



INTERNATIONAL JOURNAL OF CREATIVE RESEARCH THOUGHTS (IJCRT)

An International Open Access, Peer-reviewed, Refereed Journal

Managing Quality in Institutions of Higher Education

Dr. Urmila Devi¹

Associate Professor of English
Government College for Women, Karnal
Sangwanaurmil@gmail.com

Dr. Meenakshi²

Associate Professor of Commerce
Government College for Girls, Palwal (Kuruksheetra)

Abstract - Indian higher education system is on third number in size after USA and China. Indian educational institutions have to face a lot of competition from abroad as well as domestic education providers in the present scenario of higher education. The present paper is divided into parts. The first part is introductory consisting of objectives and hypothesis & state of higher education. Need for vocational of courses, networking with the educational institutes and partnership between industry and universities are included in the first part. Second part examines need for choice best credit system, interdisciplinary and multidisciplinary courses. Third deals with financial problems and scarcity of funds for innovative projects. The last part consists of literature review, suggestions and conclusions. Utility of education for employment and quality have become normal currency. Instilling skills, adoption of best practices, focus on the concepts of employability by equipping students with skills and competencies, partnership with industry and government and constant training of the workforce to meet the ongoing challenges of the global economy, vocationalization of courses, freedom of CBCS, interdisciplinary and multidisciplinary courses will enable higher education institutions to increase quality and competitiveness at international level. Only highly skilled and balanced personalities having good human values need to be produced to complete in the global market.

Key words: Quality, skills, employability, creativity, competence, enterprise, globalisation, institution, integration.

Introduction

Excellence, standards, recognition and managing quality in higher education is growing concern the world over. It is difficult to monitor, control and improve quality in an educational institution. What type of education does the society want to preserve ideas and records, generate new thinking to broaden the frontiers of knowledge so that the societal condition and value structure may be challenged. Fundamental changes have been seen in the condition of countries affecting higher education. Relevance of education as a public service has changed the interrelationship between the institution of higher education, government and society. Utility of education for employment and quality have become normal currency. Fitness for purpose seems the right definition of quality selecting the needs of different beneficiaries. Effective and sound combination of internal self-appraisal with unbiased and transparent peer review goes a long way in achieving substantially higher quality perception.

One of the factors to improve the standards in higher education relates to teachers' training and education. The National Education Policy 2020 emphasises short term courses and training to sensitize the teachers in areas like social context of higher education, methodology of teaching, psychology, environment and distance education in blended or online mode. The exposure of the stakeholders to such courses does help to enlarge the origin and energise them intellectually. An enlightened and professionally sound and skilled faculty proves an asset to the institution.

As far as higher education is concerned it donates the quality of its students- their knowledge, skills, attitude, values and behaviour on the one hand and the process of system and the quality of inputs on the other. The quality of output can be looked at in relation to the quality of graduates, the value acquired by them, their employability and earnings linked with their education. It is evident that higher education helps in imbibing

humanism, tolerance, reason, innovative ideas and for the search for truth. It must be realised that a nation's development and progress depend on standards of excellence set by its institution of higher learning because creativity is generated by centre of academic excellence. Installing skills and adoption of best practices lead to enhancement of quality and advancement of society.

Review of literature:

It has been proved by the history of higher education institutions that the required quality of manpower has been produced as per demands of society. The kings were helped by the manpower produced by Nalanda and Taxila in ancient times. They helped the kings to function according to the rule of law. The Universities were established by the Britishers at Bombay, Calcutta and Madras to produce the manpower to help their government in keeping records and run the system. The demands of society changed with the passage of time and professionals and technicians were produced in post-Independence time. Competition for tapping the resources started among institutions of higher education. China, Taiwan, South Korea and Singapore are investing on higher education. They have established research based Universities. Taiwan, producer of IT hardware, has merged several of its top technological universities to create an 'Asian MIT'.

It is said in the report 'The Treasure Within(1996)' that money should be raised from private sources and contributions by students towards fees. With the signing of WTO, GATT and GATS, universities and institutions of higher education will be started in India by investors from America, Australia, England, Canada and others. National Assessment and Accreditation Council came into existence in 1994 to evolve a quality culture with a quest for academic excellence in higher education institutions. The UNESCO World Conference on higher education in the 21st century held at Paris in 1998 gave us a good idea of how Indians view the activity of higher education and what objectives are envisaged for the same.

Some studies suggested that once an organisation outlined its distinctive isomorphic feature, it went on blooming and growing. (DiMaggio et al., 1991).

