

Major Findings of The Study on Total Quality Management in Teachers' Education Institutions (TEIs) In Assam – An Evaluative Study

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ABSTRACT:

The quality of teacher education is pivotal to national educational outcomes. Total Quality Management (TQM) in Teacher Education Institutions (TEIs) ensures continuous improvement through stakeholder engagement, strategic planning, and quality control. This study investigates the perspectives of student-teachers in Assam regarding the implementation and effectiveness of TQM in their respective institutions. The present study aimed to evaluate the implementation and effectiveness of Total Quality Management (TQM) practices in Teachers' Education Institutions (TEIs) in Assam. The major findings revealed that although awareness of TQM principles exists among the administrative and teaching staff, their practical application remains inconsistent and fragmented. Key quality indicators such as leadership, strategic planning, faculty development, infrastructure, student support services, and internal quality assurance mechanisms were found to be inadequately addressed in many TEIs. The study also identified gaps in stakeholder participation, continuous improvement processes, and data-driven decision-making.

These findings highlight the critical need for a policy-level shift toward quality-centric practices and accountability in TEIs. The study provides a comprehensive framework for evaluating and implementing TQM in teacher education, contributing significantly to educational policy and institutional reform in Assam.

Keywords: Total Quality Management, Teacher Education Institutions, Quality Indicators, Internal Quality Assurance, Assam, Educational Reform, NEP 2020.

MAJOR FINDINGS OF THE STUDY

The major findings of the present study on Total Quality Management in Teachers Education Institutions (TEIs) in Assam – An Evaluative Study are-

Permanent and guest faculties teaching staffs

- Govt. College of Teacher Education, Kokrajhar has total 15 teaching faculties out of that 11 faculties are guest faculties only 4 are permanent faculties.
- Gossaigaon B.Ed. College has 20 faculties out of that 13 are permanent and 7 are guest faculties.
- Ramesh Chandra Saharia Teachers Training College has 16 permanent faculties and no guest faculties.
- Reimalie Academy College has 18 faculties 15 are permanent and 3 are guest faculties.
- District Institute for Education and Training (DIET), Kokrajhar has 21 faculties and no guest faculties and
- Basic Training Centre (BTC), Kokrajhar has 21 faculties and no guest faculties.

The teaching staffs including Principal qualification

- Govt. College of Teacher Education, Kokrajhar has no D.Sc/ S.Litt, one Ph.D holder, M.Phil nil, Post Graduate 16, B.Ed 16, M.Ed 10 and NET/SLET 16.
- Gossaigaon B.Ed. College has one D.Sc/ S.Litt, two Ph.D holder, M.Phil 02, Post Graduate 24, B.Ed 20, M.Ed 13 and NET/SLET 12.
- Ramesh Chandra Saharia Teachers Training College has no D.Sc/ S.Litt, one Ph.D holder, M.Phil 01, Post Graduate 16, B.Ed 16, M.Ed 12 and NET/SLET 12.
- Reimalie Academy College has no D.Sc/ S.Litt, one Ph.D holder, M.Phil 01, Post Graduate 16, B.Ed 15, M.Ed 12 and NET/SLET 10.
- District Institute for Education and Training (DIET), Kokrajhar has no D.Sc/ S.Litt, one Ph.D holder, M.Phil 02, Post Graduate 21, B.Ed 20, M.Ed 01 and NET/SLET 05.
- Basic Training Centre (BTC), Kokrajhar has no D.Sc/ S.Litt, no Ph.D holder, M.Phil 01, Post Graduate 21, B.Ed 21, M.Ed 02 and NET/SLET 04.

