

**ANNEXURE – 1**  
**QUESTIONNAIRES**

Annexure 1

## Questionnaire for Students

### “A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat”

Dear Respondent,

I, Dignesh S. Panchasara, am pursuing Ph.D. on “A Study of Service Quality Dimensions vis-a-vis Satisfaction of Stakeholders of Selected Universities of Gujarat” under the guidance of Dr. Umesh R. Dangarwala, Associate Professor, Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, request you to provide the information by filling this questionnaire. The information collected will be used for academic purpose only.

Looking forward for your kind co-operation.

Thanking you,

**Mr. Dignesh S. Panchasara**

#### Part – I: Demographic Information

|  |   |                                    |                          |                               |                          |
|--|---|------------------------------------|--------------------------|-------------------------------|--------------------------|
| Name of the Respondent                     | : |                                    |                          |                               |                          |
| Contact No.                                | : |                                    |                          |                               |                          |
| E-Mail ID                                  | : |                                    |                          |                               |                          |
| University Name                            | : | The M. S. University               | <input type="checkbox"/> | Sardar Patel University       | <input type="checkbox"/> |
|  |   | Parul University                   | <input type="checkbox"/> | GLS University                | <input type="checkbox"/> |
| 1. Gender:                                 |   | [a] Male                           | <input type="checkbox"/> | [b] Female                    | <input type="checkbox"/> |
| 2. Age:                                    |   | [a] Below 20 Years                 | <input type="checkbox"/> | [b] 21 to 23 Years            | <input type="checkbox"/> |
|  |   | [c] 24 to 26 Years                 | <input type="checkbox"/> | [d] 27 Years & Above          | <input type="checkbox"/> |
| 3. Residential Location:                   |   | [a] Rural                          | <input type="checkbox"/> | [b] Urban                     | <input type="checkbox"/> |
| 4. Marital Status:                         |   | [a] Unmarried                      | <input type="checkbox"/> | [b] Married                   | <input type="checkbox"/> |
| 5. Occupation of Parents:                  |   | [a] Service                        | <input type="checkbox"/> | [b] Business                  | <input type="checkbox"/> |
|  |   | [c] Agriculture                    | <input type="checkbox"/> | [d] Professional              | <input type="checkbox"/> |
| 6. Monthly Income of family:               |   | [a] less than Rs. 30,000           | <input type="checkbox"/> | [b] Rs. 30,000 to 60,000      | <input type="checkbox"/> |
|  |   | [c] Rs. 60,000 to 90,000           | <input type="checkbox"/> | [d] More than Rs. 90,000      | <input type="checkbox"/> |
| 7. Family Type:                            |   | [a] Joint                          | <input type="checkbox"/> | [b] Nuclear                   | <input type="checkbox"/> |
| 8. Family Size:                            |   | [a] Up to 3 Members                | <input type="checkbox"/> | [b] 3 to 5 Members            | <input type="checkbox"/> |
|  |   | [c] 5 to 7 Members                 | <input type="checkbox"/> | [d] More than 7 Members       | <input type="checkbox"/> |
| 9. Number of earning person in the family: |   | [a] One                            | <input type="checkbox"/> | [b] Two                       | <input type="checkbox"/> |
|  |   | [c] Three                          | <input type="checkbox"/> | [d] Four and above            | <input type="checkbox"/> |
| 10. Caste:                                 |   | [a] General                        | <input type="checkbox"/> | [b] SC                        | <input type="checkbox"/> |
|  |   | [d] OBC/SEBC                       | <input type="checkbox"/> | [c] ST                        | <input type="checkbox"/> |
|  |   |                                    | <input type="checkbox"/> | [e] Minority                  | <input type="checkbox"/> |
| 11. Programme you are studying:            |   | [a] Arts                           | <input type="checkbox"/> | [b] Commerce                  | <input type="checkbox"/> |
|  |   | [c] Science                        | <input type="checkbox"/> | [d] Engineering               | <input type="checkbox"/> |
| 12. Semester you are studying in:          |   | [a] First                          | <input type="checkbox"/> | [b] Second                    | <input type="checkbox"/> |
|  |   | [c] Third                          | <input type="checkbox"/> | [d] Fourth                    | <input type="checkbox"/> |
|  |   | [e] Fifth                          | <input type="checkbox"/> | [f] Sixth and Above           | <input type="checkbox"/> |
| 13. Level of Academic Qualification        |   | [a] Under Graduate                 | <input type="checkbox"/> | [b] Post Graduate             | <input type="checkbox"/> |
|  |   | [c] M.Phil.                        | <input type="checkbox"/> | [d] Ph.D.                     | <input type="checkbox"/> |
| 14. Criteria for selection of Programme:   |   | [a] Had aptitude for it            | <input type="checkbox"/> | [b] Job Prospects             | <input type="checkbox"/> |
|  |   | [c] Parent's Advice                | <input type="checkbox"/> | [d] Friend's Advice           | <input type="checkbox"/> |
|  |   | [e] If other, please specify _____ |                          |                               |                          |
| 15. Criteria for selection of University:  |   | [a] Parent's Advice                | <input type="checkbox"/> | [b] Friends' Advice           | <input type="checkbox"/> |
|  |   | [c] Scholarships                   | <input type="checkbox"/> | [d] University Ranking (NAAC) | <input type="checkbox"/> |
|  |   | [e] If other, please specify _____ |                          |                               |                          |

16. Your career ambition:

- [a] To be an Entrepreneur ☐ [b] To be a Govt. Employee ☐  
 [c] To be an Executive ☐ [d] To be a Scientist/Researcher ☐  
 [e] If other, please specify \_\_\_\_\_

17. Your future plan

- [a] Further Study ☐ [b] Job ☐  
 [c] Self-Employment ☐ [d] Marriage ☐  
 [e] If other, please specify \_\_\_\_\_

18. Effect of Government Policies on Higher Education

- [a] Excellent ☐ [b] Good ☐ [c] Normal ☐  
 [d] Poor ☐ [e] Very Poor ☐

## Part – II: Expectation & Performance

Circle the appropriate numbers on ANY ONE of the following scales for STUDENT'S EXPECTATION defined as: 1= Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree and 5= Strongly Agree and for UNIVERSITY'S PERFORMANCE defined as: 1=Very Poor, 2=Poor, 3=Neutral, 4=Good, 5=Very Good.

