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6.1 - Introduction

The present research work is study on the “Impact of Total Quality Management in Higher Education - A Management Perspective Study”. The analysed information has been summarized for the purpose of drawing valid conclusion. Through the summary findings conclusion has been summarized for the purpose of drawing recommendation and suggestions.

6.2 - Basic Finding of the study

From the study, it is observed that out of 300 Respondents surveyed, 10.7% of Respondents are in the age group 25-35, 74.3% of the Respondents are in the age group 35-45, and 15.0% of the Respondents are 45-55. It is apparent that majority of the Respondents belong to the age group 35-45.

The study shows that, out of 300 Respondents surveyed, 60.3% of Respondents are from male category, 39.7% of the Respondents are female category. It is apparent that majority of the Respondents are male category.

The study reveals that, out of 300 Respondents, 33.7% of Respondents are having their level of education as Post Graduate. 38.0% of Respondents having Graduate Level education, 21.7% of Respondents are educated upto H.S.C. and only 6.6% of Respondents having S.S.C. level education. It is clear that Graduate and Post Graduate is the level of education for most of the Respondents.

From the study, it is observed that out of 300 Respondents revealed that, 46.0% of Respondents are doing service, 69.0% Respondents are doing their Profession, 7.3% Respondents doing business while 15% from Housewife category and 8.7% of the Respondents are doing social work. It shows that most of the Respondents are engaged in income generated activity and it can be a measure for determining education can help to do other income generation activity.

The study point out that, 300 Respondents surveyed, 48.7% of Respondents are having medium income, 20.6% of the Respondents are having low income and 30.7%
of the Respondents are having high income, it shows that most of the Respondents are belonging to the middle class and it can be a measure for determining their socio-economic status.

The study shows that, out of 300 Respondents revealed, 81.4% of Respondents are having higher education preferences towards Traditional Format of Education, while 7.3% of the Respondents are preferences to Distance Education Format and 11.3% of the Respondents are having both the side. It apparent from the study that traditional format of education is their first preferences for getting higher education and it required Total Quality Management for improvement.

The study reflect that out of 300 Respondents surveyed, 53.7% of Respondents are having favorable attitude towards Total Quality Management in Education Industry, 26.7% of Respondents highly favorable, 11.6% Neutral, 6.0% are unfavorable and 2.0% are Highly Unfavorable. The study reflects the positive attitude of the Respondents towards requirement of Total Quality Management in Higher Education Industry.

The study states that, from 300 Respondents surveyed, 50.3% of Respondents are having high awareness level towards Total Quality Management, 27.0% of Respondents are having very high awareness level, 15.0% of Respondents are Neutral, 5.0% of Respondents are having low awareness level and 2.7% of Respondents are very low awareness level. The study clearly indicates that Respondents are having high awareness level towards Total Quality Management and they understand it improve the educational environment and quality.

The study reveals that, out of 300 Respondents surveyed, 29.7% of Respondents are considering that they feel comfortable with available Education facility and 70.3% of the Respondents are not agree that comfortable with education facility but they have no alternative. It is clearly indicates that Respondents feels not comfortable with available education facility.

The study reflect that, out of 300 Respondents surveyed, 204 Respondents are considering that good educational environment available in Latur and Osmanabad
District and 96 Respondents are not agree with that. It is clearly indicates that Respondents should be about good educational environment in Latur and Osmanabad but it can be utilized for improvement of quality education through TQM.

The study point out that, out of 300 Respondents surveyed, 35.0% of Respondents are strongly agree that TQM successfully focus on student. 40.0% of Respondents agree, 11.7% of Respondents neither agree nor disagree, 8.3% of Respondents disagree and 5.0% of Respondents strongly disagree. It is clear from the study that the majority of the Respondents agree that TQM successfully focus on student and improved learning ability.

The study indicates that, out of 300 Respondents surveyed, 30.7% of Respondents the opinion with a very large extent that TQM in Higher Education should promote for best practices while 44.0% of Respondents opinioned that it influences to a large extent. 12.3% of the Respondents felt that the influences to a medium extent. 8.0% of Respondents are said that some extent and 5.0% of Respondents are opinioned that it does not influence at all. The study shows that TQM in Higher Education should promote for best practices a very large extent.