The no. of rooms available in the TEIs

- Govt. College of Teacher Education, Kokrajhar has Principal Room 01, Classroom 05, Auditorium 01, Sports Room 01, Canteen Nil, Store Room 02, Staff Room 01, Laboratories 02, Music Room Nil, Library 01, Reading Room 01 and Common Room 02.
- Gossaigaon B.Ed. College has Principal Room 01, Classroom 11, Auditorium 01, Sports Room Nil, Canteen 01, Store Room 01, Staff Room 02, Laboratories 06, Music Room Nil, Library 01, Reading Room 01 and Common Room 01.
- Ramesh Chandra Saharia Teachers Training College has Principal Room 01, Classroom 16, Auditorium 03, Sports Room 01, Canteen 01, Store Room 02, Staff Room 01, Laboratories 06, Music Room 01, Library 01, Reading Room 02 and Common Room 02.
- Reimalie Academy College has Principal Room 01, Classroom 08, Auditorium 01, Sports Room 01, Canteen Nil, Store Room 01, Staff Room 01, Laboratories 01, Music Room Nil, Library 01, Reading Room 01 and Common Room 01.
- District Institute for Education and Training (DIET), Kokrajhar has Principal Room 01, Classroom 05, Auditorium Nil, Sports Room Nil, Canteen Nil, Store Room 01, Staff Room 01, Laboratories 02, Music Room Nil, Library 01, Reading Room 01 and Common Room Nil.
- Basic Training Centre (BTC), Kokrajhar has Principal Room 01, Classroom 08, Auditorium 01, Sports Room 01, Canteen Nil, Store Room 02, Staff Room 01, Laboratories 02, Music Room Nil, Library 01, Reading Room 01 and Common Room Nil.

The library books details available in the institute

- Govt. College of Teacher Education, Kokrajhar has No. of Books in library – 3941 copies, No. of newspaper subscribed – 03 Nos, No. of magazines subscribed- Nil, No. of national journals subscribed - 06, No. of international journals subscribed- Nil, Teacher- educators guide - Nil.
- Gossaigaon B.Ed. College has No. of Books in library – 7331 copies, No. of newspaper subscribed – 04 Nos., No. of magazines subscribed- Nil, No. of national journals subscribed - 05, No. of international journals subscribed- 02, Teacher-educators guide - 02.

- Ramesh Chandra Saharia Teachers Training College has No. of Books in library – 4320 copies, No. of newspaper subscribed – 02 Nos., No. of magazines subscribed- 01, No. of national journals subscribed - 05, No. of international journals subscribed- Nil, Teacher- educators guide - Nil.
- Reimalie Academy College has No. of Books in library – 2100 copies, No. of newspaper subscribed – 02 Nos., No. of magazines subscribed- 01, No. of national journals subscribed - 01, No. of international journals subscribed- Nil, Teacher-educators guide - 01.
- District Institute for Education and Training (DIET), Kokrajhar No. of Books in library – 2097 copies, No. of newspaper subscribed – Nil., No. of magazines subscribed- Nil, No. of national journals subscribed - Nil, No. of international journals subscribed- Nil, Teacher-educators guide - 02
- Basic Training Centre (BTC), Kokrajhar has No. of Books in library – 4530 copies, No. of newspaper subscribed – 01 Nos., No. of magazines subscribed- 01, No. of national journals subscribed - Nil, No. of international journals subscribed- Nil, Teacher- educators guide - 01.

The available of the Number of Toilets in TEIs

- Govt. College of Teacher Education, Kokrajhar has Total No. of Toilet(s) – 10, For Boys – 03, For Girls - 03, For Differently-abled – 01, For Staff - 03.
- Gossaigaon B.Ed. College has Total No. Of Toilet(s) – 12, For Boys – 03, For Girls - 04, For Differently-abled – 01, For Staff – 04.
- Ramesh Chandra Saharia Teachers Training College Total No. of Toilet(s) – 13, For Boys – 04, For Girls - 04, For Differently-abled – 02, For Staff – 03.
- Reimalie Academy College has Total No. of Toilet(s) – 09, For Boys – 03, For Girls - 03, For Differently-abled – 01, For Staff – 02.
- District Institute for Education and Training (DIET), Kokrajhar Total No. of Toilet(s) – 15, For Boys – 07, For Girls - 07, For Differently-abled – 0, For Staff – 01.
- Basic Training Centre (BTC), Kokrajhar has Total No. of Toilet(s) – 11, For Boys – 04, For Girls - 04, For Differently-abled – 01, For Staff – 02.