| Response towards Reliability Dimension    |   |                       |                          |
|---|---|-----------------------|--------------------------|
| Sr. No.                                   | Statements  | Student's Expectation | University's Performance |
| 1   | University provides the latest information on the subjects to students  | 1 2 3 4 5             | 1 2 3 4 5                |
| 2   | University announces examination results promptly   | 1 2 3 4 5             | 1 2 3 4 5                |
| 3   | University provides prompt healthcare facilities to their students  | 1 2 3 4 5             | 1 2 3 4 5                |
| 4   | University addresses student grievances   | 1 2 3 4 5             | 1 2 3 4 5                |
| 5   | University collects feedback from students to improve the quality of its services   | 1 2 3 4 5             | 1 2 3 4 5                |
| 6   | University completes the syllabus as per the academic schedule/calendar   | 1 2 3 4 5             | 1 2 3 4 5                |
| 7   | University provides a regular and a reliable forum of parent-teacher interaction  | 1 2 3 4 5             | 1 2 3 4 5                |
| 8   | University creates reliable avenues for students to expose themselves to the latest knowledge and to explore their creativity | 1 2 3 4 5             | 1 2 3 4 5                |
| 9   | Existence of Peaceful and student friendly atmosphere on the campus   | 1 2 3 4 5             | 1 2 3 4 5                |
| 10  | University provides compensatory service to students who lag behind in academics  | 1 2 3 4 5             | 1 2 3 4 5                |
| Response towards Responsiveness Dimension |   |                       |                          |
| Sr. No.                                   | Statements  | Student's Expectation | University's Performance |
| 1   | University responds positively and promptly whenever information is sought  | 1 2 3 4 5             | 1 2 3 4 5                |
| 2   | Staffs of the university reply politely when information is sought  | 1 2 3 4 5             | 1 2 3 4 5                |
| 3   | Teacher responds positively when students try to clear their doubts   | 1 2 3 4 5             | 1 2 3 4 5                |
| 4   | University provides a reliable information related to scholarships and fellowships to students                                | 1 2 3 4 5             | 1 2 3 4 5                |
| 5   | Regular availability of person/personnel to assist you in the campus  | 1 2 3 4 5             | 1 2 3 4 5                |
| 6   | The health centre responds quickly during sickness  | 1 2 3 4 5             | 1 2 3 4 5                |
| 7   | University Staff deals promptly and efficiently to each query of students   | 1 2 3 4 5             | 1 2 3 4 5                |
| 8   | University responds positively when parents seek information  | 1 2 3 4 5             | 1 2 3 4 5                |
| 9   | University acts promptly when parents complain about treatment of teachers/staffs with children                               | 1 2 3 4 5             | 1 2 3 4 5                |
| 10  | University provides placement and information regarding emerging job opportunities on regular basis                           | 1 2 3 4 5             | 1 2 3 4 5                |

| Response towards Empathy Dimension     |   |                       |                          |  |
|--|---|-----------------------|--------------------------|--|
| Sr. No.                                | Statements  | Student's Expectation | University's Performance |  |
| 1                                      | Teachers pay individual attention to each and every student   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 2                                      | Non teaching staff pays attention to individual needs of students                                     | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 3                                      | Vice-Chancellor, rector and other higher officials of the university takes care of student welfare    | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 4                                      | Sports officials take care of injured students while playing  | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 5                                      | University has special plans for promoting student's welfare of students                              | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 6                                      | Officials express sympathy for students who complain about ragging                                    | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 7                                      | Officials understand the problems of differently abled students and treat them with empathy           | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 8                                      | Officials understand problems of rural students   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 9                                      | University provides transportations for students coming from far off places                           | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 10                                     | University authorities empathize with students lagging behind in studies and conduct classes for them | 1 2 3 4 5             | 1 2 3 4 5                |  |
| Response towards Assurance Dimension   |   |                       |                          |  |
| Sr. No.                                | Statements  | Student's Expectation | University's Performance |  |
| 1                                      | Teachers possess enough knowledge and competence in their chosen field of specialization              | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 2                                      | Teachers inspire confidence in the students   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 3                                      | Teachers are courteous in their behaviour towards the students  | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 4                                      | Teachers adopt modern methods of teaching like Power Point Presentation, Videos, Animations etc.      | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 5                                      | Teachers are sincere and punctual when coming to the University                                       | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 6                                      | Non-teaching staff of the university is trustworthy and competent                                     | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 7                                      | Library's staff is polite and helpful   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 8                                      | Library's staff possesses knowledge about the library facilities                                      | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 9                                      | Computer and lab technicians help and assist when students are in need                                | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 10                                     | The academic atmosphere on the campus inspires students   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| Response towards Tangibility Dimension |   |                       |                          |  |
| Sr. No.                                | Statements  | Student's Expectation | University's Performance |  |
| 1                                      | Infrastructure facilities are available to the students in the classroom                              | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 2                                      | University provides quality lab and computer facilities   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 3                                      | University offers reliable internet connectivity and Wi-Fi facility                                   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 4                                      | University supplies good quality sports equipments  | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 5                                      | Library of University provides all required books and Journals  | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 6                                      | The university canteen offers high quality & healthy food   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 7                                      | University provides good quality gym, swimming pool and health centres                                | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 8                                      | University offers good quality residence and hostel facility for students                             | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 9                                      | Safe drinking water is supplied to the students in proper ways  | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 10                                     | Toilet facilities offered by the university are adequate & clean                                      | 1 2 3 4 5             | 1 2 3 4 5                |  |

### Part – III: Overall Students' Satisfaction of Service Quality Dimensions

To show whether you are satisfied or dissatisfied with the following statements that describe your feelings with regard to your university's services. Circle the appropriate numbers on ANY ONE of the following scales for OVERALL SATISFACTION defined as: 1=Highly dissatisfied, 2=Dissatisfied, 3=No opinion, 4=Satisfied, 5=Highly Satisfied.

