ABSTRACT

The present study aims to assess the Application of Total Quality Management in Management College Libraries in the city of Bangalore. The main focus of TQM was and is to improve continuous quality in the areas of product or service, employer-employee relations, and consumer-business relations. Total Quality Management is a management approach that originated in the 1950s and has steadily become more popular since the early 1980s. The researcher had selected 53 management college libraries from the city of Bangalore. Of which 40 were private unaided, 4 were deemed, 4 were private aided, 3 were minority institutes, 1 from UCC(University Constituent College) and 1 from government management. The present study conducted with specific objectives like; to examine the opinion on the application of components of Total Quality Management viz., Leadership, Policy and strategy, Staff Management, Teamwork, Training and development strategy, Resources and Processes to Library and Information Science (LIS) Sector, with reference to Management College Libraries, to examine the extent of facilities available on the TQM of management libraries; to examine the influence of extent of facilities and services on adoption of TQM components. Following hypotheses were formulated for the present study-- TQM applications in management colleges are up to the mark, Management colleges accredited by different agencies differ significantly in their TQM scores, Management colleges at different levels differ significantly in their TQM scores, Management colleges with and without ISO certifications differ significantly in their TQM, Secondary variables (establishment year, qualification, experience, and gender) significantly influence perception on TQM, Management college libraries with inadequate, adequate and excellent facilities differ significantly in their TQM, and Management libraries with inadequate, adequate and excellent services differ significantly in their TQM. A structured questionnaire was administered to address management college librarians in Bangalore. The questionnaire consisted elicit information regarding services, facilities, demographics and budgetary allocations; and the second part of the Questionnaire consisted of assessment of TQM through various components like Leadership, Policies and strategies, Staff management, Teamwork, Training and development strategy, Resources and processes. Statistical methods like descriptive statistics, Independent samples ‘t-test’, One way ANOVA, and contingency coefficient analysis using SPSS
for windows software. Results revealed that all the facilities, more than 2/3 of the sample institutes provided the required facilities for students, scholars, teaching staff and other visitors. As far as the services are considered that in almost all the services, more than 2/3 of the sample institutes provided the required services for students, scholars, teaching staff and other visitors except for translation services. In applications of TQM, it was observed that all the components of TQM, the observed values were significantly more than expected values. In other words, the application of TQM in management libraries was up to the mark. Management colleges accredited by different agencies differed significantly as EQUIS had least TQM, followed by non accreditation, NAAC and NBA accreditation had highest TQM scores. Management college libraries with different levels selected for the TQM assessment had similar levels of scores in individual components as well as in total TQM. It was also observed that ISO certification did not have significant influence over TQM scores. Lastly it was found that secondary variables selected for the study had limited influence on the TQM of management libraries. Suggestions to improve TQM have been highlighted too.