

APPLICATION OF TOTAL QUALITY MANAGEMENT IN HIGHER EDUCATION MANAGEMENT COLLEGES LEARNING RESOURCE CENTRES (LIBRARIES) IN BANGALORE: A STUDY

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Abstract

Total quality management becomes utmost important not only in manufacturing sector but also in service sector. TQM is a modern management philosophy and a journey, not a destination. TQM highlights the need to improve the quality of goods and services to better utilize the resources of organization. TQM is a system of enhancing and improving flexibility, and introducing an effective and efficient performance in organization. 30 Questionnaire were distributed among the Bangalore city Management college librarians, The study received back 25 filled responses. The outcome from the present study believed to provide a significant contribution in terms of generating knowledge and recognizing the importance of TQM .

Keywords: Service, development, Organization, Resources, stack holders.

1. INTRODUCTION

Libraries are the services oriented and non-profit organization. The main aim of every library and Information centers are not only to fulfill the needs of the users but also anticipate their demands and to fulfill the same. Libraries should always aim at providing quality service with the available resources. TQM is a service management philosophy that empowers and enhance the organization. TQM helps each individual to participate contribute and offers to present suggestions for development. It is intended to promote continuous process and sustained improvement in quality and performance, and develops an attitude of quality services. Its first principle is that the cost/expenses of prevention is less than the cost of correction. TQM encourage overall organizational performance and recognizes the importance of processes. For TQM to be successfully adopted by an organization there needs to be a perceived need for change in that institutions. The TQM approach integrates three basic fundamental concepts: commitment, involvement and continuous improvement or development. Commitment in the sense or aware to take pledge for never ending improvement in quality and services to the stack holder , involvement means involvement of all the group members in achieving a common goal,

work as a single unit for better results and think about continuous development or improvement by looking any error and defects, and eliminating it on spot. TQM addresses the issues of customer satisfaction and guidance on implementing the marketing concept for stack holders. To improve quality services is the main function of each every library. Quality in services is continues journey. There is always scope for improvement or development continuously.

2. OBJECTIVES

1. To Know the location of Management College Library building in selected Management College Libraries of Bangalore City.
2. To find out the availability of Print and E-Resources in Management college libraries under the study.
3. To Know the whether the Management college libraries is following any collection development policy among the surveyed libraries.
4. To analyses the library and information services provided by the libraries to the management College users community .
5. To understand the user education programme offered by the Management college libraries in Bangalore city to maximization of utilization of library resources and services.
1. 6.To know the status of library automation in Management College libraries of Bangalore City.
2. 7.To Access the TQM principles followed the Management college libraries under the study
3. 8. To suggest the ways and means to improve the quality of library collection , services, Infrastructure facilities by adopted TQM principles and Strategies.

3. METHODOLOGY

The present study made use of survey method using questionnaire. The data has been collected from the selected Management college Libraries in Bangalore city. The respondents extended their co-operation in the data collection. Initially 30 Questionnaire were distributed among the Bangalore city Management college librarians, The study received back 25 filled responses.

4. SCOPE AND LIMITATIONS OF THE STUDY

The present study is confined to selected management college of Bangalore city and a respondent of the study population is Librarians. The Management college covered under the study are 1.Dayananda sagar University.2. SJES College of Management.2.RNSIT.4.Garden city college .5.Reva University.6.SJBIT.7.MVJ.8.Reddy Jana Sanga Institute of Matenagement.9.SSS Academy.10.Jain University.11.Brindavan College.12.Alience University 13.Al-Amen Institute of Management Studies.14.Ambedkar Institute of Management. 15.City College.16.Surana college.17.The

Oxford college of Management.18.PES Institute .19.DonBosco Institute. 20.Benguluru Institute of Management .21.MSR.22. Gupta College.23. Mangalore PU & Degree College .24.NMKRV.25.Vijay college .Above 25 management college libraries collated data for the adaptation of TQM principals in selected management college libraries in Bangalore city :A Study.

5. ANALYSIS AND INTERPRETATION OF DATA

The data obtained was carefully tabulated using MS-Excel software. After thorough cleaning and editing of the data, analysis of the same was carried-out. The observations and interpretation were carefully tabulated and supplemented with bar diagrams, wherever felt necessary. The data analyses for the present research was done quantitatively with the help of both descriptive statistics and inferential statistics.

Table 1: Distributed Number of Questionnaires.