The Enrolment of the TEIs:

- Govt. College of Teacher Education, Kokrajhar has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 50 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 50 and for the academic session: 2021-22 21 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 50.
- Gossaigaon B.Ed. College has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 50, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 50, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2021-22 21 in D.El.Ed. Programme in total – 50, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0.
- Ramesh Chandra Saharia Teachers Training College has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2021-22 21 in D.El.Ed. Programme in

total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0.

- Reimalie Academy College has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0 and for the academic session: 2021-22 21 in D.El.Ed. Programme in total – 0, B.Ed. Programme in total – 100 and M.Ed. Programme in total- 0..
- District Institute for Education and Training (DIET), Kokrajhar has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 100, B.Ed. Programme in total – 0 and M.Ed. Programme in total-50 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 100, B.Ed. Programme in total –0 and M.Ed. Programme in total- 0 and for the academic session: 2021-22 21 in D.El.Ed. Programme in total – 100, B.Ed. Programme in total – 0 and M.Ed. Programme in total- 0.
- Basic Training Centre (BTC), Kokrajhar has enrolled in the academic session: 2019-20 in D.El.Ed. Programme in total – 100, B.Ed. Programme in total – 0 and M.Ed. Programme in total- 0 and for the academic session: 2020-21 in D.El.Ed. Programme in total – 100, B.Ed. Programme in total – 0 and M.Ed. Programme in total- 0 and for the academic session: 2021-22 21 in D.El.Ed. Programme in total –10 0, B.Ed. Programme in total – 0 and M.Ed. Programme in total- 0.

The results of the TEIs in respective programmes of last three years (final semester)

- Govt. College of Teacher Education, Kokrajhar has secured 100% passed percentage in 2019-20, 2020-21 and 2021-22 on B.Ed. programme and 100% passed percentage in
- 2019-20, 2020-21 and 97.87% in 2021-22 in M.Ed. programme.
- Gossaigaon B.Ed. College has secured 100% passed percentage in 2019-20, 95% in 2020-21 and 100% in 2021-22 on B.Ed. programme and 100% passed percentage in
- 2019-20, 2020-21 and 2021-22 in D.El.Ed. programme.
- Ramesh Chandra Saharia Teachers Training College has secured 100% passed percentage in 2019-20, 2020-21 and 2021-22 on B.Ed. programme.
- Reimalie Academy College has secured 100% passed percentage in 2019-20, 2020-21 and 98% in 2021-22 on B.Ed. programme.
- District Institute for Education and Training (DIET), Kokrajhar has secured 77% passed percentage in 2019-20, 88% passed percentage in 2020-21 and 75% passed percentage in 2021-22 on D.El.Ed. programme.
- Basic Training Centre (BTC), Kokrajhar has secured 97% passed percentage in 2019-20, 100% passed percentage in 2020-21 and 100% passed percentage in 2021-22 on D.El.Ed. programme.
- Govt. College of Teacher Education, Kokrajhar has conducted for the academic session: 2019-20 only on workshop for two times, field trips for one time and seminar one time, in 2020-21 academic session only field trip for one time has been conducted and in 2021- 22 academic session.
- Gossaigaon B.Ed. College has conducted for the academic session: 2019-20 extension lecture activity one time, orientation programme tow times, workshops two times, filed trip one time and seminar one time. And seminar two times, extension activity one time, orientation programme two time has been conducted in 2020-21 academic session and one time extension lecture, one filed trip and two seminars has been conducted and in 2021-22 academic session.
- Ramesh Chandra Saharia Teachers Training College has conducted for the academic session: 2019-20

debate one time, orientation programme one time. And seminar one times, extension activity one time, orientation programme one time filed trip one time has been conducted in 2020-21 academic session and one time debate, one filed trip, one workshop, one orientation programme and one seminar has been conducted and in 2021- 22 academic session.