| Sr. No.        | Attributes of Service Quality Dimensions                      | Level of Satisfaction |   |   |   |   |
|----------------|---|-----------------------|---|---|---|---|
| Reliability    |   |                       |   |   |   |   |
| 1              | University keeps its record safe                              | 1                     | 2 | 3 | 4 | 5 |
| 2              | Staff are sincere and interested in solving your problem      | 1                     | 2 | 3 | 4 | 5 |
| 3              | University provides timely services                           | 1                     | 2 | 3 | 4 | 5 |
| 4              | The teachers are capable to teach                             | 1                     | 2 | 3 | 4 | 5 |
| 5              | The non-teaching staff is efficient                           | 1                     | 2 | 3 | 4 | 5 |
| Responsiveness |   |                       |   |   |   |   |
| 6              | Regular availability of personnels to assist students         | 1                     | 2 | 3 | 4 | 5 |
| 7              | Teachers have capacity to solve students' problems            | 1                     | 2 | 3 | 4 | 5 |
| 8              | Queries are dealt efficiently and promptly                    | 1                     | 2 | 3 | 4 | 5 |
| 9              | Training to sportsmen and women is available                  | 1                     | 2 | 3 | 4 | 5 |
| 10             | Healthcare and medical facilities are available               | 1                     | 2 | 3 | 4 | 5 |
| Empathy        |   |                       |   |   |   |   |
| 11             | Teaching and non-teaching staff give individual attention     | 1                     | 2 | 3 | 4 | 5 |
| 12             | Teachers keep students' interest in mind                      | 1                     | 2 | 3 | 4 | 5 |
| 13             | Teaching and non-teaching staff patiently listen to you       | 1                     | 2 | 3 | 4 | 5 |
| 14             | The method of issuing books from library is effective         | 1                     | 2 | 3 | 4 | 5 |
| 15             | Sports officials understand students' problems                | 1                     | 2 | 3 | 4 | 5 |
| Assurance      |   |                       |   |   |   |   |
| 16             | University staff is friendly and courteous                    | 1                     | 2 | 3 | 4 | 5 |
| 17             | Teachers – Students interactions are frequently held          | 1                     | 2 | 3 | 4 | 5 |
| 18             | University gives competence of lab / computer assistance      | 1                     | 2 | 3 | 4 | 5 |
| 19             | University hostel serves good quality food                    | 1                     | 2 | 3 | 4 | 5 |
| 20             | University provides excellent coaching for sports             | 1                     | 2 | 3 | 4 | 5 |
| Tangibility    |   |                       |   |   |   |   |
| 21             | Basic infrastructure facilities in the campus are available   | 1                     | 2 | 3 | 4 | 5 |
| 22             | Computer lab, laboratory and library facilities are available | 1                     | 2 | 3 | 4 | 5 |
| 23             | Canteen facilities are available                              | 1                     | 2 | 3 | 4 | 5 |
| 24             | Internet and photocopy facilities are available               | 1                     | 2 | 3 | 4 | 5 |
| 25             | Sports facilities are available                               | 1                     | 2 | 3 | 4 | 5 |

### Part – IV: Impact of COVID-19 on Education

To show whether you are agree or disagree with the following statements that describe the impact of COVID-19 on Education. Circle the appropriate numbers on ANY ONE of the following scales defined as: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree.

|    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 1  | Online Classes are more effective than Offline Classes   | 1 | 2 | 3 | 4 | 5 |
| 2  | Online Examination are more effective than Offline Examination   | 1 | 2 | 3 | 4 | 5 |
| 3  | Online Examination gives better results than Offline Examination   | 1 | 2 | 3 | 4 | 5 |
| 4  | University communicates properly regarding Fees Payment, Exam updates, result declaration and other useful information | 1 | 2 | 3 | 4 | 5 |
| 5  | Online Examination system is strict in my University   | 1 | 2 | 3 | 4 | 5 |
| 6  | I need to visit the University physically for fees payment and other works even, University is working online          | 1 | 2 | 3 | 4 | 5 |
| 7  | Due to COVID-19, University gives extra time in payment of fees  | 1 | 2 | 3 | 4 | 5 |
| 8  | University gives relief in fees and other payments due to COVID-19   | 1 | 2 | 3 | 4 | 5 |
| 9  | University provides vaccination facility for Students  | 1 | 2 | 3 | 4 | 5 |
| 10 | University has flexible admission procedure  | 1 | 2 | 3 | 4 | 5 |

### Part – V: Ranking of Service Quality Dimensions

Evaluation of attributes of Service Quality Dimensions and assign ranks to the service quality dimensions of the University

| Sr. No. | Service Quality Dimensions | Rank |
|---------|----------------------------|------|
| 1       | Reliability                |      |
| 2       | Responsiveness             |      |
| 3       | Empathy                    |      |
| 4       | Assurance                  |      |
| 5       | Tangibility                |      |

Thank you

# Questionnaire for Parents

## “A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat”

Dear Respondent,

I, Dignesh S. Panchasara, am pursuing Ph.D. on “A Study of Service Quality Dimensions vis-a-vis Satisfaction of Stakeholders of Selected Universities of Gujarat” under the guidance of Dr. Umesh R. Dangarwala, Associate Professor, Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, request you to provide the information by filling this questionnaire. The information collected will be used for academic purpose only.

Looking forward for your kind co-operation.