Distributed Questionnaire	Received Questionnaire	Percentage
30	25	83.33%

Table 1 indicates that 30 questionnaires were distributed to the Librarians in various management Colleges, and 25 (83.33%) filled-in questionnaires were received back.

Table 2: Distribution of Respondent by Gender.

Sl.No	Gender	Respondents	Percentage
1	Male	19	76%
2	Female	6	24%
Total		25	100%

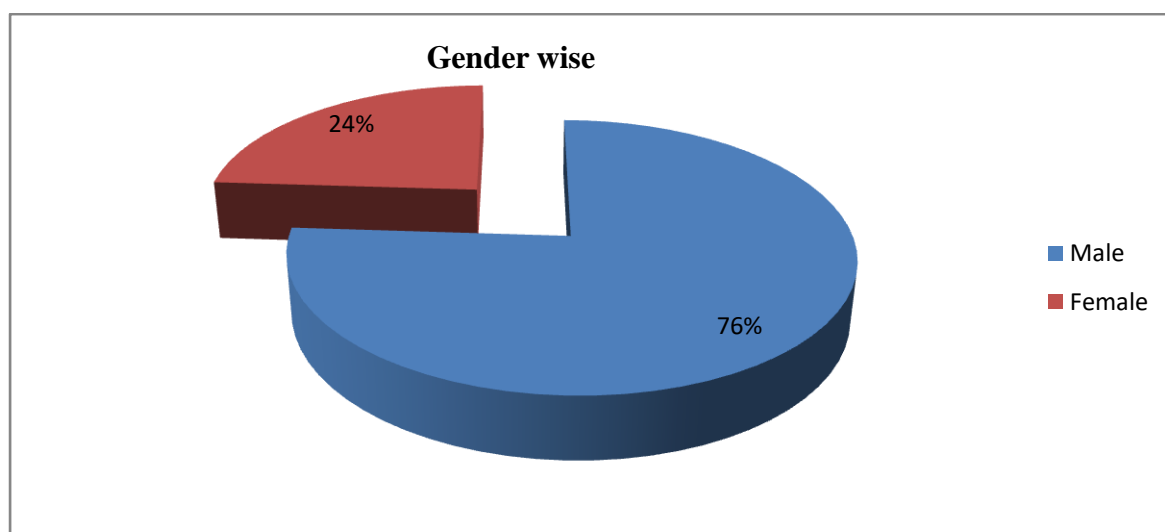


Figure - 1

Table 2 & Figure 1 Shows that male (Librarians)respondents are 19 (76%) while comparing it with female Librarians respondents are 6 (24%).There is drastic change in male distributor to female. This should change where the female Librarians percentage should increase to that of the male.

Table 3: Respondents by Status and Qualification:

Sl.No	Qualification	Respondents	Percentage
1	B. LISc	3	12%
2	M. LISc	10	40%
3	M. LISc with M. Phil	8	32%
4	M. LISc with NET/SET	2	8%
5	M.LISc with Ph.D	2	8%
Total		25	100%

