

## Quality in Higher Education

K.S.Sridharan<sup>1</sup>

Research Scholar Jawaharlal Nehru Technological University  
Kukatpally, Hyderabad-500 085 Andhrapradesh

**Abstract.** The most commonly used word in daily conversation right from the executive of a company to vegetable vendor is quality. The word 'quality' is prefixed with almost everything (product, service, education, person etc..) Today there is no shortage of colleges, universities in any state. We often come across people with an engineering degree / diploma looks for an electrician to change a blown fuse wire in his house. A commerce graduate finding it difficult to draft an authorization letter to the post master for receiving a registered post addressed to him. Education does not mean getting a degree or diploma alone. It is much more. Yester years generation complain about the decreasing moral, ethical values, self centered approach, and disregard to elders in spite of increased education level of people. The purpose of education is to get along with others. All round growth is important so that one can contribute to the society.

**Key words:** Knowledge, Wisdom, Learn and unlearn, Cause and Effect diagram

### 1. Introduction

Education refines human beings. Now listing of developed countries are based on Human Resource Development index. Education is the base for human development and society as a whole. Presently we find more and more people suffix many alphabets behind their name, but a matter of concern is whether they posses necessary competence commensurate to their qualification they acquire? Today every

- Parent wants to provide 'best' education to their children
- Institute wants to produce qualified persons from their institute
- State wants to proclaim that literacy level is high
- Student wants to excel in his studies

In spite of having common goals, how far we are able to achieve Quality in education. This can be better understood if we can define quality with reference to education and education itself.

### 2. Quality with reference to Education

#### Education should provide

- Through knowledge of the subject - A comprehensive and complete theoretical knowledge in the field one has studied/chosen.
- Ability to get along with others - The core objective of education is able to get along with others in all situations. To work as team to achieve common goal.
- Personality development - A pleasing charismatic personality. People willingly like to talk to such persons.
- Moral and ethical values - Education without any moral and ethical value is of no use and hence education should impart such values.
- Ability to apply the acquired knowledge - The acquired knowledge must be put into use.

---

<sup>1</sup> + Corresponding author. Tel.: + (26575592); fax: +(please specify).  
E-mail address: smedsdicf@yahoo.co.in

- Virtue by which one contributes to the society - Knowledge gained through should be useful to the society.
- Attitude to treat others with dignity/respect- Think the other person as human being and treat others as you want to be treated
- Role model to others-Education should develop such qualities that you are able to be a role model to others
- Learn and unlearn new and old things/habit- Education should enable one to learn new things and unlearn old practices
- To teach others- Able to guide teach/ train/ others
- Holistic view about the concepts- To be able to have holistic view of any concept that is able to develop broader perspective of any concept and the subsequent effects
- Selfless acts- Education should make a person to be selfless
- Concern about others- Must develop genuine concern about others
- Creative person- Not mere bookish but able to apply creatively in problem solving that is out of box thinking
- Good physique – Must develop good body so that he can contribute to society
- Good attitude/aptitude- Education should lead development of right positive attitude

### 3. Purpose of Education

The very purpose of education is to be a good citizen with all necessary qualities of human being and contribute to society's development Education is not an end but it is a means through which a person becomes human being Quality education depends on teacher, education institute, parents and society This is depicted in the form of Cause and Effect diagram at Figure-1

- Why people need education? Is it
- For getting a degree/diploma certificate?
- A passport for employment?
- Meant to acquire wealth?
- For getting a better bride/groom?
- To suffix alphabets behind one's name?
- A goal to be achieved?

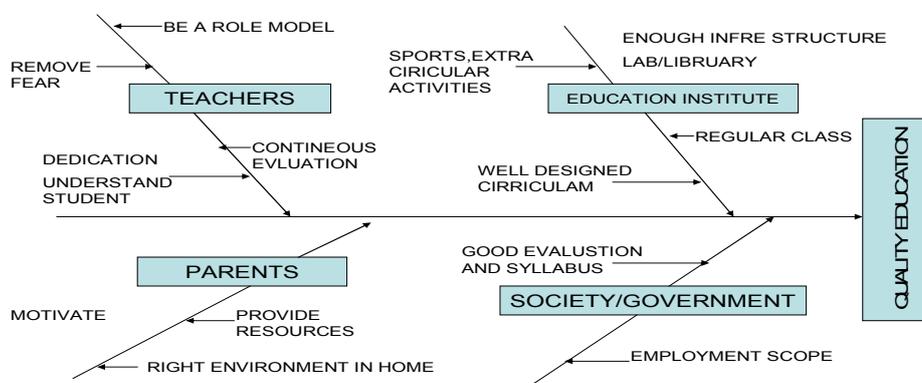


Fig-1 Quality Education - Cause and Effect diagram

## 4. Components of Education

Components of education shall be knowledge skill, insight, foresight and wisdom.

