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QUALITY IN HIGHER EDUCATION ACT AS PILLAR TOWARDS HUMAN RESOURCE DEVELOPMENT: A STUDY ON THE INSTITUTE OF NATIONAL IMPORTANCE

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ABSTRACT:

Human resource development is one of the major issues of the present world. The development of a country is directly connected with the development of human resources, their strength, instrument and quality. Human resource development seeks to develop people's knowledge, expertise, productivity and satisfaction, whether for personal or group/ team gain, or for the benefit of an organization, community, state, region, nation or ultimately the whole of humanity. All of these potential components of development will rely on the role of education (eg ; formal and non formal education). The Union Government of India has Ministry of Human Resource Development which has been exclusively working for the development of human resources. This Ministry has been implementing various systems, programmes and policies to adapt to the changes in globalization. Sincere efforts has been made to enhance the quality of teaching learning process in higher education in various institutes of India which ultimately helps to develop individuals personality, competency, working skill and self reliance. In this paper an attempt has been made to study the role of higher education in human resource development with special reference to Assam. With the establishment of higher educational institutes in the country, there has been tremendous improvement in the field of education. Assam is one of the state which fall under the developing state in the aspect of higher education. The growth of various technical institutes, universities, colleges, training centers in Assam have immensely contributed to the development of human resource and all round development of the state. The purpose of this paper to analyze the role of higher educational institutes in human resource development of Assam. The paper has been divided into two main parts- First Part-discusses the relationship between education and human resource development in general and conceptual context in particular. Second part- highlights how the institutes of higher education is successfully working for imparting quality education, ensuring employment opportunities, improving working skills, competencies and potentialities of various individuals in Assam, ultimately leading to the development of state.



KEYWORDS: Human resource, Human Resource Development, Higher Education, Quality Education, Competence.

INTRODUCTION

India's higher education system is the third largest in the world, next to United

States and China. The main governing body at the tertiary level is the University Grants Commission, which enforces its

standards, advises the government and helps coordinate between the centre and the state. Accreditation for higher learning

is overseen by 15 autonomous institutions established by the UGC. Indian Higher Education system has expanded at a fast pace by adding nearly 20,000 colleges and more than 8 million students in a decade from 2000-01 to 2010-2011. As of 2016, India has 799 universities, with a break up of 44 Central Universities, 540 state universities, 122 deemed universities, 90 private universities, 5 institutions established and functioning under the state Act and 75 institutes of National importance which include AIIMS, IIT, NIT, among other. Distance learning and open education is also a feature of the Indian Higher Education system and is looked after by the Distance Education Council. IGNOU is the largest university in the world by number of students having approximately 3.5 million students across the globe. These higher educational institutes such as IITs, NITs, AIIMS colleges and universities play a very important role in development of human resources their quality, strength and potentialities. An attempt has been made in this paper to study the role of higher education in human resources development with special reference to Assam. This paper basically emphasizes the areas viz: teaching learning process, infrastructure and learning resources availability, research and extension facilities, employment generation etc, provided by the institute which ultimately contributes to the development of human resources in Assam.

OBJECTIVE

The objectives of the paper are:

- To study the various developmental activities undertaken by the institutes for the maintenance of quality.
- To study the availability of resources in the in the institutes.
- To know about the provision of employment opportunities guaranteed by the institutes.

RESEARCH QUESTIONS

1. What are the innovative practices and activities initiated by the higher institute to enhance quality level?
2. What are the type of resources available or provided by the institute?
3. What is the status of your institute at present? Has it been accredited by NAAC?
4. Does your institute generate any source of employment facilities?

METHODOLOGY

The present study is based on both primary and secondary data. Primary data refers to the respondents of the University, whereas secondary data includes all the information given in the website, magazines, social networking sites, magazines and news papers.

POPULATION

The population for the present study constitutes the students community of Tezpur University, Tezpur Napaam, Assam. Out of them, lists of 100 students have been taken as the sample for the above study. These students belong from various disciplines, which fall under certain schools viz; Schools of Humanities and Social Sciences, Schools of Engineering, Schools of Managements, Schools of Sciences etc.