- Reimalie Academy College has conducted for the academic session: 2019-20 debate one time, orientation programme one time. And seminar one times, extension activity one time, orientation programme one time filed trip one time has been conducted in 2020-21 academic session and one time debate, one filed trip, one workshop, one orientation programme and one seminar has been conducted and in 2021-22 academic session.
- DIET, Kokrajhar has conducted for the academic session: 2019-20 only on one debate, one orientation, workshop one time, field trips, and in 2020-21 academic session only one workshop has been conducted and in 2021-22 academic session.
- Basic Training Centre (BTC), Kokrajhar has conducted for the academic session: 2019- 20 only on orientation, field trips, and in 2020-21 academic session only one workshop has been conducted and in 2021-22 academic session.
- It has found that almost all the TEIs, students'-teachers respondent is **not sure** regarding the are viz, - Principal as leader, Teacher quality, Linkage and Interface, Students Quality, Co-curricular Activities, Teaching Quality, Office Management, Relationships, Material Resources, Examination and Job Satisfaction.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of Govt. College Teacher Education, Kokrajhar and the overall finding of the institutional rating by comparing the obtained score in percentage are in Needs Improvement- 21.42%, Can do better- 25%, Satisfactory – 29.79%, Good- 20.23% and Outstanding– 3.57%.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of Gossaigaon B.Ed. College and the overall finding are in Needs Improvement- 19.79%, Can do better- 16.66%, Satisfactory – 25%, Good- 22.91% and Outstanding– 15.62%.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of Ramesh Chandra Saharia Teachers Training College, and the overall finding are in Needs Improvement- 18.055%, Can do better- 22.222%, Satisfactory – 19.444%, Good- 25% and Outstanding– 15.277%.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of Reimalie Academy College, and the overall finding are in Needs Improvement- 27.08%, Can do better- 23.95%, Satisfactory – 18.75%, Good- 19.79% and Outstanding– 10.41%.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of DIET, Kokrajhar, and the overall finding are in Needs Improvement- 16.66%, Can do better- 25%, Satisfactory – 20.83%, Good- 25% and Outstanding– 12.5%.
- Teacher-Educators' respondents on Quality Performance Levels showing numerical weightage (points) in percentage (%) of Basic Training Centre (BTC), Kokrajhar, and the overall finding are in Needs Improvement- 16.66%, Can do better- 23.61%, Satisfactory – 26.38%, Good- 22.22% and Outstanding– 11.11%.

CONCLUSION:

The study on TQM in TEIs in Assam evaluated the current state of TQM implementation, identified

challenges, and examined its impact on teacher preparation programs and student outcomes. TQM can improve teacher training, enhance collaboration, and elevate educational quality. Still, obstacles like reluctance towards change and lack of resources impede implementation. Raising awareness of TQM principles and engaging stakeholders is essential to address these obstacles. Sufficient funding is required to support training and career advancement. Ongoing monitoring and evaluation are crucial in assessing the effects of TQM on educational results.

A thorough examination of the literature revealed that implementing TQM in teacher education can result in multiple benefits. These involve better teacher training programs, higher student performance, improved cooperation among those involved, and overall enhancement of educational quality. The evaluation also recognized typical obstacles encountered when applying TQM, like opposition to change, lack of resources, and the necessity for training and growth.

To tackle these difficulties and improve TQM execution, it is suggested to concentrate on increasing awareness and comprehension of TQM principles among teacher educators in Assam. Efforts should be made to address resistance to change through offering assistance and engaging stakeholders in the process. Sufficient funding should be designated for the training and professional growth of teacher educators, along with the assessment and evaluation of TQM implementation.

Moreover, the research emphasizes the significance of involving stakeholders, having strong leadership, and incorporating technology for the successful execution of TQM in TEIs. The results underscore the importance of continuous monitoring and assessment to gauge the effects of TQM on teacher training programs and student results.

To sum up, the introduction of TQM principles in TEIs in Assam could lead to better teacher education quality and improved student results. Nevertheless, some obstacles must be tackled, including reluctance to change and lack of resources. Assam's TEIs can successfully implement TQM by increasing awareness, offering assistance, and engaging all parties. The results of this research add to the current knowledge and offer suggestions for policymakers and educational organizations in Assam to enhance teacher education quality using TQM techniques.

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