### 4.1 Knowledge

This is concerned with acquiring bookish type knowledge predominantly by memorizing things and reproduces the same in the exam Example is learning cookery by reading a book (one may narrate how to prepare a particular recipe but cannot cook as he/she had no experience of making it).

### 4.2 Skill

It is the experience part of it. When done practically knowledge becomes skill Example is actual cooking of the recipe.

### 4.3 Insight

In this the 'how' part is learnt. Why it is done this way why not the other way It gives more details of the subject under study Example in cooking why salt is added at a particular stage? Why vessel is kept open at one stage and closed at other time? This gives complete idea about the thing under study.

### 4.4 Foresight

This is application of knowledge, skill, and insight in to similar or other situations this is the utility part of acquisition of education Example one may be able to cook for few persons but when it is to be made for a large group of people he/she may find it difficult to cook.

### 4.5 Wisdom

The purpose of education should be to the betterment of the society the education should benefit the mankind any activity that is with human touch will be the result of education.

There is a lag between what formal education one acquire ,what knowledge gained and what is actually put into use. In order to minimize this lag the education should provide

From the above (FIGURE-2) it is very clear that.

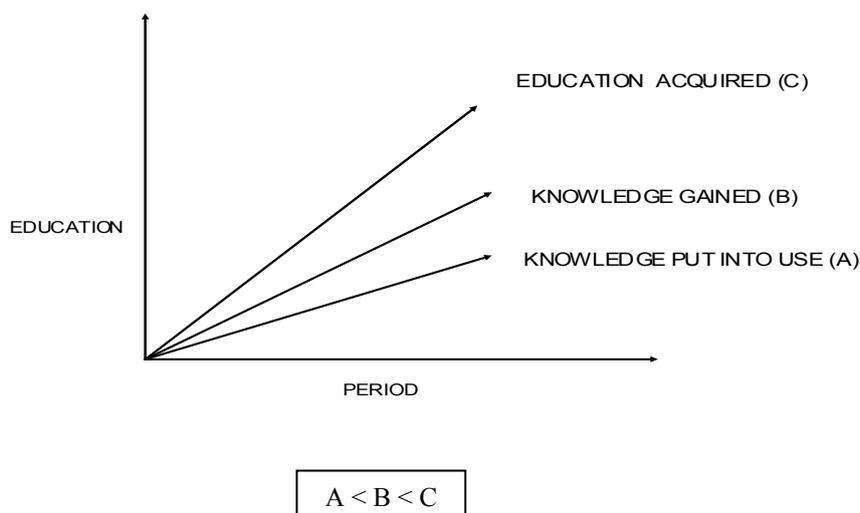


Fig-2 – Education acquired Vs Put into use

## 4. Education levels can be grouped as

- Elementary education
- Secondary/higher secondary education

- Graduation/post graduation education
- Research education

## **5. Teacher's role in education:**

Quality education depends on "Teacher" Students look teacher as role model. Teacher's belief about himself and students has bearing on his teaching ability / attitude.

### **5.1 Teacher's beliefs about himself**

- Learner, trying to learn / update his knowledge and skill so as to deliver quality teaching
- Tolerant to feed back so that he can fine tune his teaching skills.
- Innovation in teaching:
- Communicate clearly and make students to understand
- Likes his profession
- Takes responsibility in imparting knowledge
- Understands the requirements of different levels of students
- Make learning fun and interesting
- Look for positives in the students
- Influence with his behavior

### **5.2 Teacher's beliefs about Students**

- Each student is unique and everyone has special skill
- Will learn if teaching is done in right way and pace
- Learn if it is fun and interesting
- Wants to develop potential that suits them
- Need practice to develop skill

## **6. Conclusion**

To my mind the word 'quality' is redundant in education as education without quality is not education at all. Society need persons with right qualities (knowledge, skill, right attitude, moral values, and concern on others) and education is the base. Therefore education should develop virtues by which one can contribute to the society. This can be achieved if educational institutions, teachers, Government, parents take conscious efforts to impart education. Among them, the role of teacher is very important and it is considered as noble profession. To get quality in higher education the primary, secondary, education with built in quality should be designed.

## **7. References**

- [1] Sharu S.Rengneker. The art of managing people, article published by National Productivity Council., Vol14, No5, Bi-monthly .Excellence in 'supervision' Sep-Oct1998 page-147.