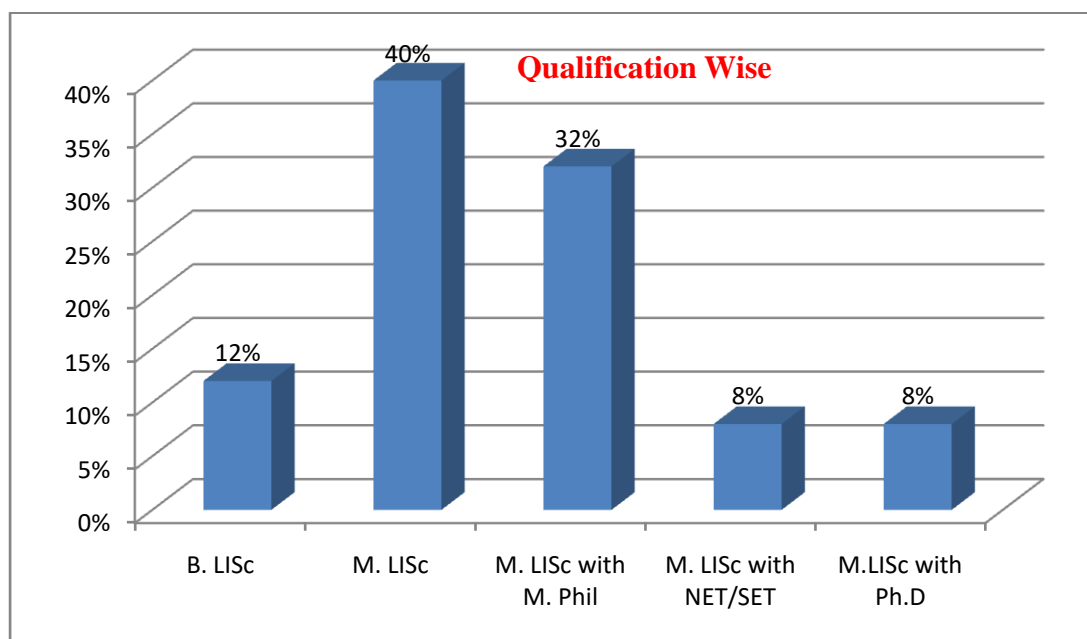


Figure - 2

Table 3 & Figure 2 projects that M.LISc qualification respondents are more number when compared with others respondents of 10(40%). where M. LISc with Ph.D, and M.LISc with NET/KET qualification respondents are very low in number of 2(8%).

Table 4: Status of Library Building Location:

Sl.No	Library Location	Respondents	Percentage
1	Attached to Institute Main Building	16	64%
2	Separate Building	9	36%
Total		25	100%

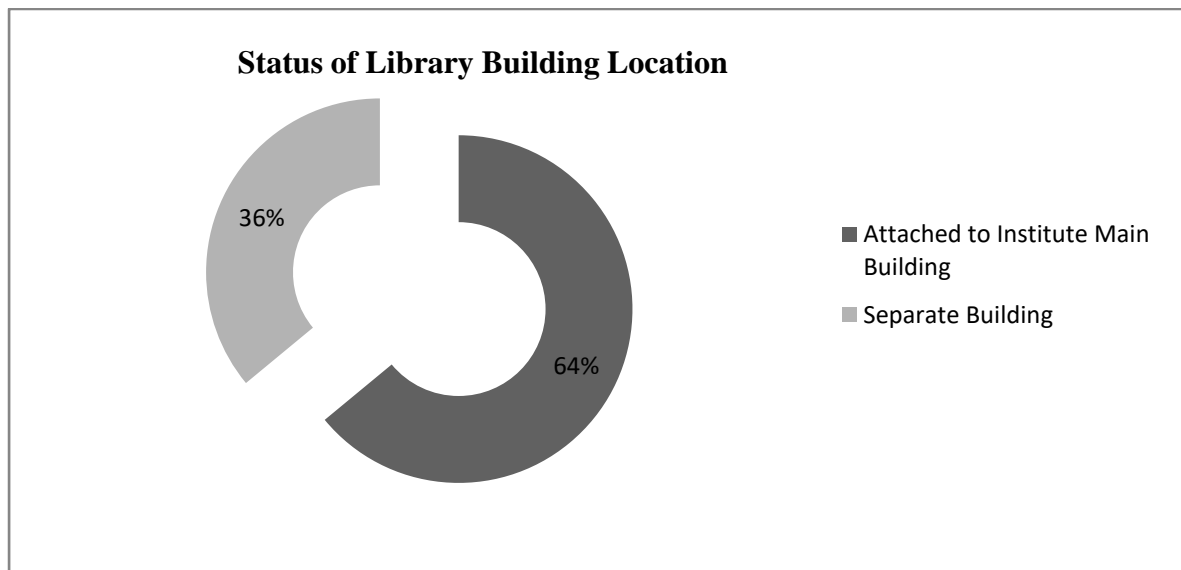


Figure - 3

Table 4 & Figure - 3 shows that there are 16(64%) respondents to the library attached with the main building and 9(36%) respondents were library is located separately. Most of the libraries are located with the main building.

Table 5: Type of Library Accessibility.

