



TOTAL QUALITY MANAGEMENT IN ARTS AND SCIENCE COLLEGES OF TIRUCHIRAPPALLI DISTRICT: STUDENTS' PERSPECTIVE

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ABSTRACT :

Total Quality Management philosophy provides an overall concept that fosters continuous improvement in an organization. This paper attempts to find the level of perception of Arts and Science colleges of Tiruchirappalli district towards Total Quality Management. By adopting survey design the study was conducted with the sample of 210 students in Tiruchirappalli district. The Total Quality Management Perception Tool for Students (TQMPTS) was developed by the investigator and validated by the experts for data collection. The findings of the present study reveal that the level of perception of the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management is Low with respect to the demographic variables.



KEYWORDS : Total Quality Management, Students' Perception, Educational Institutions, Continuous Improvement.

INTRODUCTION

Education is the foundation for the success of any country and the betterment of any individual. Education helps to build the nation. The destiny of India is determined in the classrooms. Thereby educational institutions in general and the quality of the institution in specific play a vital role to bring continuous improvement. In this context, Total quality management as management philosophy and its associated strategies are applicable to Indian schools, colleges and universities. Navarathinam (1997) makes a forceful statement on quality on the basis of his personal experience and differentiates the 'good' and the 'not so good' schools. Only well managed schools could provide quality education. A managed education means a quality education. The perception of quality is represented by school facilities, teachers, principal, fellow students, learning materials, teaching methods, assessment and technology. It is perceived that every institution and its system should provide quality education. Total quality management as applied to education in general and educational institutions in particular means management of quality of infrastructure, intellectual, emotional and spiritual dimensions of institutional life (international commission on education in the 21st century report to UNESCO). Total quality management of educational institutions can lead to total quality education, nurturing a student in all four planes of living and developing a total quality mind.

NEED AND SIGNIFICANCE OF THE STUDY

Total Quality Management philosophy stresses a systematic, integrated, consistent organization- wide perspective involving everyone and everything. It focuses primary emphasis on total satisfaction for both internal and external customers, within a management environment that seeks continuous improvement of all processes and systems. The TQM philosophy emphasizes the use of its stakeholders, to bring about improvement from within the educational institution. Total Quality Management professes a systematic, not random, approach to educational operations (Sherr and Lozier, 1991). Its emphasis is on continuous improvement of quality. Education is widely recognized as fundamental human right of every individual.

Every stakeholder of education is concerned about its quality. Among the stakeholders educational system is centered on the students. Students' perception towards Total quality management in educational institutions involves an awareness of curricular aspects, teaching, learning and evaluation, infrastructure and learning resources, organization and governance, research consultancy and extension, students support and progression and other healthy practices. Their needs are to be ascertained. There is a dire need to know their perception towards Total quality management in educational institutions. Hence, the investigator decided to conduct the study "TOTAL QUALITY MANAGEMENT IN ARTS AND SCIENCE COLLEGES OF TIRUCHIRAPPALLI DISTRICT: STUDENTS PERSPECTIVE".

OBJECTIVES OF THE STUDY

1.To find out the level of perception among the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management with respect to their

- a) Gender
- b) Locality
- c) Discipline
- d) Type of Institution

2.To find out the difference in the perception among the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management with respect to their

- a) Gender
- b) Locality
- c) Discipline
- d) Type of Institution

HYPOTHESES OF THE STUDY

1. The level of perception of the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management is Average with respect to the demographic variables.
2. There is no significant difference between the perception of male and female students of Arts and Science colleges in Tiruchirappalli District towards Total Quality Management.
3. There is no significant difference between the perception of the disciplines of Arts and Science Colleges in Tiruchirappalli District
4. There is no significant difference among the perception of Rural, Urban and Semi Urban students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management.
5. There is no significant difference among the perception of students of Government, Autonomous and Constituent Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management.

METHODOLOGY OF THE STUDY

Normative Survey Method has been adopted in the present study. Out of 138 Arts and Science Colleges in Tiruchirappalli District 6 colleges were selected using random sampling technique.

Sample

The sample consisted of 210 out-going under graduate students from Government, Autonomous and Constituent Arts and Science Colleges in Tiruchirappalli District.

Tool for the Data Collection

In order to testify the framed objectives and formulated hypotheses of the present study, the researcher constructed a tool viz., Total Quality Management Perception Tool for Students (TQMPTS). The researcher standardized the tool by consulting with the educational experts for establishing Face Validity and a Test Retest Method to find the reliability of the tool. The co-efficient of correlation of the tool was found to be 0.76 which shows the tool to be highly reliable. The validity of the tool is tested by finding out the square root of the reliability score. The validity is computed to be 0.87 indicating that the tool has high validity.

Scoring Procedure

The tool consists of 63 items with five point Likert type scale to measure the level of perception. The indicators of the tool are Excellent, Good, Fair, Undesirable, Poor. The scores allotted are 4, 3,2,1,0 respectively .The maximum obtainable score is 252.The scores below 120 are treated as Low, the scores between 120 and 180 are considered as Average and above 180 are fixed as a High level of perception.

Testing of Hypotheses:

Hypothesis 1: The level of perception of the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management is Average with respect to the demographic variables.

