

# Quality And Satisfaction Interface In Professional Colleges

## Ananlysis of the Relationship

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### ABSTRACT

The present study focuses on the factors essential for quality education in professional colleges. There is a true effort to find out the essentials of quality education. To fulfill this purpose, the opinions, suggestions and guidance of various faculty of different professional colleges have been welcomed. There is effort to focus on the role of management's commitment and satisfaction of faculty in quality education. Undoubtedly, Quality Education is must for the true success, achievement & glory. By achieving quality education, students get placement in reputed organizations and that builds a good image of college & provides a competitive edge to the college. Quality education must be a vision of every college only then we can achieve success in true sense.

### 1. INTRODUCTION

It is obvious that the number of professional colleges is increasing day by day. Most of them have professional approach. They have no concern for better & quality education. There is much competition among them. They are minting money and ignoring the educational values. But this is not with every organization. Some organizations are committed to educational values. They stick to their commitment to provide excellence in education. Really they are worthy of recognition and appreciation. They must be called true educational institute.

### 2. QUALITY EDUCATION

The most and foremost important thing is quality education approach. The organizations having quality education approach is always committed to their vision i.e. Quality education. They have clear vision & mission and to achieve their mission, they are determined and dedicated. No flexibility in commitment only such organizations can provide excellent education that makes the students successful in all spheres of life.

To achieve the objective of providing quality education, every organization requires the dedicated talented and committed teachers. No organization without dedicated

teachers can achieve the objective of providing quality education. The organization having vision of providing quality education must realize the importance & significance of committed teachers i.e. people who devote their lives for the successful career of students. Here it can be quoted, "The life of a teacher is fully dedicated towards the achievement advancements and successful career of students."

Now it is concluded that quality education is possible through "Management's is commitment towards their vision of providing quality education and teacher's commitment towards their moral, educational values, honesty and dedication towards their work."

### 3. ESSENTIALS OF QUALITY EDUCATION

**a) Management's Commitment :** It is the first and most important thing that how much the management is committed to quality education. Second important thing is the teacher's dedication & satisfaction.

**b) Teacher's Dedication :** Dedication comes through deep interest and passion. Some people have no clear vision and they are unable to realize where /in which field they can contribute. Some people think that teaching is easy and they can get job easily.

To some extent, getting job in teaching may be easy but such people can never justify & justice to their work.

**c) Teacher's Satisfaction :** Satisfaction is a good term and not easy to define. Every organisation's success depends on the satisfaction of workforce. A right way to satisfy an employee is to win his heart. But winning heart is not so easy. Job satisfaction is a subjective evaluation of work by employees, as reflected in their decision to accept a job and staying therein. It results in hard work put in by the employees for performing their jobs.

The more satisfied & committed the teacher are, the more quality they provide. They try their best to give the most effort in providing quality education. When we talked with lecturers in professional colleges they told us the following factors responsible for contribution of Satisfaction / Dissatisfaction :-

1. Pay, 2. Environment, 3. Opportunity for growth, 4. Rewards, 5. Recognition, 6. Job security, 7. Level of stress, 8. Accommodation, 9. Leave Facility, 10. Brand Name

#### 4. RESEARCH METHODOLOGY

I have taken the sample size of 250 lecturers of different professional colleges. The study is based mainly on primary data collected from them with the help of a well drafted, pre-tested and structured questionnaire.

#### 5. FINDINGS

##### A. Classification of lecturers on the basis of their performances:-

**a) Most satisfied faculty** i.e 95 out of 250 give 100% result and they really enjoy their work. They are fully devoted and try their best to give quality education. Fully utilization of their capability. There is stability. No switching is there.

**b) Satisfied faculty** i.e 50 out of 250 give 80% result and there is dedication in their teaching and able to provide quality education. There is also stability.

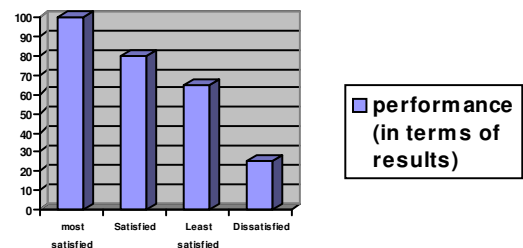
Table No. 1

Classification of Lecturers on the basis of their Performance

Categories of Faculty	No. of Faculty belonging to category out of 250	The % of Performance of Faculty In Terms of Results
1. Most Satisfied	95	100%
2. Satisfied	50	80%
3. Least Satisfied	65	65%
4. Dissatisfied	40	25%
<b>Total</b>	<b>250</b>	

**c) Least satisfied faculty** i.e 65 out of 250 give 65% result and there is more complaining regarding salary, policies, environment etc. they give more focus on opportunities and not on quality. They switch more frequently.

**d) Dissatisfied Faculty** i.e 40 out of 250 give 25% results and always feel unrest and not concentrate on quality education.



Note: This chart shows the relationship between Satisfaction & Performance

##### B. The Factors Which Are Responsible For Satisfaction or Dissatisfaction of Faculty

I have taken the following parameters which provide satisfaction or dissatisfaction to the faculty - 1. Pay, 2. Environment, 3. Opportunity for growth, 4. Job security, 5. Brand name, 6. Appreciation / Recognition, 7. Rewards, 8. Leave facility, 9. Accommodation Facility, 10. Level of Stress

Table No. 2 reveals That 100% faculty accept that "Pay" is the most important factor contributing satisfaction & nobody is against this .95% faculty accept that environment is the important factor of satisfaction but only 5% does not agree with

**Table No.2**  
**Classification of Faculty according their Satisfaction**

S.No	Parameters of Satisfaction	No. of faculty Prefer Parameters (Out of 250)	% of Faculty giving preference to Parameters
1.	Pay	250	100%
2.	Environment	238	95%
3.	Opportunity For Growth	230	92%
4.	Job Security	213	85%
5.	Brand Name	198	79%
6.	Appreciation	175	70%
7.	Rewards	125	50%
8.	Leave Facility	98	39%
9.	Accommodation Facility	53	21%
10.	Level Of Stress	25	10%

this.92% consider opportunity for growth is the important factor but 8% think that it is not the important factor. 85% accept that job security is another factor of satisfaction but the remaining do not consider it important factor. 79% accept that brand name is also important factor of satisfaction whereas 21% is against the opinion. 70% recognize appreciation is important factor of satisfaction but 30% give less importance to this factor. 50% agree that rewards is a significant factor of satisfaction while the remaining 50 % disagree with this. 39% faculty give much importance to leave facility but 61% give less importance to this factor. 21% consider

accommodation facility is the important factor of satisfaction but the remaining 79% do not accept this. 10% faculty accept that level of stress is the important factor while 90% accept that it is not the important factor. This chart shows the preference order of factors contributing Satisfaction / Dissatisfaction

## 6. CONCLUSION

Really the quality education is possible with the combined and united untiring efforts of management & faculty. Management should create, design and cultivate the environment where the quality is the only motive and motivate & inspire the faculty to give their best. Management should be Honest & committed in its efforts . There must be a sense of commitment to quality & all essential efforts should be made. The management must try to satisfy faculty and get their loyalty & commitment towards quality education. There must be clarity of vision i.e. Quality Education . It is obvious that the united, dedicated, sincere & untiring efforts of management & faculty are required for Quality Education. The management & faculty will have to give up their self motive & They will have to follow the path of Supreme Motive i.e Quality Education. Finally it can be summarized in this way, "Quality comes from Qualitative or dedicated efforts, such efforts are possible only by satisfied and devoted faculty."

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