

PERFORMANCE EVALUATION OF TECHNICAL EDUCATION INSTITUTES IN CHHATTISGARH

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Abstract

This paper is an attempt to realize the extent of student customer satisfaction through an analysis carried out on the Engineering students of .ve Technical institutions situated in Chhattisgarh through the application of Total Quality Management (TQM) concept. These colleges are a.liated to Chhattisgarh Swami Vivekananda Technical University (CSVТУ), Bilai and recognized by All India Council of Technical Education (AICTE). The various technical education components are students, teachers, curriculum, infrastructure, teaching and learning materials, industrial linkage and other user systems, management system, counseling mechanism, internal and external assessment, feed back system and process components like the way the teachers teach, the way the students learn, activities of students beyond their regular time table, motivation of faculty and that of students, overall academic reward and recognition, system, faculty development programmes, appraisal system of faculty and others, clarity of vision and objectives and the stress laid on internal and external satisfaction. Based on these technical education components, quality issues were identi.ed and questionnaires prepared. Survey data had been analyzed and performance analysis has been carried out to identify the gap and improvement opportunities suggested. The main emphasis of this study is student customer satisfaction.

Key Words : *QM, Customer satisfaction, NBA, AICTE, Performance index, Factor Quotient, Overall Quotient, Gap Analysis.*