

## **CHAPTER - 2**

### **RESEARCH DESIGN FOCUSING ON CURRENT SCENARIO OF GOVERNMENT MUSEUMS**

#### **Current Scenario**

Information works potently in view of attaining growth of mind and progress in life. Museums as vital sources of information acquire good relevance in that regard. Museums do not stand any more as accumulation of dead obsolete objects that becomes antique or a piece of decoration to a beholder to adore a corner in a palace or a palatial building, office or a corporate house. Each object at a museum is living entity that speaks and it speaks constantly to us. We need to have ears to listen to them. Then only we hear stories that they store. They tell us of genesis and growth, rise and fall, decline and decay that mankind has lived through. These stories store solution and solace, guidance and inspiration and many lessons for a man to learn while he is in confusion and something is puzzling him. We need to read them correctly and carefully.

Museum also keeps in it mysteries and magic to surprise those stay closer to it. What is required on our part is to come out of indifference and aloofness and embrace museum with sympathy, interest and also to respect and value them. Museum stores in it the past, it can show the present and it has capacity to inspire the future. We have to recognize this capacity of museums. Jawaharlal Nehru pleads us in this light in his "The Last Letter to Indira" to have sympathy for the past and value it as it paves a way for current development and leads us to prospective future. Such a view of museum will surely enable us to optimize its utilization for the benefit of the mankind.

In the present context, museums are found to be acquiring relevance and value in all different fields of life such as culture, community, heritage,

learning and academics, research and development, trade and business, manufacturing and construction industry, health and hygiene, travel and tourism, transportation and tourism, sports and athletics, and also politics. Utility of museum is increasingly felt for varied purposes and motives like decoration, demonstration, representation, calling attention, claiming a space, indicating growth and development, highlighting gains and successes, projecting trends and the like. Consequently, museums are regularly set up and maintained with increasing care and sensitivity by most organizations operating in different areas of service or business, professionally or non-professionally. So we find today private museums sprouting up so rapidly. Good money is spent on them to keep them, maintain them and also to update them. With professional approach, business or industrial organizations and also academic and research institutions pay care and attention to them. This indicates how well museums are valued today. Museums are valued because museums help to enhance business prospects, increase business and sale. Museums get them the due return in terms of good profit and prospects to compensate against what they spend on them. Thus, museums have good utility value in the present world of business and development as they make good business.

In the present context, modernization of museums may be carried out with the help of computer and information technology. All museums in Gujarat need to be connected with a computer network. It may allow facility to a researcher to retrieve any information related to collections of any kind just sitting at his place or in his study room. Such an application would be vital in terms of its utility to approach quickly and for specific purpose. Use of computers will bring simplicity in making a list of objects and documenting them in a proper way. The internet makes the world still closer and smaller. The internet may serve as the most effective means to reach the information on cultural heritage preserved in museums of Gujarat to a world at large. This makes museums a reference source to researchers on a still broader

scale. Museums bring about a unique blend of knowledge, excitement and entertainment. They may serve as symbol of progress of the country and the state.

But against this view, there stands another view that is of non-profiteering organization that a museum has to become. There has to have adequate provision made for it. But who would make it? Who would spend for no return? Of course, it is the government that has to make it. The government in power has to hold it as social commitment. The picture that emerges gives a different story. There is no enough money spared and spent. Even if there is enough money spared it is not managed well and efficiently. No good and trained staff is made available to manage museums. And even if there is efficient staff he or she is not allowed to speak and work freely. There is adequate infrastructure provided for, no adequate safety measures ensured and no security arrangements made to safeguard rich and rare treasures at museums. Managers at museums shy away from receiving professional counseling on any aspect of management. There is lack of professionalism in the way visitors at museums are treated. Are such conditions allowed with a view that museums operate on public charity? Such conditions may be true about non-profiteering organizations and museum is one such organization that a social organization, NGO, cultural and arts organization, school, colleges and universities run on public money. Is it because museum runs on government grants or public money or because some political organizations or government departments and agencies manage museum as charity? Reasons may vary, but the fact remains that there are hurdles to cause impediments to prevent smooth operation of museums. Some of them may be natural or some situational, some may be deliberate or intentional, or some by unconscious or unintentional human errors. All these factors cause unfailing adverse effects on operations of museums. Its end result may eventually become less effective and less productive in terms of growth. The present research

is an attempt to spell out factors that may interrupt the flow of growth and development of museums. For the purpose a correct picture has to be obtained. So in order to avail a correct picture, a strategy of data collection has been devised keeping in view different areas of the museum management and its technical and non-technical aspects. The data collected through various methods is expected to focus on different aspects of the management. The museums in focus are those fifteen museums that operate under the Government of Gujarat at different locations in Gujarat.

