CHAPTER - 4

DATA ANALYSIS AND INTERPRETATION

4.0   Introduction

The previous chapter focused on research methodology adopted for the purpose of present study. There are many models in research area and have been adopted in research work. In the present study, data analysis is grouped into two sub-groups.(1) Pre-test activities (2) Main tests . Pre-test activities are mainly consists of pilot test, response rate, demographic profile of respondents, descriptive statistics and scale reliability test. Main tests related to hypotheses test in the present study .Pearson Correlation test is conducted for the purpose of hypotheses testing for all the four groups of respondents.

Group-I Students Perspectives

The following results are obtained with respect to response received from PG students/PhD scholars for the following details.

Variables

This is perception-base study and PG students of MSU of Baroda are taken into consideration for response to different factors as indicated in the questionnaire.

1.   Management Commitment (MC_{1-8})

2.   System Approach to Management (SAM_{1-5})

3.   Customer Satisfaction (CS_{1-7})

4.   Employee Involvement (EI_{1-6})

5.   Training (TRG_{1-3})

6.   Team Work (TW_{1-4})

7.   Continuous Improvement (CI_{1-5})

The above seven factors have 38 variables and Response Rate is registered in the following manner.

It means completes is divided by invitations

In the present group, the RR is as follows

Completed 426, Invitations=450

$$\frac{426}{450} \times 100 = 94.6\ \%$$

So that, valid respondents are 426.

Graphic measurements are the most fundamental type of insights and are utilized to portray the segment attributes of the example chose for the investigation. Rate investigation is one of the factual estimates used to depict the example as far as their segment attributes, for example, age,

conjugal status, instructive capabilities, division and assignment, nature of the activity. In this group, Gender, age, academic pursuance and residential status of PG students, MSU of Baroda examined.

4.1   Frequency Distribution: Gender

Gender (Table-4.1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	110	25.8	25.8	25.8
	Female	316	74.2	74.2	100.0
	Total	426	100.0	100.0	

Table-4.1 demonstrates that the valid respondents are 426.Male respondents are registered as 110(25.8%) and female respondents are registered as 316(74.2%). The results also indicate that female respondents are more than male respondents. The same results can be shown in form of bar-chart in the following manner.
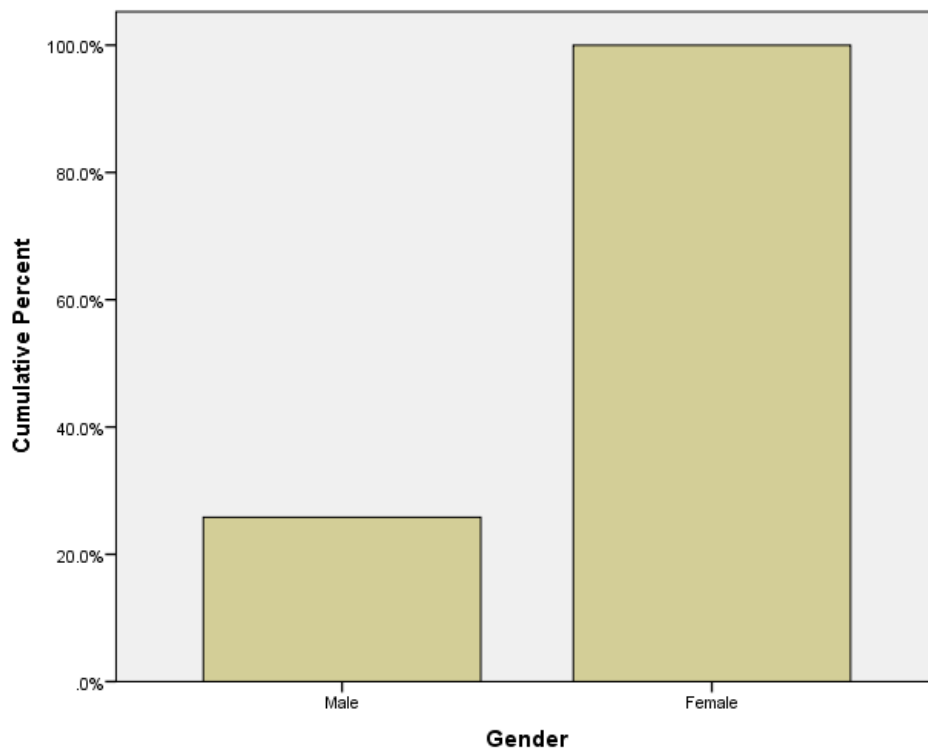
Figure-4.1 Gender

4.2 Frequency Distribution: Age

Age (Table-4.2)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	≤ 23 yrs	135	31.7	31.7	31.7
	> 23 years	291	68.3	68.3	100.0
	Total	426	100.0	100.0	

Table-4.2 demonstrates that the valid respondents are 426. 135(31.7%) respondents are registered with the age of 23 or below 23 and 291 (68.3%) respondents are registered as above the age of 23 years. The results indicate that major of the respondents have age beyond 23 years. The same results can be shown in form of bar-chart in the following manner.
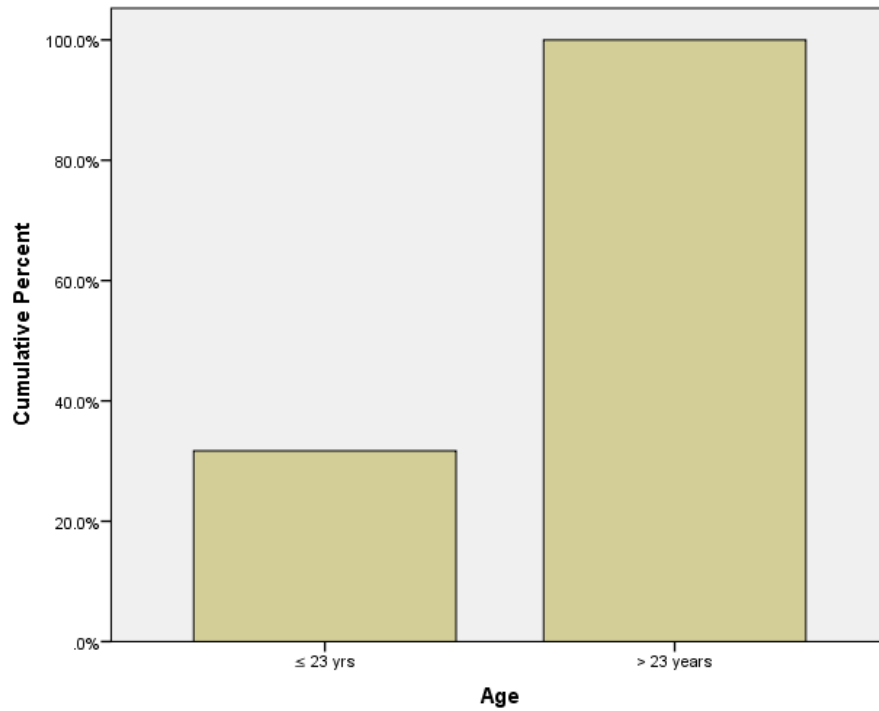

Figure-4.2 Age

4.3   Frequency Distribution: Academic Pursuance

Academic Pursuance (Table-4.3)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid PG science	90	21.1	21.1	21.1
PG arts	114	26.8	26.8	47.9
PG others	95	22.3	22.3	70.2
PG commerce	127	29.8	29.8	100.0
Total	426	100.0	100.0	

Table-4.3 demonstrates that the valid respondents are 426. 90(21.1.%) respondents are registered from science faculty.114(26.8%) respondents registered from Arts faculty.127 respondents are registered from commerce faculty and 95 respondents are registered from other faculties The results indicate that major of the respondents belong to faculty of commerce. The same results can be shown in form of bar-chart in the following manner.
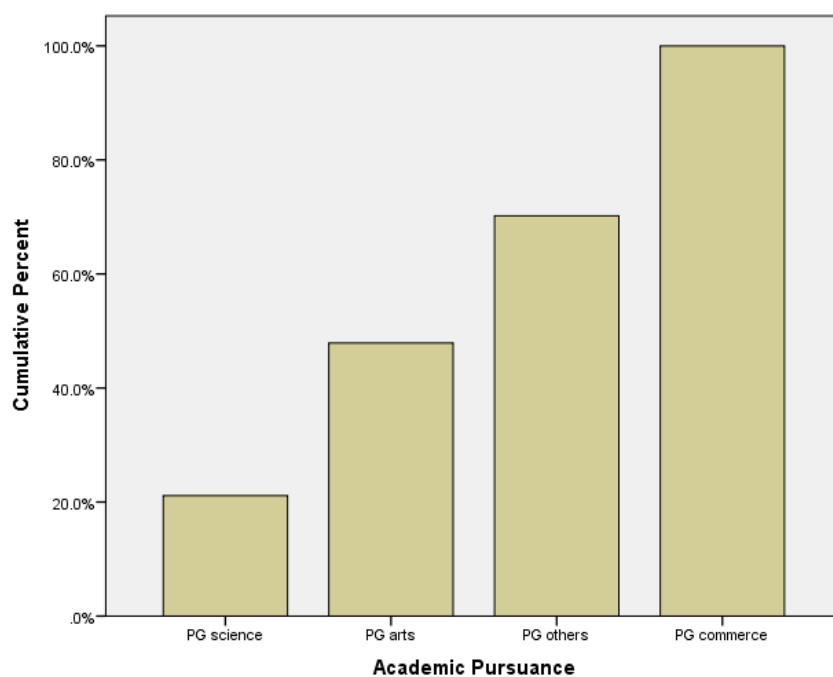
Figure-4.3 Academic Pursuance

4.4 Frequency Distribution: Residential Status

Residential Status (Table-4.4)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Non-Hostel	233	54.7	54.7	54.7
Hostel	193	45.3	45.3	100.0
Total	426	100.0	100.0	

Table-4.4 demonstrates that the valid respondents are 426. 233(54.7.%) respondents have residential status as other than hostel and 193(45.3%) have residential status with the hostel The same results can be shown in form of bar-chart in the following manner.
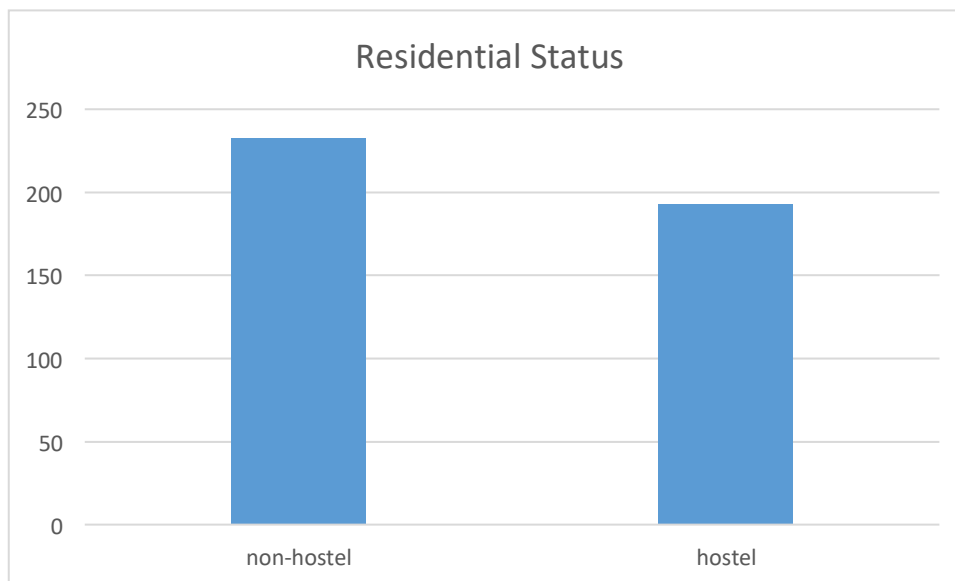

Figure-4.4 Residential status

Thus, demographic profile of the respondents in Group-A contains gender, age, academic pursuance and residential status. It is also observed that there is no missing data in demographic analysis of this group.

In this study, demographic profile is not a part of objectives and hypotheses of this investigation but it helps to authenticate the population considered. It determines whether the individuals in this study are a representative sample of the target population for generalization purposes.

4.5 Descriptive Statistics: Management Commitment

The collected data for Group-Aare standardized before moving for the further analysis. The data standardization process is important because of

putting the data in common format to get the result more consistent. The following results are registered for MC1-7 in terms of N, range, minimum, maximum, mean, standard deviation and variance.

