

A COMPARATIVE STUDY ON TQM PRACTICES OF PRIVATE AND GOVERNMENT SCHOOLS IN MYSURU CITY

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Received: 14 Dec 2017

Accepted: 10 Jan 2018

Published: 22 Jan 2018

ABSTRACT

Education has been derived from the Latin word 'educare' which means 'to bring up'. Education is a very important tool that is used for the success of life. It opens various doors to the opportunities of achieving better prospects in life. Education provides a bright future for the coming generation. It is one of the crucial factors in empowering people with knowledge and skills. Educational quality is absolutely necessary for the progress of the nation. There are different agencies which promote education and among them the vital role is played by schools. The schools are characterized into two sectors and they are private schools and government schools. Children are considered as the future generation of every nation so the education provided to the children must be of standardized quality. Total Quality Management (TQM) is being used in the educational sector to enhance the quality of education. The aim of the study is to compare the Total Quality Management (TQM) of both private and government schools. A sample of the study consists of 100 teachers from government and private schools of Mysuru. TQM scale was used for collecting data. The statistical techniques used for the analysis of the data are mean, standard deviation, T-test. The finding of the study revealed that TQM of the private school is high compared to government school.

KEYWORDS: *Total Quality Management, Private School, Government School*

INTRODUCTION

Education is the field where the coming generation is moulded up. Education is the fire where the child's behavior is moulded with the right inspiration and encouragement. The knowledge and skills of the individual widens through education. "The destiny of India is now being shaped in the classrooms" where the child spends most of their time. According to RTE, education has been made compulsory for the children of the age group 6- 14. Now education has reached a higher level with the increase of technology.

School is derived from the Greek word which means "to leisure". The school plays a major role in promoting education to the future citizens of the nation. It is the area where an individual gets the knowledge and skill to develop their personality. School is considered as the second home of a child. The school is characterized into two sectors and they are private and government schools.

Government schools are managed by the ruling government and they provide many opportunities for the children. The teachers play a major role in the life of the children studying in this school. In this school every student is given admission without any discrimination. All type of students is seen in this school without any discrimination of race, caste, economical status, race, etc. This school also encourages inclusive education; the numbers of students with physical challenges are more. Government provides all the facilities that are necessary for the smooth functioning of the schools.

Private schools are different in every aspects compared to government school. This school is not managed by the government; there is an independent for this school. The funding of the school is taken from the parents of the students only. Here the parents have a major role to play in the life of the children. The facilities and academic basis everything is better than the government school.

Even though TQM (Total Quality Management) is a management philosophy, its application is happening nowadays in educational sector also. TQM practice aims at overall quality of the things that are provided in the school. All the aspects of the schools are covered, when the TQM is effectively implemented. TQM emphasis on the teacher's competency, teaching strategies used, infrastructure, quality of education, attendance, communication, etc. "If the educational administrators could realize that failure in education is a problem and a waste to the nation, quality management may be regarded as an ideal process for making a change in the education system" (Gertsen, 2001). Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in the educational sector.

Definition of Variables

"Total Quality Management refers as a management style that is quality centered; customer-focused, team-driven and seminar-led which aim at providing satisfaction to the realization of organizational objectives" (Ojo, 2006).

In this study Total Quality Management refers to a comprehensive and systematic measurement of all the factors and facilities involved in providing quality education in Private and Government Schools of Mysuru City.

LITERATURE REVIEW

Mahato and Deb (2014) in their study the "Role of Governance in Primary education: A comparative study between Private and Government schools in Tripura (Rural)." The objective of the study are to assess the role of governance in enhancement of primary education, analyzing the quality education in government school compared to private schools and suggesting some measures in regards to the policy for universalization of primary education. The study area covers entire rural area for government school and the sample size is very little for private school of rural area. The data considered for the study are from primary source and secondary source. The study has been concluded by saying that the infrastructure status is good in government schools.

Ejionueme (2015) conducted a study on "Application of Total Quality Management(TQM) in secondary school administration in Umuahia education zone" with the objectives to find out the extent to which total commitment is being applied in secondary school administration, determining the extent to which teamwork is being applied and to ascertain the extent to which effective communication is being applied. Multi stage sampling technique was used to select 358 respondents, comprising of 53 principals, 53 vice principals and 252 teachers from the four local government areas in the education zone. A self- developed instrument by the researcher titled Questionnaire on Application Total Quality

Management Secondary School administration (QATQMSSA) was used to collect the data. Mean and standard deviation were used to collect the data. The study showed high extent team work in educational administrations, actively engage in quality management. The result of the study shows that total commitment is applied in the secondary school administration. The effective communication is applied to a little extent and also a significant difference between the mean ratings of principals, vice- principal and teachers on the extent of application of TQM in secondary school administration in Umuahia education zone.

Statement of Problem

TQM brings out the blueprint for the efficient functioning of a school. TQM enhances the overall functioning of the educational institution. During the implementation of the TQM, trust and confidence are built among the members of the institution. Thus the investigator found interest in finding the TQM practices conducted in private and government schools. So the study is entitled as “A COMPARATIVE STUDY ON TQM PRACTICES OF PRIVATE AND GOVERNMENT SCHOOLS IN MYSURU”.