Sl.No	Library Accessibility	Respondents	Percentage
1	Open Access	18	72%
2	Closed Access	2	8%
3	Both Open & Closed Access	5	20%
Total		25	100%

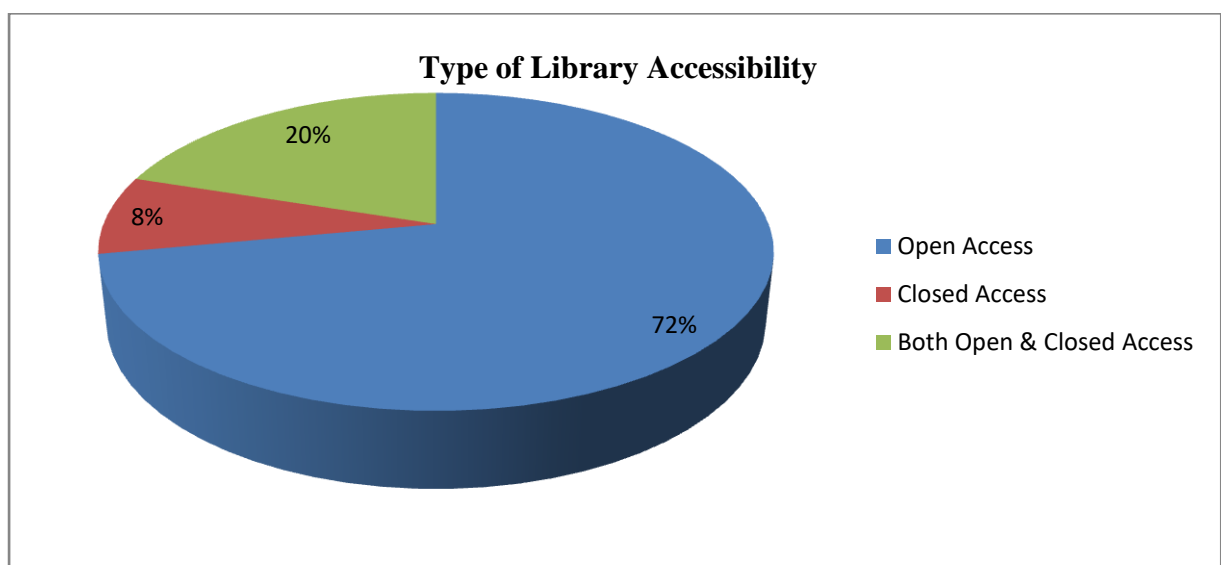


Figure - 4

Table 5 & **Figure - 4** shows that open access in library respondents are 18 (72%). Where the respondents to the Closed access is 2(8%) only . By Means of the both open and closed access respondents 5(20%).

Table 6:User Education and User Orientation Program

Sl.No	Responses	Respondents	Percentage
1	Yes	21	84%
2	No	4	16%
Total		25	100%

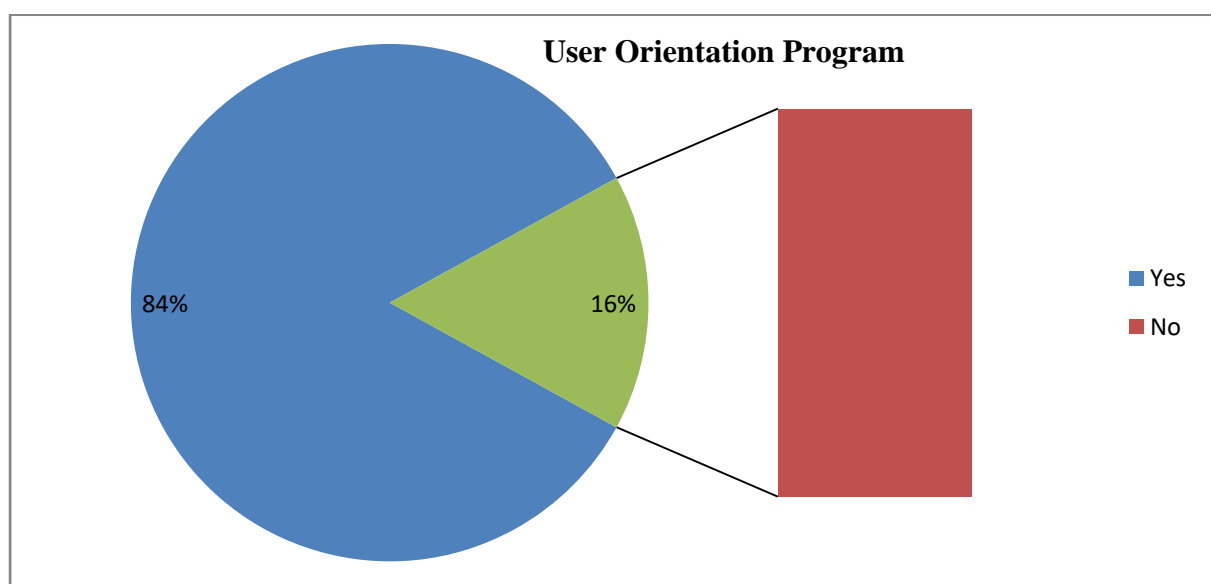


Figure - 5

Table 6 & **Figure - 5** Indicates that number of colleges with yes response is 21(81%).On the other side 4(16%) colleges without any orientation programs.

