LIST OF TABLES

Table 2.1 Study on SERVQUAL from Literature ................................................................. 33
Table 2.2 Definitions of Quality Applied to Engineering Education .............................. 38
Table 2.3 Customer Identification .................................................................................... 40
Table 2.4 Salient features of institutions vis-a-vis organizations .................................. 49
Table 3.1 Labels, Weightage And Values For Likert Scale Response ............................. 82
Table 4.1 The Reliability Testing of Survey on Liker Scale (a) Case Statistics, (b) ..... 99
Reliability Statistics ........................................................................................................ 99
Table 4.2 Item wise statistics analysis; Ranked High Mean to low Mean Scores ........ 100
Table 4.3 The Stepwise Regression of each Delphi Expert’s recommendation w.r.t. the rest 105
Table 4.4 Results of Positive and Inverse Spearman Correlation Segregated .......... 110
Table 4.5 The Loading of Variables and their Communalities on All Factors - Post Equimax Rotation .......................................................... 114
Table 4.6 The loading plot in unrotated condition of Maximum Likelihood Extracion of 17 factors; 36 + 2 items .................................................................................. 125
Table 4.7 Summary table of Dimensions Extracted in 9 MLE and the Cronbach’s Alpha reliability Analysis (Equimax Rotation) ....................................................... 134
Table 4.8 Rotated Factor Loadings and Communalities” Equimax Rotation, 9 MLE .... 136
Table 4.9 Nine Groups Resolved By A Systematic Asymptotic Reduction Process Duly Titled As: .............................................................................................................. 142
Table 4.10 Summary of Factors extracted in various extractions ................................ 143
Table 4.11 Comparison of Scree Plots, and Loading plots* for MLE- 6 (left) and 5 factor (right) Extractions ................................................................. 145
Table 4.12 Loading output table from Factor analysis (MLE-6) Equimax rotation, reported for Factor 5 ........................................................................................................... 148
Table 4.13 Cluster Analysis ............................................................................................ 150
Table 5.1 Recap of extracted factors in Maximum Likelihood Extraction for 2 Vs 3 factors ................................................................................................................. 155
Table 5.2 Elements from MLE -3 discarded while reduction to MLE- 2 ......................... 156
Table 5.3 Loss of Information Accompanying the Reduction of Factors ..................... 158
Table 5.4 (a) (Re)grouping of Items From 8 Dimensional Assignments (Mle-8 Factors) and Design of a Revalidation Instrument ................................................. 158
Table 5.5 The justification of inclusion or exclusion of FoU within the space of dimensions during the reorganisation................................................................. 161
Table 5.6 The two way Analysis of Variance (ANOVA) table of Means of responses .. 168
Table 5.7 Microsoft Excel outputs of Means of responses, versus respondent types, and corresponding Coefficient of Variation ......................................................... 168
Table 5.8 Spearman Rank Correlation of respondent category wise ............................ 172
Table 5.9 Spearman Rank Correlation of Pair Wise Outputs, Dimension Wise ......... 174
Table 5.10 Prioritisation of the variables from MLE8 .................................................... 176
Table 6.1 The Analysis of Predictors to Teaching and Learning ................................. 196
Table 6.2 The Effect of predictors on the responses ......................................................201
Table 7.1 Quality prognosis of lack of customer focus during laboratory assignments .224
Table 7.2 Typical Non Value Adding Class Activities Time Wasters............................226
Table 7.3 Contributing and Restraining factors for use of biometrics in Class Management ........................................................................................................................................228
Table 7.4 Lists the Three Class-Room Brain writing on Stick Notes of The Discontent Reported by Students ........................................................................................................................................230
Table 7.5 Typical requirements surveyed from customer in 5 point Likert scale ..........237
Table 8.1 The Factored items from Principal Component Analysis, Variables duly titled for Quality of EES ........................................................................................................................................241
Table 8.2 Operational Characteristics and Advantages of Multichoice Evaluation Instrument ........................................................................................................................................255