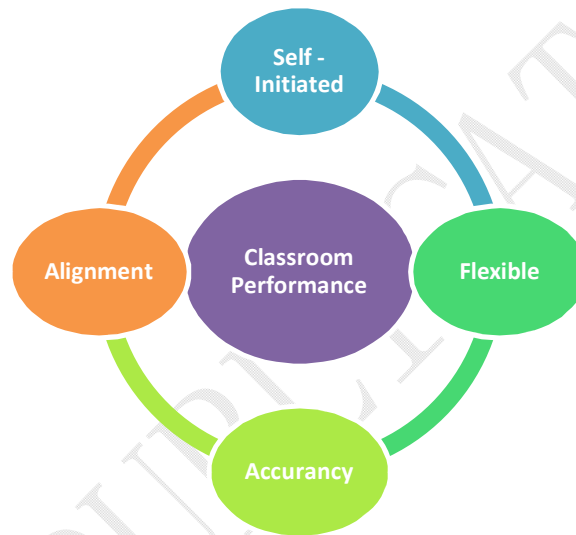
It includes for assessment as,

- Inputs
- Process
- Results

Improvement:

It is aimed at determining resources of particular concerned issue, concern with the result of above maintained stages.

CLASSROOM PERFORMANCE



TEACHER'S CHARACTERISTICS

Teacher's success in managing classrooms will be determined not only by their skills and techniques, but also by their personal qualities. The relationships between various personal attributes of the teacher and success in classroom performance have never been investigated systematically, but inferences can be drawn from studies of student's attributes of individuals who are effective models, and from information on the attributes of individuals who are effective parents.

First, it is helpful if teachers are liked their students. Characteristics that are important here are the same ones important in making any individual well liked: a cheerful disposition, friendliness, emotional maturity, sincerity, and general mental health and personal adjustment. Teaching involves working with people as part of the essence of the job. In case of elementary teachers, the people happen to be children.

In addition to these general personal attributes, there are many qualities important for managing the classroom and functioning in the role of authority figure. Many of these flow from what has been called "ego strength", an underlying self-confidence that enables individuals to,

- remain calm in crisis,
- listen actively without becoming defensive or authoritarian
- Avoid win-lose conflicts, and
- Maintain a problem solving orientation rather than resort to withdrawal, blaming, hysteria, or other emotional overreactions.

Teachers who have these personal attributes and qualities can learn a great many specific techniques for developing conscious and systematic approaches to managing the classroom, with a payoff in increased student learning and reduced management problems. Teachers with serious personal deficiencies in these areas, however, probably will not be success classroom managers, and they may be damaging to young students, no matter what skills they possess or what techniques they use.

CLASSROOM CLIMATE AND RULES

Preparation of the classroom as a learning environment must be complemented by the creation of a good classroom atmosphere and the establishment of workable classroom rules. There is very little systematic research on methods of accomplishing this, but several themes are common across different books on classroom performance. Many of these have been borrowed from theory and research in social and developmental psychology and in child rearing and socialization.

COMPONENTS OF CLASSROOM PERFORMANCE

Following the components of classroom performance given as,

- Planning
- Infrastructure
- Implementation
- Assessment and knowledge

TYPES OF CLASSROOM PERFORMANCE

Following the types of classroom performance given as,

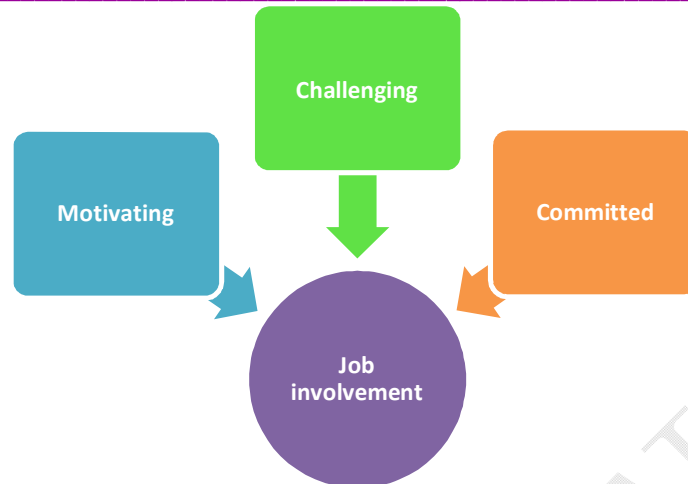
- Imitative - Repetition drill
- Intensive - Practice a grammatical/Phonological feature
- Responsive - To repeat to a question
- Transaction - To convey information
- Interpersonal - To interact socially
- Extensive - Monologue

JOB INVOLVEMENT

People prefer to work for different reasons some work just like to earn money, some work to utilize their talents and some other works to get satisfaction, recognition, and social justice etc.

Described to Konugo (1982), job involvement is considered as the psychological with job or commitment to his/her job.

According to Paulley, job involvement is the degree to which one is cognitively preoccupied with, engaged in and concerned with one's present job. Job involvement is defined as the degree to which a person psychologically identifies with.



DEFINITION OF JOB INVOLVEMENT

“The degree to which an employee is engaged in and enthusiastic about performing their work” Business managers are typically well aware that efforts to promote job involvement among staff tend to pay off substantially since employees will be more likely to assist in furthering their company’s objectives. Following other details of job involvement given as,

- Job involvement is the intensity of a person’s psychological identification with the job.
- The higher the identification the greater is one’s satisfaction.
- Job involvement is related to personal characteristics, job characteristics and social factors.
- Older workless and employees who work in teams are more involved.
- Those workers with growth needs are more involved with enriches jobs.

ACTIVITIES OF JOB INVOLVEMENT

Developing and fostering the appropriate skills and social abilities to enable the optimum development of children, according to age, ability and aptitude.

- Planning and delivering lessons, setting and marking assignments.
- Assessing and recording children’s progress.
- Working as a team member within the wider school staff and liaising with other relevant individuals such as educational psychologists.
- Liaising with parents and participating in meetings
- Organizing and participating in extra-curricular activities.
- Give them autonomy on how to do things.

IMPORTANCE OF THE JOB INVOLVEMENT

According to Bass (1965), when teacher involved in this job are,

- Opportunity to make more of the job decision.
- The feeling that one is making an important contribution to school success.
- Recognition
- Self-determination
- Achievement
- Freedom

TIME MANAGEMENT

- The modern concept of time management the act of planning, the amount of time you spend on which activities really began with scientific management techniques. His goal was to increase worker productivity. To do this, he/she conducted time and motion studies and began to focus

on the best ways for jobs to be performed to maximize the work completed in a given amount of time.

- Using time efficiently is an essential skill for any teacher, but with a largely self-determined schedule outside of classroom hours it can be easy to feel overworked.
- These resources will help you keep on top of daily tasks, maintain your work life balance and avoid being asked to leave your classroom manage of time caretaker every evening.

WHY OF TIME MANAGEMENT

- Time management has come up as a subject in the management field to reach the goal of increasing productivity, especially among the classroom activities of time managing output may be hard to measure.

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