QUALITY ASSURANCE IN HIGHER EDUCATION SYSTEMS IN BANGLADESH
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ABSTRACT

Quality assurance in educational systems of Bangladesh has been viewed in traditional routine ways at institutions in Bangladesh. This paper study found out some vital factors which might be real concern in observance of quality issues. The salient notions including organizational structural lapses, governance problems, modern teaching approach gaps, syllabus & curriculum design frailty, infrastructural shortages, top level policies and decisions problems, implementation problems & disparity factors, bureaucracy, leadership defects, interference, resistances to changes, improper planning, lack of professionalism, lack of resources, favoritism are salient issues found in this study. Political influences on environments, systems of teaching and learning leading to quality failures have got serious impacts on total output and development. Besides some other dominant factors include teachers' roles, assessments systems on students performances and continuations, stake holders

attitudes, interest in profit makings have been major features in nil assuring quality standards have been identified.

INTRODUCTION

Quality means certain levels of excellence in performance of service & products marks. It also indicates particular marks of standards which ensure satisfactory levels of service & products utility. Educational systems & management in higher education include wider ranges of activities and functions that focus on various educational mechanisms & levels in Bangladesh. Higher Secondary, Polytechnic and Higher education. Some are private, some are semi government and some are full government based which are run by many systems of education management. Though all are similar in general but in terms of quality issues,, a huge lapses are detected in many institutions either private or government institutions.

This paper focuses on a general set scenario of quality & standards observed in educational institutions. There are almost 150 universities in Bangladesh. Of all nearly 90 are private. Public institutions and teachers are also vital issues of consideration on matters of quality. Environments including cultural dimensions bears major aspects in offering and conducting learning and educational services are included in the paper. The higher institutions like further / degree colleges, universities and institutes are targets area of this writing. Though two sections (public and private) in education of Bangladesh are clear marks of differences appear to be in many issues specifically in learning and

teaching methods and structures. Educational management including governance's criteria, teaching and learning for students, curriculum and syllabi, materials and technology uses for learning provisions are main issues for discussions. Main dimensions of quality involve factors like performance, features, conformance, reliability, durability, reputation, aesthetics and satisfaction. At all levels of education, some issues vary slightly but the major issues are akin. A team of quality control is supposed to be engaged in institutions, it handles various issues in coordination with the higher authority & operation team. Now we will see in to detailed parts of involvement in different sections of operations in educational systems respectively.

LITERATURE REVIEW:

There are many private universities which vary in quality issues apparently. The public universities are also same in considerations except some issues like infrastructures and resources. Basic requirements for educational services provisions are a good campus, sufficient teachers, enough class rooms, facilities, standards of syllabus and curriculum are primary needs to be arranged. The second phase of the institutions aims to ensure all required items and HRM, and students standards to be certain in practice. We have investigated several universities mainly two categories such as better and worse kinds. The scenario in various notions is utterly unsatisfactory. Though some are trying to reach the targets of quality. The degree of quality standards, size, services pattern, operation systems, financial resources are variables in those institutions. The common dimensions on every establishments in private universities are falling in similar factors include attitudes, targets business, profits , set products like same courses and degrees in all institutions, concepts in objectives held by the authorities. Public universities run in regular pace due to financial and resources strengths.

Board of directors/ governors / senates which is the supreme authority to make policies, plans & strategies. The board of governors play a major role for creating a right direction to develop the systems in quality and other issues

but many boards fail to do so. The Chief Executive Officer is Vice Chancellor who supervises over operational teams in collaboration with other higher officers. Quality control matters are also supported by them. A leader is a vital position in all institutions. It is the position which runs the team & all functions but our institutions face a serious crisis in finding a right leader, as a result the whole institution faces problems on and on. Quality issues come from quality leaders who are rare in reality.

Bangladesh education systems run in frail ways because many teachers are untrained & unskilled teachers. General qualification does not support for a good quality leaning or teaching issues. They lack in skills & training for certain standards. Higher educational institutions either govt. or private experience in lack of presences of teachers in classroom & delivery of lessons. Quality control can ensure a good selection & dispelling favoritism in recruitments. The recruitment systems should be very fair and based on merits as a result proper selection process must be controlled and implemented properly. No policies of recruitments for institutions are positively used.

Benchmarking is a patent right and band mark authorizing body to be attached to the institutions for holding legal identity or recognition. There are some other govt. authorities to recognize the entity of that institution including Education Board, Council, UGC, Ministry of Education etc. Affiliation with other sorts of quality agencies in national or international are required for institutions but many fail in doing so.

Classroom management is another important issue to focus. Teachers training besides subject knowledge are seriously important. A process for delivery of lessons & uses of materials and communication with students & administering the classes are vital issues to be followed. A program like MBA/ MA needs to be dealt by a qualified teacher but many cases other faculty teacher used to look after the program and manages accordingly.