Descriptive Statistics (Table-4.5)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
MC1	426	1.00	5.00	3.6291	1.10123	1.213
MC2	426	1.00	5.00	3.6737	1.05121	1.105
MC3	426	1.00	5.00	3.1854	1.36541	1.864
MC4	426	1.00	5.00	2.8239	1.51214	2.287
MC5	426	1.00	5.00	3.8662	.84209	.709
MC6	426	1.00	5.00	3.8099	.91984	.846
MC7	426	1.00	5.00	3.8662	.84209	.709
MC8	426	1.00	5.00	3.8099	.91984	.846
Valid N (listwise)	426					

Table-4.5 demonstrates the results of descriptive statistics of MC. Total valid respondents are 426.(N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.824 to 3.8662 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 to 1.512. Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.287. Thus, the descriptive statistics of MC gives directions to move

for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.6   Descriptive Statistics: System Approach to Management

Descriptive Statistics(Table-4.6)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
SAM1	426	1.00	5.00	2.7559	1.51899	2.307
SAM2	426	1.00	5.00	3.8099	.91984	.846
SAM3	426	1.00	5.00	3.8662	.84209	.709
SAM4	426	1.00	5.00	3.2559	1.37978	1.904
SAM5	426	1.00	5.00	3.6291	1.10123	1.213
Valid N (listwise)	426					

Table-4.6 demonstrates the results of descriptive statistics of SAM. Total valid respondents are 426. (N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.75 to 3.86 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 to 1.51.Variance is a measure of variability .It is a sum of data value from

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the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.307. Thus, the descriptive statistics of SAM gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.7   Descriptive Statistics: Customer Satisfaction

Descriptive Statistics (Table-4.7)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CS1	426	1.00	5.00	2.8239	1.51214	2.287
CS2	426	1.00	5.00	3.8099	.91984	.846
CS3	426	1.00	5.00	2.9366	1.52106	2.314
CS4	426	1.00	5.00	3.8662	.84209	.709
CS5	426	1.00	5.00	3.8099	.91984	.846
CS6	426	1.00	5.00	3.8662	.84209	.709
CS7	426	1.00	5.00	3.8099	.91984	.846
Valid N (listwise)	426					

Table-4.7 demonstrates the results of descriptive statistics of CS. Total valid respondents are 426.(N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.8239 to 3.8662 Standard Deviation is the square root of variance. It measures

spread of response. In this case, SD is within the range of 0.8421 to 1.52106. Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.314. Thus, the descriptive statistics of CS gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.8   Descriptive Statistics: Employee Involvement

Descriptive Statistics (Table-4.8)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
EI1	426	1.00	5.00	2.9366	1.52106	2.314
EI2	426	1.00	5.00	3.0376	1.42036	2.017
EI3	426	1.00	5.00	3.8099	.91984	.846
EI4	426	1.00	5.00	3.8662	.84209	.709
EI5	426	1.00	5.00	3.8662	.84209	.709
EI6	426	1.00	5.00	3.8099	.91984	.846
Valid N (listwise)	426					

Table-4.8 demonstrates the results of descriptive statistics of EI. Total valid respondents are 426. (N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.93 to 3.8662 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 to 1.52.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.31. Thus, the descriptive statistics of EI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.9   Descriptive Statistics: Training

Descriptive Statistics (Table-4.9)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TRG1	426	1.00	5.00	3.8662	.84209	.709
TRG2	426	1.00	5.00	3.1854	1.36541	1.864
TRG3	426	1.00	5.00	3.8662	.84209	.709
Valid N (listwise)	426					

Table-4.9 demonstrates the results of descriptive statistics of TRG. Total valid respondents are 426.(N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.18 to 3.86 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 to 1.36.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 1.86. Thus, the descriptive statistics of TRG gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.10 Descriptive Statistics: Team Work

Descriptive Statistics (Table-4.10)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TW1	426	1.00	5.00	3.8099	.91984	.846
TW2	426	1.00	5.00	3.8662	.84209	.709
TW3	426	1.00	5.00	3.8099	.91984	.846
TW4	426	1.00	5.00	3.0376	1.42036	2.017
Valid N (listwise)	426					

Table-4.10 demonstrates the results of descriptive statistics of TW Total valid respondents are 426. (N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.03 to 3.80 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 to 1.42.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.01. Thus, the descriptive statistics of TW gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.11   Descriptive Statistics: Continuous Improvement

Descriptive Statistics (Table-4.11)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CI1	426	1.00	5.00	2.6385	1.52803	2.335
CI2	426	1.00	5.00	3.8099	.91984	.846
CI3	426	1.00	5.00	3.8662	.84209	.709
CI4	426	1.00	5.00	3.8662	.84209	.709
CI5	426	1.00	5.00	3.8099	.91984	.846
Valid N (listwise)	426					

Table-4.11 demonstrates the results of descriptive statistics of TW Total valid respondents are 426.(N=426). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.63 to 3.86 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.842 1.52.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.709 to 2.33. Thus, the descriptive statistics of CI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Thus, it can be conclude that descriptive statistics is a critical part of initial data analysis. It provides foundation of data comparing in a particular analysis. It also avoids to mislead the results. The appropriate use of descriptive statistics leads researcher for moving on for conducting main statistical test in the study. To conclude, the results of descriptive statistics of given data for Group-A permits to go ahead for further analysis with a view to achieve objectives of the present study

4.12   Scale Reliability Test: Management Commitment (MC)

Case Processing Summary (Table-4.12a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. List wise deletion based on all variables in the

procedure.

Reliability Statistics(Table-4.12b)

Cronbach's Alpha	N of Items
.887	8

Table-4.12a demonstrates the results on scale reliability of MC1-7.It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.12b indicates the results on Cronbach alpha and number of items considered. N=7.Cronbach alpha (α) is 0.887. It means 88.7% internal consistency amongst items considered by scaling

SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from MC1-7 can be considered as reliable.

4.13   Scale Reliability Test: System Approach to Management (SAM)

Case Processing Summary(Table-4.13a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. List wise deletion based on all variables in the

procedure.

Reliability Statistics (Table-4.13b)

Cronbach's Alpha	N of Items
.746	5

Table-4.13a demonstrates the results on scale reliability of SAM1-5.It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.13b indicates the results on Cronbach alpha and number of items considered. N=5.Cronbach alpha (α) is 0.746. It means 74.6% internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from SAM1-5can be considered as reliable.

4.14   Scale Reliability Test: Customer Satisfaction

Case Processing Summary(Table-4.14a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.14b)

Cronbach's Alpha	N of Items
0.918	7

Table-4.14a demonstrates the results on scale reliability of CS1-7. It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.13b indicates the results on Cronbach alpha and number of items considered. N=7.Cronbach alpha (α) is 0.918. It means 91.8% internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CS1-7 can be considered as reliable.

4.15   Scale Reliability Test: Employee Involvement

Case Processing Summary(Table-4.15a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics (Table-4.15b)

Cronbach's Alpha	N of Items
.819	6

Table-4.15a demonstrates the results on scale reliability of EI1-6.It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.15b indicates the results on Cronbach alpha and number of items considered. N=6.Cronbach alpha (α) is 0.819. It means 81.9 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from EI1-7can be considered as reliable.

4.16 Scale Reliability Test: Training

Case Processing Summary(Table-4.16a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. List wise deletion based on all variables in   the

procedure.

Reliability Statistics(Table-4.16b)

Cronbach's Alpha	N of Items
.723	3

Table-4.16a demonstrates the results on scale reliability of TRG1-3.It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.16b indicates the results on Cronbach alpha and number of items considered. N=3.Cronbach alpha (α) is 0.723 It means 72.3 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from TRG1-3can be considered as reliable.

4.17 Scale Reliability Test: Team Work

Case Processing Summary(Table-4.17a)

		N	%
Cases	Valid	426	100.0
	Excluded[a]	0	.0
	Total	426	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.17b)

Cronbach's Alpha	N of Items
.820	4

Table-4.17a demonstrates the results on scale reliability of TW1-4.It interprets case processing summary valid sample size =426 in this case and no one is excluded. Table-4.17b indicates the results on Cronbach alpha and number of items considered. N=4.Cronbach alpha (α) is 0.820 It means 82.0 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from TW1-4can be considered as reliable.

4.18   Scale Reliability Test: Continuous Improvement

Case Processing Summary(Table-4.18a)

	N	%
(Valid	426	100.0
Excluded^a	0	.0
(Total	426	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics(Table-4.18b)

Cronbach's Alpha	N of Items
.851	5

Table-4.18a demonstrates the results on scale reliability of CI1-5.It interpret case processing summary valid sample size =426 in this case and no one is excluded. Table-4.18b indicates the results on Cronbach alpha and number of items considered. N=5.Cronbach alpha (α) is 0.898 It means 85.1 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CI1-5 be considered as reliable.

The results of the study in this case are also considerable. It is found during the study that the items (i.e. variables of each factors are internally consistent by applying Cronbach's alpha within the range of 0.7-0.9 i.e. 70-90%) So that it can be concluded that statements asked to the respondents are relevant to the problem statement. The results of pilot study in this case are also considerable. It is found during the pilot study that the items (i.e. variables of each factors are internally consistent by applying Cronbach's alpha within the range of 0.7-0.9 i.e. 70-90%) So that it can be concluded that statements asked to the respondents are relevant to the problem statement.

4.19 Pearson Correlation Test: Student Perspectives

Pearson Correlations test is conducted for the purpose of determining correlations amongst MC, SAM, CS, EI, TRG, TW, and CI. It shows level of association between two variables. This is the best method to measure association between variables of interest because it is based on the method of co-variance. It is also a statistical evaluation. Pearson coefficient It is a statistical measure of the strength of a linear relationship between paired data. It is denoted by r as is designed as $-1 \leq r \leq 1$.

Evan (1996) suggests on Pearson correlation coefficient (r) as .00-.19 very weak,.20-.39 weak 40-- .59 moderate.60-.79 strong,.80 - .95 very strong

Hypotheses Testing

H01: No relations exist amongst management commitment, system approach to management, customer satisfaction, employee   involvement, training, teamwork and continuous improvement in context to students of MSU of Baroda.

H11: Positive relations exist amongst management commitment, system approach to management, customer satisfaction, employee

involvement, training, teamwork and continuous improvement in context to students of MSU of Baroda.

		MC	SAM	CS	EI	TRG	TW	CI
		Correlations(Table-4.19)						
MC	Pearson Correlation	1	.980**	.937**	.968**	.899**	.916**	.952**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	426	426	426	426	426	426	426
SAM	Pearson Correlation	.980**	1	.926**	.971**	.889**	.908**	.945**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	426	426	426	426	426	426	426
CS	Pearson Correlation	.937**	.926**	1	.952**	.770**	.811**	.977**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000
	N	426	426	426	426	426	426	426
EI	Pearson Correlation	.968**	.971**	.952**	1	.901**	.941**	.967**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000

	N	426	426	426	426	426	426	426
TRG	Pearson Correlation	.899**	.889**	.770**	.901**	1	.955**	.830**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	426	426	426	426	426	426	426
TW	Pearson Correlation	.916**	.908**	.811**	.941**	.955**	1	.870**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	426	426	426	426	426	426	426
CI	Pearson Correlation	.952**	.945**	.977**	.967**	.830**	.870**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	426	426	426	426	426	426	426

**. Correlation is significant at the 0.01 level (2-tailed).

Table-4.19 demonstrates results on Pearson correlations test conducted for pairs of each variable considered for the study. In this case, N=426.Range of r is between 0.916(91.6%) to 0.980(98.8%) Significance level is obtained as 0.00(p≤0.05). So that, it can be concluded that there is significantly positive correlations between interested pairs of variables. So that H01 is rejected and $H_1 1$ is accepted.

The pilot test results on student perspectives are also obtained in the similar manner in terms of level of association between intersected variables.

Pearson correlation for all the seven factors is registered within the range of 0.7-0.8(70-80%. Except training factor which is poor. It means most of the variables are significantly correlated with each other. The comparison of PG students and PhD scholars through t-test has no significant different in their perception on selected factors.

Group-II   Faculty Perspectives

The following results are obtained with respect to response received from faculties for the following details.

Variables

This is perception-base study and faculties of MSU of Baroda are taken into consideration for response to different factors as indicated in the questionnaire.