Table 7:Frequency of feedback from the User.

Sl.No	Particulars	Respondents	Percentage
1	Monthly	3	12%
2	Quarterly	2	8%
3	Half Yearly	6	24%
4	Annually	14	56%
Total		25	100%

Table 7 Indicates that annual feedback 14(56%), half yearly 6(24%). monthly 3(12%), Quarterly are 2(8%) and Most of the colleges take annual feedback.

Table 8:Status of Library Automation.

Sl.No	Library Automation	Respondents	Percentage
1	Fully Automated	14	56%
2	Partially Automated	6	24%
3	Not Automated	3	12%
4	Planned	2	8%
Total		25	100%

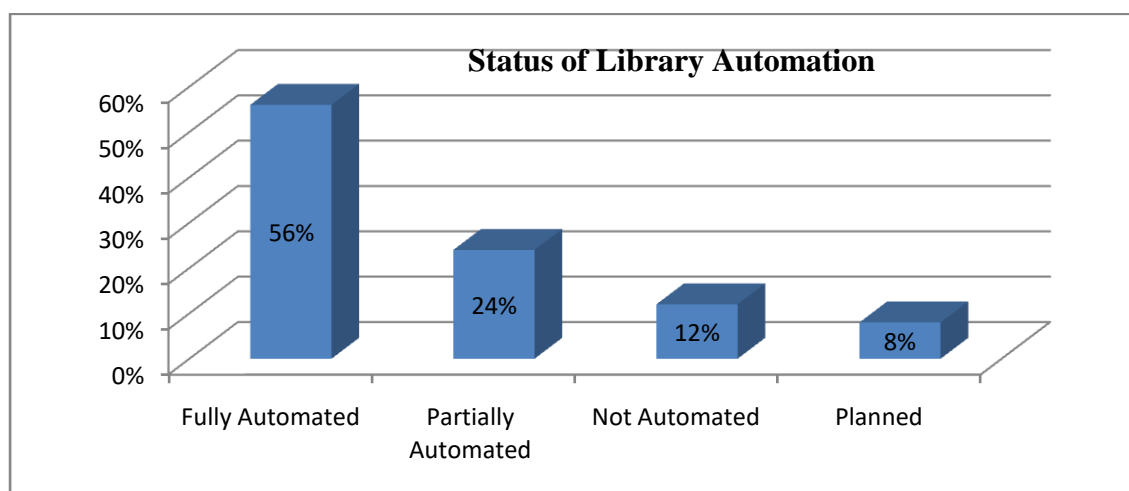
**Figure - 6**

Table 8 & Figure - 6 Indicates that fully automated colleges are 14(56%) followed by Partially Automated 6(24%) and not automated are 3(12%) finally the very less number of colleges are planned 2(8%).

Table 9:Services Provided by the Library.

Sl.No	Services	Respondents	Percentage
1	Display of New arrival	25	100%
2	Internet Facility	24	96%
3	Reprography Service	21	84%
4	Inter library Loan service	16	64%
5	Bibliography Service	18	72%
6	Indexing & Abstracting Services	14	56%
7	Newspaper Clipping Service	24	96%
8	Book Bank	17	68%
9	Remote Access	11	44%

Table 9 indicates that 25(100%) provide the Display of New Arrivals, 24(96%) Newspaper Clipping Service and Internet facilities, and 21(84%) Reprography

Service,18(72%) Bibliography Services followed by ILL, Book Bank and Remote Access.

Table 10: Vision & Mission statement of the library.