Thanking you,

**Mr. Dignesh S. Panchasara**

### Part – I: Demographic Information

|  |                              |                          |                          |                          |                          |
|--|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Name of the Respondent                             | :                            |                          |                          |                          |                          |
| Contact No.  | :                            |                          |                          |                          |                          |
| E-Mail ID  | :                            |                          |                          |                          |                          |
| University Name                                    | :                            | The M. S. University     | <input type="checkbox"/> | Sardar Patel University  | <input type="checkbox"/> |
|  |                              | Parul University         | <input type="checkbox"/> | GLS University           | <input type="checkbox"/> |
| 1. Gender:   | [a] Male                     | <input type="checkbox"/> | [b] Female               | <input type="checkbox"/> |                          |
| 2. Age:  | [a] Below 40 Years           | <input type="checkbox"/> | [b] 41 to 50 Years       | <input type="checkbox"/> |                          |
|  | [c] 51 to 60 Years           | <input type="checkbox"/> | [d] Above 61 Years       | <input type="checkbox"/> |                          |
| 3. Residential Location:                           | [a] Rural                    | <input type="checkbox"/> | [b] Urban                | <input type="checkbox"/> |                          |
| 4. Marital Status:                                 | [a] Married                  | <input type="checkbox"/> | [b] Divorced / Widow     | <input type="checkbox"/> |                          |
| 5. Occupation:                                     | [a] Service                  | <input type="checkbox"/> | [b] Business             | <input type="checkbox"/> |                          |
|  | [c] Agriculture              | <input type="checkbox"/> | [d] Professional         | <input type="checkbox"/> |                          |
| 6. Monthly Income of family:                       | [a] less than Rs. 30,000     | <input type="checkbox"/> | [b] Rs. 30,000 to 60,000 | <input type="checkbox"/> |                          |
|  | [c] Rs. 60,000 to 90,000     | <input type="checkbox"/> | [d] More than Rs. 90,000 | <input type="checkbox"/> |                          |
| 7. Family Type:                                    | [a] Joint                    | <input type="checkbox"/> | [b] Nuclear              | <input type="checkbox"/> |                          |
| 8. Family Size:                                    | [a] Up to 3 Members          | <input type="checkbox"/> | [b] 3 to 5 Members       | <input type="checkbox"/> |                          |
|  | [c] 5 to 7 Members           | <input type="checkbox"/> | [d] More than 7 Members  | <input type="checkbox"/> |                          |
| 9. Number of earning person in the family:         | [a] One                      | <input type="checkbox"/> | [b] Two                  | <input type="checkbox"/> |                          |
|  | [c] Three                    | <input type="checkbox"/> | [d] Four and above       | <input type="checkbox"/> |                          |
| 10. Caste:   | [a] General                  | <input type="checkbox"/> | [b] SC                   | <input type="checkbox"/> | [c] ST                   |
|  | [d] OBC/SEBC                 | <input type="checkbox"/> | [e] Minority             | <input type="checkbox"/> |                          |
| 11. Programme your child is studying:              | [a] Arts                     | <input type="checkbox"/> | [b] Commerce             | <input type="checkbox"/> |                          |
|  | [c] Science                  | <input type="checkbox"/> | [d] Engineering          | <input type="checkbox"/> |                          |
| 12. Semester your child is studying in:            | [a] First                    | <input type="checkbox"/> | [b] Second               | <input type="checkbox"/> |                          |
|  | [c] Third                    | <input type="checkbox"/> | [d] Fourth               | <input type="checkbox"/> |                          |
|  | [e] Fifth                    | <input type="checkbox"/> | [f] Sixth and Above      | <input type="checkbox"/> |                          |
| 13. Level of Academic Qualification of your child: | [a] Under Graduate           | <input type="checkbox"/> | [b] Post Graduate        | <input type="checkbox"/> |                          |
|  | [c] M.Phil.                  | <input type="checkbox"/> | [d] Ph.D.                | <input type="checkbox"/> |                          |
| 14. Criteria for selection of Programme            | [a] Child's aptitude for it  | <input type="checkbox"/> | [b] Job Prospects        | <input type="checkbox"/> |                          |
|  | [c] Child's Preference       | <input type="checkbox"/> | [d] Friend's Advice      | <input type="checkbox"/> |                          |
|  | [e] If other, please specify |                          |                          |                          |                          |

15. Criteria for selection of University for your child
- [a] Child's Preference ☐ [b] Friends' Advice ☐  
[c] Scholarships ☐ [d] University Ranking (NAAC) ☐  
[e] If other, please specify \_\_\_\_\_
16. Career ambition of your child
- [a] To be an Entrepreneur ☐ [b] To be a Govt. Employee ☐  
[c] To be an Executive ☐ [d] To be a Scientist/Researcher ☐  
[e] If other, please specify \_\_\_\_\_
17. Future plan of your Child
- [a] Further Study ☐ [b] Job ☐  
[c] Self-Employment ☐ [d] Marriage ☐  
[e] If other, please specify \_\_\_\_\_
18. Effect of Government Policies on Higher Education
- [a] Excellent ☐ [b] Good ☐ [c] Normal ☐  
[d] Poor ☐ [e] Very Poor ☐

## Part – II: Expectation & Performance

Circle the appropriate numbers on ANY ONE of the following scales for PARENT'S EXPECTATION defined as: 1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree and 5= Strongly Agree and for UNIVERSITY'S PERFORMANCE defined as: 1=Very Poor, 2=Poor, 3=Neutral, 4=Good, 5=Very Good.

| Response towards Reliability Dimension |  |                      |                          |
|--|--|----------------------|--------------------------|
| Sr. No.                                | Statements   | Parent's Expectation | University's Performance |
| 1                                      | University fulfils promise of providing the latest information on the subjects to students | 1 2 3 4 5            | 1 2 3 4 5                |
| 2                                      | University announces examination results promptly  | 1 2 3 4 5            | 1 2 3 4 5                |
| 3                                      | University addresses student grievances  | 1 2 3 4 5            | 1 2 3 4 5                |
| 4                                      | University collects feedback from you for the quality of its services                      | 1 2 3 4 5            | 1 2 3 4 5                |
| 5                                      | University provides a regular and a reliable forum of parent-teacher interaction           | 1 2 3 4 5            | 1 2 3 4 5                |

| Response towards Responsiveness Dimension |  |                      |                          |
|---|--|----------------------|--------------------------|
| Sr. No.                                   | Statements   | Parent's Expectation | University's Performance |
| 1   | University responds positively when you seek information                               | 1 2 3 4 5            | 1 2 3 4 5                |
| 2   | Teachers respond positively when you seek the information about progress of your child | 1 2 3 4 5            | 1 2 3 4 5                |
| 3   | University provides a reliable information related to scholarships and fellowships     | 1 2 3 4 5            | 1 2 3 4 5                |
| 4   | University provides placement and information regarding emerging job opportunities     | 1 2 3 4 5            | 1 2 3 4 5                |
| 5   | University acts promptly when you complain about treatment of your Child               | 1 2 3 4 5            | 1 2 3 4 5                |

