

QUALITY ENHANCEMENT IN THE CONTEMPORARY SYSTEM OF HIGHER EDUCATION

Jigisha Vyas

Associate Professor, Shah C. K. Muni. Commerce College, Kalol, India

Email: jigisha.vyas@yahoo.co.in

ABSTRACT

This paper aims to provide the framework that emphasis continuous improvement in qualitative teaching learning process and other means for improving systems in higher education.

This paper provides insight for both, the theoretical and practical back ground of quality education .The analysis of the term 'quality' leads the reader to the proper thinking. A number of important aspects such as motivation, students' participation, potential use of balanced score card, modern information technology, implementation of Total Quality Management, role of teachers, role of teachers' training, role of educational leadership, new methodologies and strategies are focused in this paper for fruitful quality enhancement in higher education.

Not only the important major aspects are findings of this paper, but it also discusses about the hurdles and obstacles which affect the quality of higher education.

This paper contains some logical suggestions to avoid the difficulties in enhancing quality in higher education. It also fulfills the need for systematic feasible insight and thinking for enhancing quality in higher education.

INTRODUCTION

'Quality' is a silence – slippery idea. Everyone desires to provide quality education. Without knowing the correct sense of 'quality'

As governments in most parts of the world have considered their agenda for higher education over the last two decades, issues of quality assurance and quality enhancement have been a major focus of attention. According to the source of World Bank (1995) many governments have decided that traditional academic controls are inadequate to today's challenges and more explicit assurances about quality are needed. Wright (QAE 15-01-1996) states that colleges and universities should try to build up their quality in a certain area of importance that promotes their well-being. Hence this work considers the core process of education, namely teaching and learning. For achieving quality, continuous improvements, constant awareness and attempts must be necessary for better qualitative education. But correct sense of quality is required for contemporary system of Higher Education.

What is Quality?

There are various well known definitions of quality.

- Crosby (1979) defines quality as “confirmation to requirement”
- While Juren and Grana (1980) define quality as “fitness for use”
- Deming’s (1986) definition of quality as “a predictable degree of uniformity and dependability as low cost and suited to the market”
- Green 1994 & Harvey 1995 In the context of Higher Education, due to the intangible nature of their process, there is considerable discussion on the notions of educational quality (green 1994 & Harvey 1995)
- According to Shields 1999, Sallis 1993
- “Quality needs dynamic nature, dynamic idea and emotional and moral force”
- William A foster
“Quality is never an accident, it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives”

So the degree of conformance to a standard was too narrow and inadequate old definition.

Analysis of the Above Definitions

Seeing the various defined concepts of quality we can say that...

- Quality consists of meeting stated needs, requirements and standards.
- Quality is achieved by the prevention of work that does not meet standards, not by the detection of failure, but by continuously improving the process of teaching learning, the service or the product.
- Education and training are fundamental to the quality organization.
- New vision of learning suggested and characteristics of successful learners as knowledgeable, self determined, strategic and empathetic thinkers. Applying research, new guidelines in the major content areas stress thinking.
- The development of a country depends on its education-system. The academic level of persons plays an important role in strengthening the social, economical technological and intellectual growth of a nation. Thus, higher education is responsible for producing learned citizens with good skills to perform in various fields.

Important Aspects for Quality Enhancement in Higher Education

Motivation

- Motivation - external and internal is a key to quality enhancement in higher – education. Without motivation there is no change, no learning no actions. The real fact is that without motivation there are no results.
- According to Bergson in creative evaluation, “To exist is to change, to change is to mature and to mature is to go creating oneself endlessly.

- So learners should be motivated in their vision, mission to transform their dreams in reality. They should be constant focus on a particular college goal
- Teachers must build a college climate that encourages performance. They should find out motivational factors and should put it into the practice.

Student's participation for quality enhancement

- The involvement of students in quality process is the most needed to achieve effectiveness in quality education. Students' participation in establishment of correct eternal values in their personal life is necessary to provide quality education.
- According to Kural it is necessary to identify values on the part of the universities and institutions of higher education. Swami Vivekanand "We hear "Be Good" and "Be Good" taught all over the world. But talking will not help to achieve the goal, morality or other things. But organizations should do needful treatment and requirements related this.

