

ABSTRACT

“APPLICATION OF TOTAL QUALITY MANAGEMENT IN TECHNICAL EDUCATION WITH SPECIAL REFERENCE TO CURRICULUM DEVELOPMENT IN KARNATAKA STATE: A STUDY”

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(Key words: Total Quality Management, Curriculum Development, Technical Education, Stakeholder, Quality Function Deployment, Continuous Improvement)

Total Quality Management is a holistic management system that helps to integrate various activities across an organization to increase customer satisfaction and to achieve continuous improvement. The quality management theory as developed by management experts is an integrated management philosophy and set of practices that has an organization wide focus on quality, mixing quality focused culture with use of modern management and statistical tools, aimed at designing and delivering quality products or services to customers. Total Quality Management (TQM) emphasizes on customer satisfaction, employee involvement and continuous quality improvement.

After gobalization, liberalization and “General Agreement on Trade in Services” (GATS) of world trade organization, the door is open for all to establish educational institutions in various countries. In this competitive juncture qualitative technical education is the need of the hour. To have the quality technical education, the management of the system, which provides it, must handle the situation effectively and efficiently. To provide quality technical education there should be a dynamic curriculum, which brings knowledge and skill to the technical education aspirants to equip themselves to meet the global needs and challenges.

The Total Quality Management will enable the integration of all functions and processes within an educational environment to achieve continuous improvement to provide customer oriented quality services. It has been established that TQM could be used as an effective tool for building excellence and to gain wide spread acceptance.

In this research an attempt is made to explore the stakeholders' perceptions on technical education in the state of Karnataka. This research examines a state university namely Visvesvaraya Technological University for implementation of TQM concept in its affiliated colleges. This research is useful because it will provide a systematic analysis of the perceived needs and requirements of different stakeholders involved in the engineering education. If differences exist between the internal and external stakeholders perception, these differences will be identified and analyzed. Having such information immediately available is a necessity to discover the process of Total Quality Management implementation in technical education. By examining the issues and results, the conclusions may be drawn about how quality improvement efforts will succeed in engineering education in the state of Karnataka.

The research is focused on various issues of technical education such as, teaching learning process, curriculum design and development, quality in education, stakeholders' participation in academic matters, methods of student evaluation and assessment, skills and knowledge required for the technical graduates, industry requirements, and customer satisfaction.

The prime factor of the study is the application of TQM philosophy and implementation of tools and techniques in engineering colleges, which provides technical education of four years at undergraduate level. The colleges selected for the study are affiliated to Visvesvaraya Technological University (VTU) in the state of Karnataka in India. A survey was conducted with the help of a comprehensive questionnaire specially designed for this purpose.

Counter signed by guide

Signature of the candidate

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