In order to review the present status at the government museums in Gujarat, the research intends to adopt many-folded methodology that may incorporate the following methods of review:

1. Questionnaire to reflect upon three fold dimensions like:
  - a. Status within the system,
  - b. Status outside the system, to reflect on external factors that affect the efficiency and motivational level among staff employed at museums.
  - c. Responses received from beneficiaries among general public.
2. Personal 'face-to-face' discussion and interaction with experts and staff.
3. Opinions of experts in the fields derived from published literature or through personal contacts.
4. Literature surveys.

In the modern context of electronic and computer revolution and expansion of human society in to a globalized society museums acquire multiple applications. Specifically, advancement in computers and internet and telecommunications and media applications has expanded the scope of museum in many directions and with many dimensions. Such potentiality needs to be considered by governments in power and the public administration and organizations while planning further development of museums. They have to cultivate habits and skills and develop methods and

strategies to put modern technology and information technology to their full potential and utility. Libraries are updated in view of computerization and information technology to be able to become efficient source centers. Museums are visual libraries. They present knowledge and information through objects. They too need to be updated to suit the modern means and motives with methods of science and technology. Such improvements may bring its potentials to its fullest and render them as most efficient resource centers to community of students and researchers and to public in general.

The development of museums has faced many challenges. Museums technocrats have remarkable contribution in various respects. They have affected revolutionary changes through modernization at all aspects of museums such as,

1. Museum Science and Modern Technology
2. Graphic Communication
3. Museum Activities
4. Display Aspects
5. Museology
6. Museum and Marketing.

In the post Independence era, India has attained tremendous progress. The field of museums too has earned its benefits. The number has increased and the quality has improved. Museums have affected spirit of nationalism among youths of the country and generated in them sentiments of sacrifice and integrity. They have generated in them cultural and national pride. In addition, they serve as means of education, knowledge and information. Museums also serve as workshop and laboratory for each subject. Academicians and educationists describe museums 'Peoples' University'. This is great approval on the part of museums.

A new dimension of expectation that museums may come across in the present time. Scholars of museums are engaged in affecting improvements

in educational and cultural activities and they are ever trying to make museums oriented to general public. It is a new dimension emerging in the area as a result of which new types of museums are coming up like Neighbourhood Museum, Eco Museum, Community Museum and the like. In 1971, ICOM adopted a new definition of Eco Museum is mentioned by Jain (2001,58-60).

“Interdisciplinary; showing man in time and space in his natural and cultural environment, and inviting the whole population to participate in their own development by various means of expression bases on actual sites, buildings and objects – real things which are more meaning than words and images which flood our lives”.

Such new thinking about museum open new dimensions for utility of museum for human community in the present time. It arouses new expectations too for museums. Hence, museums need to equip themselves adequately so that they cater effectively to new expectations.

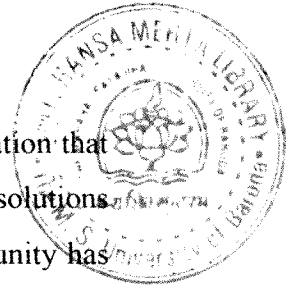
Private museums tend to be more organized with a personal care and attachment of a person who makes exquisite collection so fondly and devotedly. Museums at public organizations like academic and research organizations tend to be much organized with a more focused and motivated concern as they are going to improve or mar the quality of the academic or research outcomes. Personnelia and ethnological museums managed by social and cultural organization tend to be more of general nature to echo interest and concern of the community. The motivation that goes behind keeping a museum to pride for cultural heritage and its potential to inspire good living among its people. The concern that works there is to recognize one's roots and cultural self to allow sense of belongingness to its people and safeguard cultural identity to enhance the confidence among individuals and to minimize any chances of facing cultural crisis. Further, museums maintained by business organizations

have to be organized and updated with the time as they serve marketing potentials and improved business prospectus with focused and effective display together with representing prospering storyline of a business house and its product. This double potential may assure to business people the best return of their investment and it make museums valuable to them.

Against these different categories of museums, government museums do not have any specific objective, motivation or concern to monitor their organization and functioning. Usually governments in power are chiefly guided with political motive and all other motives go subsidiary to it. Hence, they usually take museums as burden to carry against their will and merely as hurdle to their hectic political movements. Hence, the usual tendency that political leaders show is to put museums at the bottom of their political agenda. Museums as such do not seem to render any straight benefit to their political aspirations. This reality works in them to ignore and neglect museums.