Cultures & environments play very vital roles in forming quality education systems. Culture refines mental aspects. And then a nice environment is required for a healthy leaning process. For example : Dhanmondi area in Dhaka where within one mile radius almost 12 universities and at Banani where with in a half mile location almost 10 universities are utterly disgusting, harmful, unprofessional and nonacademic environments which are allowed by the Govt. of Bangladesh who bother nothing about how a university should run. Environmental crisis in contexts of offering learning at universities are seen very much. This sorts of environments are seen from 2000 to 2015 mainly but now they start to realize it out and out .

        Private school, college & universities play pioneer roles in constructing & developing the whole country educational bases. Huge changes in learning perspectives of higher education are noticeable though there are some lapses & quality problems are available. In terms of distances learning or external campus there are very positive phenomena to reach all deprived citizens who cannot fulfill their dream by studying in Govt. institutions. So, external or distance learning systems help the country improve the society. But some quality factors need to be tackled to offer external campus based education. Control over management and ownership by the Govt. authorities goes beyond the rules because political & legal loopholes. Many private universities have no resources and they focus on profit earnings rather than spending money on quality & other basic requirements.

        We have right now a good number of govt. institutions which have resources but lack in quality & management. National University offers enormous programs for thousands of students at degree levels in all districts. Thousand of colleges offer degree programmes. Classes are not regular. Teachers are not found in class rooms by the students. The mode of teaching is worse than distance learning process. Students never go to classes and find teachers there. Learning a few questions like 5 questions from a subject , a student passes graduation or master's level is very shallow level of learning. Open University has been known by name only but the function & activities are totally

unknown & dysfunctional. The major public universities have also many problems like teachers are not found in campus or classes, they get on either study vacation or part time job at other private universities or consultancy work. Traditional or set systems of teaching for century go on. Facilities & teachers are more than required aspects and majority resources are misused. Administrative teams with the teachers' staff must look into delivering the services to the students. Systematic and faster process for good outputs is necessary. Clumsy & tardy systems in major parts cripple the major functions. Administrative and services systems are so traditional that students learn disqualifying factors rather than quality learning. Students are heavily engaged in political activities and they are made to hold either party affiliations , otherwise students cannot get any access to anywhere. They are slowly trained for terrorizing actions. Basic level of university learning in higher education are not obtained by 60% students. They adopt all kinds of unfair means in passing and getting degrees.

Bureaucracy is another sign of bad functions seen in govt. institutions. Systems for work based on set rules, order & authority move very slowly. Accountability means some sorts of mutual exchanges of work binding & performances process and it ensures the total systems of work functions & brings good output. Especially stake holders in private universities are highly motivated with / for money and reputations. They use a sign board of a popular politically recognized figure for working as Vice Chancellor who is merely a puppet at their hands with out any authority and independence. The owners who are many in present situations hailed in business world run institutions as commercial enterprises. We came across several academicians of such nature in universities. There are universities like Santa Mariam University, Southern University, Queen University, Asia Pacific University, Millennium University, Northern University, Prime Asia University, Britannia University ,Royal University of Dhaka, City University , East Delta University, Bangladesh University, BGC trust University, Asian University for Women, ASA University, Daffodil University, Asia University , Prime University, and

Stamford University are remarkable for various lapses. Many other new universities run in similar fashions with idiocy and personal whims. Stake Holders are engaged in conflicts, legal battles and share problems. Unethical, commercial and unprofessional practices demolish educational values and norms. More over compensations systems in HRM are not fairly treated. Employees are deprived of their rights of due rewards. They are sometimes fired based on nothing but caprices of the directors.

Operational systems in any services & products industries should be smooth and clear. Proper structures in the systems must be drawn. A right person must be engaged in the respective position to control all other steps & activities run day to day basis. Operation systems can make progress & prosperity depending on their dynamism. Teachers are not well motivated due to poor payments, recognition for the position, respects & rewards systems in society at large. Example, university teachers are so powerless that they have no social interventions to be recognized and respected. The performances obviously are not satisfactory. Teachers and educational personnel are neglected by the government treatment. Quality criteria must improve the tendency of teachers to perform better and bring output well.

Many similar programmes and courses are offered at most universities which seem to be following same values, vision, attitudes, motives and knowledge. Performance appraisal should determine the mark of improvements and maintain standards levels. Regular appraisal services must be delivered for better results on overall progress of services or teaching. Rating, grading & scaling are some processes of performance appraisal for employees. We came across with many institutions where no HRM department exists, though they offer MBA, BBA, MA, MSc for HRM personnel.

Learning style must follow some criteria according to the ages, and levels of students. Learning environments, facilities, process, aids and materials are seriously needed. A good process for learning is a good tool to be focused. Quality students come from good products of teaching & supports are also required. Computers, projectors & other supports are

seriously vital to be available. Right teaching techniques can easily impress on the students mind. They also easily learn the lessons. Students are satisfied with not only good teaching but other resources like library, teachers' supports, less fees, cafeteria, computer lab, cultural events & textual supports. Above all a good campus with a good academic environment and facilities is also a requirement for students' satisfactions in quality services or educational systems. But these issues are seriously lacking in many institutions except a few ones.