The study reveals that, out of 300 Respondents surveyed, 47% of Respondents the opinion that Total Quality Management provides productive benefits while 31.3% of Respondents opinioned that it provide high productive benefits. 10.7% of the Respondents are undecided, 8.0% of the Respondents termed as unproductive. 3.0% of Respondents termed as highly unproductive. The study clearly indicates that the most of the Respondents are considering that productive benefit of Total Quality Management in Higher Education.

The study reflect that, out of 300 Respondents surveyed, 56.3% of Respondents are agree that Total Quality Management require to Run the educational program effectively and 43.7% of the Respondents are not agree about that. It is clearly indicates that Total Quality Management require to Run the program effectively and efficiently.

The study reveals that, out of 300 Respondents surveyed, 74.0% of Respondents are agree that learning would be easier under TQM in Education and 26.0% of the
Respondents are not agree about that. It is clearly indicates that learning would be easier under Total Quality Management applies into the Education.

The study shows that, out of 300 Respondents surveyed, 31.0% of Respondents the opinion with a very large extent that Quality Education provided during Total Quality Management while 43.3% of Respondents opinioned that it quality influences to a large extent. 11.7% of the Respondents felt that the influences to a medium extent. 8.3% of Respondents are said that some extent and 5.7% of Respondents are opinioned that it does not influence at all. The study shows that Quality Education provided during Total Quality Management in Education to a large extent.

The study reveals that, out of 300 Respondents surveyed, 24.0% of Respondents the opinion that satisfaction level of regarding performance of TQM in Higher Education in their district is Good while 14.0% of Respondents opinioned as Excellent. 16.3% of the Respondents are undecided, 27.4% of the Respondents termed as poor. 18.3% of Respondents termed as Very poor. Majority of Respondents are of the opinion that they are not satisfied with the existing level of performance of TQM in Higher Education in their district.

The study shows that, out of 300 Respondents surveyed, 83.7% of Respondents are agree about Total Quality Management helps for educational development, 16.3% of the Respondents are not agree. It is clearly indicates that there is requirement of Total Quality Management in Higher Education.

The study indicates that from 300 Respondents surveyed, 30.7% of Respondents feels Very Good conveyance about Impact of TQM in Higher Education while 46.4% of Respondents opinioned as Fairly good. 12.3% of the Respondents are Neutral at their opinion, 6.3% of the Respondents termed as not satisfactory. 4.3% of Respondents termed as Irritatingly Bad conveyance about Impact of TQM. It is clear from the study that majority of Respondents are of the opinion that they feel fairly good and very good conveyance about Impact of Total Quality Management in Higher Education.

The study reveals that, out of 300 Respondents surveyed, 47.0% of Respondents the opinion that agreement level of regarding TQM in Higher Education in India is
Good while 11.7% of Respondents opinioned as Excellent. 23.0% of the Respondents are undecided, 10.7% of the Respondents termed as poor. 7.6% of Respondents termed as Very poor. Majority of Respondents are of the opinion that there are good agreement level of Total Quality Management in Higher Education in India and it can be improve with Quality Education.

The study reveals that, out of 300 Respondents surveyed, 48.0% of Respondents said that Full confidence and trust towards Total Quality Management while 30.6% of Respondents told Some what. 11.7% of the Respondents are feels that very low, 9.7% of the Respondents choosing Not at all. It is clear from the study that majority of Respondents are of the opinion that they have full confidence and trust towards Total Quality Management.

The study reflected that, out of 300 Respondents surveyed, 74.7% of Respondents are agree that TQM in Higher Education will help the social & economic development of the country, 25.3% of the Respondents are not agree. It is clearly indicates that TQM in Higher Education will help the social & economic development of the country.

6.3 - Major Findings of the study

The study revealed that, the value of alpha is 0.554. It can conclude that the variables are having high internal consistency and hence these variables are considered to be suitable for conducting factor analysis.