| Response towards Empathy Dimension |  |                      |                          |
|------------------------------------|--|----------------------|--------------------------|
| Sr. No.                            | Statements   | Parent's Expectation | University's Performance |
| 1                                  | Vice-Chancellor, rector and other higher officials of the university care for student welfare          | 1 2 3 4 5            | 1 2 3 4 5                |
| 2                                  | University has special plans for promoting student's welfare   | 1 2 3 4 5            | 1 2 3 4 5                |
| 3                                  | Officials understand the special problems of differently abled students and treat them with empathy    | 1 2 3 4 5            | 1 2 3 4 5                |
| 4                                  | University authorities empathize with students lagging behind in studies and conducts classes for them | 1 2 3 4 5            | 1 2 3 4 5                |
| 5                                  | Officials express sympathy for students who complain about ragging                                     | 1 2 3 4 5            | 1 2 3 4 5                |

| Response towards Assurance Dimension |  |                      |                          |  |
|--------------------------------------|--|----------------------|--------------------------|--|
| Sr. No.                              | Statements   | Parent's Expectation | University's Performance |  |
| 1                                    | Teachers possess enough knowledge and competence in their domain of specialization | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 2                                    | Teachers are courteous in their behaviour towards the students                     | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 3                                    | Non-teaching staff of university is trustworthy and competent                      | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 4                                    | Computer and lab technicians help and assist, when your child is in need           | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 5                                    | Health related facilities and health specialists are available at university       | 1 2 3 4 5            | 1 2 3 4 5                |  |

| Response towards Tangibility Dimension |  |                      |                          |  |
|--|--|----------------------|--------------------------|--|
| Sr. No.                                | Statements   | Parent's Expectation | University's Performance |  |
| 1                                      | The good quality books and journals are available in library   | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 2                                      | The university provides quality lab/computer facilities        | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 3                                      | The university offers good quality hostel facility             | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 4                                      | Safe drinking water is supplied to the students in proper ways | 1 2 3 4 5            | 1 2 3 4 5                |  |
| 5                                      | University provides good quality transportation facility       | 1 2 3 4 5            | 1 2 3 4 5                |  |

### Part – III: Overall Students' Satisfaction of Service Quality Dimensions

To show whether you are satisfied or dissatisfied with the following statements that describe your feelings with regard to your university's services. Circle the appropriate numbers on ANY ONE of the following scales for OVERALL SATISFACTION defined as: 1=Highly dissatisfied, 2=Dissatisfied, 3=No opinion, 4=Satisfied, 5=Highly Satisfied.

| Sr. No.               | Attributes of Service Quality Dimensions                    | Level of Satisfaction |
|-----------------------|---|-----------------------|
| <b>Reliability</b>    |   |                       |
| 1                     | University keeps its record safe                            | 1 2 3 4 5             |
| 2                     | Staff are sincere and interested in solving your problems   | 1 2 3 4 5             |
| 3                     | University provides timely services                         | 1 2 3 4 5             |
| 4                     | Teachers are capable to teach                               | 1 2 3 4 5             |
| 5                     | Non-teaching staff are efficient                            | 1 2 3 4 5             |
| <b>Responsiveness</b> |   |                       |
| 6                     | Regular availability of personnel to assist you             | 1 2 3 4 5             |
| 7                     | Teachers have capacity to solve students' problems          | 1 2 3 4 5             |
| 8                     | Queries are dealt with efficiently and promptly             | 1 2 3 4 5             |
| 9                     | Training to sportsmen and women are available               | 1 2 3 4 5             |
| 10                    | Healthcare and medical facilities are available             | 1 2 3 4 5             |
| <b>Empathy</b>        |   |                       |
| 11                    | Teaching and non-teaching staff give individual attention   | 1 2 3 4 5             |
| 12                    | Teachers keep students' interest in mind                    | 1 2 3 4 5             |
| 13                    | Teaching and non-teaching staff patiently listen to you     | 1 2 3 4 5             |
| 14                    | The method of issuing books from library is effective       | 1 2 3 4 5             |
| 15                    | Sports officials understand students' problems              | 1 2 3 4 5             |
| <b>Assurance</b>      |   |                       |
| 16                    | University staff are friendly and courteous                 | 1 2 3 4 5             |
| 17                    | Teachers – Parents interaction are held frequently          | 1 2 3 4 5             |
| 18                    | University gives competence of lab / computer assistance    | 1 2 3 4 5             |
| 19                    | University hostel serves good quality food                  | 1 2 3 4 5             |
| 20                    | University provides excellent coaching for sports           | 1 2 3 4 5             |
| <b>Tangibility</b>    |   |                       |
| 21                    | Basic infrastructure facilities in the campus are available | 1 2 3 4 5             |
| 22                    | Lab and library facilities are available                    | 1 2 3 4 5             |
| 23                    | Canteen facilities are available                            | 1 2 3 4 5             |
| 24                    | Internet and Xerox facilities are available                 | 1 2 3 4 5             |
| 25                    | Sports facilities are available                             | 1 2 3 4 5             |



#### **Part – IV: Impact of COVID-19 on Education**

To show whether you are agree or disagree with the following statements that describe the impact of COVID-19 on Education. Circle the appropriate numbers on ANY ONE of the following scales defined as: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree.

|    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 1  | Online Classes are more effective than Offline Classes   | 1 | 2 | 3 | 4 | 5 |
| 2  | Online Examination are more effective than Offline Examination   | 1 | 2 | 3 | 4 | 5 |
| 3  | Online Examination gives better results than Offline Examination   | 1 | 2 | 3 | 4 | 5 |
| 4  | University communicates properly regarding Fees Payment, Exam updates, result declaration and other useful information | 1 | 2 | 3 | 4 | 5 |
| 5  | Online Examination system is safe & reliable   | 1 | 2 | 3 | 4 | 5 |
| 6  | University gives relief in fees and other payments due to COVID-19   | 1 | 2 | 3 | 4 | 5 |
| 7  | Due to COVID-19, University gives extra time in payment of fees  | 1 | 2 | 3 | 4 | 5 |
| 8  | I need to visit the University physically for fees payment and other works even, University is working online          | 1 | 2 | 3 | 4 | 5 |
| 9  | University has flexible admission procedure  | 1 | 2 | 3 | 4 | 5 |
| 10 | University provides vaccination facility for parents   | 1 | 2 | 3 | 4 | 5 |

