CHAPTER- 2
Review of Literature

2.1 Review of Literature (International)

A number of researches have been done in the past to evaluate the relationship between emotional intelligence and addiction.

Boelke, Joanne H. (1995) the pressures to advance technology delivers service to users who have progressive high prospects are growing at an extraordinary rate.


Pao-Nuan Hsieh, Pao-Long Chang (2000) the quality management tools and techniques developed over the last 10 years and, then, categories them into three extensive approaches. A framework of quality management policies and techniques is advanced and applied to quality and progress the service quality of libraries and information services.

Omer Faruk Unal (2001) Total Quality Management is a managing viewpoint which through its aims makes active use of the material and human properties of an organization. TQM began to attract the attention of academics in higher education that saw it’s possible to growth the productivity of the education offered in universities and colleges

Viljoen, J.H. (2004) Examines the use of total quality management in college libraries in South Africa to effective organize the increasing demands of users and the fast growth and capacity of information technology. How great speed development of information technology has affected libraries; Problems faced by libraries in South Africa.

Masood Akhtar (2007) application and analysis of total quality management in colleges of education in Pakistan. It has been suggested that the concerned authorities should take serious
notice of the character of colleges of education in the development of teacher education in Pakistan and implement actual methods for its enrichment.

**HosseinNadaliNajafabadi (2008)** The overall objective of this thesis work is to highlight the general ethics of TQM involved and to point out how this approach has been and can be used to improve the quality of an academic institution. This work has been specified for higher education of University College of Boras, and it will cover the whole of institution, administrative structure, rather than academic area, specific program, department, or services. This objective is shown towards evaluation and charge of the current quality work of this university.

**Hasmi, Khurram (2010)** discipline and philosophy of management which institutionalizes planned and continuous development and accepts that quality is the outcome of all activities that take place within an organization; that all functions and all employees have to contribute in the excellence process; that organizations need both quality systems and a quality culture.

**S. Thanuskodi (2010)** in 21st Century Total Quality Management is primary requirement of any service providing organization. Students are now demanding quality service for their financial worth. The managers of quality must have an objective to assess the product; sound knowledge of product features and appearances; customer preferences and resources. All academic library staff must receive training, including ability training; on the job direction; reskilling. Well-trained staff is the spirited designed for better quality service in an academic library.

**Daniel Kysilka** Total Quality Management in Established Information need fluently know the main arrival of education services. Then, must recognize the scopes of quality in Higher Education and its method in the education background. This paper aims to define the main thoughts elaborate of TQM for higher education service.

**2.2 Literature of Review (National)**
A study by **Jayamalini, G. (1999)** TQM will modify from library to library as each library is changed from the others. The truths of the present library condition indicate that quality
development is necessary not only for survival but for opposite major changes and evolution necessary for the libraries of today and tomorrow.

**Bavakutty, M. (2000)** *Parameswaran, M.* The interest in TQM is a recent occurrence and exponential growth of TQM literature is found from 1990’s onwards.

**Parameswaran, M. (2000)** needs, cooperation and coordinating among different sections and the process of TQM. Problems of university libraries are identified in relation to staff, belongings, readers and services.

**Borse, T.R. (2002)** shows that understand the above nature of quality in management, but it also shows the requirement and usefulness of quality audit. Pertain to quality in managerial functions and particular allow to seen the qualitative aspects of library management.

**Biswa, Bindhan Chandra (2003)** the presentation of the ethics and methods of TQM in a library and information service atmosphere requires deep commitment of all levels of employee for achieving excellence. Some fundamentals points for providing quality services to the customer associated with the application of TQM in a library.

**Nissa, Begum S. Siraj (2003)** Quality meaning, managing quality in an academic library, managing customer prospects and ISO 9000 series steps towards TQM in academic library.

**Kumbar, Rajashekhar D. (2004)** the implications, dealings and struggles by the information-oriented developments in libraries. If libraries, technologies have prepared related events easier and librarian has changed to libraries. The work complete by the information services is creativity that wants obligation and a good tendency to give time, deliberation, and adapting ordinary things into unexpected successes.

**Chandel, A. S. (2007)** quality of output primarily based upon quality of input given by the library staff, therefore suggests that more weightage should be given to acquisition, content
analysis, professional aptitude, maintenance etc. rather than merely measuring the level of users fulfillment.

**Thakuriya, Pranjit Kaur (2007)** TQM, SERVQUAL, and LibQUAL help to evaluate services, to make conclusions, to advance services and to complete improved quality library challenges and views in a various parts including management, services, and collection development.

**Amudhavalli, A. (2008)** TQM is the combination of all efforts of the organization towards customer satisfaction at economical levels and consists of enunciating, initiating, developing and maintaining the quality of people, processes and products.

**Dash, Jyotirmoy (2008)** TQM are employee participate and training, problem solving teams, statistical methods, long term goals and thinking and action that the system. It is an organized development which concentrations on considerate customer requirements and refining client services.

**Moghaddam, Golnessa Galyani (2008)** The enactment of TQM in the LIS sectors, the experiences of libraries adopting this methods are also reviewed and explain the barriers to TQM enactment in libraries.

**P. Rajendiran and Indu Bhushan (2008)** library automation software, for stock verification in the library of Raja Ramanna Centre for Advanced Technology. The complete procedure i.e., barcode generation for labels, data capturing, downloading, modification and uploading along with data processing and report generation.

**Syamalamba Rani (2008)** The management of college libraries has become more complicated due to the act of knowledge, increases in user population, new demands for information sources, variety and volume of information sources, lack of funds and steep prices increases, and the impact of information technologies.
Danrita J. (2009) TQM are services societies dedicated to their customers, the sponsor arrangea strategic plan, and following it with an assurance to continuous quality development.

Ingale, Bharti (2010) the area of study in M.Lib.Dissertation higher education colleges in Jalgaon city. Maximum libraries are using Total Quality Management in technical processing and maximum library users are satisfied with their library and library services. Higher education libraries in Jalgaon city are maintaining Total Quality Management in technical processing & due to that these libraries satisfying their users.

Amitav, Saha (2011) conducted to disclose the effectiveness of IT application towards quality assurance.

Choukhande, Vaishali (2011) TQM approach including management responsibility, provision and measurement of library service and assessment of users need, and satisfaction.

Veer, Dharamraj (2011) meaning of TQM application of TQM to Library and information centers with the help of various measurement scales of quality.

Dahifale, Vikram U. (2012) implementing quality management in libraries requires an understanding of applying appropriate quality management concepts and techniques. In this competitive educational environment, most of praise institutions in India are thriving to establish reputation by way of imparting quality education.

Sivankalai, S (2012) TQM in Academic Libraries with a view of examining the harm of library professionals. Besides, it aims to highlight the problems encountered by the professionals and suggests some measures for its enlargements. The study confirmed that professionals are aware of the attending the various types of conferences, seminars, workshops and programmer and college should conduct some library events and programmed.

Chavan, Chandrakant T. Today all kind of Libraries and Information centers are becoming customer oriented to persist in the world. So they need to provide quality products and service to
their customer. (TQM provides the tools and the direction to improve quality) the value added service can only be achieved by implementing TQM values in Library and Information Centers. For application and achieving total quality for the system the library administrators have to understand the core concepts of TQM.