However, it would be a different reality in the regime of a progressive government, one that recognize the value of museums and their potentials to supplement academic and research activities and to improve quality of living among people of the state. The details that are furnished in earlier pages would affirm one thing about the cultural history of Gujarat that the Gujarat state under the regime of governments since the Independence and specifically since the inception of the Gujarat state as an independent state has acquired progressive graph of its growth and development. As a part of it, need of museums is recognized at different sites. Accordingly museums are set, developed and maintained keeping in view priority concerns of the government and honoring various viewpoints as imparted by scholars working in the related area.

The concern of the present research is to review and assess the conditions and work environment at government museums to review whether they



cater to the objectives of progressive concern and innovative utilization that the Government of Gujarat has laid down initially in its policy resolutions on the matter of having museums in the state. The Gujarati community has reputation of being enterprising doing business across the world. For it, they migrate constantly to different countries on business motives and that way they come in touch with several other people of the world. This kind of condition generates in them a sense of the new and the exquisite. In addition, their rich and prosperous life gives them affordability to buy and collect some of the exquisite thing that they come across anywhere in the world. This condition also generates in them interest in museums and they tend to encourage museum activities. This factor works inherently to affect growth of museums. The Government of Gujarat has to recognize this sense among people and utilize it to encourage museum activities in the state.

The present research seeks to review the situation in the state in this light to see how best the Government of Gujarat utilizes this sense among the people of the state to obtain their support and active participation in making and maintaining museums. How best the government agencies inspire among people a sense of sharing responsibility about museums by extending help in the form of donations, sponsorship, gifts, help to bring art pieces to museums, counseling in collections and technical and administrative matters related to them. Since museum stands for collective vision the government alone cannot manage it purposefully. It can be viewed as a property of all, by all and for all.

The second ground to review would be work conditions at different museums in the light of the aspects like:

### **Administration and Management**

Administration is the backbone of any function. It is a network that takes in to it all functionaries operating at different levels from the top to the



bottom. Synchronization among different component of the functionary is the first requirement for efficient administration. The present research would be interested to review this issue to assess the status of the administration of government museums. Various aspects that need to be looked in to would be the staff, networking and understanding among each staff member, sense of sharing and cooperation that prevailing among, sense of commitment and motivation to inspire them to contribute to enhancing different functions at a museums and the like. In this light, what is a kind of recognition and reward that the staff receives from their employer that is the state government and how healthy are the employer-employee relations to ensure responsibility on the part of the government to safeguard career interests of the staff and commitment on the part of the staff to ensure efficiency level in the interest of fruitful outcome of the museum functionary. These matters comprise sensitive issues and to review them correctly a researcher has to know the value of establishing a rapport with staff members while talking and interacting with them on the issue and win their confidence through friendly approach. The staff at museums needs to be ensure about the confidentiality of their responses and if done so they may be prepared to confide themselves on their grievances and complaints on their job-related issues.

**Staff:** Their quality, education, capability. Level of Commitment, motivation and efficiency and innovativeness among them.

**Collection:** The variety, the exquisiteness, the value, the diversity, the relative significance, permanence or fragility.

The display, the vision that is applied behind display, the impact that the display generates, the benefit or loss that the display incurs.

**Maintenance:** Technical know-how about the material used in the collection, about suitable preservatives to ensure long and decay-proof life of precious objects like paintings, sculptures, natural history specimens, monumental articles, manuscripts, inscriptions, palm leaf manuscripts, ethnic articles, garments and ornaments, metal articles and the list goes on and on. These are rare and precious articles and once they are lost in any way they can not be recovered by any means. Since these articles make up the wealth and treasure upon which the value and reputation of museums lies extreme care has to be taken to preserve their condition and quality. Hence, a team of qualified technical persons need to be appointed at a museum to take personal care of objects at a museum. In addition, a special counseling committee needs to be formed to operate at state or district level to review the maintenance of the museum objects and to suggest improvements in the methods of preserving or restoring the quality level of those objects. The members of the counseling committee may be senior researchers and experts of high reputation who would supervise and ensure efficient maintenance of articles at museums.

Workshops and seminars may also be organized to interact upon the issue of maintenance of museums collections and experts from outside may be invited and advice may be sought from them in order to enhance the maintenance work at museums.