According to De Boer and Goedegebuure(1995) and Clark (1998) (in Sandiago and Carvalho, 2008) institutional autonomy of universities is strengthened by principles of New Public Management. New types of learning like MOOCs, e-learning, mutual co-operation at international level, digital aids promoting new forms of communication and partnerships have forced the institutions of higher education to reshape their policies and structure. It is stated by classic scholars that external environment shapes structure of higher education institutions, values and behaviour. According to Greenwood et al. (2011) individual behaviour depends on institutions and impact of their actions can be seen on organisational change. Attempt is made in the present study to review global literature covering all areas of study from ancient times till date.

Objectives of the Research Paper

- ✓ To rethink and plan ways and means to survive in the global competition.
- ✓ To assess if the knowledge level of youth is at par to the knowledge level of their counter parts in other institutions of the world.
- ✓ To suggest appropriate measures to make education more jobs oriented, value based and wholesome

Hypotheses:

- Survival of institution of higher education depends on their focus on the concept of employability by equipping students with the skills and competencies that are needed to be employable or to be self-employed creating their own jobs.
- Government and industry partnership with educational institution ensures constant training of the workforce to meet the on-going challenges of the global economy

The state of Indian higher education

The overall impression of a layman is that standards are deteriorating in institution and the skills imparted by our academic institution are unable to fulfil the need of the society in present scenario. A number of factors including the failure to control unplanned expansion, inflexible academic structures with faulty examination system, highly politicised and bureaucratized systems of management and a general lack of concern are responsible for the failure of the system to deliver goods. The need for flexible training to bridge the skills gap is heightened in the competitive state of globalisation and technological advancement. Enterprise based training to promote entrepreneurship and continues education may be helpful to create highly skilled workforce that enables enterprises and a nation to achieve competitiveness and students to achieve employability in a global economy. So higher education need to focus the concept of employability by equipping people with the skills they require to be employable or to set up their own entrepreneurs. People with sound judgement and reasoning, identify new opportunities, able to solve problems and give customer specific services are the skills that enterprisers look for.

The most challenging task for higher education in India is the integration of the two aspects of increased market access and contributing to national development. The conquest of foreign universities over the higher

education institution in India can be seen in the near future if immediate steps are not taken by us in time. It is evident in present circumstances that only the fittest will survive in this global competition and those who are still unconscious of the new challenges and relevance will disappear from the scene. Although some of our institution like fittest medical, technical and social science institutions are export houses but they are not successful in attracting overseas student into their fold and fail in earning foreign exchange. It is time to implement National Education Policy 2020 in letter and spirit to establish centres abroad and to attract foreigners to study in Indian institutions.

Need for Vocationalisation of Courses, Networking with Educational Institution and Partnership between Industries and Universities

A process of permanent education and training will have to be secured for our people if our nation wants to keep proceeding to thrive in this new global economy. So partnership between industry and government and educational institution is the need of the hour to ensure continued training of the workforce to meet the challenges. Much greater attention need to be paid to undergraduate programs in which around 89% of our student are engaged that will lead to the improvement of the overall standard of the education. Bachelor degree in Commerce, Humanities and Science are not sufficient to be successful in the employment market. Effective implementation of an ambitious programme of vocationalization of courses including an applied component is essential to make such degree courses more meaningful. The graduates who are able to meet the requirements of potential employers and acquiring the competence to start up on their own are on demand in today's world of competition and globalisation. Elementary and secondary education must be strengthened to enable most of the plus two pass out to stand on their own feet and earn their livelihood. The problem of overcrowded classrooms in higher education institution will also be solved. Guidance and Counselling centres at approachable distance established in rural as well as urban areas will be helpful in decreasing number of students in institution of higher education.

The capacity building training to meet the educational requirements of diverse sectors of the society is the need of the hour. Developing networking with institution and industries for providing cultural and professional experience to participants is the immediate requirement so that the achievement and the realization of our educational mission may be facilitated through the academic inputs in terms of curriculum and the teaching learning processes of the research output.

Requirement of Industrial Presence on Campus vis-a-vis Academic Presence in Industry:

Study-cum- work experience in the premises of a company or industry can be provided through industry - institution integration. That will provide attempts to concretize industry institution links in management studies through innovative strategies. Management development courses of varying duration are provided in the premises of the company to the student selected and scrutinised on the basis of merit and experience. Such degree courses equivalent in curriculum, content and practice are equivalent to MBA degree. Diploma or certificate courses maintain high standards that are achieved through integration of industry and educational institutions

Need for Choice Based Course System, Inter-disciplinary and Multi-Disciplinary Courses:

An updated and modernised curriculum with the choices made in favour of professional courses is the need of higher education. Microbiology, management, Commerce, computer science, information technology and environmental sciences, petroleum technology ,paper technology, power electronics, mass communication, journalism, news reading ,anchoring, paper technology ,content writing ,power electronics, visual art, fashion designing, medical chemistry, industrial chemistry, computer -aided textile designing ,developmental economics, biotechnology, genetics ,Industrial economy, industrial microbiology ,forensic chemistry ,home nursing physiotherapy etc. have potential value addition for employment seekers.