TOOLS AND TECHNIQUES

The researcher had employed simple observation and interview method for the above study. In addition unstructured questionnaire was used as a tool during the investigation. The questionnaire was prepared to collect information regarding the availability of resources both human and material, infrastructure facilities and questions pertaining to the knowledge of different teaching learning practices, teaching technologies, research based activities etc.

THEORETICAL FRAMEWORK EDUCATION

Education is basic human right and also a social capital. In the age of globalization, the importance of education is increasing day by day. Education in its general sense is a form of learning in which the knowledge, skills, values, beliefs and habits of a group of people are transferred from one generation to next through storey telling, discussion, teaching, training and research. Education is an essential base of good life. It is a lifelong process, which starts with conception of birth and ends at death i.e., it is education from womb to tomb. An individual goes on increasing his knowledge and learns through experiences and his contact with the environment adds to the experience of the individual and produces some changes in his behavior which involves thinking, feeling and action. According to Oxford Advanced Learners dictionary (2000) Education means a process of teaching, training and learning, especially in schools or colleges, to improve knowledge and develops skills. **Okafor (1984)** defines education as a process.

HUMAN RESOURCE

Human resource is an essential element of a country. Skilled and productive labor forces of a country are considered as human resources. Human capital formation is thus associated with investment in man and his development as a creative and productive resource. Educated trained and technologically developed people constitute the human resources.

HUMAN RESOURCE DEVELOPMENT

The concept of human resource development has assumed great importance recently. Human resource development is a long and continuing process. According to H.L Verna and M.C George "Human resource development has been defined as the process of increasing the knowledge, skills and the capacities of the people in the society". According to Prof J. Sethi "Human resource development, if taken as total development means optimum utilization of existing human capacities- intellectual, technological, entrepreneurial and even moral and creation of new ones" (**Akhter, 2015, Vol, No 1, P-43**)

EDUCATION AND HUMAN RESOURCE DEVELOPMENT

Education plays a vital role in development process. The power in manpower comes from education. Education is an effective means for the transformation of the society through the development of human resources. It improves his living of standard, develops his personality, and enhances productivity by improving work skills and decreasing birth rate by raising women status. It is an important indicator of the strategy of human development is the key to open the modernization (**Lal and Palod, 2009**). For the all round development of a country, there is a need of people having special ability and skill in different fields and the people working positively in the development of a nation. Therefore, Education should develop human resources according to the needs of the country. According to Myrdal (1968, p. 21) human resource can be developed with the development of following 8 ingredients:

1. Food and Nutrition.
2. Clothing.
3. Housing and sanitation
4. Health Facilities
5. Education.
6. Information media(ICT)
7. Energy consumption

But the most important among them is through education. Therefore education is the most useful instrument in human capital formation efforts or a vehicle of social transformation. Education,

more than any other single initiatives, has the capacity to foster developments, awaken talents, empower people and protect their rights.(UNICEF,2000)

HIGHER EDUCATION IN INDIA

The department of higher education, Ministry of Human Resource Development MHRD is responsible for the overall development of the basic infrastructure of higher education sector, both in terms of policy and planning. Under a planned development process, the department looks after expansion of access and qualitative improvement in the higher education, through world class universities, colleges and other institutions. The vision, mission, objective and function of the department are as under vision to realize India's human resource potential to its fullest in the higher education sector, with equity and inclusion.

Its mission is to provide greater opportunities of access to higher education with equity, initiate policies and programmes for strengthening research and innovations.

Some of the objectives of higher education are:

1. To expand institutional base of higher education (including technical, professional, and vocational education) by creating additional capacity in existing institutions, state governments, NGOs or Civil society.
2. To enhance plan support for infrastructure and faculty development in the institutions of higher learning to attract talent towards career in teaching and research.
3. To create conditions for knowledge generation through improved research facilities in universities and colleges.

FUNCTIONS OF HIGHER EDUCATION,

The functions of higher education are to improve quality and to promote academic reforms, development of vocational education and skill development, gross enrollment ratio by expanding access through all modes etc.