**Finance and its Utilization:** Finance is a highly sensitive matter and it is inevitable requirement for any function to operate and to operate smoothly and effectively. Since the government museums receive 100% grant from the finance department there should not be much of a problem. What is important here is optimum and efficient utilization of the funds received from the government with least proportion or grants is used for proper work. Transparency and honesty need to be ensured though moral building among the staff and through constant monitoring and supervision of the higher level management.

One point need to be considered that the funds received from the government may be sufficient for routine functions and requirements at

museums. But it may allow little scope for innovations in the present working at museums. Innovations may call for organizing workshops and seminars or guest lectures and deliberations by experts from various origins. It may involve huge expenditure and the government fund may not allow it. In such cases, sponsors need to be arranged from among the rich and the affluent and prospering business community and industrial organizations. In order to generate interest among them in the museum activities interactive meets may be organized to provide them a platform to set up contact with museums. The present research would be interested to review the extent of efforts that the management at museums is able to put in this direction.

**Hospitality and Feedback from the Receivers:** Receiver of museums comprise chiefly students of schools, colleges, universities and researchers. The second group to receive its benefits comprises lovers of culture and history and those who are concerned about preserving valuable cultural heritage. These people are touchy about their concerns and so they need to be handled with care. When they pay visit to museums they need to be attended in a proper manner with guidance and cooperation by the staff at museums so that it would be easier for them to form understanding about the articles displayed at museums. Sometimes some of the staff at museums indulged in and afflicted with their personal grievances pay neglect or scanty attention to these visitors. Their indifferent and non-cooperating conduct may discourage these visitors and it may ultimate affect adversely the fulfillment of basic objectives of museums to education and to provide platform to young minds to interact with the past and to value their cultural heritage. In this respect, the present research would like to review the quality of hospitality through feedback sheets that visitors fill in on their visits to museums. Such a study may hopefully help to diagnose illness in the system and work on suggestions and improvements.

With a view to obtaining a clear and correct picture on the above aspects, a thorough inquiry needs to be conducted by adopting suitable method. Accordingly, the present research plans to conduct inquiries with the parties that are involved in the museum activities on direct or indirect grounds and to obtain their responses on various aspects are spelt out about. The

methodology that is detailed earlier shall be adopted to collect the required data for analysis of the condition at museums. The ensuing chapters will present the observation of the condition that prevail at different government museums, outline the collected data and their analysis and attempt to focus on the realistic outcome. Further, based on the picture projected through the outcome there would be an attempt to work out suggestions that may suit to the purpose of enhancing the functionary at the museums to serve as 'visual library' and 'potent resource centres' efficiently and effectively to fulfill its objectives and interests through rendering its services and benefits to students and researchers and to concerned people. The ensuing chapters shall be devoted to this purpose in the interest of valuable outcome of the present research.

The questionnaires are designed on the following format for the present research.

## **Questionnaire A**

### **A. General Information about Museum**

1. Name:
2. Premises/ Building – Maps:
3. Address:
4. Year of Establishment:
5. Time of Working:
6. Visitors:
7. Scope of Collection:
8. Special Features: Cultural/ Ethnic/ Personal/ Artistic/  
Historical/ Trade & Business/ Politics/  
Regional/ Any other.
9. Types/ Category: Multipurpose/ Specialized.
10. Aims and Objectives of Establishment:

**B. Museum Management (Administration)****(a) Staff**

Sr.	Designation	Posts Reqd. Sanctioned/ Filled	Eligibility Notified Actual	Remark
1.	Director			
2.	Assistant Director			
3	Curator			
4	Assistant Curator			
5	Gallery Assistant			
6	Administrative Officer			
7	Assistant Officer Superintendent			
8	Accountant			
9	Liaison Officer			
10	Clerk Senior			
11	Clerk Junior			
12	Cataloguer			
13	Librarian			
14	Sr. Chemist			
15	Chemist			
16	Picture Restorer			
17	Chemical Assistant			
18	Laboratori Assistant			
19	Taxidermist			
20	Modellar			
21	Assistant Modellar			
22	Helper Modellar			
23	Photographers			

24	Guide Lecturer			
25	Wiremen			
26	Wireman-cum-Operator			
27	Carpenter			
28	Armed Guards			
29	Gallery attendants			

- (b) Controlling Authority:
- (c) Daily Attendance Level:
- (d) Level of Satisfaction:
- (e) Arrangements for Grievance Redressal:
- (f) Museum Communication: Formal/ Informal.
- (g) Work Environment:
- (h) Factors to Encourage Staff:
- (i) Any Incentives Allowed for Performance, Please specify:
- (j) Level of Commitment:

### **C. Finance**

#### **1. Finance Received:**

1. Govt. 2. Centrally Sponsored Scheme (CSS) 3. Tribal Funding.

Govt. Grant.....