8.   Management Commitment (MC_{1-14})

9.   System Approach to Management (SAM_{1-7})

10.   Customer Satisfaction (CS_{1-9})

11.   Employee Involvement (EI_{1-15})

12.   Training (TRG_{1-6})

13.   Team Work (TW_{1-5})

14.   Continuous Improvement (CI_{1-11})

The above seven factors have 67 variables and Response Rate is registered in the following manner.

$$Response\ Rate = \frac{Completes}{(Completes) + \left(\frac{Completes}{Completes + Not\ Qualified} \times (Not\ Contacted + Refused)\right)}$$

It means   completes is divided by invitations

In the present group, the RR is as follows

Completed 426, Invitations=450

305

------------   X 100 = 93.8 %

325

So that, valid respondents are 305

4.20   Frequency Distribution: Gender

Gender (Table-4.20)

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	177	58.0	58.0	58.0
	Female	128	42.0	42.0	100.0
	Total	305	100.0	100.0	

Table-4.20 demonstrates that the valid respondents are 305.Male respondents are registered as 177(58.0 %) and female respondents are registered as 128(42.0%).The results also indicate that male respondents are more than male respondents. The same results can be shown in form of bar-chart in the following manner.
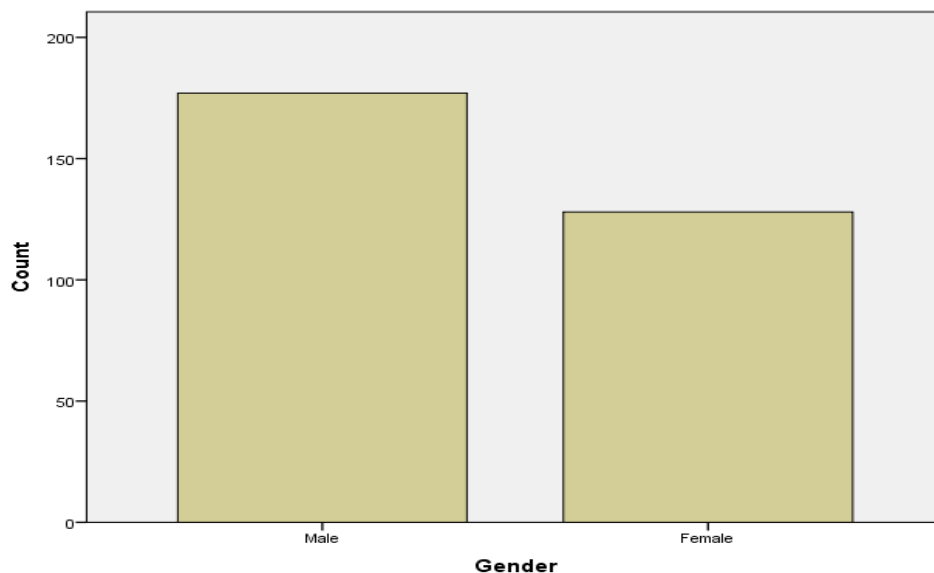

Figure-4.5 Bar graph: Gender

4.21   Frequency Distribution: Age

Age (Table-4.21)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 35 yrs	68	22.3	22.3	22.3
35-55 yrs	138	45.2	45.2	67.5
> 55 yrs	99	32.5	32.5	100.0
Total	305	100.0	100.0	

Table-4.21 demonstrates that the valid respondents are 305. 68(22.3%) respondents are registered with the age of 35 or below35 and 138 (45.2 %) respondents are registered as above the age of 35-55 years. 99 (32.5%) respondents are registered beyond the age of 55 years. The results indicate that major of the respondents have age group of 35-55. The same results can be shown in form of bar-chart in the following manner.
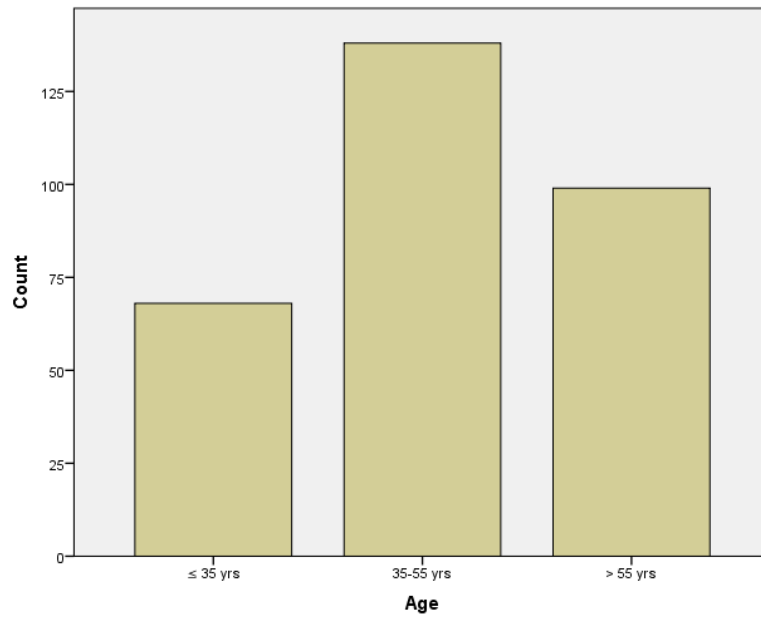
Figure-4.6 Bar graph: Age

4.22 Frequency Distribution: Marital Status

Marital Status (Table-4.22)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	275	90.2	90.2	90.2
	Unmarried	30	9.8	9.8	100.0
	Total	305	100.0	100.0	

Table-4.22 demonstrates the results on marital status of the respondents. It is observed that 275 (90.2%) respondents are registered as married and 30(9.8%) respondents are registered as unmarried respondents. It can be conclude that maximum respondents are married with reference to faculties as respondents. The same can be shown in form of bar –graph in the following manner.
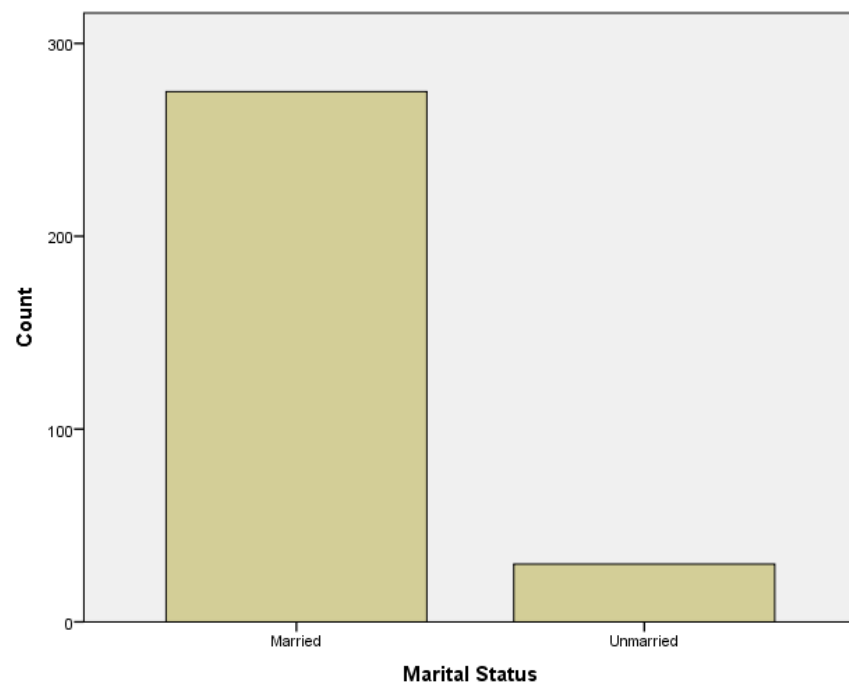

Figure-4.7 Bar graph: Marital status

4.23   Frequency Distribution: Academic Qualifications

Academic Qualifications(Table-4.23)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid PG	126	41.3	41.3	41.3
PhD	179	58.7	58.7	58.7
Total	305	100.0	100.0	

Table-4.23 demonstrates the results on academic qualifications of the respondents. It is observed that 126(41.3%) respondents are registered as PG qualified and 179(58.7%) respondents are registered as with doctoral degree. It can be conclude that maximum respondents have doctoral degree with reference to faculties as respondents. The same can be shown in form of bar –graph in the following manner.

Figure-4.8 Bar graph: Academic qualifications
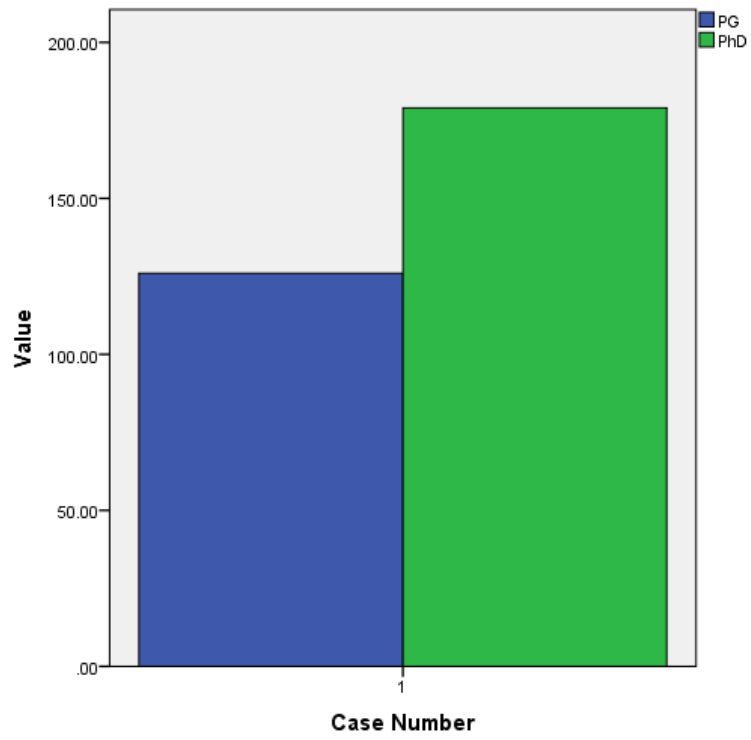
4.24   Frequency Distribution: Position

Position(Table-4.24)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	TTA/TAP	98	32.13	32.13	32.13
	Professor	43	14.10	14.10	46.23
	Associate Professor	38	12.46	12.46	58.69
	Assistant Professor	68	22.95	22.95	81.64
	Dean	10	3.27	3.27	84.91
	HoD	24	7.87	7.87	92.78
	IQAC member	8	2.62	2.62	95.4
	other	16	5.24	5.24	100.0
	Total	305	100.0	100.0	

Table-4.24 demonstrates the results on position or job status of the respondents. It is observed that 98 respondents are registered temporary teaching staff. 43 respondents are professors. 38 respondents are registered as associate professors.68assistant professor. Dean are 10. 24 are HoD. IQAC member,8and others is one .16. The same can be shown in form of bar –graph in the following manner.
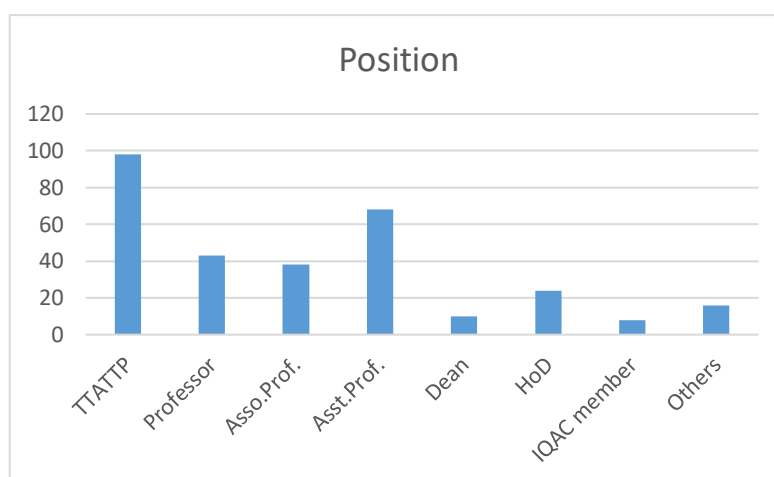
4.25 Frequency Distribution: Department

Department (Table-4.25)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts	44	14.4	14.4	14.4
	Commerce	38+10=48	15.74	15.74	30.14
	Science	40	13.1	13.1	43.24
	Engineering	43	14.1	14.1	57.34
	Management	4	1.31	1.31	58.65
	Medical	18	5.9	5.9	64.55
	Social Work	9	2.9	2.9	67.45
	Education and Psychology	10	3.3	3.3	70.75
	Law	5	1.6	1.6	72.35
	Performing Arts	5	1.6	1.6	73.95
	Family & community science	5	1.6	1.6	75.55
	Journalism & communication	2	0.6	0.6	76.15
	Others	72	23.6	23.6	100
	Total	305	100.0	100.0	

Table-4.25 demonstrates the results on departmental status of the respondents. It is observed that 44 respondents are registered from Arts department. 48 respondents from commerce department. 40 respondents from science department.43 respondents from engineering department,4 respondents from management department,18 respondents from medical department,9 respondents from social work department,10 respondents from education and psychology department, Law, performing Arts, family and community scince have equal respondents registered as 5 to each. 2 respondents from journalism and communication, Finally, ss72 respondents from other departments.
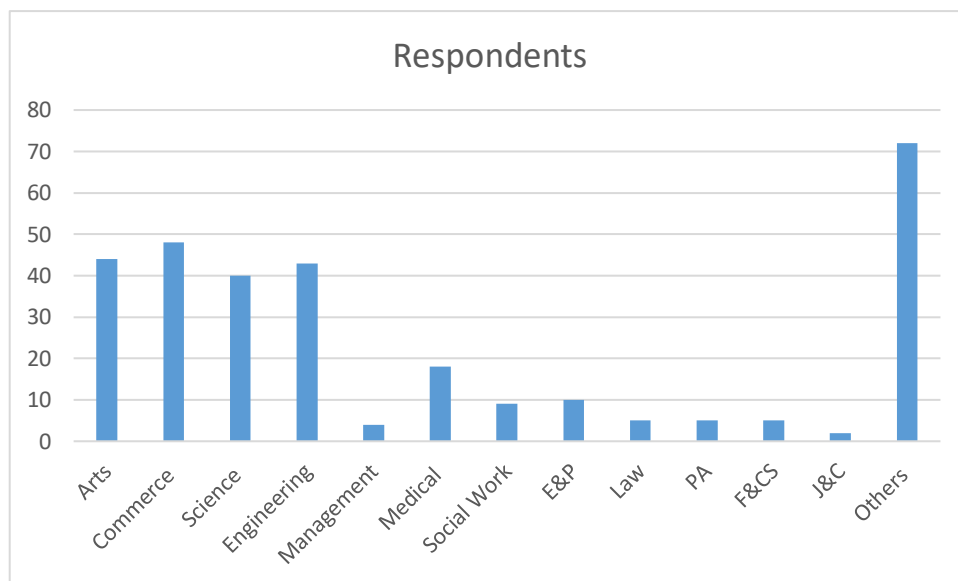
Figure-4.10 frequency distribution: department