Curriculum & syllabus should be up to date. Depending on a good syllabus the quality issues and reputation spread around. It is seen that many teachers having research degrees have no sense of curriculum standards. Syllabus are so obsolete and irrelevant that they seem to be callous and ignorant of those knowledge. Old set syllabus must not be a sign of the best institution. The world moves fast and everything changes every day, as a result learning & contents must run in the same pace like other first world countries institutions. To control quality in educational contexts, material development is another key issue to be handled in the nick of time. Various textual and support aids must be enhanced and developed from time to time to copy with the modern requirements. Financial resources are key to maintaining quality & standards in offering good educational systems. All supportive services related to financial availability and other resources like sufficient teachers, staff, setting arrangements, sufficient classrooms, tables & chairs, Computer labs, library & layout for the campus are also important.

It is very competitive modern time when the world moves faster and all information from one part to another part of the world based on network must be available for students and staff uses. The uses of IT based systems bring the students to quality learning facilities & effective communication systems can be used for better improvement.

Feedback & monitoring on the systems activities, teaching, learning & financial dealing must present an apparent perspective in continuous operations. Feedback shows the results and then monitoring cell will reform &

refine the services or input used for output. Assessment and evaluation systems more or less in all universities run in similar fashion. Set and routine unseen examination, viva voce , suggestions in exam, assignments and report writing are common in students progress and continuations process followed. Several universities are might be exceptional in following   modern   approach   including   classroom management, learning criteria determinations, using all aids for upgrading teaching and practical orientations must be implemented. Quality control team or authority will assess on overall prospect & contexts of systems. Based on all factors a report is made by the team who will present it before the authority after analysis. All drawbacks or loopholes in working and functional levels must be detected and removal initiatives can be taken.

RESEARCH METHODS

 At first I have a topic which needs to clarify the research philosophy based on it.. There are some objectives and questions with some problems to be addressed during the session of the study. I then identify several types of research approach and strategies which are main to be traced down. The research types may include descriptive or analytical, applied or fundamental, qualitative or quantitative , conceptual or empirical but two types can be integrated . The research approach shows a few issues including inductive or deductive, and qualitative or quantitative methods may be chosen for my research based on the contexts of the topic. The research strategies are survey, case studies, explanatory, exploratory, experimental, longitudinal, cross sectional, descriptive are a few chosen accordingly.

        The phases of research study followed as literature review, data collection, data analysis are primary stages.   There are some research paradigm / parameters to be identified at this stage. The variables such as independent and dependent variables are important to clarify. Some other variables like extraneous, control, confounded, hypothesis and experimental hypothesis testing variables must be classified at the same time while doing other work. The research design and process are followed in the phase. Statistical measurements like central tendency, measure of dispersion, skewness, kurtosis are part and parcel for analyzing data of quantitative methods. The research design indicate all other requirements such as data collection, and analysis, time scales, financial

supports are important to be pointed out. Sampling and hypothesis testing are dominant issue to be completed. Tests like T test, Chi Square Test, F Test, are very import to find the significance in sampling and hypothesis results. Data interpretation and the repot writing are   the final stages where finding of the research is to be clear and presented before a panel of experts. However, there is another issue that is research ethic must be maintained thoroughly while conducting the study.

ANALYSIS

The Ministry of Education & University Grant Commission are only guardians to save, direct and manage the top level policies & plans for national educational systems but the authority seem to be indifferent towards some malpractices in higher education. Public universities are hugely affected by external political interventions. Growing numbers of institutions either physically located or distance based ones seem to be blessing for the nation but these sorts of institutions are discouraged and shut down by govt. These distance education institutions are linked with the western countries where innovative and creative knowledge are produced and light of advancements enliven the developing world are forgotten by these govt officials. They create, produce and innovate educational products and services and economical strengths finally. Many of trustees members who are governors of private universities are not having academic tests and attitudes and dedication to nourishment of healthy educations. The educational standards run in the first world countries are not here followed exactly, it should implement the modern approach to educational management but the educational systems in Bangladesh run by hotchpotch systems.   No direct or one system for management in education institutions is followed as a general criteria. Private institutions hinged on commercial profit oriented motivation limit the wider horizons of educational prospects and attainment. Educational values, policies and environments must be built and followed by all who are in these professions to create real and effective educational service and attainment and glory.

CONCLUSION

Quality Control on educational systems has been seen as very valuable mode & process of development. We have traced down a few aspects in managing quality & standards marks. A few factors like a good leadership, competent and skilled teachers, supportive resources & finances, accountability, teaching styles and operational systems are mainly key issues to hold quality education systems. Learning & teaching styles & curriculum design have become the core perspectives in any setting of institutions. We have discussed on contextual scenario in educational practices but these practices need to be followed according to educational values, ethics and standards. Above all the total quality and standards must be offered and practiced accordingly. Management can create good systems for the best educational practices. We here clarified many concepts like govt roles, environments, attitudes of the owners. There are some other issues like barriers to developments in many ways have also been noted and indicated.

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