Private Funding.....

Sponsorship.....

Free Counseling.....

Free Technical Help.....

Free Maintenance.....

Donation/ Gifts, etc.

#### **2. Accounts and Auditing:**

Internal/ External.

#### **3. Finance Consultants, please specify:**

## D. Security

### Staff

Sr. No.	Security Personnel	Reqd. Employed	Permanent/ Hired	Remark

## E. Curatorial Aspect

### 1. Collection of Objects

Sr. No.	Purpose	Requirement	Actual Receipt	Utilized	Remark
1	Collection				
2	Display				
3	Maintenance				
4	Infrastructure				
5	Event Organization				
6	Workshop/ Seminars				
7	Visits/ Educational Tours				

Status: Adequate/ Inadequate.

### 2. Conservation and Preservation of Objects

#### 1. Objects on Display :

Objects	No./Qty.	Nature	Date	Source	Value	Features	Remarks

Status: Adequate/ Inadequate.

## 2. Technical Staff:

Design- ation	Qualifi- cation	Number	Respon- sibility	Expe- rtise	Effic- iency	Remarks

Status: Adequate/ Inadequate.

## 3. Basic Advanced Facilities:

- i. Field Laboratory.
- ii. Animal Habitat
- iii. Botanical Garden.
- iv. Computing Facility.
- v. Major Equipments.
- vi. Museum Conservation Laboratory.
- vii. Taxidermy Studio
- viii. Moulding Casting Workshop.
- ix. Carpenter Studio
- x. Picture Restoration Studio

## Maintenance Material Used:

Type	Frequency: Reqd./Actual	Status: Optimum/ Present
Preservatives		
Engineering		
General		

## 4. Expert Opinion or Technical Help/ Counseling Sought:

- Regularly/ Periodically/ As & When Required.
- Area or Aspect



### 5. Documentation:

Sr. No.	Description of Objects	Regd. No.	Date of Acquisition	Remark

### 6. Display/Presentation Arrangements:

Infrastructure	Reqd.	Available	Adequate/ Inadequate.	Remark
Rooms / Galleries				
Sections/ Depts.				
Cabinets/ Cupboards/ Showcases/ Diagrams/ Habitat Group Cases				
Counters				
Glass Display				
Centre Table				

#### Aesthetics of Display:

- \* Vision/ Viewpoint that works for grouping or exhibition of objects:

Royal/ Thematic/ Cultural/ Historical/ Ethnic/ Artistic/  
 Personal/ Political/ Community Base/ Research/ Scientific/  
 Medical/ Trade & Business/ Tribal Art & Culture/ Any other.

Please specify: -----

- \* Status in the Present Context: Adequate/ Inadequate.
- \* Response from Viewers: Adequate/ Inadequate.

## F. Educational Aspects

### 1. Objective

Sr. No.	Area	Expected	Actual Feedback Area E/G/F/B or %
1	Education: School/ College		
2	Higher Studies: (Medicine/ Science/ Engineering/ Technology/ Automobile/ Fashion, etc.		
3	Research		
4	Culture Up gradation.		
5	Community Bondage		
6	Awareness		
7	Personal Glory or Homage		
8	Display of Activities		
9	History/ Storyline		
10	Reviving Tribal or Peripheral Cultures to relate to mainstreams		
11	Any other, please specify		

Status: Adequate/ Inadequate.

### 2. Beneficiaries

Experts/ Historians/ Leaders/ Artists/ Students (College/ School)/ Researchers/ Persons with specific motive/ General Public.

No. of Visitors in the last Six years:

Year	2003	2004	2005	2006	2007	2008	Remarks
Number :							

Status: Adequate/ Inadequate.

**3. Facilities to Visitors**

- i. Reception Counter.
- ii. Visitors' Lounge
- iii. Refresh Area
- iv. Basic Amenities
- v. Any other.

**4. Hospitality Management**

- i. Facility of Guide Provided to Visitors: .....
- ii. Response Level to Queries: .....
- iii. Conduct and Attitude .....
- iv. Redressing Grievance .....
- v. Educational Film Shows/ Slide shows.....
- vi. Seminars/ Workshops/ Lecture Series.....
- vii. Exhibitions.....