HIGHER EDUCATION IN ASSAM

The Directorate of Higher Education, Assam looks after all the affairs of the universities, Government colleges, Provincialised colleges, Non provincialised colleges, Sanskrit Education, Literary and voluntary organizations of Assam. The institutions under the administrative control of higher education (General Sixth/BTAD areas) areas are as follows-

Universities-10 no's, Central Universities-2 viz: Assam University, Silchar and Tezpur University, Napaam.

State universities-8, Gauhati university, Dibrugarh University, Assam Agricultural University, Cotton College State university, Assam Rajiv Gandhi University of cooperative management. Krishna Kanta State Open University, Kumar Bhaskar Barman University, Womens University. BTAD (Under Sixth Schedule) Bodo land university, Kokrajhar.

Private universities includes Assam Don Bosco university ,Downtown University,MahaPurusha Srimanta Sankardeva Viswa Vidyalaya, Kaziranga University, Royal Global University etc. Among all these universities , the researcher had taken Tezpur university, Tezpur, Napaam to undertake his research in relation to higher education and human resource development.

RESULTS AND DISCUSSION

Tezpur University came into existence on 21st January 1994 by an act of Parliament of India, The Tezpur university Act, 1993 (act no 45). It is a unitary and residential Central university. The university is located at Napaam, about 15 km east of Tezpur town in the Sonitpur district of Assam. The university has a campus area of about 262 acres of land. Currently, the university offers 63 carefully chosen academic programmes through 19 departments, under the schools of Engineering, Humanities and Social Sciences, Management and Sciences. The University also offers programme under its Open and

distance learning mode. With 3,500 students , 250 faculty members and 270 administration and technical personnel, the university today is a hub of quality activities in higher education and research. It shall strive to offer employment oriented and interdisciplinary courses to meet the local and regional aspirations and the developmental needs of the state of Assam.

The University has a vision to develop human excellence and inculcates leadership through hard work and creativity. Its mission is to render Tezpur University one of the most preferred destinations of students, faculty, scholars and employees. Another vision of this institute is to be in the top 50 universities of the world. This university has certain criteria in the process of admission, which is often describe their concern in the maintenance of quality and transparency in the whole instate pertaining to the development of human resources. The following activities have been undertaken to fulfill the eligibility criteria of admission process. Generally The university conducts a common entrance examination every year throughout the country which is termed as TUEE , Tezpur University Entrance Examination for the professional, graduates and post graduate courses. There are some other ways of admission process which was found to be very effective in the admission process to the institute, this was meant for the following subjects give in the table below:

Table No 1: table showing the process of Admission undertaken by the university

Subjects	Examinations
B. Tech	Joint Entrance Examination(JEE) conducted by the Central board of secondary education
MBA	Management Aptitude Test (MAT) conducted by All India Management Association, and Combined Admission Test (CAT) Conducted by Indian Institute of Management.
M. Tech	Graduate Aptitude Test in Engineering (GATE) and Tezpur University Entrance Examination (TUEE)
M Sc (MBBT)	Combined entrance examination for the Admission to M Sc in Biotechnology (CEEE) conducted by Jawaharlal Nehru University, New Delhi and Tezpur University Entrance Examination.

AVAILABILITY OF RESOURCES

Resources here refers to material and infrastructure facilities as well as the availability of teaching and nonteaching members. These resources are made available to the students of the university which helps in their development knowledge, creativity and personality. Some of them are stated below in the following table. Resources like the library, Laboratory, Computer laboratory, Health Centre’s, Sports, Playground, Auditorium etc refers to the various infrastructure and learning resources. The researcher had found that Tezpur university provides the students with numerous facilities through Library resources. The following table will help the learner to understand better;

Table No 2: Library Resources at a glance

THE CENRAL LIBRARY	
Resources	No
Books	55423
Gift books	1393
Back volume of journals	7884
Indian Journals	64
International journals	64
Online Journals	502
Online database	18
Journals through UGC INFONET	9081
Journals through Delcon Consortium	926

Thesis	292
Dissertation	753
CD ROM	1834
VCD Cassettes	36
Grand Total	78,270

The Central Library, Tezpur University was established in 1994 along with the establishment of the University. The library holds 65873 volumes of print documents and subscribed 630 titles of current journals (print 128,online 502). The UGC –Infonet Consortia of INFLIBNET Center is providing access facility to 9081(including 525 on perpetual basis) e journals and 12 databases. Library users can access book database, theses database, journal database, e-journals and other e-resources from any terminal within the university campus round the clock. These resources helps in the development of knowledge, capability, broaden their mental horizon, build confidence and personality of the students, ultimately leading to the development of human resources.