The potential use of the balanced scorecard in higher education

- In order to be successful, the scorecard also needs to be rooted in employees' internal commitment (Norreklit, 2000) and this requires the involvement of staff (Simons, 1995) in the development of performance management decisions.
- Balanced scorecard for a faculty is also significant for quality enhancement in higher education. The mission of the faculty is to create a supportive climate in which the individual contribution of students and staff are valued. The process of continual improvement, to be a faculty, which is respected both nationally and internationally and in which excellence becomes the norm.

Modern Information Technology

It is also an effective tool for quality enhancement in higher education. The recent development in information technology have accelerated the process of global integration. The human society had already seen transitions in the past.

- From tribal to agrarian society and
- The other from agrarian to industrial society.
- But the third transformation has began in nineties with extensive use of intermation based communication which accelerated growth and development of Intimation Technology. The on going convergance of communication technologies, integrating computation, tele communication and broad casting is rapidly changing the whole array of process and requirements of the society.

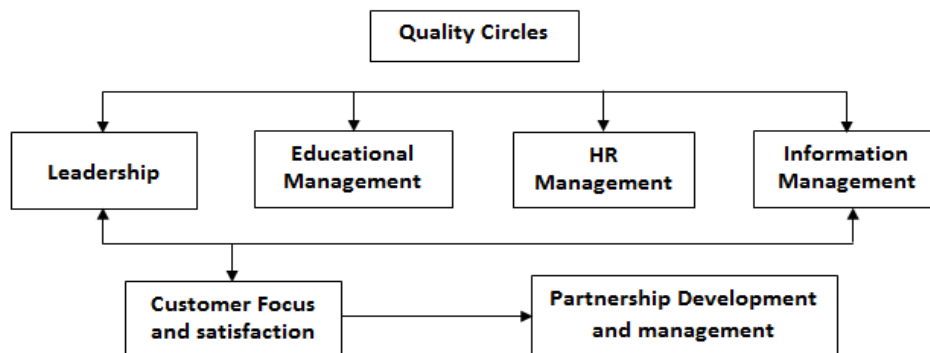
Implementation of TQM in Higher Education

In this competitive world, higher education institutions face the challenge of providing quality education. Hence, they have started to believe in preparing the students for a future of dynamic change, with relevant knowledge and life long skills. In this context the principles of TQM fit well.

The TQM frame work should be built upon a set of core values and concepts. A set of fundamental core values follow...

- Leadership and quality culture.
- Continuous improvement and innovation in educational process.
- Students participation and development.

These core values are the backbone of quality elements.



- Each quality has particular points and they are inter-related educational processes. But investigator thinks that being a time-limit. It is not possible to discuss the quality circles in detail.

Role of Teachers in Higher Education

- Teachers have to play the most crucial role for their students' all round development, like a sculptor who can mould the clay with his hands and achieve any desirable shape.
- They are the most important part of the qualitative education. They are guiding light to lead the students towards their goal, spiritually, mentally, logically, psychologically etc. No doubt without teachers students' life is like a radarless ship.
- Even though the success of teachers is reflected in the performance of their students. Thus the significance of students' is no less than teachers.
- The purpose of higher education should be, to development employable skills and to sow the seeds in the students' mind & soul.

Importance of Teacher Education:

- The most important means for improving the quality of education is improvement in teaching learning process. Teachers are the heart of the education system. Electronic medias can attract the students for learning activities but they can not take the whole place of teacher. Teaching & learning makes the institutions. It is the tr. Who makes it. Teachers preparations, performances and accountability for educational task should relieve top priority. So the role of responsibilities of Teachers in building modern society is the most important aspect. "A lamp cannot light another lamp unless it is burning".
- Teaching learning process in education involves interaction between the teacher and the taught resulting in the achievement of the desired competencies. So it is the

responsibility of teacher training colleges to development all the competencies in student teachers.

- But there is less scope for college teachers training in colleges & universities. No doubt they have occasionally short faculty development programmes even though they are not sufficient for producing responsible, insightful and dedicated teachers.

Role of Educational leadership in qualitative higher education

Strong Educational Leadership requires in higher education...who will provide...

- Enthusiasm and direction to the instructional program.
- Positive leadership toward overall planning, including budget, thinking strategies.
- Creating and communicating a vision of the future.
- Aware of own strengths, weakness and motivations.
- Achieving new different ideas and opportunities to learn.
- Encourages experimentation and tries innovative ways of working.
- Leading to effective study and reading writing process.
- To make best use of diverse talents, technology and resources to deliver results.
- Insight for evaluating teaching & learning process.