4.26 Frequency Distribution: Work Experience

Work Experience (Table-4.26)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 15 yrs.	153	50.2	50.2	50.2
15-30 yrs	90	29.5	29.5	79.7
> 30 years	62	20.3	20.3	100.0
Total	305	100.0	100.0	

Table-4.26 indicates the results on work experience of respondents.153 (50.2%) respondents are registered as with the experience of ≤ 15 yrs. 90(29.5%) respondents have 15-30 years' experience and 62(20.3%) respondents have work experience of greater than 30 years of work experience. To conclude, maximum respondents have less than or equal to 15 years of work experience.
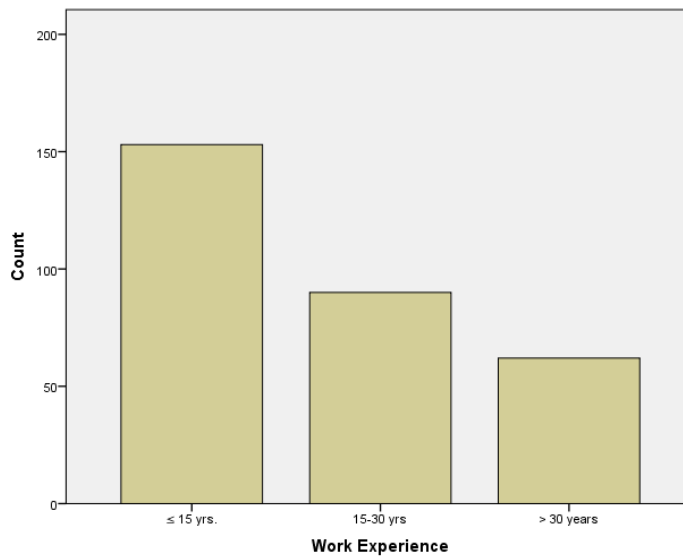
Figure-4.11 frequency distribution: department

4.27   Frequency Distribution: Income

Income(Table-4.27)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 5 lakh	176	57.7	57.7	57.7
5-10 lakh	108	35.4	35.4	93.1
10-15 lakh	16	5.2	5.2	98.4
> 15 lakh	5	1.6	1.6	100.0
Total	305	100.0	100.0	

Table-4.27 indicates that income of the respondents on annual base is between ≤ 5 lakhs to 15 lakhs for 300 respondents and 5 respondents have more than 15 lakhs income per annum.

Figure-4.12 frequency distribution: Income

4.28   Descriptive Statistics: Management Commitment

Descriptive Statistics(Table-4.28)

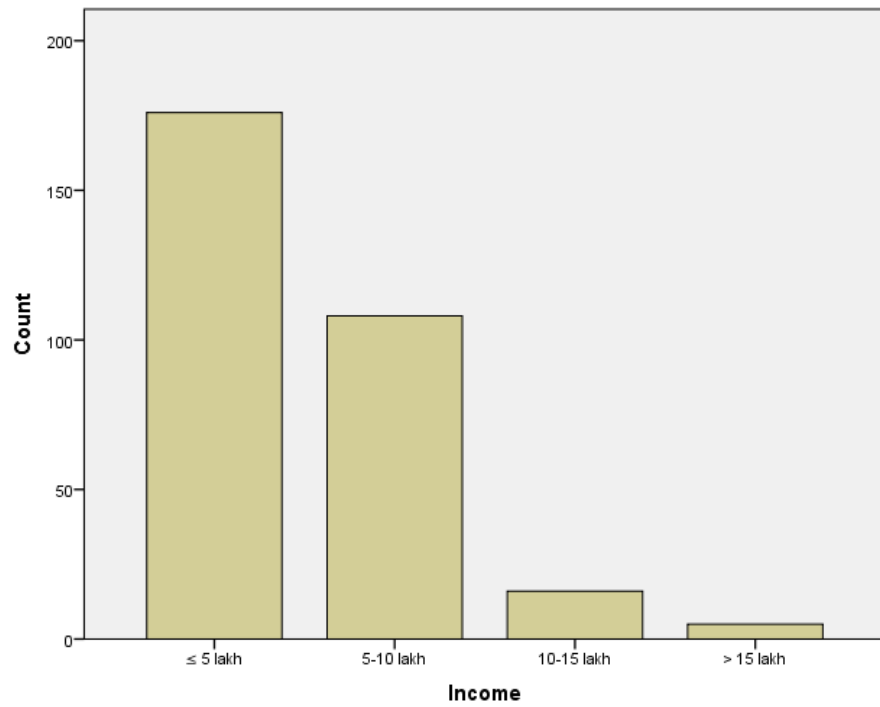|	N	Minimum	Maximum	Mean	Std. Deviation	Variance
MC1	305	1.00	5.00	4.1803	.88311	.780
MC2	305	1.00	5.00	4.4656	.63838	.408
MC3	305	1.00	5.00	3.7443	1.14715	1.316
MC4	305	1.00	5.00	4.2393	.90235	.814
MC5	305	1.00	5.00	2.9279	1.41004	1.988
MC6	305	1.00	5.00	3.2754	1.22591	1.503
MC7	305	1.00	5.00	4.1016	1.01930	1.039
MC8	305	1.00	5.00	4.3148	.91007	.828
MC9	305	1.00	5.00	4.4951	.59117	.349
MC10	305	1.00	5.00	3.9934	1.15563	1.335
MC11	305	1.00	5.00	2.5934	1.38790	1.926
MC12	305	1.00	5.00	2.1049	1.26262	1.594
MC13	305	1.00	5.00	3.7443	1.14715	1.316
MC14	305	1.00	5.00	3.9934	1.15563	1.335
Valid N (listwise)	305					

Table-4.28 demonstrates the results of descriptive statistics of MC. Total valid respondents are 305. (N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is

also so called as average. In this case, the mean range is registered between 2.10 to 4.49 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.591 1.41.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.349 to 1.98. Thus, the descriptive statistics of MC gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.29 Descriptive Statistics: System Approach to Management

Descriptive Statistics(4.29)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
SAM1	305	1.00	5.00	4.1016	1.01930	1.039
SAM2	305	1.00	5.00	3.9934	1.15563	1.335
SAM3	305	1.00	5.00	3.6361	1.53747	2.364
SAM4	305	1.00	5.00	3.9934	1.15563	1.335
SAM5	305	1.00	5.00	3.7443	1.14715	1.316
SAM6	305	1.00	5.00	3.7443	1.14715	1.316
SAM7	305	1.00	5.00	3.2754	1.22591	1.503
Valid N (listwise)	305					

Table-4.29 demonstrates the results of descriptive statistics of SAM. Total valid respondents are 305.(N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.27 to4.10 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 1.01 to 1.53.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 1.03to 2.36. Thus, the descriptive statistics of SAM gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.30 Descriptive Statistics: Customer Satisfaction

Descriptive Statistics (4.30)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CS1	305	1.00	5.00	2.4328	1.41290	1.996
CS2	305	1.00	5.00	3.1115	1.51115	2.284
CS3	305	1.00	5.00	2.4328	1.46995	2.161
CS4	305	1.00	5.00	3.6000	1.22903	1.511
CS5	305	1.00	5.00	2.0459	1.33938	1.794
CS6	305	1.00	5.00	3.9934	1.15563	1.335
CS7	305	1.00	5.00	4.4098	.76039	.578

CS8	305	1.00	5.00	4.2984	.95946	.921
CS9	305	1.00	5.00	3.4393	1.30677	1.708
Valid N (listwise)	305					

Table-4.30 demonstrates the results of descriptive statistics of CS. Total valid respondents are 305.(N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.04 to 4.40 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.760 to 1.51..Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.578 2. 28.. Thus, the descriptive statistics of CS gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.31   Descriptive Statistics: Employee Involvement

Descriptive Statistics (Table-4.31)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
EI1	305	1.00	5.00	3.8557	1.31496	1.729
EI2	305	1.00	5.00	3.3115	1.40184	1.965
EI3	305	1.00	5.00	4.1803	1.10186	1.214
EI4	305	1.00	5.00	2.9541	1.52755	2.333
EI5	305	1.00	5.00	2.8262	1.55997	2.434
EI6	305	1.00	5.00	2.1443	1.42540	2.032
EI7	305	1.00	5.00	3.9377	1.26935	1.611
EI8	305	1.00	5.00	3.8590	1.32404	1.753
EI9	305	1.00	5.00	3.9377	1.26935	1.611
EI10	305	1.00	5.00	4.3246	.94393	.891
EI11	305	1.00	5.00	4.1574	1.11575	1.245
EI12	305	1.00	5.00	4.3246	.94393	.891
EI13	305	1.00	5.00	3.7770	1.37750	1.897
EI14	305	1.00	5.00	3.9180	1.44294	2.082
EI15	305	1.00	5.00	4.2098	1.08302	1.173
Valid N (listwise)	305					

Table-4.31 demonstrates the results of descriptive statistics of EI. Total valid respondents are 305.(N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.14 to 4.32 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.943to 1.55.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.891 to 2. 33. Thus, the descriptive statistics of EI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.32   Descriptive Statistics: Training

Descriptive Statistics (Table-4.32)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TRG1	305	1.00	5.00	2.9541	1.52755	2.333
TRG2	305	1.00	5.00	3.9377	1.26935	1.611
TRG3	305	1.00	5.00	2.8262	1.55997	2.434
TRG4	305	1.00	5.00	3.3115	1.40184	1.965
TRG5	305	1.00	5.00	2.3541	1.46422	2.144
TRG6	305	1.00	5.00	3.8590	1.32404	1.753
Valid N (listwise)	305					

Table-4.32 demonstrates the results of descriptive statistics of TRG. Total valid respondents are 305.(N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.35- 3.93 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 1.26 to 1.55.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 1.6 to 2. 43. Thus, the descriptive statistics of TRG gives directions to move for

further data by showing the collected data are consistent and the researchers can move for further analysis.

4.33   Descriptive Statistics: Team Work

Descriptive Statistics(Table-4.32)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TW1	305	1.00	5.00	3.1377	1.52201	2.317
TW2	305	1.00	5.00	4.3246	.94393	.891
TW3	305	1.00	5.00	3.7770	1.37750	1.897
TW4	305	1.00	5.00	3.3115	1.40184	1.965
TW5	305	1.00	5.00	3.9377	1.26935	1.611
Valid N (listwise)	305					

Table-4.33 demonstrates the results of descriptive statistics of TW Total valid respondents are 305. (N=305). Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.13-3.93 Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.943-1.52.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.891 to 2. 31. Thus, the descriptive statistics of TW gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.34 Descriptive Statistics: Continuous Improvement

Descriptive Statistics (Table-4.34)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CI1	305	1.00	5.00	3.6000	1.22903	1.511
CI2	305	1.00	5.00	2.9541	1.52755	2.333
CI3	305	1.00	5.00	3.8590	1.32404	1.753
CI4	305	1.00	5.00	3.9377	1.26935	1.611
CI5	305	1.00	5.00	3.9377	1.26935	1.611
CI6	305	1.00	5.00	4.1803	1.10186	1.214
CI7	305	1.00	5.00	3.8590	1.32404	1.753
CI8	305	1.00	5.00	4.2098	1.08302	1.173
CI9	305	1.00	5.00	3.6852	1.42555	2.032
CI10	305	1.00	5.00	4.3246	.94393	.891
CI11	305	1.00	5.00	4.2098	1.08302	1.173
Valid N (listwise)	305					

Table-4.34 demonstrates the results of descriptive statistics of CI Total valid respondents are 305.(N=305). Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It

helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.09 to 4.32. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.993-1.52 .Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.891 to 2. 33. Thus, the descriptive statistics of CI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.35 Scale Reliability Test: Management Commitment

Case Processing Summary(Table-4.35a)

		N	%
Cases	Valid	305	100.0
	Excluded[a]	0	.0
	Total	305	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.35b)

Cronbach's Alpha	N of Items
.854	14

Table-4.35a demonstrates the results on scale reliability of MC.

It interprets case processing summary valid sample size =305 in this case and no one is excluded. Table-4.35b indicates the results on Cronbach alpha and number of items considered. N=14.Cronbach alpha (α) is 0.854 It means 85.4 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from MC1-14 considered as reliable.

