

Service Quality of Financial Network of Educational Institutions in India

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Abstract: The advent of information technology (IT) has made its way into all the spheres of our lives including space, defense, security, management and living conditions and style along with educational sector. However, one has to analyse IT effectiveness on products instead of services in different application areas. The products like hardwares, softwares, coursewares and information system applications are part of facilities of services i.e. management of hardwares, finances, human resources, maintenance of utilities etc. The services thus executed require both impact and quality analysis. The matching of expectations of quality of services by employees of two organizations (S1 & S2) identified in the present work has been studied in details through a case study. The quality of services in technical institutions of India was evaluated using questionnaire contacting 50 items divided into several dimensions. The selection of technical institutions was due to the reasons that these are pivotal to adopt services using IT tools in all their endeavours. The chosen items evaluate the expectations of services (SERVEXPT), effective executions (SERVEEXEC) and its quality (SERVEQUAL). SERVEQUAL of financial aspects (SERVFINC) has been dealt with in details as compared to other services. In other words main objectives of this study were to evaluate perceptions of employees of different status of the organizations say S1 and S2 of the study about SERVEQUAL, SERVEXPT, SERVFINC and SERVEEXEC models. The case study method has been applied to include brief review of earlier studies, infrastructure, finance, academic, residential complexes, delivery systems etc. The methodology, questionnaire and its validation, data collection, analysis, criticism and remedies, findings and suggestions for future scope have been included in the present study for quality of services in select institutions to become a model for other organizations of similar nature in India.

Keywords: finance; service quality; effectiveness; expectations; information technology; educational institutions; case study; financial network

1 Introduction

The overall management of any organization has a long history^[1-5]. Several models have been developed to explore best possible methods regarding better management of finances, human resources at different levels, policies and planning for effective implementations, achieving targets with optimum quality and relevance to the society. The educational institutions are not left out from such studies except the technical ones which extend their expertise and support in managing several components of the same. In the present work focus has been on service quality of finances and related issues, execution of efficient services with utmost satisfaction level of employees.

2 Service Sectors

The following are major services included in the present case study of two technical institutes identified as S1 & S2.

2.1 Finances (SERVFINC)

Salary, budgetary provisions, statutory taxes, perks as leave travel concession, bonus, insurance, incentives &

disincentives, post superannuation benefits such as pension, funds, welfare fund, discretionary fund, fellowship, scholarships and others are covered under financial services.

2.2 Expectations (SERVEXPT)

Flexible service rules, updation of knowledge through periodic training, career advancement scheme, excellent living facilities including sports, games, physical fitness, club, entertainment, impartial performance assessment, availability of recourses for family management, time management etc. include expectations of employees of the S1 & S2.

2.3 Executions (SERVEEXEC)

In the two institutes the important execution aspects include effective communication using ICT tools, maintenance of records online, execution of various services in an efficient manner, participatory management by involving all sectors of human resources, interactions among CEOs and the last person of the organization, periodic improvement in service conditions and rules, exposure at national and international levels through

proper collaborations, assignments of work as per capabilities and interest etc.

2.4 Quality (SERVEQUAL)

This is very important aspect of any organization to provide quality services broadly classified into–Finances, HRM, Academic, Facilities including execution of services as stipulated in paras A & B above with the optimum possible execution of services for every employee of the two institutes.

3 Methodologies

After identifying the problem of the present study suitable questionnaire were constructed for feedback from faculty members, officers, support staff and students of S1 & S2. The questionnaires were validated after getting views of very eminent persons & educationist globally. The data was collected from the four types of respondents and the analysis was conducted by using the latest IT tools for meeting the objectives set-fourth in the beginning. The results matched with the hypotheses in a very compressive manner. The observations, suggestions & future scope of work have been already elaborated in the following paragraphs. The tools have been developed after intensive literature survey available through hard and soft systems^[6,7,12].

4 Data Collections & Analysis

The tools developed for faculty, officers, support staff and students were handed over personally to them and after some time they were collected and put fourth for their analysis. The selections of organizations were on the basis of their life and their specialties being under taken since their inception.

The Institute S1 was established in 21st century^[5-9] with single discipline of information technology & related areas where as S2 was established in the middle of 20th century with almost all disciplines of engineering & technology. Their financial networking alongwith other managerial systems were compared to find out quantum of usages of ICT affecting the networks of finances & management systems.

The analysis was both qualitative & quantitative. This has given a complete picture of the perceptions of the respondents. The quantitative analysis has been incorporated in percentile form whereas qualitative one was on absolute perception based of the respondents.

5 Discussion & Results

50 items exposed to respondents have mixed perceptions far the two institutes under study. As far as academic aspect is concern S1 is quite ahead to S2. Also incase of items related with infrastructural facilities S1 is again better as compared to S2. The service expectations of the

employees in S1 are comparatively satisfying. Similarly executions of services are also excellent in S1. However, S2 is better placed in some of the quality of services in academic aspect and expectations of the employees.

The financial service which is focus of the present study reveals that respondents have expressed almost same opinion in both institutes. In case of financial perks provided at S1 is better as compared to S2. Welfare, financial support, statutory funds for various financial contributions such as pay, allowances, conference support, cost for visiting abroad for attending conference/seminar, medical expenditure, subsidy in power and leave travel concession are having good financial network services in both institutes. However, respondents expect better financial support to them^[6,10,11].

6 Conclusion

The present study has given clear and comprehensive views of Human Resource Management and practices in technical institutes and other similar organizations. It is suggested that customized results of the present work be adopted by such sectors. The present works being first in kind as far as comprehensive study is concerned on purely technical institutes where only their employees have been exposed for giving their perceptions. Therefore, this is limitation of this study but this has not hampered the quality of services and other related issues of the four networks SERVEXPT, SERVEXEC, SERVEQUAL and SERVFINC. To enhance the quality of services some reward or incentives be instituted for efficient, honest and devoted employees.

The study also reflects that the institutes are becoming prone in adopting new & newer technologies to improve their quality of services. The Government of India extends financial support generously to improve quality of services of all kind.

This study is expected to be an eye-opener for other institutes to strengthen their financial networks & services.

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