#### **Part –V: Ranking of Service Quality Dimensions**

Evaluation of attributes of Service Quality Dimensions and assign ranks to the service quality dimensions of the University

| Sr. No. | Service Quality Dimensions | Rank |
|---------|----------------------------|------|
| 1       | Reliability                |      |
| 2       | Responsiveness             |      |
| 3       | Empathy                    |      |
| 4       | Assurance                  |      |
| 5       | Tangibility                |      |

**Thank you**

# Questionnaire for Teachers

## “A Study of Service Quality Dimensions Vis-a-Vis Satisfaction of Stakeholders of selected Universities of Gujarat”

Dear Respondent,

I, Dignesh S. Panchasara, am pursuing Ph.D. on “A Study of Service Quality Dimensions vis-a-vis Satisfaction of Stakeholders of Selected Universities of Gujarat” under the guidance of Dr. Umesh R. Dangarwala, Associate Professor, Department of Commerce and Business Management, Faculty of Commerce, The Maharaja Sayajirao University of Baroda, Vadodara, Gujarat, request you to provide the information by filling this questionnaire. The information collected will be used for academic purpose only.

Looking forward for your kind co-operation.

Thanking you,

**Mr. Dignesh S. Panchasara**

### Part – I: Demographic Information

|  |                              |                          |                          |                          |                          |
|--|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Name of the Respondent   | :                            |                          |                          |                          |                          |
| Contact No.  | :                            |                          |                          |                          |                          |
| E-Mail ID  | :                            |                          |                          |                          |                          |
| University Name  | :                            | The M. S. University     | <input type="checkbox"/> | Sardar Patel University  | <input type="checkbox"/> |
|  |                              | Parul University         | <input type="checkbox"/> | GLS University           | <input type="checkbox"/> |
| 1. Gender:   | [a] Male                     | <input type="checkbox"/> | [b] Female               | <input type="checkbox"/> |                          |
| 2. Age:  | [a] Below 30 Years           | <input type="checkbox"/> | [b] 31 to 40 Years       | <input type="checkbox"/> |                          |
|  | [c] 41 to 50 Years           | <input type="checkbox"/> | [d] Above 51 Years       | <input type="checkbox"/> |                          |
| 3. Residential Location:   | [a] Rural                    | <input type="checkbox"/> | [b] Urban                | <input type="checkbox"/> |                          |
| 4. Marital Status:   | [a] Unmarried                | <input type="checkbox"/> | [b] Married              | <input type="checkbox"/> |                          |
|  | [c] Divorced                 | <input type="checkbox"/> | [d] Widow                | <input type="checkbox"/> |                          |
| 5. Designation:  | [a] Assistant Professor      | <input type="checkbox"/> | [b] Associate Professor  | <input type="checkbox"/> |                          |
|  | [c] Professor                | <input type="checkbox"/> | [d] Senior Professor     | <input type="checkbox"/> |                          |
| 6. Nature of Appointment:  | [a] Temporary                | <input type="checkbox"/> | [b] Permanent            | <input type="checkbox"/> |                          |
| 7. Monthly Income of the family:   | [a] less than Rs. 30,000     | <input type="checkbox"/> | [b] Rs. 30,000 to 60,000 | <input type="checkbox"/> |                          |
|  | [c] Rs. 60,000 to 90,000     | <input type="checkbox"/> | [d] More than Rs. 90,000 | <input type="checkbox"/> |                          |
| 8. Family Type:  | [a] Joint                    | <input type="checkbox"/> | [b] Nuclear              | <input type="checkbox"/> |                          |
| 9. Family Size:  | [a] Up to 3 Members          | <input type="checkbox"/> | [b] 3 to 5 Members       | <input type="checkbox"/> |                          |
|  | [c] 5 to 7 Members           | <input type="checkbox"/> | [d] More than 7 Members  | <input type="checkbox"/> |                          |
| 10. Number of earning person in the family:  | [a] One                      | <input type="checkbox"/> | [b] Two                  | <input type="checkbox"/> |                          |
|  | [c] Three                    | <input type="checkbox"/> | [d] Four and above       | <input type="checkbox"/> |                          |
| 11. Caste:   | [a] General                  | <input type="checkbox"/> | [b] SC                   | <input type="checkbox"/> | [c] ST                   |
|  | [d] OBC/SEBC                 | <input type="checkbox"/> | [e] Minority             | <input type="checkbox"/> |                          |
| 12. Programme you are teaching:  | [a] Arts                     | <input type="checkbox"/> | [b] Commerce             | <input type="checkbox"/> |                          |
|  | [c] Science                  | <input type="checkbox"/> | [d] Engineering          | <input type="checkbox"/> |                          |
| 13. Semester you are teaching in:  | [a] First                    | <input type="checkbox"/> | [b] Second               | <input type="checkbox"/> |                          |
|  | [c] Third                    | <input type="checkbox"/> | [d] Fourth               | <input type="checkbox"/> |                          |
|  | [e] Fifth                    | <input type="checkbox"/> | [f] Sixth and Above      | <input type="checkbox"/> |                          |
| 14. Level of Academic Qualification you are teaching in:                               | [a] Under Graduate           | <input type="checkbox"/> | [b] Post Graduate        | <input type="checkbox"/> |                          |
|  | [c] M.Phil.                  | <input type="checkbox"/> | [d] Ph.D.                | <input type="checkbox"/> |                          |
| 15. Your opinion on the preference criteria for selection of programme by the students | [a] Had aptitude for it      | <input type="checkbox"/> | [b] Job Prospects        | <input type="checkbox"/> |                          |
|  | [c] Student's Preference     | <input type="checkbox"/> | [d] Friend's Advice      | <input type="checkbox"/> |                          |
|  | [e] If other, please specify |                          |                          |                          |                          |

16. Your opinion on the preference criteria for selection of University by the students  
 [a] Parents' Advice ☐ [b] Friends' Advice ☐  
 [c] Scholarships ☐ [d] University Ranking (NAAC) ☐  
 [e] If other, please specify \_\_\_\_\_
17. Your opinion on the preference of career ambition by the students  
 [a] To be an Entrepreneur ☐ [b] To be a Govt. Employee ☐  
 [c] To be an Executive ☐ [d] To be a Scientist/Researcher ☐  
 [e] If other, please specify \_\_\_\_\_
18. Future plan preference by the students  
 [a] Further Study ☐ [b] Job ☐  
 [c] Self-Employment ☐ [d] Marriage ☐  
 [e] If other, please specify \_\_\_\_\_
19. Effect of Government Policies on Higher Education  
 [a] Excellent ☐ [b] Good ☐ [c] Normal ☐  
 [d] Poor ☐ [e] Very Poor ☐