**5. Opinion of Beneficiaries**

Visitor	Specialization	Purpose /Objective	Feedback E/G/F/B	Specific Opinion

**G. Experts/ scholars who visited the Museum**

Expect Visitor	Date of Visit	Suggestion in Brief

## **H. Feedback from Experts**

Sr. No.	Aspects	Frequency	Specific Problem Area	Benefits, if any
1	Curatorial			
2	Aesthetics			
3	Maintenance			
4	Infrastructure			
5	Display Effects			
6	Administration			
7	Accounts			
8	Cost Management			
9	Visitors/ Scholars Hospitality			
10	Personnel			
11	Psychology			
12	Skill Based			
13	Legal.			

## **I. Publications**

1. Books/ Museum Bulletin/ Guide Books:
2. Periodicals:
3. Journals:
4. Brochures/ Leaflets:
5. Awareness Materials:

## **J. Community Extension Programmes**

1. Slide Show.
2. Exhibitions.
3. Public Lectures.
4. Specialized Lectures.
5. Workshops.
6. Symposiums.
7. Interactive Sessions.

**K. Exchange Arrangement**

Type	Aspect	Material	Period	Benefit, if any
1. Internal				
2. External				

**L. Sponsorship/ Fellowship/ Financial Aid Offered**

**Questionnaire B**

**A. Administration**

1. What kind of the Governing Body do you have?
2. How is the Board of Trustees constituted?
3. How does the museum satisfy the interest of a community?
4. Is there a Museum Advisory Committee?
5. Who are the persons appointed on the Museum Advisory Committee?
6. How many times does the committee meet in a year?
7. What purpose does it carry for the museum?
8. What is the staff structure at the museum?
9. What is the staff management and establishment at your museum?
10. What different functions are entrusted to the staff at the museum?
11. Are there curators/ assist. curators permanently appointed at the museum?
12. Is he transferred often? How often and how long?

13. How do you, as Director of the Museum, view the scopes of developing the museum beyond its present state-of-the art facilities?
14. How do you plan your routine jobs at the museum?
15. What role does the executive committee to play to manage different functions at the museum?

## **B. Finance**

16. What is the chief source of finance to run the museum?
17. Besides regular source of finance do you organize any other activities to raise funds? Please specify them.
18. What amount do you spend every year to acquire collections of objects?
19. How do you manage balance between budgetary estimates and expenses?
20. What system of accounting and auditing do you adopt at the museum?
21. Do you invite expert counseling in the matters of accounting and auditing for the purpose of cost effectiveness?

## **C. Security**

22. What are the security arrangements at the museum?
23. Do you have adequate security staff and infrastructure facility at the museum? Please give details.
24. Do you hire any other security personnel other than armed guard and chowkidar? Please give detail.
25. How do you curb or minimize possibility of illegal traffic and trade of objects at the museum?
26. Do you have proper lighting and alarming systems to ensure security of objects?

27. What precaution do you take to curb and control vandalism and damage to objects at the museum?
28. What arrangements do you have to ensure internal security of documents?
29. Do you use electronic gadgets like anti- theft or anti-burglary devices to ensure security of valuable articles at the museum? Do you keep CCTV cameras, burglar alarm, fire safety devices, smoke detector and fire extinguisher?
30. How do you guard your objects and documents from electronic theft?
31. How many theft incidents have occurred during the last five years?
32. What measures do you take to prevent such incidents, fire/ fraud/ theft ?
33. Were there any major incidents of fire or floods in the recent past?
34. What damage did they cause to objects and documents at the museum?
35. What measures have you taken in that regards?

#### **D. Collection**

36. How do you acquire objects at the museum?
37. How do you display objects at the museum? What method do you follow?
38. What size of collection did you manage during last five years?
39. How many objects are displayed till date?
40. What specific objective do you follow for collection of objects at the museum?
41. What specific policy do you follow for display and documentation of objects at the museum?

42. How do you acquire art objects at the museum? Is there any procedure followed?
43. What mode of collection do you adopt for the acquisition of art objects at the museum?

#### **E. Documentation and Cataloging**

44. What system of documentation do you adopt for objects at the museum?
45. Do you maintain Inventory or Accession Register for objects at the museum?
46. How do you maintain Catalogue Card for objects at the museum?
47. Do you maintain Historical File for objects at the museum?
48. When any art object needs to be disposed off how do you record it?
49. Do you follow Marking System to identify art objects? Please specify.
50. Would you detail briefly on Storage Facilities at the museum?
51. What precautionary measures do you take to keep the storage in adequate condition?
52. What method do you adopt to ensure preservation of objects and documents at the museum?