LIBRARY SERVICES

Following library services are being rendered from the Central Library, Tezpur university on regular basis. They are stated below:

1. Circulation Service(with renewal and reservation facility)
2. OPAC Service.
3. E-Resources Retrieval facility.
4. User orientation programme
5. Training and demo on E- resource retrieval.
6. Info J: Content alert services of current journal arrive in Library.
7. Info Granth : information about short review and location of latest arrival of books.
8. e-News : Daily News alert service.
9. Compilation of bibliographies
10. Article alert service against specific titles of print journal.

COMPUTER CENTRE

The Computer centre which was established in 1997 had a massive leap in terms of infrastructure and services. It started operations with a mere 20 desktop computers Clusters connected to internet with 9600bps VSAT link. Presently, there are two units of ComputerLabs under Computer Centre, one with 60 Desktop computers and other with 68 Desktop computers which are exclusively dedicated for all the members of the university community. The centre has built –up its own state –of-the- art Campus LAN using Optical Fiber Backbone covering almost the whole campus. There are approximately 1000 official desktops and more than 2500 personal desktops pertaining to students and staffs that are connected to the campus LAN. There are approximately 4500 weird Gigabit ports extended to Labs, Classrooms, Faculty norms, Research Scholars rooms, office rooms etc. The whole work is fully managed by the computer centre staff comprising of one Information Scientist, one Engineer, three Junior Programmers, one senior technical Assistant and four Assistant technical assistants. Computer centre has extended LAN connectivity to hostels and residential establishments with Wi-Fi Technology. Above are the facilities which were made available to the students. These modern and sophisticated technologies had helped and enhanced the growth in production of knowledgeable student’s xperts in the field of Science and technology. Every department in the university has been successfully benefitted through the resources, made available. The students basically use and make useful during their studies, which helps in the development of human resources. By providing these facilities they could access to various learning sources, journals, contribute to the development of human resources of the state, country and nation at large.

SPORTS AND OTHER PHYSICAL EDUCATION FACILITIES

The sports section of Tezpur University was established in the year 1995-1996 with limited infrastructure and other sports facilities. The first annual meet of the university was held in the year 1997 with 25 Sports and Cultural events. There are Assistant Director of sports, Sports officer, Gymnasium coach. These are some of the provisions made available to them such as: football ground, Cricket field, Volleyball and basket ball and Tennies court etc.

CULTURAL AND LITERARY ACTIVITIES

The University takes special care to cultivate in the minds of the students their cultural and literary talents. For this purpose, different cultural and literary clubs have been formed. Such activities are mentored by a Cultural Officer and faculty/staff members with relevant experience.

OUTREACH PROGRAMME

While focusing its attention on education and research, the University is also conscious about its duties towards the society at large. With an aim of making contribution to the less privileged sections of the society in its own humble way, the University has created the *Centre for Inclusive Development* comprising the Equal Opportunity Cell, SC/ST Cell and Training & Placement Cell for conducting research, training and development activities mainly on/in topics/areas found to be requiring assistance for development. Towards this end, the University has already adopted a nearby village "Amolapam" and has been rendering emergency services like medical camps at marooned villages during floods. Apart from this, it has been conducting awareness campaigns on various issues such as women and children education, human rights, cleanliness, protecting oneself from dreaded diseases like HIV-AIDS, etc.

