

LIST OF TABLES

TABLE 3.1:	Sample Size Across The Region And The Nature Of Institutions	71
TABLE 3.2:	Sample Size Breakup Across The Different Demographic Variables	73
TABLE 4.1:	't' Test Between The Respondents Sex And Various Service Quality Dimensions	85
TABLE 4.2:	One Way Analysis Of Variance Among Nature Of Degree Programme With Various Service Quality Dimensions	87
TABLE 4.3:	One Way Analysis Of Variance Among Nature Of Institution With Various Service Quality Dimensions	89
TABLE 4.4:	One Way Analysis Of Variance Among The Location And The Various Service Quality Dimensions	91
TABLE 4.5:	't' Test Between The Respondents Degree And Various Service Quality Dimensions	93
TABLE 4.6:	One Way Analysis Of Variance Among The Geographic Location Of The Institution And Various Service Quality Dimensions	95
TABLE 4.7:	Inter Correlation Matrix For TM, ECSF, DA, Placement And Over All Service Quality	114
TABLE 4.8:	Bayesian Convergence Distribution For SQM- HEI Regression Model	121
TABLE 4.9:	Summary Of The Various Goodness Of Fit Statistics And Other Values Corresponding To The SQM- HEI Mediated Structural Equation Model	149
TABLE 4.10:	Bayesian Convergence Distribution For SQM- HEI Model	152

LIST OF FIGURES

Figure 1.1:	Research model	14
Figure 3.1:	Hypothesized mediated SQM -HEI model	81
Figure 4.1:	Hypothesized mediated model specification for AMOS graphics input	117
Figure 4.2:	Standardized parameter estimates for mediated SQM-HEI model	118
Figure 4.3:	Posterior frequency polygon distribution of the Quality education and TM, regression weight(W1)	124
Figure 4.4:	Posterior frequency polygon distribution of the Placement and TM, regression weight (W2)	124
Figure 4.5:	Posterior frequency polygon distribution of the Placement and ECSF, regression weight(W3)	125
Figure 4.6:	Posterior frequency polygon distribution of the Placement and DA, regression weight (W4)	125
Figure 4.7:	Posterior frequency polygon distribution of the of the Quality education and DA, regression weight(W5)	126
Figure 4.8:	Posterior frequency polygon distribution of the Quality education and Placement, regression weight(W6)	126
Figure 4.9:	Posterior frequency polygon distribution of the Quality education and ECSF, regression weight(W7)	127
Figure 4.10:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI regression model for the mediated factor Placement and TM	128
Figure 4.11:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI regression model for the mediated factor Placement and ECSF	129
Figure 4.12:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI regression model for the mediated factor Placement and DA	129
Figure 4.13:	Posterior trace plot of the SQM-HEI regression model for the mediated factor Placement and TM	131
Figure 4.14:	Posterior trace plot of the SQM-HEI regression model for the mediated factor Placement and ECSF	131
Figure 4.15:	Posterior trace plot of the SQM-HEI regression model for the mediated factor Placement and DA	132
Figure 4.16:	Posterior correlation plot of the SQM-HEI regression model for the mediated factor Placement and TM	133
Figure 4.17:	Posterior correlation plot of the SQM-HEI regression model for the mediated factor Placement and ECSF	134
Figure 4.18:	Posterior correlation plot of the SQM-HEI regression model for the mediated factor Placement and DA	134
Figure 4.19:	Three-dimensional surface plot of the marginal posterior distribution of the mediating factor placement with the TM & ECSF	136

Figure 4.20:	Three-dimensional surface plot of the marginal posterior distribution of the mediating factor placement with the dimensions TM and DA	136
Figure 4.21:	Three-dimensional surface plot of the marginal posterior distribution of the dimensions ECSF and DA	137
Figure 4.22:	Two-dimensional plot of the bivariate posterior density for the regression weights Placement to TM and Placement to ECSF	138
Figure 4.23:	Two-dimensional plot of the bivariate posterior density for the regression weights Placement to TM and Placement to DA	138
Figure 4.24:	Two-dimensional plot of the bivariate posterior density for the regression weights Placement to DA and Placement to ECSF	139
Figure 4.25:	Mediated SQM-HEI structural equation model	145
Figure 4.26:	Posterior frequency polygon distribution of the Placement and TM, regression weight (W26)	159
Figure 4.27:	Posterior frequency polygon distribution of the Placement and ECSF, regression weight (W28)	159
Figure 4.28:	Posterior frequency polygon distribution of the Placement and DA, regression weight (W27)	160
Figure 4.29:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI model for the mediated factor Placement and TM	161
Figure 4.30:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI model for the mediated factor Placement and DA	162
Figure 4.31:	Posterior frequency polygon distribution of the first and last third of the samples of the SQM-HEI model for the mediated factor Placement and ECSF	162
Figure 4.32:	Posterior trace plot of the SQM-HEI model for the mediated factor Placement and TM	164
Figure 4.33:	Posterior trace plot of the SQM-HEI model for the mediated factor Placement and DA	164
Figure 4.34:	Posterior trace plot of the SQM-HEI model for the mediated factor Placement and ECSF	165
Figure 4.35:	Two-dimensional plot of the bivariate posterior density for the regression weights ECSF to DA and ECSF to TM	166
Figure 4.36:	Two-dimensional plot of the bivariate posterior density for the regression weights TM to DA and ECSF to TM	166
Figure 4.37:	Two-dimensional plot of the bivariate posterior density for the regression weights ECSF to DA and TM to DA	167
Figure 5.1:	SQM-HEI mediated model	179
Figure 5.2 :	Policy framework for improving the quality of higher education in India.	182