## Part – II: Expectation & Performance

Circle the appropriate numbers on ANY ONE of the following scales for TEACHER'S EXPECTATION defined as: 1=Strongly Disagree, 2= Disagree, 3=Neutral, 4=Agree and 5=Strongly Agree and for UNIVERSITY'S PERFORMANCE defined as: 1=Very Poor, 2=Poor, 3=Neutral, 4=Good, 5=Very Good.

| Response towards Reliability Dimension    |   |                       |                          |
|---|---|-----------------------|--------------------------|
| Sr. No.                                   | Statements  | Teacher's Expectation | University's Performance |
| 1   | University provides good salary and perks to the employees  | 1 2 3 4 5             | 1 2 3 4 5                |
| 2   | University fulfils promises of providing promotions on time   | 1 2 3 4 5             | 1 2 3 4 5                |
| 3   | University addresses and takes a serious note of employee grievances                                | 1 2 3 4 5             | 1 2 3 4 5                |
| 4   | University collects feedbacks from you for the quality of its services                              | 1 2 3 4 5             | 1 2 3 4 5                |
| 5   | University provides a regular and a reliable forum of parent-teacher interaction                    | 1 2 3 4 5             | 1 2 3 4 5                |
| Response towards Responsiveness Dimension |   |                       |                          |
| Sr. No.                                   | Statements  | Teacher's Expectation | University's Performance |
| 1   | Management of the university responds positively when you seek any information                      | 1 2 3 4 5             | 1 2 3 4 5                |
| 2   | Management of the University provides reliable information related to Promotion and Increments      | 1 2 3 4 5             | 1 2 3 4 5                |
| 3   | University arranges good quality Seminars, Conferences and Workshops to improve your skills         | 1 2 3 4 5             | 1 2 3 4 5                |
| 4   | University arranges trainings to improve teaching skills  | 1 2 3 4 5             | 1 2 3 4 5                |
| 5   | University acts promptly when you complain about any problems/concerns                              | 1 2 3 4 5             | 1 2 3 4 5                |
| Response towards Empathy Dimension        |   |                       |                          |
| Sr. No.                                   | Statements  | Teacher's Expectation | University's Performance |
| 1   | Vice-Chancellor and other higher officials of the university care for welfare of teachers           | 1 2 3 4 5             | 1 2 3 4 5                |
| 2   | University has special plans regarding welfare of teachers  | 1 2 3 4 5             | 1 2 3 4 5                |
| 3   | Officials understand the special problems of differently abled teachers and treat them with empathy | 1 2 3 4 5             | 1 2 3 4 5                |
| 4   | Teachers and University higher authorities have cordial relationship with you                       | 1 2 3 4 5             | 1 2 3 4 5                |
| 5   | Officials and management doesn't discriminate with teaching staff. They are impartial towards all.  | 1 2 3 4 5             | 1 2 3 4 5                |

| Response towards Assurance Dimension |   |                       |                          |  |
|--------------------------------------|---|-----------------------|--------------------------|--|
| Sr. No.                              | Statements  | Teacher's Expectation | University's Performance |  |
| 1                                    | University possesses enough capabilities to retain you for a long time            | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 2                                    | Management of the university is courteous in their behaviour towards the teachers | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 3                                    | Non-teaching staff of the university is trustworthy and helpful                   | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 4                                    | Computer and lab technicians help and assist you, when you are in need            | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 5                                    | Health related facilities and health specialists are available at University      | 1 2 3 4 5             | 1 2 3 4 5                |  |

| Response towards Tangibility Dimension |  |                       |                          |  |
|--|--|-----------------------|--------------------------|--|
| Sr. No.                                | Statements   | Teacher's Expectation | University's Performance |  |
| 1                                      | The good quality books and journals are available in the library | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 2                                      | University provides quality lab / computer facilities            | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 3                                      | University offers good quality residences for employees          | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 4                                      | Safe drinking water and good quality toilets are available       | 1 2 3 4 5             | 1 2 3 4 5                |  |
| 5                                      | University provides good quality transportation facility         | 1 2 3 4 5             | 1 2 3 4 5                |  |

### Part – III: Overall Students' Satisfaction of Service Quality Dimensions

To show whether you are satisfied or dissatisfied with the following statements that describe your feelings with regard to your university's services. Circle the appropriate numbers on ANY ONE of the following scales for OVERALL SATISFACTION defined as: 1=Highly dissatisfied, 2=Dissatisfied, 3=No opinion, 4=Satisfied, 5=Highly Satisfied.

| Sr. No.               | Attributes of Service Quality Dimensions                             | Level of Satisfaction |
|-----------------------|--|-----------------------|
| <b>Reliability</b>    |  |                       |
| 1                     | University keeps its record safe                                     | 1 2 3 4 5             |
| 2                     | Higher Officers are sincere and interested in solving your problems  | 1 2 3 4 5             |
| 3                     | University provides timely salary and perks                          | 1 2 3 4 5             |
| 4                     | University is capable to retain you                                  | 1 2 3 4 5             |
| 5                     | The non-teaching staff is efficient                                  | 1 2 3 4 5             |
| <b>Responsiveness</b> |  |                       |
| 6                     | Regular arrangements of good quality seminars & FDPs                 | 1 2 3 4 5             |
| 7                     | Management has capacity to solve your problems                       | 1 2 3 4 5             |
| 8                     | Queries are dealt efficiently and promptly                           | 1 2 3 4 5             |
| 9                     | Facilities to sportsmen and women are available                      | 1 2 3 4 5             |
| 10                    | Healthcare and medical facilities are available                      | 1 2 3 4 5             |
| <b>Empathy</b>        |  |                       |
| 11                    | Non-teaching staff gives individual attention to your needs/concerns | 1 2 3 4 5             |
| 12                    | Teachers and higher authorities have cordial relationship with you   | 1 2 3 4 5             |
| 13                    | Non-teaching staff and Management patiently listen to you            | 1 2 3 4 5             |
| 14                    | The method of issuing books from library is effective                | 1 2 3 4 5             |
| 15                    | Sports officials understand your problems                            | 1 2 3 4 5             |
| <b>Assurance</b>      |  |                       |
| 16                    | Officials and management are friendly and courteous                  | 1 2 3 4 5             |
| 17                    | Teachers meetings with Officials and management are held frequently  | 1 2 3 4 5             |
| 18                    | University gives competence of lab / computer assistance             | 1 2 3 4 5             |
| 19                    | University provides good quality residence facility                  | 1 2 3 4 5             |
| 20                    | University provides excellent coaching for sports                    | 1 2 3 4 5             |
| <b>Tangibility</b>    |  |                       |
| 21                    | Basic infrastructure facilities in the campus are available          | 1 2 3 4 5             |
| 22                    | Lab and library facilities are available                             | 1 2 3 4 5             |
| 23                    | Canteen facilities are available                                     | 1 2 3 4 5             |
| 24                    | Internet and photocopy facilities are available                      | 1 2 3 4 5             |
| 25                    | Sports facilities are available                                      | 1 2 3 4 5             |