Objectives of the Study

The study has been designed with the following objectives views:

- To analyze the level of TQM in the private schools of Mysuru City.
- To analyze the level of TQM in the government schools of Mysuru City.
- To Compare the TQM practices in private and government school of Mysuru City.
- To suggest some recommendation for the effective implementation of TQM in the private school and government school of Mysuru City.

Hypotheses

Based on the above objectives, the following hypotheses were formulated for the study.

- The TQM of the private schools are at moderate level
- The TQM of the private schools are at moderate level
- The TQM practices of the private schools differ from government schools.

Method

A survey method was used to find out the TQM of the private and government schools. TQM scale was used for the rating the data.

Sample

The samples of 100 teachers working in government and private schools of Mysuru city formed the sample for the study. Simple random sampling technique was used for collecting the data.

Tool Used

The tool used is Total Quality Management scale (Delphy, Rethy 2017). The 5 point rating scale was used and there were 25 components for the rating. Those components are teaching, communication skills, infrastructure of the school, admissions of the students, stress level of the students, examination, evaluation, health conditions of the students, cooperation of the teachers with the management or higher authorities, role of the parents, curriculum, discipline of the students, punctuality of the teachers, drinking water facilities, toilet facilities, laboratories such as computer, science, qualifications of the teachers, number of physically challenged students, number of long absentees in the class, school surroundings, sports room, library, use of new technologies, relationship between teacher and students.

ANALYSIS AND INTERPRETATION

Based on the mean score, the TQM of private schools are rated by using a grading table where the score ranging from 1-42 is rated Low, 43-84 as Moderate and 85-126 as High.

Table 1: TQM of Private School- Descriptive Statistics

Descriptive Statistics	TQM of Private School
Mean	106.31
Standard Deviation	8.176
Skewness	0.204
Kurtosis	0.750

Table 1 reveals that the mean score is 106.31 with a standard deviation of 8.176. This indicates the existence of a high level of TQM in private schools of Mysurucity.

Table 2: TQM of Government School- Descriptive Statistics

Descriptive Statistics	TQM of Government School
Mean	76.72
Standard Deviation	6.920
Skeness	0.141
Kurtosis	-1.121

Table 2 reveals that the mean score is 76.72 with a standard deviation of 6.920. This indicates the existence of a low level of TQM in government schools of Mysurucity.

Table 3: Comparison between TQM of Private and Government School

		Paired Samples Test							
		Paired Differences					t	df	Sig. (2-tailed)
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
					Lower	Upper			
Pair 1	TQM pvt schools - TQM govt schools	29.590	10.684	1.068	27.470	31.710	27.696	99	.000

Table 3 reveals that in the t scoring is 27.696 and the paired difference is significant to 0.000 levelie, the TQM value of private school and government school are significant. That means the TQM practices happening in private school and government school differ.

Tenability of Hypothesis

- The first hypothesis stated that the TQM in private schools are at moderate level. The analysis revealed that the TQM practice in private school is at a high level and hence it is accepted.
- The second hypothesis stated that the TQM in government schools are at moderate level. The analysis revealed that the TQM practices in government school is at a low level and hence it is rejected.
- The third hypothesis revealed that the TQM practices of the private schools differ from government schools. Results showed that it differs significantly and hence the hypothesis is accepted.

Findings

In this study, the researcher has found that private school has a high level Total Quality Management (TQM) compared to the government schools. The private schools around Mysuru city provide quality education and also other necessary facilities for the students. The parents send their child to private school, because of the systematic management of the agency. The quality and quantity of education and other facilities are much better in private schools compared to government schools. TQM is implemented in the private schools in a systematic manner where the parents are attracted to teach their students in the private schools. The students in the private school have a good communicative skill compared to the government school students. The TQM in government schools are very low which indicates that there is no proper implementation of TQM in the schools. The findings of the study reveal that there is a significant relationship between the TQM of private and government schools in Mysuru City.

Educational Implications

The TQM of the government school is very low compared to the private schools in Mysuru City. The following points can be done to enhance the TQM level.

- The surroundings of the school campus must be kept neat and tidy to provide a positive attitude towards learning.
- The infrastructure of the school should be improved with much more facilities such as separate laboratories, drinking water facilities, furniture's in the classroom and toilet facilities.
- The teachers must show a positive attitude and dedication towards the profession.
- The teachers must be updated with new technologies and trainings should be given to them.
- The parents should be given awareness about the importance of education in the modern world.
- The new technologies such as ICT should be used in the classrooms for the students to know about the use of these technologies.
- The quality of education must be improved by deepening the content knowledge of the students as well as teachers.

CONCLUSIONS

The private school is given more preference by the parents. The parents always look for the bright future of their child. The private school provides a well-disciplined life and communication skill to the students. Now the parent focuses on the communication skill of their children, which is very necessary for the higher studies.

- An overview of the results of the study shows that Total Quality Management of private school is high in the schools of Mysuru city.
- The implementation of TQM in private schools made the working of the school more effective.
- The implementation of TQM in government schools is very low in the schools of Mysore City.
- There is a significant relationship between the TQM of private schools and government schools in Mysuru City.

Limitation

- The sample size consisted of only 100 teachers.
- The sample was collected only from Mysuru city.

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