It can be seen from the study that, the significance level 0.001 is less than the assumed value 0.05. So we reject H0. This means that factor analysis is valid. The value of KMO coefficient should be always more than 0.05. The table value shows that it is 0.683. So this implies that factor analysis for data reduction is very effective.

It can be seen from the study that, that, the significance level 0.000 is less than the assumed value 0.05. So we reject H0. This means that Age influences the awareness level of the Respondents towards Total Quality Management. Hence it is confirm that,
Age can become a significant demographic factor in influencing the awareness level of the Respondents towards the Total Quality Management.

The study indicates that, the significance level 0.049 is less than the assumed value 0.05. So we reject H0. This means that Education influences the awareness level of the Respondents towards Total Quality Management. Hence it is confirm that, Education can become a significant demographic factor in influencing the awareness level of the Respondents towards the Total Quality Management.

From the study, it can be observed that the significance level 0.012 is less than the assumed value 0.05. So we reject H0. This means that Income influences the awareness level of the Respondents towards Total Quality Management. Hence it is confirm that, Income can become a significant demographic factor in influencing the awareness level of the Respondents towards the necessity of Total Quality Management in Higher Education.

The study shows that, the significance level 0.000 is less than the assumed value 0.05. So we reject H0. This means that Quality Education effects the Respondents to continue with Total Quality Management in Higher Education.

It can be seen from the study that, the largest absolute difference is 0.103 which is known as the Kolmogorov-Smirnov D value. The Absolute difference value is exceeds the critical value, therefore the null hypothesis is rejected. It means that Quality Education is highly significant in the development of Total Quality Management in Higher Education.

The study shows that, variables from V1 to V6 are measured on a Likert-Rating scale ranging from 1 to 5, with 1 being Very Satisfied and 5 being Very Dissatisfied. The lowest mean being 2.2300 and highest mean being 2.5367. It shows that the mean is consistent and it is good measure for analysis and conclusion.
6.4 - Observation during the study

It can be observed that majority of the students belong to the age group 35-45. The study observed that, 32 Respondents are in the age group 25-35, 223 of the Respondents are in the age group 35-45, and 45 Respondents are 45-55. It is apparent that majority of the Respondents belong to the age group 35-45.

The study observed that that, out of 300 respondents surveyed, 181 Respondents are from male category, 119 of the Respondents are female category. It is apparent that majority of the Respondents are male category.

Graduate and Post Graduate is the level of education for most of the students. It can be observed that, 101 Respondents are having their level of education as Post Graduate. 114 Respondents having Graduate Level education, 65 Respondents are educated upto H.S.C. and only 20 Respondents having S.S.C. level education. It is clear that Graduate and Post Graduate is the level of education for most of the Respondents.

It can be observed that shows that most of the students are belonging to the middle class and it can be a measure for determining their socio-economic status. The study observed that, 146 respondents are having medium income, 62 respondents are having low income and 92 respondents are having high income.

The study observed that, 138 Respondents are doing service, 69 respondents are doing their business, 22 Respondents doing profession while 45 respondents from Housewife category and 26 of the Respondents are doing social work. It shows that most of the Respondents are engaged in income generated activity and it can be a measure for determining education can help to do other income generation activity.

Hence, It can be concluded that the management of quality in higher education is not a one-time activity but it is a regular and never ending process. Quality education is a prerequisite for all educational institutions, so as to make them real temples of knowledge and not degree/diploma distributing centers. Quality is an elusive attribute of values, belief & perception which can not be quantified. Higher educational institutions should be managed professionally, it is the need of the time because the
students are the costumer. Educational organization should create brand name in the market for managing themselves and students.