#### **Part – IV: Impact of COVID-19 on Education**

To show whether you are agree or disagree with the following statements that describe the impact of COVID-19 on Education. Circle the appropriate numbers on ANY ONE of the following scales defined as: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree.

|    |  |   |   |   |   |   |
|----|--|---|---|---|---|---|
| 1  | Online Classes are more effective than Offline Classes                                     | 1 | 2 | 3 | 4 | 5 |
| 2  | Online Examination are more effective than Offline Examination                             | 1 | 2 | 3 | 4 | 5 |
| 3  | Online Examination gives better results than Offline Examination                           | 1 | 2 | 3 | 4 | 5 |
| 4  | Online Examination system is safe and reliable in my University                            | 1 | 2 | 3 | 4 | 5 |
| 5  | University permits work from home facility   | 1 | 2 | 3 | 4 | 5 |
| 6  | University pays due salary regularly   | 1 | 2 | 3 | 4 | 5 |
| 7  | Due to COVID-19, University arranges for flexible working time                             | 1 | 2 | 3 | 4 | 5 |
| 8  | I need to visit the University physically for work even, when university is working online | 1 | 2 | 3 | 4 | 5 |
| 9  | University has flexible admission procedure  | 1 | 2 | 3 | 4 | 5 |
| 10 | University provides vaccination facility for employees                                     | 1 | 2 | 3 | 4 | 5 |

#### **Part –V: Ranking of Service Quality Dimensions**

Evaluation of attributes of Service Quality Dimensions and assign ranks to the service quality dimensions of the University

| Sr. No. | Service Quality Dimensions | Rank |
|---------|----------------------------|------|
| 1       | Reliability                |      |
| 2       | Responsiveness             |      |
| 3       | Empathy                    |      |
| 4       | Assurance                  |      |
| 5       | Tangibility                |      |

**Thank you**

**ANNEXURE – 2**  
**RESEARCH PAPERS**  
**(PRESENTATION & PUBLICATION)**

## Annexure 2

### Research Papers Presentation

#### Paper-1



#### Paper-2





# THE MAHARAJA SAYAJIRAO UNIVERSITY OF BARODA

## PUBLICATION CERTIFICATE

Name of Ph.D. Supervisor Dr.UMESH RAJNIKANT DANGARWALA

### Published Articles/Papers in Journals

| Sr No. | Author(s)   | Paper Title  | Journal Name & ISSN & Volume No.  | Published Year | DOI | Index in Scopus/UGC CARE/Clarivate                  | Document Submitted? |
|--------|---|--|---|----------------|-----|---|---------------------|
| 1      | Mr. Dignesh Panchasara and Dr. Umesh Dangarwala     | SERVICE QUALITY AND SATISFACTION OF STUDENTS: A STUDY OF SELECTED SELF FINANCE COLLEGES IN ANAND         | Journal Name: Towards Excellence UGC-HUMAN RESOURCE DEVELOPMENT CENTRE Gujarat University, Ahmedabad-380009, Gujarat, India, ISSN: 0974035X, Volume No.: 13 | 1-6-2021       |     | In Scopus: Yes, In UGC CARE: Yes, In Clarivate: Yes | Submitted           |
| 2      | Dr. Umesh R. Dangarwala & Mr. Kahar Ramnarayan      | A REALISTIC GLIMPSE INTO INDIA'S ENERGY SECURITY IN FORESEEABLE FUTURE IN VIEW OF RENEWABLE ALTERNATIVES | Journal Name: Research review: international journal of multidisciplinary, ISSN: 2455-3085  | 1-3-2019       |     | In Scopus: Yes, In UGC CARE: No, In Clarivate: No   | Submitted           |
| 3      | Dr. Umesh R. Dangarwala & Mr. Dignesh S. Panchasara | A study of service quality dimensions and satisfaction of selected students of universities in vadodara  | Journal Name: International journal of research, ISSN: 2236-6124  | 1-3-2019       |     | In Scopus: Yes, In UGC CARE: No, In Clarivate: No   | Submitted           |



**ANNEXURE – 3**  
**PLAGIARISM REPORT**

# Ph.D. Thesis of Dignesh Panchasara

## ORIGINALITY REPORT

7%

SIMILARITY INDEX

### PRIMARY SOURCES

|   |  |                 |
|---|--|-----------------|
| 1 | <a href="http://hrdc.gujaratuniversity.ac.in">hrdc.gujaratuniversity.ac.in</a><br>Internet | 1806 words — 2% |
| 2 | <a href="http://14.139.121.106:8080">14.139.121.106:8080</a><br>Internet                   | 1423 words — 2% |
| 3 | <a href="http://eprajournals.com">eprajournals.com</a><br>Internet                         | 686 words — 1%  |
| 4 | <a href="http://waset.org">waset.org</a><br>Internet                                       | 546 words — 1%  |
| 5 | <a href="http://granthaalayah.com">granthaalayah.com</a><br>Internet                       | 412 words — 1%  |
| 6 | <a href="http://ugspace.ug.edu.gh">ugspace.ug.edu.gh</a><br>Internet                       | 400 words — 1%  |

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