4.36   Scale Reliability Test: System Approach to Management

Case Processing Summary(Table-4.36a)

		N	%
Cases	Valid	305	100.0
	Excluded a	0	.0
	Total	305	100.0

a. List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.36b)

Cronbach's Alpha	N of Items
.996	7

Table-4.36a demonstrates the results on scale reliability of SAM.It interpret case processing summary valid sample size =305 in this case and no one is excluded. Table-4.36b indicates the results on Cronbach alpha and number of items considered. N=7.Cronbach alpha (α) is 0.996 It means 99.6 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from SAM1-7 considered as reliable.

4.37 Scale Reliability Test: Customer Satisfaction

Case Processing Summary(Table-4.37a)

		N	%
Cases	Valid	305	100.0
	Excluded[a]	0	.0
	Total	305	100.0

 a. List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.37b)

Cronbach's Alpha	N of Items
.595	9

Table-4.37a demonstrates the results on scale reliability of CS.It interprets case processing summary valid sample size =305 in this case and no one is excluded. Table-4.37b indicates the results on Cronbach alpha and number of items considered. N=9.Cronbach alpha (α) is 0.617 It means 61.7 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CS1-9 considered as reliable.

4.38 Scale Reliability Test: Employee Involvement

Case Processing Summary(Table-4.38a)

		N	%
Cases	Valid	305	100.0
	Excluded[a]	0	.0
	Total	305	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.38b)

Cronbach's Alpha	N of Items
.842	15

Table-4.38a demonstrates the results on scale reliability of EI.It interprets case processing summary valid sample size =305 in this case and no one is excluded. Table-4.38b indicates the results on Cronbach alpha and number of items considered. N=15.Cronbach alpha (α) is 0.842.It means 84.2 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from EI1-15 considered as reliable.

4.39   Scale Reliability Test: Training

Case Processing Summary(Table-4.39a)

		N	%
Cases	Valid	305	100.0
	Excluded[a]	0	.0
	Total	305	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.39b)

Cronbach's Alpha	N of Items
.653	6

Table-4.39a demonstrates the results on scale reliability of TRG.It interpret case processing summary valid sample size =305 in this case and no one is excluded. Table-4.39b indicates the results on Cronbach alpha and number of items considered. N=6.Cronbach alpha (α) is 0.653.It means 65.3 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire fromTRG1-6 considered as reliable.

4.40 Scale Reliability Test: Team Work

Case Processing Summary(Table-4.40a)

		N	%
Cases	Valid	305	100.0
	Excluded a	0	.0
	Total	305	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.40b)

Cronbach's Alpha	N of Items
.584	5

Table-4.40a demonstrates the results on scale reliability of TW. It interprets case processing summary valid sample size =305 in this case and no one is excluded. Table-4.40b indicates the results on Cronbach alpha and number of items considered. N=4.Cronbach alpha (α) is 0.611.It means 61.1 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire fromTW1-5 considered as reliable.

4.41   Scale Reliability Test: Continuous Improvement

Case Processing Summary(Table-4.41a)

		N	%
Cases	Valid	305	100.0
	Excluded [a]	0	.0
	Total	305	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.41b)

Cronbach's Alpha	N of Items
.863	11

Table-4.41a demonstrates the results on scale reliability of CI. It interprets case processing summary valid sample size =305 in this case and no one is excluded. Table-4.41b indicates the results on Cronbach alpha and number of items considered. N=11.Cronbach alpha (α) is 0.863.It means 86.3 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CI 1-11 considered as reliable.

Pearson Correlation Test: Faculty Perspectives

Pearson Correlations test is conducted for the purpose of determining correlations amongst MC, SAM, CS, EI, TRG, TW, and CI. It shows level of association between two variables. This is the best method to measure association between variables of interest because it is based on the method of co-variance. It is also a statistical evaluation. Pearson coefficient It is a statistical measure of the strength of a linear relationship between paired data. It is denoted by r as is designed as $-1 \leq r \leq 1$.

Evan (1996) suggests on Pearson correlation coefficient (r) as

.00-.19 very weak,.20-.39 weak 40-- .59 moderate.60-.79 strong,.80 - .95 very strong

Hypotheses Testing

H02: No relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to faculty of MSU of Baroda.

H12: Positive relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to faculty of MSU of Baroda.

Correlations(Table-4.42)

		MC	SAM	CS	EI	TRG	TW	CI
MC	Pearson Correlation	1	.887**	.716**	.695**	.655**	.717**	.696**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	305	305	305	305	305	305	305
SAM	Pearson Correlation	.887**	1	.586**	.648**	.665**	.718**	.686**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	305	305	305	305	305	305	305
CS	Pearson Correlation	.716**	.586**	1	.641**	.723**	.626**	.554**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000

	N	305	305	305	305	305	305	305
EI	Pearson Correlation	.695**	.648**	.641**	1	.747**	.923**	.968**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	305	305	305	305	305	305	305
TRG	Pearson Correlation	.655**	.665**	.723**	.747**	1	.854**	.714**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	305	305	305	305	305	305	305
TW	Pearson Correlation	.717**	.718**	.626**	.923**	.854**	1	.902**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	305	305	305	305	305	305	305
CI	Pearson Correlation	.696**	.686**	.554**	.968**	.714**	.902**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	305	305	305	305	305	305	305

**. Correlation is significant at the 0.01 level (2-tailed).

Table-4.42 demonstrates results on Pearson correlations test conducted for pairs of each variables considered for the study. In this case, N=305.Range of r is between 0.554(55.4%) to 0.968(96.8%) Significance level is obtained as 0.00(p≤0.05) .So that, it can be concluded that there is significantly positive correlations between interested pairs of variables. So that H02 is rejected and $H_1 2$ is accepted. The pilot test results on faculty perspectives are also obtained in the similar manner in terms of level of association between intersected variables.

Group-III   Non-Teaching staff Perspectives

Frequency Distribution of Gender (Table-4.43)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	206	64.8	64.8	64.8
	Female	112	35.2	35.2	100.0
	Total	318	100.0	100.0	

Table-4.43 demonstrates that the valid respondents are 318. Male respondents are registered as 206(64.8 %) and female respondents are registered as 112(35.2%).The results also indicate that male respondents are more than male respondents. The same results can be shown in form of bar-chart in the following manner.
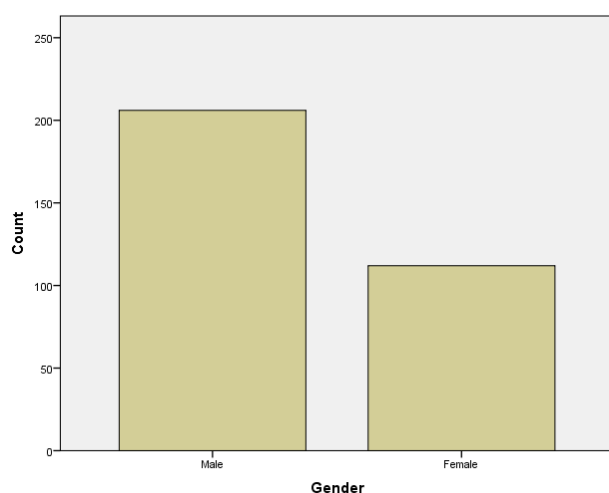
Figure-4.13 Frequency Distribution of Gender

Frequency Distribution of Age (Table-4.44)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 35 yrs	123	38.7	38.7	38.7
35-55 yrs	95	29.9	29.9	68.6
> 55 yrs	100	31.4	31.4	100.0
Total	318	100.0	100.0	

Table-4.44 demonstrates that the valid respondents are 318. 123(38.7 %) respondents are registered with the age of 35 or below35 and 95 (29.9 %) respondents are registered as above the age of 35-55 years. 100 (31.4 %)

respondents are registered beyond the age of 55 years. The results indicate that major of the respondents have age group of less than or equal to 35 years. The same results can be shown in form of bar-chart in the following manner.
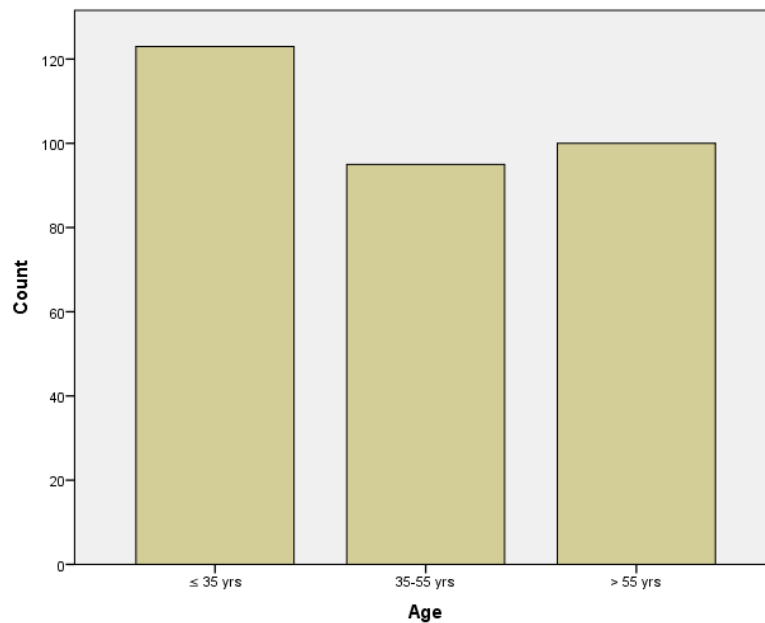
Figure-4.14 Frequency Distribution of Age

Frequency Distribution of Marital Status(Table-4.45)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Married	242	76.1	76.1	76.1
Unmarried	76	23.9	23.9	100.0
Total	318	100.0	100.0	

Table-4.45 demonstrates the results on marital status of the respondents. It is observed that 242 (76.1%) respondents are registered as married and 76(23.9%) respondents are registered as unmarried respondents. It can be conclude that maximum respondents are married with reference to faculties as respondents. The same can be shown in form of bar –graph in the following manner.
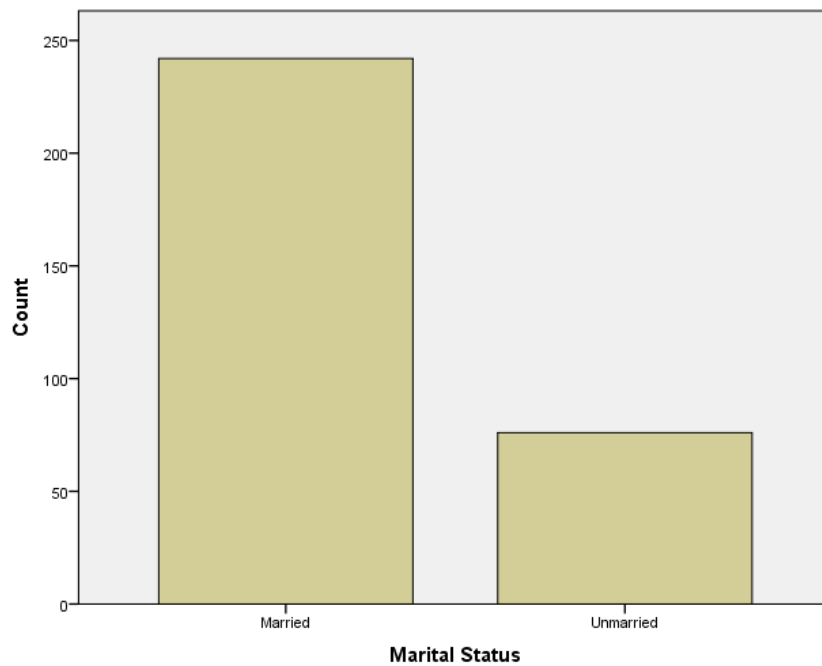
Figure 4.15   MS

Figure-4.15 Frequency Distribution of Marital Status

Frequency Distribution of Education(Table-4.46)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Graduation	177	55.7	55.7	55.7
	PG	117	36.8	36.8	92.5
	PG+	24	7.5	7.5	100.0
	Total	318	100.0	100.0	

Table-4.46 demonstrates the results on academic qualifications of the respondents. It is observed that 177(55.7%) respondents are registered as graduate qualified and 117(36.8 %) respondents are registered as with PG degree.24 respondents have PG+ degree in terms of short terms diploma of certificate courses. It can conclude that maximum respondents have graduation degree with reference to Non-teaching staff. The same can be shown in form of bar –graph in the following manner.
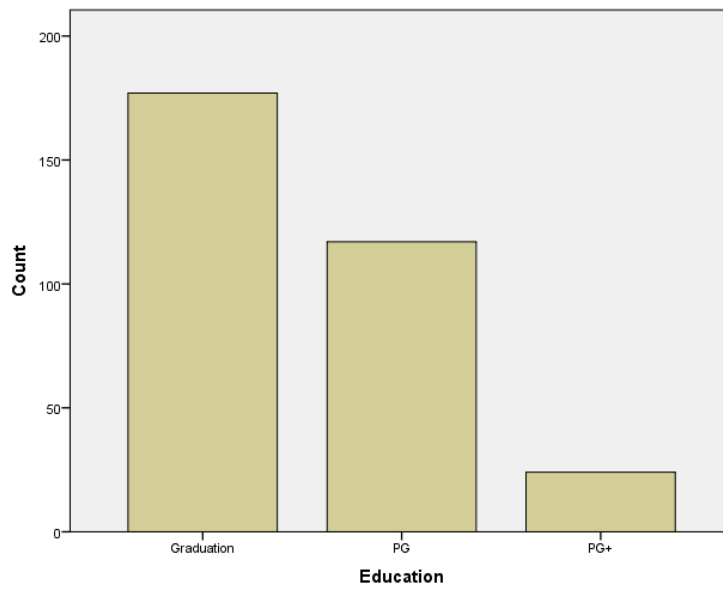
Figure-4.16 Frequency Distribution of Education