New Methodologies for better quality enhancement in Higher Education

- A lot of researches have been done for the improvement of admission, pupils' interest, in the subject, accommodation which affects in teaching learning in the class-room, evaluation of students' capacity, various methods of teaching into the classroom, self learning systems etc. should be learnt by the teachers and institutional management. It will create more and more innovative airy environment in education which will be able to lead qualitative enhancement in higher education.
- Now we have to study the hardls (obstecles) which affect the maintaining quality in higher education.

Obstacles in teaching, learning and achieving qualitative education in higher education

1. Diverse Messages of Media: Most learners spend less time in college and college library than in from of a television set. Certain messages affect the learners span of attention and areas of academic interest.
2. Learning experiences can no longer confined to the four walls of the class-room. More textual matter and attempt of lecturing by teacher are monotones and tiresome attempts for the students.
3. Learning achievement is equally important both in cognitive and non cognitive areas. In colleges & universities socio-emotional and ethical life of the learners need to be strengthened along with intellectual life.
4. Violence, drugs and sex these elements prevent the healthy social as well as educational values environment.

5. Lack of motivation to new generation: Today, students of higher education hardly accept what are offered by the college or a university. They are not properly motivated towards the goal and aims of life.
6. E-learning, computerized LCD learning, On line learning & Internet learning all these modern medias of teaching – learning don't solve the real life problems fruitfulness of knowledge.
7. In the rural areas colleges have not sufficient accommodations efficient man-power to handle all the electronic medias fruitfully.
8. There is already a gap in interaction among the information technological use and among students' which puzzles the students' thinking process too.
9. Students can not utilize library books, journals, magazines etc. so the reading, writing and logical thinking affect in qualitative learning.
10. Students are not properly encouraged for self learning, self evaluating matters so sometimes we find that they follow the ill-manners for their success.
11. Lack of educational leadership, Lack of infrastructure and lack of orientation training of teachers are also hurdles of higher-education.
12. Display of the performance of the teachers. Mostly the institutions follow lecture method but only lecture method does not yield expected results, especially in those subjects where practical trainings are imparted. So we find frustration in the youth. In this way a number of hurdles are in the path of achieving quality in higher education.

Some Suggestions to Avoid the Obstacles for Enhancing Quality Assurance in Higher Education

- Motivate and guide the students towards their goals and building their characters in a morality.
- Apply a dynamic methods and approaches in the teaching learning process.
- Learners should be strengthened – socially, emotionally, ethically and intellectually by providing well organized various technics and opportunities to the students.
- Healthy knowledge environment and habits should be provided by the teachers & management by producing themselves in a modal role.
- Lead the student to the library. Not only modern information of Technology is useful in solving the real life. Reading, thinking, writing and variety of knowledge over different fields provide them efficiency which lead them for total quality management (TQM)
- Most of the college and university teachers are simple M.A, M.Sc., M.Com or any master degree holders. They also require teachers training full time. So that they can work fruitfully in the class room and outside the class-room purposefully.
- For modern use of IT, all the teachers must be able to handle the tools efficiently, then they will be able to interact with the students. In colleges most of the teachers are not trained so the IT tools become useless.

- Students should be encouraged for self learning, self evaluation and self improvement. It is the most useful for enhancing the quality in higher education.
- Strong leadership should be provided by principals, by teachers and the members of the management.
- Creative and innovating researches should be done by the teachers, collective project works should be followed, seminars and workshop must be well planned organization. All these pious treatment creates alive knowledge environment, which lead the students quality enhancement in the contemporary system of higher education.

CONCLUSIONS

- Many other options are possible, particularly quality enhancement in the higher education. This is not only the work of a one hand or one mind. It is the collective effort which increase the quality in higher education.
- The teachers, the members of managements, the participation of students', the participation of educationalist, the participation of experts of information technology, infrastructure all these elements should be collectivity involved in the process of enhancing qualitative higher education.
- This collobarative task is not impossible. A number of nations of the world have performed experimental researches and achieve the goal of qualitative systems of Higher Education India is also hopeful because our nations is not behind applying new strategy, in use of IT and experimental research.
- So investigator hope for better results by avoiding hurdles in qualitative education in Higher Education.

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