Table 1
Table showing the percentage towards the level of perception on TQM with respect to the demographic variables.

Variables	Sub Variable	Level of Perception (No. of Students)		
		High	Average	Low
Gender	Male	17	23	80
	Female	4	26	60
Locality	Rural	13	16	80
	Urban	4	17	20
	Semi Urban	4	16	40
Discipline	Arts	12	8	65
	Science	9	41	75
Type of Institution	Government	*	*	70
	Autonomous	21	49	*
	Constituent	*	*	70
Overall Percentage		10.00%	23.33%	66.67%

Inference

The above table indicates the percentage analysis of the samples in the level of perception towards Total Quality Management. In the overall percentage of the level of perception, the majority of the students (67%) have low level of perception,23% of students have average level of perception and only 10.00% of students have high level perception. Hence, the level of perception of the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management is Low with respect to the demographic variables.

Hypothesis 2: There is no significant difference between the perception of male and female students of Arts and Science colleges in Tiruchirappalli District.

Table-2

t- test for the mean scores of level of perception with respect to their Gender

Variable		N	Mean	Std. Deviation	t- value	P value	Statistical inference
Gender	Male	120	132.95	34.352	0.233	.816	Not Significant
	Female	90	131.86	32.720			

Inference

From the above table, it is observed that the calculated 't' value 0.23 is less than the table value at 0.05 level. Therefore the formulated null hypothesis is accepted. Further, it is concluded that there is no significant difference in the level of perception towards total quality management with respect to gender.

Hypothesis 3: There is no significant difference between the perception of disciplines of Arts and Science Colleges in Tiruchirappalli District.

Table-3

t- test for the mean scores of level of perception with respect to their discipline							
Variable		N	Mean	Std. Deviation	t value	P value	Statistical inference
discipline	Arts	85	126.20	31.875	2.256	0.025	Significant
	Science	125	136.75	34.171			

Inference

From the above table, it is observed that the calculated 't' value 2.256 is greater than the table value at 0.05 level. Therefore the formulated null hypothesis is rejected. Further, it is concluded that there is significant difference in the level of perception towards total quality management with respect to discipline.

Hypothesis 4: There is no significant difference among the perception of Rural, Urban and Semi Urban students of Arts and Science Colleges in Tiruchirappalli District.

Table-4

ANOVA Showing The 'F' Value For The Level Of Perception Towards TQM Based On their Locality

Source of Variation	Sum of Squares	df	Mean Square	F	Statistical inference
Between Groups	6811.891	2	3405.946	3.079	Significant
Within Groups	228954.532	207	1106.061		
Total	235766.424	209	4512.007		

From the above table, it is observed that the calculated 'F' value 3.079 is greater than the table value at 0.05 level. Therefore the formulated null hypothesis is rejected. Further, it is concluded that there is a significant difference in the level of perception towards total quality management with respect to locality.

Hypothesis 5: There is no significant difference among the perception of Government, Autonomous and Constituent Arts and Science Colleges in Tiruchirappalli District.

Table-5

ANOVA showing the 'F' value for the level of perception towards TQM based on their type of Institution

Source of variation	Sum of Squares	df	Mean Square	F	Statistical inference
Between Groups	232434.581	2	116217.290	7.220	Significant
Within Groups	3331.843	207	16.096		
Total	235766.424	209			

From the above table, it is observed that the calculated 'F' value 7.220 is greater than the table value at 0.05 level. Therefore the formulated null hypothesis is rejected. Further, it is concluded that there is a significant difference in the level of perception towards total quality management with respect to type of institution.

FINDINGS OF THE STUDY

1. . In the overall percentage of the level of perception, the majority of the students (67%) have low level of perception, 23% of students have average level of perception and only 10.00% of students have high level perception. Hence, the level of perception of the students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management is Low with respect to the demographic variables.
2. There is no significant difference between the perception of male and female students of Arts and Science colleges in Tiruchirappalli District towards Total Quality Management.
3. There is no significant difference between the perception of the disciplines of Arts and Science Colleges in Tiruchirappalli District
4. There is no significant difference among the perception of Rural, Urban and Semi Urban students of Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management.
5. There is no significant difference among the perception of students of Government, Autonomous and Constituent Arts and Science Colleges in Tiruchirappalli District towards Total Quality Management.

EDUCATIONAL IMPLICATIONS

Emphasis should be given on Qualitative Improvement of higher Education through its Qualitative enhancement in higher education is a burning issue which can be nurtured and mitigated through improvement in classroom transaction, curriculum development, role of the teacher, role of the community and the stakeholders of education.

The findings of the present study have high educational implications for students, teachers, parents and policy makers. Hence it is suggested that,

- If the infrastructure is made available sufficiently to the students of higher education, the performance of the students would be better.
- Total Quality Management calls for a shift from quantitative to qualitative terms of reference for quality improvement which on the other side focuses on the educational institutions to outperform better in their overall curriculum.
- The recruitment of teacher should be on the basis of sound knowledge they possess in their respective discipline so as to ensure Total Quality Management in all educational institutions.
- A commitment to continuous improvement and involvement of all members of the organization can lead Total Quality Management among the educational institutions to the next level of development.

- When the technological tools and resources are made accessible for overall Total Quality Management among the educational institutions will be enriched.

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