Frequency Distribution of Position(Table-4.47)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Non-teaching technical	24	7.5	7.5	7.5
	Non-teaching administrative	262	82.4	82.4	89.9
	Other	32	10.1	10.1	100.0
	Total	318	100.0	100.0	

Table-4.47 indicates the results on position of the respondents in the university. It is observed that non-teaching technical staff is registered as 24(7.5%) and 262(82.4%) respondents are belong to non-teaching administrative group.32 (10.1%) respondents having other portfolio in the university as a jobber. It is to conclude that maximum respondents registered from non-teaching administrative staff.
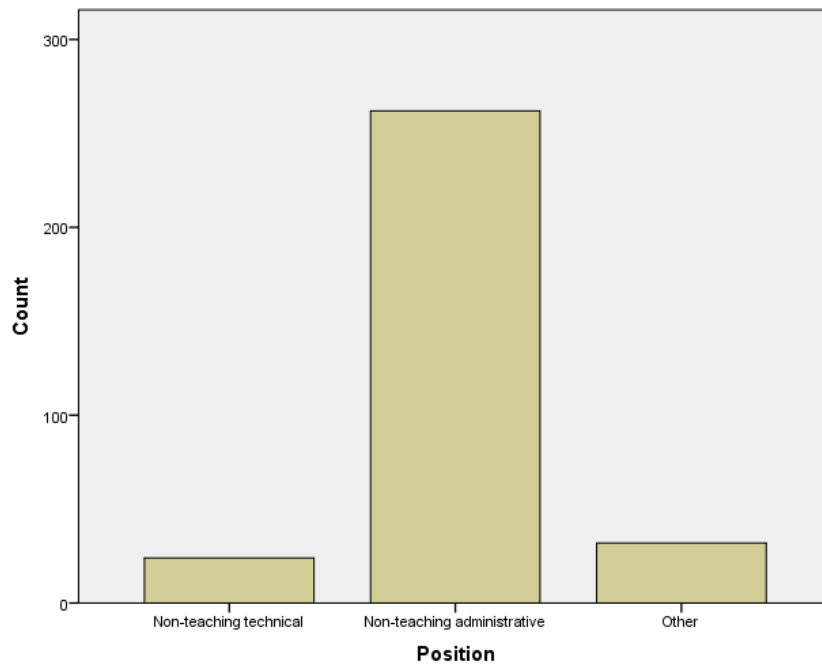
Figure-4.17 Frequency Distribution of position

Frequency Distribution of Work Experience (Table-4.48)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 15 yrs.	51	16.0	16.0	16.0
15-30 yrs	253	79.6	79.6	95.6
> 30 years	14	4.4	4.4	100.0
Total	318	100.0	100.0	

Table-4.48 demonstrates the results on work experience of respondents.51(16.0%) respondents having less than or equal to 15 years of experience.253(79.6) respondents have work experience between15-30 years work experience.14(4.4%) respondents have more than 30 years of work experience. To conclude maximum respondents registered within 15-30 years of work experience.
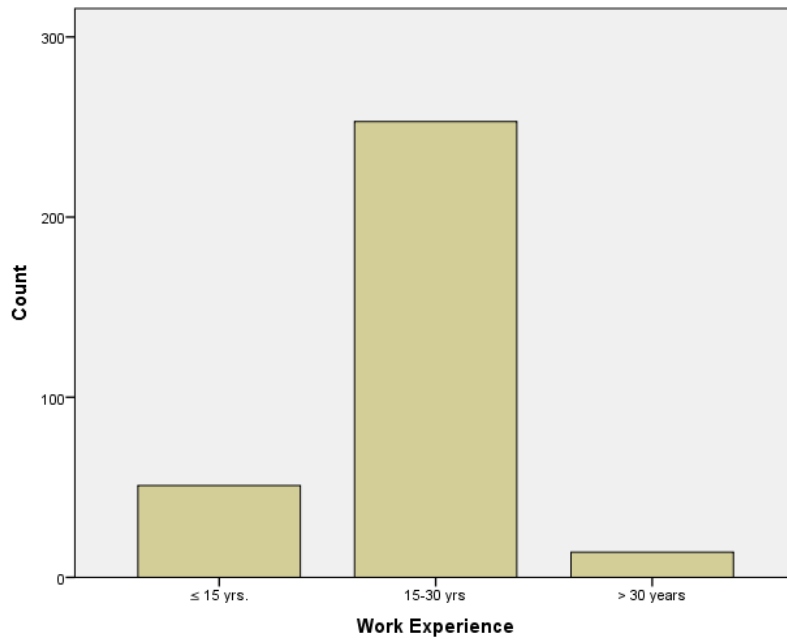
Figure-4.18 Frequency Distribution of Work Experience

Frequency Distribution of Income(Table-4.49)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 5 lakh	78	24.5	24.5	24.5
5-10 lakh	240	75.5	75.5	100.0
Total	318	100.0	100.0	

Table-4.49 demonstrates the results on income of respondents. 78(24.5%) respondents have income within the range of five lakhs per annual.240 (75.5%) respondents have income between 5-10 lakhs per annum.
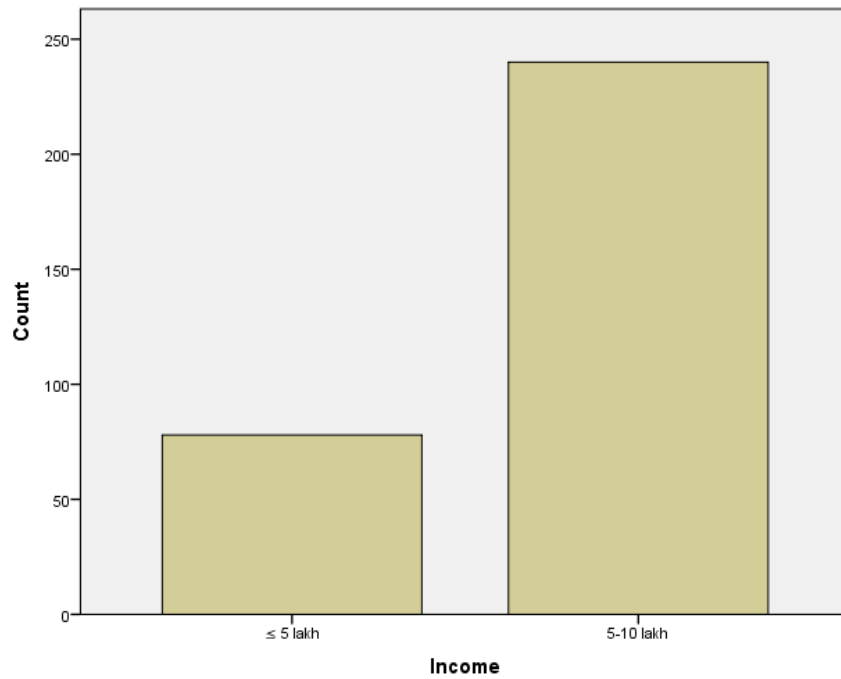
Figure-4.19 Frequency Distribution of Income

4.50   Descriptive Statistics: Management Commitment

Descriptive Statistics (Table-4.50)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
MC1	318	1.00	5.00	4.1006	1.01841	1.037
MC2	318	1.00	5.00	3.9528	1.14871	1.320
MC3	318	1.00	5.00	3.2516	1.49222	2.227
MC4	318	1.00	5.00	3.6038	1.16748	1.363
MC5	318	1.00	5.00	4.3270	.87009	.757
MC6	318	1.00	5.00	2.7170	1.42591	2.033
MC7	318	1.00	5.00	3.4371	1.19705	1.433
MC8	318	1.00	5.00	3.8050	1.13437	1.287
Valid N (listwise)	318					

Table-4.50 demonstrates the results on MC.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.71 to 4.32. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.870-1.49.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.757 to 2. 23. Thus, the descriptive statistics of MC gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.51 Descriptive Statistics: System Approach to Management

Descriptive Statistics(Table-4.51)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
SAM1	318	1.00	5.00	2.9214	1.74116	3.032
SAM2	318	1.00	5.00	3.3082	1.54613	2.391
SAM3	318	1.00	5.00	2.4340	1.73488	3.010
SAM4	318	1.00	5.00	3.9151	1.21077	1.466
SAM5	318	1.00	5.00	3.5472	1.32054	1.744
SAM6	318	1.00	5.00	4.3019	.85737	.735
Valid N (listwise)	318					

Table-4.51 demonstrates the results on SAM.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5...Mean is arithmetic mean across observations It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.43 to 4.30. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.857 to 1.73.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.735 to 3.03. Thus, the descriptive statistics of SAM gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.52   Descriptive Statistics: Customer Satisfaction

Descriptive Statistics(Table-4.52)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CS1	318	1.00	5.00	3.8365	1.24771	1.557
CS2	318	1.00	5.00	4.1006	1.01841	1.037
CS3	318	1.00	5.00	4.3082	.79390	.630
CS4	318	1.00	5.00	3.9151	1.21077	1.466
CS5	318	1.00	5.00	3.6038	1.16748	1.363
CS6	318	1.00	5.00	4.1006	1.01841	1.037
CS7	318	1.00	5.00	2.8459	1.75777	3.090
Valid N (listwise)	318					

Table-4.52 demonstrates the results on CS.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.60 to 4.30. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.793 to 1.75.Variance is a measure of variability .It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.630 to 3.09. Thus, the descriptive statistics of CS gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.53   Descriptive Statistics: Employee Involvement

Descriptive Statistics (Table-4.53)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
EI1	318	1.00	5.00	3.9151	1.21077	1.466
EI2	318	1.00	5.00	2.6195	1.73383	3.006
EI3	318	1.00	5.00	3.9748	1.18853	1.413
EI4	318	1.00	5.00	3.3899	1.50880	2.276
EI5	318	1.00	5.00	2.7264	1.74854	3.057
EI6	318	1.00	5.00	1.9371	1.50367	2.261
EI7	318	1.00	5.00	3.2138	1.61954	2.623
EI8	318	1.00	5.00	3.8365	1.24771	1.557
EI9	318	1.00	5.00	4.1006	1.01841	1.037
Valid N (listwise)	318					

Table-4.53 demonstrates the results on EI .N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 1.93 to 4.10. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 1.18 to 1.74.Variance is a measure of variability. It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 1.03 to 3.05.. Thus, the descriptive statistics of EI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Descriptive Statistics: Training

Descriptive Statistics(Table-4.54)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TRG1	318	1.00	5.00	3.1667	1.53216	2.348
TRG2	318	1.00	5.00	2.9214	1.74116	3.032
TRG3	318	1.00	5.00	3.8365	1.24771	1.557
TRG4	318	1.00	5.00	3.9151	1.21077	1.466
Valid N (listwise)	318					

Table-4.54 demonstrates the results on TRG.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.92 to 3.91. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 1.21 to 1.74.Variance is a measure of variability. It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 1.46 to 3.03. Thus, the descriptive statistics of TRG gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Descriptive Statistics: Team Work

Descriptive Statistics (Table-4.55)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TW1	318	1.00	5.00	3.9151	1.21077	1.466
TW2	318	1.00	5.00	4.2170	.89165	.795
TW3	318	1.00	5.00	4.1006	1.01841	1.037
TW4	318	1.00	5.00	3.8365	1.24771	1.557
Valid N (listwise)	318					

Table-4.55 demonstrates the results on TW.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 3.83 to 4.21. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.891 to 1.24.Variance is a measure of variability. It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.795 to 1.55. Thus, the descriptive statistics of TW gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Descriptive Statistics: Continuous Improvement

Descriptive Statistics (Table-4.56)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
CI1	318	1.00	5.00	2.7013	1.75343	3.075
CI2	318	1.00	5.00	4.4119	.76401	.584
CI3	318	1.00	5.00	4.2170	.89165	.795
CI4	318	1.00	5.00	3.9151	1.21077	1.466
CI5	318	1.00	5.00	3.6195	1.40634	1.978
CI6	318	1.00	5.00	2.9245	1.76916	3.130
Valid N (listwise)	318					

Table-4.56 demonstrates the results on CI.N=318 and no one is missing. Minimum or smallest value of variable is 1 and maximum is 5. Mean is arithmetic mean across observations. It helps to calculate central tendency of observations. It is also so called as average. In this case, the mean range is registered between 2.70 to 4.41. Standard Deviation is the square root of variance. It measures spread of response. In this case, SD is within the range of 0.764 to 1.76.Variance is a measure of variability. It is a sum of data value from the mean divided by the variance divisor. In this case, variance is within the range of 0.584 –3.13. Thus, the descriptive statistics of EI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.57 Scale Reliability: Management Commitment

Case Processing Summary (Table-4.57a)

		N	%
Cases	Valid	318	100.0
	Excluded a	0	.0
	Total	318	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.57b)

Cronbach's Alpha	N of Items
.737	8

Table-4.57a demonstrates the results on scale reliability of MC. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.57b indicates the results on Cronbach alpha and number of items considered. N=6.Cronbach alpha (α) is 0.737.It means 73.7 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from MC1-8 considered as reliable.