INTERNATIONAL COLLABORATIONS

In a significant development of academic collaborations between India and the UK at a university level, Tezpur University has entered into a multilevel collaborative deal with the Queen's University, Belfast, one of the oldest and top ranking universities of the world under which young faculties and research scholars will benefit academically. The collaborative project, which has been approved by the Ministry of Human Resource Development and the University Grants Commission, is for a period of six years. The following are some other international collaborations :

- Department of **Computer Science and Engineering** with *University*
- Department of **Energy** with the **Department of Chemical Engineering**, *Abu Akademi University*, Finland in Platform Biofuel.
- Department of **Energy** with the European Union under FP7 (Seventh Framework Programme for Research) in Biomass Research and Biowaste conversion to value added products.
- Departments of **Energy, Mass Communication & Journalism and Cultural Studies** with the *University of Nottingham*, UK.
- Department of **Chemical Sciences** with the *University College of London*.
- Department of **English and Foreign Languages** with *International Institute of Social History*, Amsterdam, Netherlands.
- Collaboration with *Yunnan University of Finance and Economics*, China, in process.
- Department of **Physics** with *University of Southampton* under the UK-India Education and Research Initiative (UKIERI).

INTERNATIONAL STUDENTS

- Currently, three international students, one from Sri Lanka and two from Thailand, are studying at the University. With its enhanced international collaborations, the number is likely to multiply in the near future.

ACTIVE CAREER COUNSELING AND PLACEMENT STRATEGIES

The University not only imparts quality education to its students, but also assists them in shaping their careers with appropriate counseling and guidance. For such activities, the University has two dedicated cells –

Training & Placement Cell and *Equal Opportunity Cell*. Already, its alumni have created a brand in the corporate world with their sincere, honest and professional deliveries.

RECENT DEVELOPMENTS

- The Department of Computer Science and Engineering has been selected by the MHRD, Govt. of India, for establishing a **Centre of Excellence** on *Machine Learning Research and Big Data Analysis* for the period 2014-19.
- The **Centre for International Cooperation in Science** has selected Tezpur University as its Regional Centre for promoting cooperation in science and technology among developing nations.
- The University Grants Commission has established a *Centre for Endangered Languages* at TU making it the Consortium Leader of three centres – the others being at Sikkim University and Rajiv Gandhi University, Arunachal Pradesh.
- Tezpur University has completed the **first part of translation of the works of Kalaguru Bishnuprasad Rabha** consisting of his literary works including his fiction, into English. The volume has been presented to the family of Kalaguru in a modest function organized in the Council Hall of the University on September 29, 2014. The second part of the project that consists of the historical and political writings of Kalaguru is already half-way done and will be completed in 2015.
- **The Bioinformatics Infrastructure Facility (BIF) at the Department of Molecular Biology & Biotechnology has been ranked 5th among the BIF Centres** in India in terms of publications in reputed journals in the field of Computational Biology & Bioinformatics.
- The major collaborations that the University inked with national institutions/organizations in the recent past include – those with **Numaligarh Refinery Limited (NRL), Oil India Limited (OIL), National Institute of Rural Development (NIRD), etc.**
- A delegation comprising students, faculty and the Education Officer led by the Director, International Office visited Yunnan University of Finance and Economics, Kunming, China in order to work out an actionable Memorandum of Understanding.
- A team of officials from the **United Nations Organization** visited Tezpur University to initiate multilevel collaborations.
- Eminent Social Scientist, **Professor Andre Beteille**, National Research Professor and Fellow of the British Academy visited the University and delivered a talk on “Universities in the Twenty First Century” under the *Horizon Lecture Series*.
- A plot of land measuring 44 acres has been taken over from the Government of Assam to set up the second campus of Tezpur University at Jonai in the Dhemaji district of Assam.