#### **F. Conservation**

53. What variety of objects do you have at your museum?
54. What preventive measures do you take to minimize deterioration of objects at the museum?
55. Who looks after a job of conservation of objects at the museum?
56. What kinds of local climatic, environmental and geographical hazards do you notice to affect adversely the quality of objects at the museum?



57. What system of inspection, examination or diagnosis and treatment do you adopt to ensure long and healthy life of objects at the museum?
58. Do you have facility of curative conservation?
59. What kind of staff is available for the purpose?
60. Is the present staff sufficient to take care of the function?
61. What norms of care do you observe while handling or transporting objects from one place to another?
62. Is the museum protected against termite? If yes, in what way?
63. Do you observe any rat menace to damage objects and documents at the museum?
64. What measures do you take to control rat menace and related troubles?
65. What storage conditions do prevail presently at the gallery and the stores of your museum?
66. Do you prescribe specific norms to preserve any specific item at the museum?
67. Do you follow any periodical specific system to control bio-deterioration of objects at the museum?

**G. Museum Exhibition/ Display and Representation**

68. What policy norms do you follow to organize exhibitions at the museum?
69. How many exhibitions did you organize in the last five years?
70. How were the visitors benefited with exhibitions?
71. In presentation of objects at the museum what aspect do you consider: aesthetic, ethnic, cultural or any other specific aspect? Please specify.
72. What evaluation system do you follow to assess various functions at the museum?

73. Do you keep a feedback system to collect responses of visitors/scholars?
74. With what specific objective in mind do you assess visitors' feedbacks?
75. Do you find feedbacks useful to affect improvements in the quality of performance?
76. Provide the details of exhibition undertaken during last five years.
77. How many objects are in the store?
78. How many collection do you handle at present?
79. What is the system for deaccessioning/desposing objects?
80. What problems do you face about storage and documentation?
81. How many museum officers represent with collection for foreign exhibition?
82. How many officers are sent for training in India in museology or in museum or for conservation?
83. How many officers are trained in foreign countries in the interest of museum development?
84. How many officer are sent for participation in seminars and conferences/ camps, etc.?
85. How many national seminars or camps are held at your museum?

#### **H. Museum Research and Education/ Extension Services**

86. What scopes, exposures and facilities are made available to researchers at your museum?
87. What role of museum do you envisage in view of modern education? How far does the museum under your care fulfill the expectations held in you?

88. Do you organize programs for children at schools and colleges to supplement their learning process? If yes, please provide details?
89. Do you have a program like 'Museum School Service'?
90. Do you organize programs to train school teachers for museum related activities? Please provide details.
91. What kinds of programs do you organize at the museum for students?
92. How do these programmes help students relate knowledge that they gather from books at schools and colleges and art objects at the museum?
93. Do you organize interactive sessions for school children? Please provide details.
94. What kind of loan service or extension services do you extend to educational institutions?
95. What objectives or purposes do you consider for such services?
96. Do you receive feedback for services that you provide?
97. Which publications do you take out currently?
98. Do you sponsored currently any ongoing research project? If yes, please provide details.

#### **I. Public Relations and Cooperation**

99. What percentage of general public visit your museum?
100. How do you classify the visitors at the museum?
101. Which categories of visitors visited your museum during the last five years?
102. How do you read about visitors' intentions or interests of visit?
103. What kind of inquiries do you receive from public?
104. What specific purpose or intention do public inquiries reflect on?

105. What kind of programmes do you organize for public awareness about cultural heritage?
106. The press and the media are powerful medium to help arousing public interaction and debate. Do you coordinate with them for the purpose? In what way?
107. Museum is an agency of culture and education that operates worldwide.
108. How do you perceive the role of your museum to that view?
108. How do you relate your museum to the museum movement worldwide?
109. Now since the world has reduced to a global village through electronics and telecommunications, how do you view the role of your museum in a global development?
110. Do you have adequate facilities of computer and networking to connect the museum across the world through effective telecommunication? Please detail on the facilities.
111. Do you allow access to computer facilities to students, scholars and visitors who approach you for help?
112. Do you maintain a website or blog of your museum?
113. Does the existing computer and internet facilities at your museum help to enhance efficiency at working?
114. Do you follow result-oriented approach at your work?
115. What expectations do you hold to fulfill through your work at the museum?
116. How would you evaluate the work at your museum in a broader perspective of social and individual upliftment in terms of culture, values and pride of heritage?