6.5 - Conclusions

Quality is very important aspect in all especially technical education as well as traditional education, since it bears a direct impact on the development of the education process. Total Quality Management relies more on processes than on products and is based on strong assumption that a product. Once it comes out of a good process is always good. According to the survey majority of the respondents are of the opinion that the Total Quality Management practices in Higher Education institutions in India are at average level or just above average level. The study also reveals that the Outcomes and Achievements needs to be improved since these education institutions have relied more on developing infrastructure, landscaping, advertisements rather than concentrating on outcomes and achievements. Study also pointed out that the effectiveness of the process in higher education needs to be addressed. One of the important other aspect as pointed out in the study is the involvement and commitment of top management. The above study seems to be adequate for predicting the significances about the perceptions about Impact of total quality management practices in Higher Education.

The study concluded that out of 300 respondents revealed that 161 Respondents are having favorable attitude towards Total Quality Management in Education Industry, 80 Respondents highly favorable, 35 Neutral, 18 are unfavorable and 6 are Highly Unfavorable. The study reflects the positive attitude of the Respondents towards requirement of Total Quality Management in Higher Education Industry.

It is clear from the study that respondents are having high awareness level towards Total Quality Management and they understand it improve the educational environment and quality. The study concluded that the positive attitude of the respondents towards requirement of Total Quality Management in Higher Education Industry.
It is clear from the study that the majority of the respondents feels not comfortable with available education facility. The study concluded that good educational environment in Latur and Osmanabad but it can be utilized for improvement of quality education through TQM.

Majority of Respondents agree that TQM successfully focus on student and improved learning ability. It is concluded that 105 Respondents are strongly agree that TQM successfully focus on student. 120 Respondents agree that, 35 Respondents neither agree nor disagree, 25 Respondents disagree and 15 Respondents strongly disagree.

The study reveals that, out of 300 Respondents surveyed, 92 Respondents the opinion with a very large extent that TQM in Higher Education should promote for best practices while 132 of Respondents opinioned that it influences to a large extent. 37 respondents felt that the influences to a medium extent. 24 respondents are said that some extent and 15 respondents are opinioned that it does not influence at all. The study shows that TQM in Higher Education should promote for best practices a very large extent.

The study reveals that the most of the Respondents are considering that productive benefit of Total Quality Management in Higher Education. It is clearly indicates that there is not necessary that the Total Quality Management require to Run the program effectively and efficiently. Majority of the students indicates that ICT has usually been used to encourage, to be active participants in learning with Total Quality Management.

Majority of students are of the opinion that Quality Education provided during Total Quality Management in Education to a large extent. Out of 300 respondents surveyed, 93 respondents the opinion with a very large extent that Quality Education provided during Total Quality Management while 130 respondents opinioned that it quality influences to a large extent. 35 respondents felt that the influences to a medium extent. 25 respondents are said that some extent and 17 of Respondents are opinioned that it does not influence at all.
Majority of students are of the opinion that they are not satisfied with the existing level of performance of TQM in Higher Education in their district. It is clearly indicates that there is requirement of Total Quality Management in Higher Education. There should be a quality education provided at the first preference of the respondents.

It is clear from the study that majority of Respondents are of the opinion that they feel fairly good and very good conveyance about Impact of Total Quality Management in Higher Education. The study reveals that, out of 300 Respondents surveyed, 92 of Respondents feels Very Good conveyance about Impact of TQM in Higher Education while 139 respondents opinioned as fairly good. 37 respondents are Neutral at their opinion, 19 respondents termed as not satisfactory. 13 respondents termed as Irritatingly Bad conveyance about Impact of TQM.

Majority of students are of the opinion that there are good agreement level of Total Quality Management in Higher Education in India and it can be improve with Quality Education. It is concluded from the study that that majority of Respondents are of the opinion that they have full confidence and trust towards Total Quality Management. It is concluded from the responses received during the study that TQM in Higher Education will help the social & economic development of the country.

This study was aimed to evaluate the current quality work of educational institutions in Latur and Omanabad District. This evaluation was conducted based on a Total Quality Management approach i.e. the quality work of this institution was compared with a defined Total Quality Management approach and it is proposed for implementation as per the requirement of the respondents. Consequently, problems founded by researcher were formulated in this study, and recommendations and suggestions were given to this college, educational institutions to work towards this Total Quality Management in Higher Education approach and eventually reach its objectives.