Scale Reliability: System Approach to Management

Case Processing Summary(Table-4.58a)

		N	%
Cases	Valid	318	100.0
	Excluded a	0	.0
	Total	318	100.0

a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics (Table-4.58b)

Cronbach's Alpha	N of Items
.603	6

Table-4.58a demonstrates the results on scale reliability of SAM. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.60b indicates the results on Cronbach alpha and number of items considered. N=5.Cronbach alpha (α) is 0.603.It means 60.3 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from SAM1-6 considered as reliable.

Scale Reliability: Customer Satisfaction

Case Processing Summary(Table-4.59a)

		N	%
Cases	Valid	318	100.0
	Excluded	0	.0
	Total	318	100.0

a. List wise deletion based on all variables in the

procedure.

Reliability Statistics(Table-59b)

Cronbach's Alpha	N of Items
.776	7

Table-4.59a demonstrates the results on scale reliability of CS. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.59b indicates the results on Cronbach alpha and number of items considered. N=7.Cronbach alpha (α) is 0.776.It means 77.6 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CS1-7 considered as reliable.

4.60 Scale Reliability: Employee Involvement

Case Processing Summary(Table-4.60a)

		N	%
Cases	Valid	318	100.0
	Excluded	0	.0
	Total	318	100.0

 a. Listwise deletion based on all variables in the

procedure.

Reliability Statistics(Table-4.60b)

Cronbach's Alpha	N of Items
.748	9

Table-4.60a demonstrates the results on scale reliability of EI. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.60b indicates the results on Cronbach alpha and number of items considered. N=9.Cronbach alpha (α) is 0.748.It means 74.8 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from EI1-9 considered as reliable.

Scale Reliability: Training

Case Processing Summary(Table-4.61a)

		N	%
Cases	Valid	318	100.0
	Excluded	0	.0
	Total	318	100.0

a. Listwise deletion based on all variables in

the procedure.

Reliability Statistics(Table-4.61b)

Cronbach's Alpha	N of Items
.699	4

Table-4.61a demonstrates the results on scale reliability of TRG. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.61b indicates the results on Cronbach alpha and number of items considered. N=4.Cronbach alpha (α) is 0.699.It means 69.9 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from TRG1-4 considered as reliable.

Scale Reliability: Team Work

Case Processing Summary(Table-4.62a)

		N	%
Cases	Valid	318	100.0
	Excluded[a]	0	.0
	Total	318	100.0

a.   List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.62b)

Cronbach's Alpha	N of Items
.876	4

Table-4.62a demonstrates the results on scale reliability of TW. It interprets case processing summary valid sample size =318 in this case and no one are excluded. Table-4.62b indicates the results on Cronbach alpha and number of items considered. N=4.Cronbach alpha (α) is 0.876.It means 87.6 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from TRG1-4 considered as reliable.

Scale Reliability: Continuous Improvement

Case Processing Summary(Table-4.63a)

		N	%
Cases	Valid	318	100.0
	Excluded a	0	.0
	Total	318	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.63 b)

Cronbach's Alpha	N of Items
.661	6

Table-4.63a demonstrates the results on scale reliability of CI. It interprets case processing summary valid sample size =318 in this case and no one is excluded. Table-4.63b indicates the results on Cronbach alpha and number of items considered. N=6 Cronbach alpha (α) is 0.661.It means 66.1% internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from CI1-6 considered as reliable.

4.64   Pearson Correlation Test: Faculty Perspectives

Pearson Correlations test is conducted for the purpose of determining correlations amongst MC, SAM, CS, EI, TRG, TW, and CI.It shows level of association between two variables. This is the best method to measure association between variables of interest because it is based on the method of co-variance. It is also a statistical evaluation. Pearson coefficient It is a statistical measure of the strength of a linear relationship between paired data. It is denoted by r as is designed as $-1 \leq r \leq 1$.

Evan (1996) suggests on Pearson correlation coefficient (r) as

.00-.19 very weak,.20-.39 weak 40-- .59 moderate.60-.79 strong,.80 - .95 very strong

Hypotheses Testing

H03: No relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to Non-teaching staff of MSU of Baroda.

H13: Positive relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to Non-teaching staff of MSU of Baroda.

Correlations

		MC	SAM	CS	EI	TRG	TW	CI
MC	Pearson Correlation	1	.672**	.726**	.617**	.702**	.649**	.562**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000
	N	318	318	318	318	318	318	318
SAM	Pearson Correlation	.672**	1	.749**	.799**	.867**	.717**	.805**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000
	N	318	318	318	318	318	318	318
CS	Pearson Correlation	.726**	.749**	1	.887**	.868**	.915**	.856**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000

	N	318	318	318	318	318	318	318
EI	Pearson Correlation	.617**	.799**	.887**	1	.905**	.810**	.873**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000
	N	318	318	318	318	318	318	318
TRG	Pearson Correlation	.702**	.867**	.868**	.905**	1	.815**	.890**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000
	N	318	318	318	318	318	318	318
TW	Pearson Correlation	.649**	.717**	.915**	.810**	.815**	1	.823**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	318	318	318	318	318	318	318
CI	Pearson Correlation	.562**	.805**	.856**	.873**	.890**	.823**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	318	318	318	318	318	318	318

**. Correlation is significant at the 0.01 level (2-tailed).

Table-4.64 demonstrates results on Pearson correlations test conducted for pairs of each variables considered for the study. In this case, N=318.Range of r is between 0.562(56.2%) to 0.915(91.5%) Significance level is obtained as 0.00(p≤0.05). So that, it can be concluded that there is significantly positive correlations between interested pairs of variables. So that H03 is rejected and $H_1$3 is accepted. The pilot test results on faculty perspectives are also obtained in the similar manner in terms of level of association between intersected variables.

Group-IV Policy Makers Perspectives

(Authorities of the University, Syndicate members, Senate members, IQAC members, Directors, Head of Institution etc…)

Demographic Profile

Frequency Distribution Gender (Table-4.65)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	42	66.7	66.7	66.7
	Female	21	33.3	33.3	100.0
	Total	63	100.0	100.0	

Table-4.65 indicates the results on gender frequency distribution. Male respondents are 42(66.7%) and female respondents are 21(33.3%) No one is observed as missing. The following figure indicates the same results in graphical form.
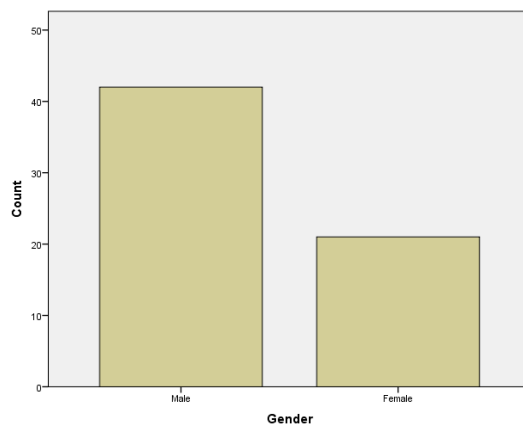
Figure-4.20 Gender

Age (Table-4.66)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid ≤ 35 yrs	10	15.9	15.9	15.9
35-55 yrs	36	57.2	57.2	57.2
> 55 yrs	17	26.9	26.9	26.9
Total	63	100.0	100.0	100

Table-4.66 indicates the results on frequency distribution of age. 10(15.9%) are ≤ 35 yrs and 36(57.2%) have age group of 35-55 years.17 (26.9%) respondents are above 55 years of age. The following figure4.19 indicates the same results in graphical form.
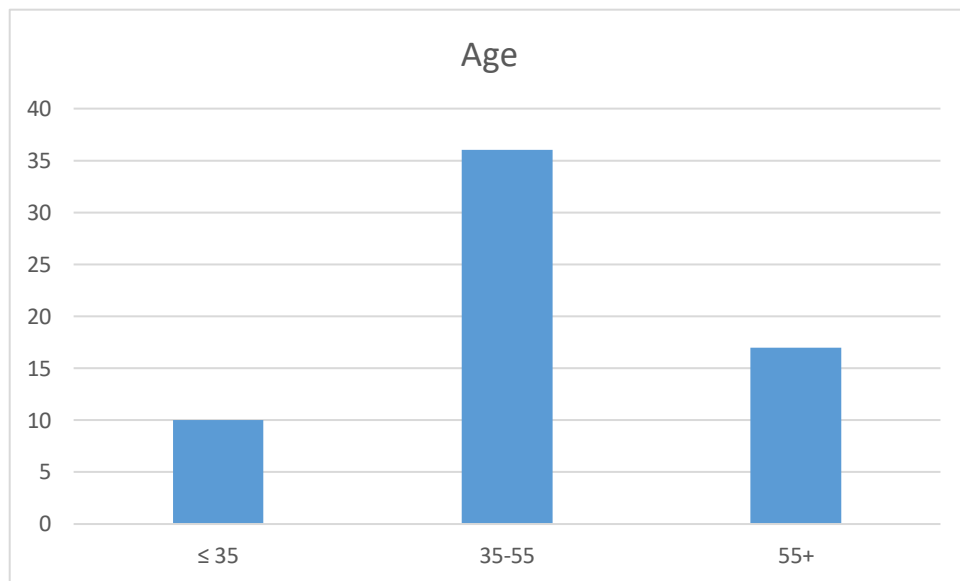
Figure-4.21 Age

Marital Status (Table-4.67)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Married	57	90.8	90.8	90.8
Unmarried	6	9.2	9.2	9.2
Total	63	100.0	100.0	100

Table-4.67 indicates the results on marital status. Married respondents are 57(90.8%) and 6(9.2%) are unmarried respondents. The following figure - 4.20 demonstrates the same results in graphical manner.
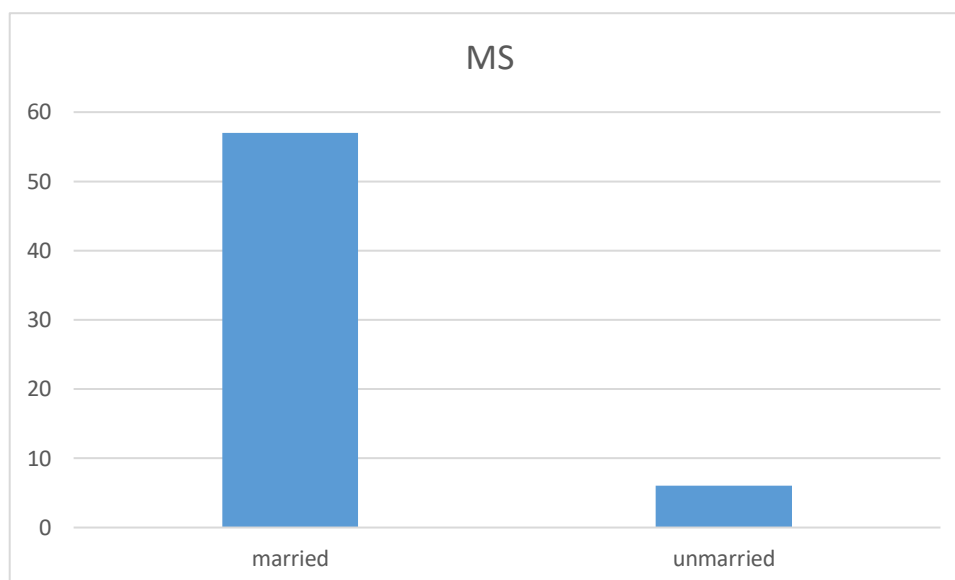
Figure-4.22a   MS

Position(Table-4.68)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Director	5	7.9	7.9	7.9
	IQAC member	7	11.1	11.1	11.1
	syndicate member	10	15.9	15.9	15.9
	Senate member	21	33.4	33.4	33.4
	Other	20	31.7	31.7	31.7
	Total	63	100	100	100

Table-4.68 indicates the results on position of the stake holders. Directors are5 (7.9%),7 are IQAC member(11.1%),syndicate members10(15.917 (27.0%) 21 (33.4)respondents are senate members. Others are 20.