SOME CELL/CENTRES IN THE FIELD OF DEVELOPMENT ARE

- Chandraprava Saikiani Centre for Women Studies
- Centre for Assamese Studies
- Centre for Inclusive Development (T&PC, EOC, ST/SC Cell)
- Centre for Innovation, Incubation and Entrepreneurship Dev.
- Microsoft Innovation Centre
- Intellectual Property Rights (IPR) Cell
- ONGC Centre for Petroleum Biotechnology
- Bioinformatics Infrastructure Facility
- DBT Nodal Centre
- Internal Quality Assurance Cell
- Sophisticated and Analytical Instruments Centre

- Office for International Affairs

CHAIRS

- MHRD IPR Chair
- Sankardev Chair Professor
- Lokpriya Gopinath Bordoloi Chair

EXCELLENT TEACHING, LEARNING AND STUDENT EXPERIENCE

Tezpur University aspires to be among the top 50 Universities in the world by 2025. Guided by the motto "*Specialized Knowledge Promotes Creativity*" while endeavoring to make the University a Centre for high quality education, outstanding research, innovation and scholarship. Strategically, University have been trying to strive to attain excellence in the following spheres of activities like governance, administration, teaching, research, finance, infrastructure development and skilled human resource development.

The strategic vision of the university is governed by three major goals: **excellent teaching, learning and student experience; outstanding research; and social responsibility. Skill development in socially relevant sectors is one of our strategic priorities which is also implied in the aforementioned goals.**

The University is committed to provide higher education with a holistic approach. The quality of higher education we will provide will be characterized by outstanding student experience, exceptionally good learning environment, research productivity, high quality of students, employability of students, wonderful campus environment and committed social responsibility.

Tezpur university envision that the students who graduate with outstanding qualities will show leadership qualities in their areas of work and will contribute to knowledge advancement and influence society in a positive manner. We aim to embrace cultural diversity, and foster values of equality and inclusivity. We will work towards raising the standard of teaching quality and learning experiences for students. The university have planned with sincere efforts for the attainment of quality teaching by the students and providing with exceptionally good learning environment, research productivity, and world class teaching. The researcher had found that the university has been trying to provide some measures necessary for the development of human resources. Some of them are:

1. By introducing innovative teaching learning methods that nurture creativity, and innovation.
2. To enhance the quality of student experiences through dynamic feedback mechanism and reinforcement.
3. To attract and recruit the best quality of student and staff by providing with better facilities.
4. To provide full support and encouragement in higher education and research.
5. By providing coaching and training facilities in the form of workshops on Research methodology, attain success in CSIR/UGC-NET, DBT-NET, GATE, CAT, IES, UPSC etc.

Moreover the researcher had found the following from the field during interview and observation;

- There was active participation of the students in every aspect of their education for example: in research, projects, regularity in classes, utilization of learning and internet resources, cultural activities, games, sports and co curricular activities.
- The students were actively involved in their scholastic as well as non scholastic activities such as dance, music, painting photography, trekking, yoga and community participation.
- The system of Examination was based on Break Semesters in which the students were found actively involved in their regular courses, by presenting seminar papers, group discussion, educational tours, visit to a national recognized place etc had led them to build and broaden their own outlook.

- The students were provided with ample no of opportunities by their mentors and guide to enhance the creativity, knowledge and wisdom.
- The university successfully strive to unify the society , by inculcating the values of the given society, their tradition and sense of respect, tolerance, and sense of cooperation.
- The University had received National Visitors Award as Best university in the year 2016.
- NAAC has placed Tezpur University at "A" grade level.
- The researcher had found that the university provides every students with certain placement securities. The training and placement cell takes the major role in generation of employment opportunities, Apart from that there are other services like...(ONGC) Oil and Natural Gas Commission, (NRL) Numaligarh Refinery, Vodafone Cellular India etc.
- There was frequent organization of Seminar, Workshops, Symposium, Conference at both National and International level. Through these programmes the students are key focus for development. The university often creates a platform to draw out their talents build confidence, develop communication skills and enhance personality development.

CONCLUSION

From the above discussion, it was found that Education plays a very important role in human resource development both in qualitative as well as in quantitative aspects. It fosters human talents, potentialities, qualities, capabilities, and develops his or her character. The development of human resources is possible if the present education fulfills the needs and necessities of the youths of the present situation. These youth has to be given with best and best education or quality education, so that he can become a responsible person enriched with knowledge, wisdom and potentialities. Here the role of higher education through the lens of Tezpur University was worth to be mentioned.

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