## **C. Questionnaire**

### **VISITOR'S FEEDBACK.**

#### **General Information of Museum**

Name:

Address:

Year of Establishment:

Tenure of Working:

Special Features: Cultural/ Ethnic/ Personal/ Artistic/ Historical/ Trade  
& Business/ Politics/ Regional/ Any other.

#### **General Information about Visitor**

Name:

Address:

Status:

Purpose of Visit:

Date of Visit:

Any Special Interest:

#### **Facilities Availled**

- i. Reception Counter.
- ii. Visitors' Lounge
- iii. Refresh Area
- iv. Basic Amenities
- v. Any other.

Status: Adequate/ Inadequate.

#### **Hospitality Management**

- i. Facility of Guide Provided to Visitors: .....
- ii. Response Level to Queries: .....
- iii. Conduct and Attitude .....
- iv. Redressing Grievance .....

### Opinion of Beneficiaries

Visitors	Specialization	Purpose/ Objective	Feedback E/G/F/B	Specific Opinion

Once the data are obtained from all fifteen government museums in Gujarat on related subject areas and aspects of management they will be put to analysis and scrutiny to spell out the strengths and weakness of the present management system and to focus on opportunities and threats that may possibly make or decline the prospects for further development of museums. Since the data are both quantitative and qualitative, separate methods of analysis may be applied suitably to arrive at some kind of conclusion on what should be done next. Some kind of lethargy, lack of interest, indifference of the staff employed, lack of discipline among visitors, lack of professionalism, lack of honesty and sincerity, lack of motivation and commitment, lack of timely and careful maintenance, sensitivity about conserving and preserving precious objects and ensuring their safety and security are the features found to prevails freely at government museums. This eventually causes spoiling public money that a government spends on museum.

Policy is formed with lot of care. Idealist vision seems to guide policy makers to project bright vision of the future. The intention, motivation and insight that work behind it may also be genuine. The reason is high quality of philosophers, social workers, reformists, academicians, researchers and professionals are appointed by the government on the policy formation committee and they put their mind, heart and precious time to frame effective policy resolutions that may serve useful guidance for future growth and development. The intention that works behind it may be good

and genuine. In ideal view, the vision explained in policy resolutions need to be realized as honest and sensible administration and management of resources on hand for their cost effective utilization and effective improvement and enhancement in current practices.

The analysis of the data will keep in view the limitations and lacking in the administration and management of the government museums that may prevent of any chance of growth and development. It may aim at studying its extent and intensity to cause damage to effective management and also working out recommendations to offer solution to them in the interest of clean and honest and committed management system to operate the government museums for effective and cost-effective output. It would focus on the present economics of the management system and invite recommendations form experts in the related fields to work out ways and methods to affect improvements in the present status of the museum management.

The chapters to follow will focus on the observations as they emerge from the analysis and scrutiny of the data and responses of those concerned. They help us to frame recommendations for use for the future by the concerned management at government museums. The qualitative data collected through data sheets of the questionnaire: A shall be read through figures and facts projected through them. The second kind of data are responses of concerned employees at the museums in the form of their replies to 116 questions provided in the Questionnaire: B. They shall be analyze in terms of facts, logic, the contexts of place, time and a kind of viable possible option to help the present management to render more effective output of their efforts and generate more productive results.

**2.1. The Type of Analysis of the data of Administration and Management at Government Museum**

Sr.	Museum	Requirement	Present Status	Grading E/G/F/A/P	Remarks
1.	Baroda Museum and Picture Gallary, Vadodara.				
2.	Kachchha Museum, Bhuj.				
3.	Watson Museum, Rajkot.				
4.	Junagadh Museum, Junagadh.				
5.	Lady Wilson Museum, Dharampur.				
6.	Archaeological Museum, Jamnagar.				
7.	Prabhaspatan Museum, Prabhaspatan.				
8.	Darbar Hall Museum, Junagadh.				
9.	Saputara Museum, Saputara.				
10.	Sardar Patel National Museum, Bardoli.				
11.	Barton Museum, Bhavnagar.				
12.	Shamalaji Museum, Shamalaji.				
13.	Vadnagar Museum, Vadnagar (Dist. Mahesana).				
14.	Chhota Udepur Museum, Chhota Udepur (Dist. Vadodara).				
15.	Gujarat no Rajakiya Itihas Darshavatu Sangrahalay (Vidhan Sabha Podium), Gandhinagar.				

Grading: E: Excellent  
G: Good  
F: Fair  
A: Average  
P: Poor