Sl.No	Statement	Respondents	Percentage
1	Yes	19	76%
2	No	6	24%
Total		25	100%

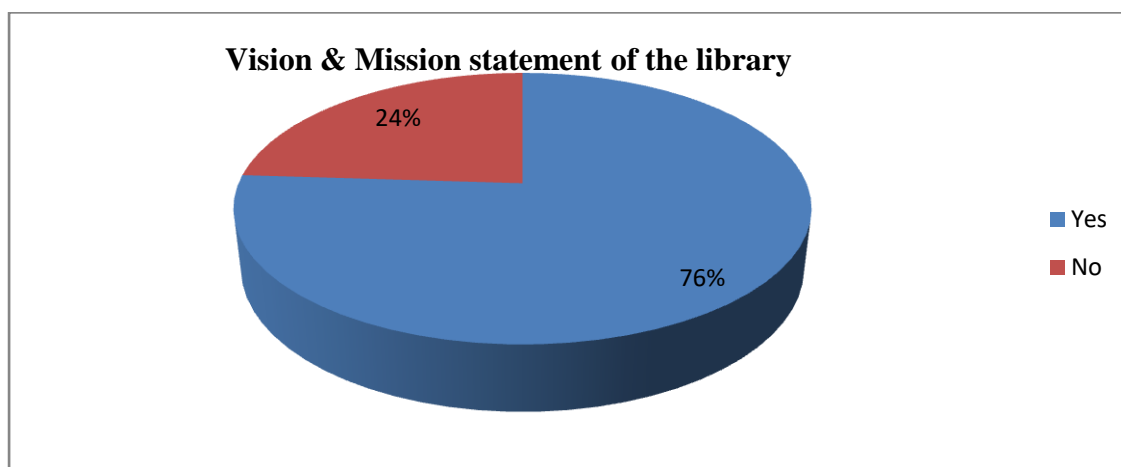


Figure - 7

Table 10 & Figure - 7 Indicates that 19(76%) college libraries having the vision and mission statement where 6(24%) colleges doesn't have vision and mission statement.

Table 11: Quality Policy and Procedures

Sl.No	Particulars	Respondents	Percentage
1	Yes	22	88%
2	No	3	12%
Total		25	100%

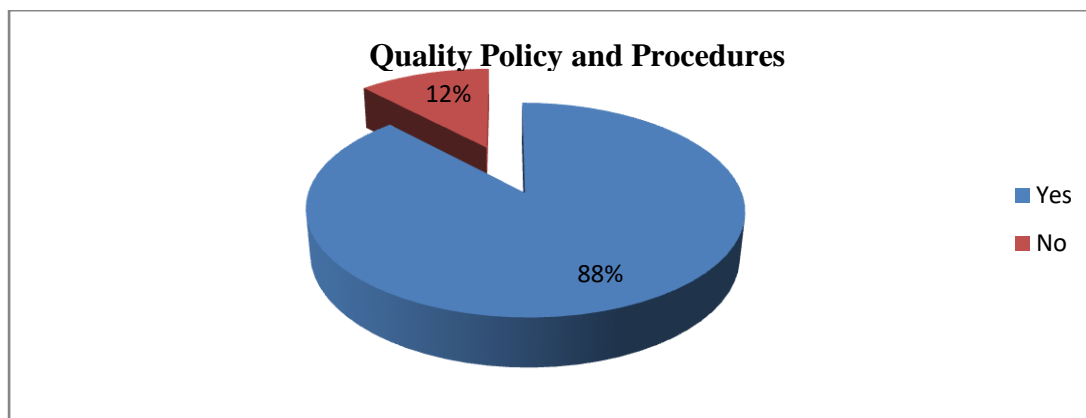


Figure - 8

Table 11 & **Figure - 8** indicates that 22 (88%) College librarians were responded us they have quality policy and procedures. On other side three are only 3(12%)Colleges who says no the quality policy & procedures.

Table 12: Application of TQM Principle in Library.