Chart Title
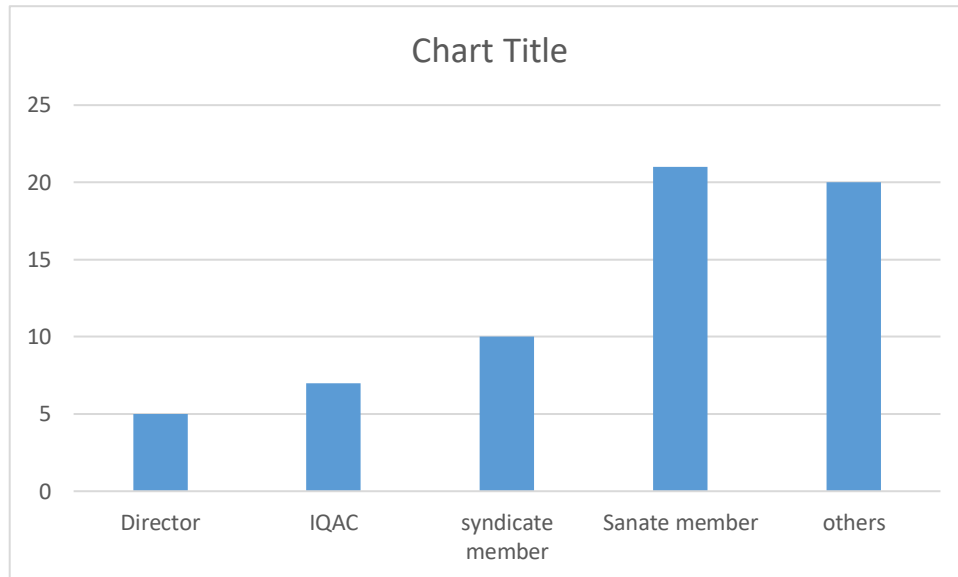
Figure-4.22b Position

4.69   Descriptive Statistics: Management Commitment

Descriptive Statistics (Table-4.69)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
MC1	63	1.00	5.00	4.3175	.99718	.994
MC2	63	1.00	5.00	3.8095	.98139	.963
MC3	63	1.00	5.00	3.4286	.91077	.829
MC4	63	1.00	5.00	3.9206	1.16815	1.365
MC5	63	1.00	5.00	4.4444	.79874	.638
MC6	63	1.00	5.00	4.1746	1.14356	1.308
Valid N (listwise)	63					

Table-4.69 indicates the results on MC.n=63, minimum is 1 and maximum is 5, Mean value is within the range of 3.4 to 4.4.SD is within the range of 0.981to 1.16 and variance is within the range of 0.638 t0 1.30 Thus, the descriptive statistics of MC gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.70   Descriptive Statistics: System Approach to Management

Descriptive Statistics (Table-4.70)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
SAM1	63	1.00	5.00	4.2698	1.12460	1.265
SAM2	63	1.00	5.00	4.0794	1.27383	1.623
SAM3	63	1.00	5.00	3.8571	1.50115	2.253
SAM4	63	1.00	5.00	3.1587	1.77987	3.168
SAM5	63	1.00	5.00	3.1587	1.77987	3.168
Valid N (listwise)	63					

Table-4.70 indicates the results on SAM. n=63, minimum is 1 and maximum is 5, Mean value is within the range of 3.15 to 4.26.SD is within the range of 1.12 to 1.77 and variance is within the range of 1.26 to 3.17. Thus, the descriptive statistics of SAM gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.71   Descriptive Statistics: Customer Satisfaction

Descriptive Statistics (Table-4.71)

	N	Minimum	Maximum	Mean	Std. Deviation
CS1	63	1.00	5.00	3.8571	1.50115
CS2	63	1.00	5.00	3.1587	1.77987
CS3	63	1.00	5.00	3.7143	1.39618
CS4	63	1.00	5.00	3.7460	1.57571
CS5	63	1.00	5.00	3.1587	1.77987
CS6	63	1.00	5.00	3.1587	1.77987
Valid N (listwise)	63				

Table-4.71 indicates the results on CS.N=63, minimum is 1 and maximum is 5, Mean value is within the range of 3.15 to 3.85.SD is within the range of 1.49 to 1.77 and variance is within the range of 1.19 t0 2.72. Thus, the descriptive statistics of CS gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.72   Descriptive Statistics: Employee Involvement

Descriptive Statistics (Table-4.72)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
EI1	63	1.00	5.00	3.8095	.98139	.963
EI2	63	1.00	5.00	2.7619	1.72939	2.991
EI3	63	1.00	5.00	4.1746	1.14356	1.308
EI4	63	1.00	5.00	3.9365	1.36634	1.867
EI5	63	1.00	5.00	4.3175	.99718	.994
EI6	63	1.00	5.00	3.6667	1.56576	2.452
EI7	63	1.00	5.00	4.4444	.79874	.638
EI8	63	1.00	5.00	3.9206	1.16815	1.365
EI9	63	1.00	5.00	3.8413	1.29772	1.684
Valid N (listwise)	63					

Table-4.72 indicates the results on EI .N=63, minimum is 1 and maximum is 5,Mean value is within the range of 3.66to 4.44.SD is within the range of 0.798 to 1.72 and variance is within the range of 0.963 to 2.99. Thus, the descriptive statistics of EI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.73   Descriptive Statistics: Training

Descriptive Statistics (Table-4.73)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TRG1	63	1.00	5.00	3.7143	1.39618	1.949
TRG2	63	1.00	5.00	3.7460	1.57571	2.483
TRG3	63	1.00	5.00	3.6825	1.57424	2.478
TRG4	63	1.00	5.00	3.5238	1.66421	2.770
Valid N (listwise)	63					

Table-4.73 indicates the results on TRG.N=63, minimum is 1 and maximum is 5, Mean value is within the range of 3.52 to 3.74.SD is within the range of 1.57 to 1.66 and variance is within the range of 1.94 to 2.77. Thus, the descriptive statistics of TRG gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Descriptive Statistics: Team Work

Descriptive Statistics (Table-4.74)

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
TW1	63	1.00	5.00	3.6667	1.56576	2.452
TW2	63	1.00	5.00	4.1429	1.21625	1.479
TW3	63	1.00	5.00	3.8730	1.47552	2.177
TW4	63	1.00	5.00	3.0635	1.78590	3.189
Valid N (listwise)	63					

Table-4.74 indicates the results on TW.N=63, minimum is 1 and maximum is 5, Mean value is within the range of 3.06 to 4.14.SD is within the range of 1.21 to 1.78 and variance is within the range of 1.47 to 3.10 Thus, the descriptive statistics of TW gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

4.75   Descriptive Statistics: Continuous Improvement

Descriptive Statistics (Table-4.75)

	N	Minimum	Maximum	Mean	Std. Deviation
CI1	63	1.00	5.00	4.2698	1.12460
CI2	63	1.00	5.00	4.0794	1.27383
CI3	63	1.00	5.00	3.8571	1.50115
CI4	63	1.00	5.00	3.1587	1.77987
CI5	63	1.00	5.00	3.8571	1.50115
CI6	63	1.00	5.00	3.1587	1.77987
Valid N (listwise)	63				

Table-4.75 indicates the results on CI.N=63, minimum is 1 and maximum is 5, Mean value is within the range of 1.95 to 2.20.SD is within the range of 3.15 to 4.26 and variance is within the range of 1.12 to1.77. Thus, the descriptive statistics of CI gives directions to move for further data by showing the collected data are consistent and the researchers can move for further analysis.

Scale Reliability: Management Commitment

Case Processing Summary(Table-4.768a)

		N	%
Cases	Valid	63	100.00
	Excluded[a]	0	0
	Total	63	100.0

a. List wise deletion based on all variables in the procedure.

Reliability Statistics (Table-4.76b)

Cronbach's Alpha	N of Items
.501	6

Table-76a indicates the results on case processing summary.No one is excluded. N=63.Table-4.78b indicates the results on MC Cronbach alpha is registred as0 .501 means 50.1% internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a

good internal consistency and questionnaire from MC1-6 considered as reliable

4.77 Scale Reliability: System Approach to Management

Case Processing Summary (Table-4.77a)

		N	%
Cases	Valid	63	100.0
	Excluded[a]	0	0
	Total	63.0	100.0

a. List wise deletion based on all variables in theprocedure.

Reliability Statistics(Table-4.77b)

Cronbach's Alpha	N of Items
.773	5

Table-77a indicates the results on case processing summary. No one is excluded. N=63.Table-4.79b indicates the results on SAM Cronbach alpha is registered as 0 773 means 77.3 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a

good internal consistency and questionnaire from SAM 1-8 considered as reliable.

4.78   Scale Reliability: Customer Satisfaction

Case Processing Summary (Table-4.78a)

		N	%
Cases	Valid	63	100.0
	Excluded a	0	0
	Total	63	100.0

 a. List wise deletion based on all variables in the procedure.

Reliability Statistics (Table-4.78b)

Cronbach's Alpha	N of Items
.870	6

Table-780a indicates the results on case processing summary. No one is excluded. N=63.Table-4.80b indicates the results on CS. Cronbach alpha is registered as 0 .870 means 87.0 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a

good internal consistency and questionnaire from CS1-6 considered as reliable.

4.79   Scale Reliability: Employee Involvement

Case Processing Summary(Table-4.79a)

		N	%
Cases	Valid	63	100.0
	Excluded[a]	0	0
	Total	63	100.0

a. List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.79b)

Cronbach's Alpha	N of Items
.442	9

Table-79a indicates the results on case processing summary. No one is excluded. N=63.Table-4.81b indicates the results on EI. Cronbach alpha is registered as 0.442 means 44.2 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from EI1-9 considered as reliable.

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4.80   Scale Reliability: Training

Case Processing Summary (Table-4.80a)

		N	%
Cases	Valid	63	100.0
	Excluded[a]	0	0
	Total	63	100.0

a. List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.80b)

Cronbach's Alpha	N of Items
.667	4

Table-80a indicates the results on case processing summary. No one is excluded. N=63.Table-4.82b indicates the results on TRG Cronbach alpha is registered as 0 .667 means 66.7 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a

good internal consistency and questionnaire from TRG1-4 considered as reliable.

4.81   Scale Reliability: Team Work

Case Processing Summary(Table-4.81a)

		N	%
Cases	Valid	63	100.0
	Excluded a	0	0
	Total	63	100.0

a.   List wise deletion based on all variables in the procedure.

Reliability Statistics(Table-4.81b)

Cronbach's Alpha	N of Items
.632	4

Table-81a indicates the results on case processing summary. No one is excluded. N=63.Table-4.83b indicates the results on TW. Cronbach alpha is registered as 0 .632means 63.2 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a good internal consistency and questionnaire from TW1-4 considered as reliable.

4.82 Scale Reliability: Continuous Improvement

Case Processing Summary(Table-4.82a)

		N	%
Cases	Valid	63	100.0
	Excluded a	0	0
	Total	63	100.0

a. List wise deletion based on all variables in the rocedure.

Reliability Statistics(Table-4.82b)

Cronbach's Alpha	N of Items
.818	6

Table-82a indicates the results on case processing summary. No one is excluded. N=63.Table-4.81b indicates the results on CI. Cronbach alpha is registered as 0 .818means 81.8 % internal consistency amongst items considered by scaling SDA-SA (5-point Likert Scale). It means there is a

good internal consistency and questionnaire from CI1-6 considered as reliable.

Hypotheses Testing

H04: No relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to Non-teaching staff of MSU of Baroda.

H14: Positive relations exist amongst management commitment, system approach to management, customer satisfaction, employee involvement, training, teamwork and continuous improvement in context to Stake -holders of MSU of Baroda.

Correlations(Table-4.83)

		mc	sam	cs	Ei	trg	tw	ci
mc	Pearson Correlation	1	.321*	.244	.832**	.440**	.527**	.263*
	Sig. (2-tailed)		.010	.054	.000	.000	.000	.037
	N	63	63	63	63	63	63	63
sam	Pearson Correlation	.321*	1	.941**	.311*	.637**	.686**	.985**
	Sig. (2-tailed)	.010		.000	.013	.000	.000	.000
	N	63	63	63	63	63	63	63
ces	Pearson Correlation	.244	.941**	1	.241	.660**	.711**	.937**

	Sig. (2-tailed)	.054	.000		.057	.000	.000	.000
	N	63	63	63	63	63	63	63
Ei	Pearson Correlation	.832**	.311*	.241	1	.420**	.541**	.281*
	Sig. (2-tailed)	.000	.013	.057		.001	.000	.026
	N	63	63	63	63	63	63	63
trg	Pearson Correlation	.440**	.637**	.660**	.420**	1	.894**	.560**
	Sig. (2-tailed)	.000	.000	.000	.001		.000	.000
	N	63	63	63	63	63	63	63
tw	Pearson Correlation	.527**	.686**	.711**	.541**	.894**	1	.610**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000
	N	63	63	63	63	63	63	63
ci	Pearson Correlation	.263*	.985**	.937**	.281*	.560**	.610**	1
	Sig. (2-tailed)	.037	.000	.000	.026	.000	.000	
	N	63	63	63	63	63	63	63

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Table-4.83demonstrates results on Pearson correlations test conducted for pairs of each variable considered for the study. In this case, N=318.Range of r is between 0.0.241(24.1%) to 0.986(98.6%) Significance level is obtained as 0.00(p≤0.05). So that, it can be concluded that there is significantly positive correlations between interested pairs of variables. So that H04 is rejected and $H_1 4$ is accepted. The pilot test results on faculty

perspectives are also obtained in the similar manner in terms of level of association between intersected variables.

Thus, collected data are analyzed and interpreted for the purpose of hypothesis testing. All the null hypotheses are rejected in the present study.