Inbuilt curricular strategies for widening the skill base of undergraduates by making it obligatory for them to choose some courses of other faculties external to them are also advised and prescribed for institutions of higher education through National Education Policy 2020. It means arts students are to opt science courses and vice versa. More contributive interdisciplinary courses having greater potential for value addition that are easily available can be opted. Some interdisciplinary combinations that may be included in the curricula of higher education institution are the courses generated by history and arachnology, physical science and medicines, language and journalism, geography and environmental science and many more.

Some value added courses, certificate and diplomas of variable duration like preparatory courses will have to be framed that will be helpful in facilitating entry into International career and global higher education overseas.

Our country will have to address several challenges to increase its competitiveness at International level. Creative talent of India has already made its mark on the global entertainment industry and popular culture. There is large scope of employment and career opportunities in the rapidly growing food industry. Food

processing, preservation, catering, analysis, packaging, and dietetics are some examples as healthy eating has become necessary to keep one healthy in modern era where there is adulteration. Creative capabilities of Indians across all industries, classes, geographical region and occupations need to be harness fully that may be helpful in true economic development of the nation.

Financial Problems and Scarcity of Funds for Innovative Projects:

Most of the projects face the problem of non-availability of funds and skilled manpower. Large majority of faculty members of a college or university hesitate undertaking any policy lest it should threaten their job. There is a mismatch between education and employment, supply and demand resources and plans. There is a dire need to concentrate on increasing the productive technical and vocational efficiency of our students. In the new education policy 2020, universities and private educational institution are advised to raise their own funds and generate their own resources. Funding for research and library purposes is declining day by day that has made it difficult to keep the flame of research burning.

If higher education institution is made autonomous and self- financing that may result in increase of tuition fees depriving the poor class from right to education.

There should be an appropriate incentive or disincentive mechanism. The teachers having excellent performance should be given incentive in the form of advance increments and promotion etc. However, stoppage of increments should be imposed in case of those whose performance is not satisfactory.

If privatisation of education is done, education will be considered consumable. The consumer will be lured by the credibility and utility of the product for which they make payment. The payment done by the students is one such mode that can lessen the financial burden of the educational institutions. There are some rays of hope in the NEP 2020 that the reinforcement of a market in education will also make students more demanding clients and the institution more efficient and responsive. Undoubtedly the hike in the fee will fall back upon the interests of poor students. It reminds me of Robbins principle that higher education should be available to all those who can benefit from it. The conflict between legitimacy of ever-widening ends and the reality of limited resources seems unavoidable conflict.

Needless to mention here that the state has to continue its policy of giving assistance to the needy students and infrastructure like libraries, labs ,equipment and buildings to the educational institutions.

Conclusion

The immediate need of the hour is to restructure universities and higher education institution to be able to compete at global market. Highly skilled and balanced personalities having good human values need to be produced to compete in global market. Vocationalisation of education must be initiated. A teacher can channelize the potential energy of his students into constructive and realistic programs with practical utility. Understanding the nature of the global environment and develop networking with the universities and industry to provide varying cultures and professional experience to students and faculty to enable them to compete in the global market is the immediate need.

Suggestions:

- Grants to higher education institutes should not be curtailed by the government.
- New institutes of higher education should be opened with great care and restraint keeping in mind needs of the people and resources of the state.
- Enterprise based training should be given to promote entrepreneurship and employability.
- Partnership between industry and university and networking with educational institutions should be promoted.
- There is requirement of industrial presence on campus and academic presence in industry.
- Choice based course system, interdisciplinary and multidisciplinary courses must be implemented in institutions of higher education.
- Value added certificates and diplomas and innovative projects will be helpful in increasing competitiveness at international level.

- Implementation of NEP-2020 is the immediate need of the hour.

Conflict of Interest:

Present study has no conflict of interest with any government or public institution. It is not funded by any organization or government agency. Author's own state of ideas reflects criticism of viewpoints or coincidence.

References:

- Ahmed, Nabi, and Mohd. Abid Siddiqui, "Privatisation of Higher Education: An Appraisal", University News, 41(07) February 17-23, 2003.
- Gautam, Satya P., "Making quality Higher Education Accessible in India", University News, 43(41) October 10-16, 2005.
- Planning Commission, Government of India, Report of Committee on India: Vision 2020. New Delhi, Academic Foundation, 2004.
- S.P. Narkhede, Challenges in Higher Education In India, Delhi 2001
- M Aruchami, "Quality Imperatives in Higher Education", University News, 40 vol., no.5, 2006.
- S Nautyal, "Interlinkage between Globalization and Value Based Education", Paper presented in MS University, Jan 2003.