Sl.No	Particulars	Respondents	Percentage
1	Yes	24	96%
2	No	1	4%
Total		25	100%

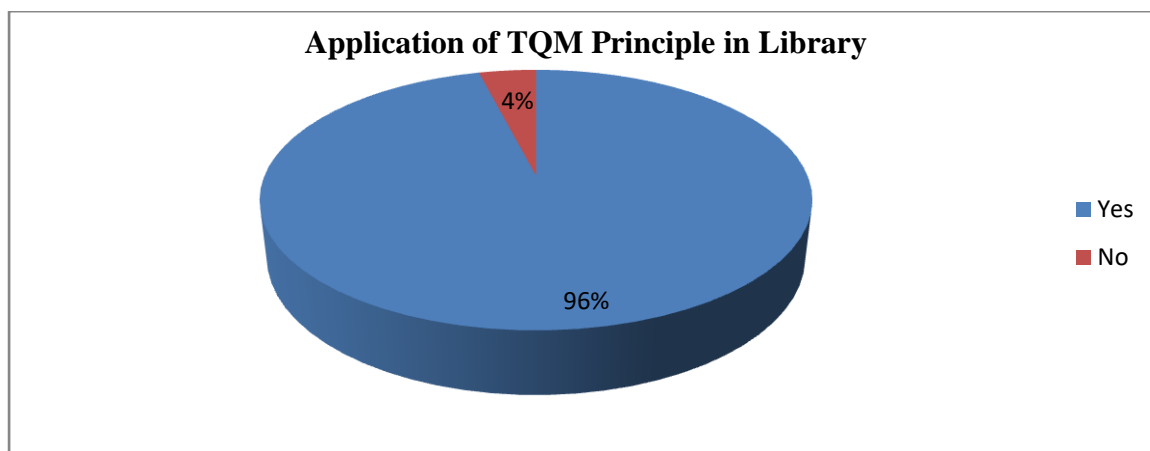


Figure - 9

Table 12 & **Figure - 9** data indicate that 24(96%)TQM Principles are followed by in the library colleges which is good and progressive and 1(4%)of the colleges not followed by the TQM Principles.

Table 13: Workflow and Organizational flowchart system of library.

Sl.No	Particulars	Respondents	Percentage
1	Yes	17	68%
2	No	8	32%
Total		25	100%

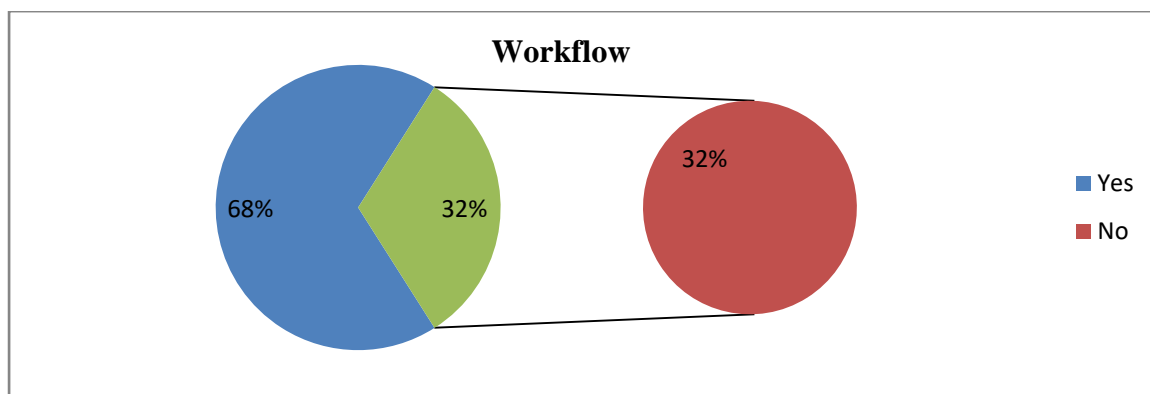


Figure - 10

Table 13 and Figure - 10 Indicates that 17(68%)college libraries are follow the organizational Workflow chart, 8(32%)of the colleges are not follow the Workflow chart .

6. MAJOR FINDINGS OF THE STUDY

- 1) 30 questionnaires were distributed 25 librarians are response to the questionnaires remaining librarians not given the response.
- 2) The library located it tells whether the location of the library is attached main institute building 64% and separate building 36%.
- 3) Library accessibility it has open access 72% and closed access only 8%.
- 4) Recommendation from students and faculty members purchases books 96%.
- 5) 92% of respondents maintain quality statistics of using library services.

7. SUGGESTIONS

1. More fund to be allocated for requirements of library resources with latest edition
2. Need to promote motivate to undergo continuous training for LIS professionals to improve the quality of Library and information services.
3. There is a need to evolve methodologies and mechanisms for improvement of quality information services.
4. There is a need to develop standard norms for assessing quality of information services with particular reference to management college libraries.
5. Librarians should be sent periodically to attend seminars and conferences to update their professional knowledge.

8. SUMMING UP

This study highlights the importance of adaptation of TQM in management college libraries for upgrading the services offered, improvising the qualities and there by making a new era of traditional and digital information combination for the betterment of student and research communities in particular and other in general. The study has a considerable implication for the development of a framework to assist in the implementation of TQM in management college libraries in specific and other libraries in general. The outcome from the present study believed to provide a significant contribution in terms of generating knowledge and recognizing the importance of TQM .

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