

List of Table

Table No.	Particular	Page No.
Table-1.1	Economic Contributions of the Service Sector	6
Table-1.2	Service Quality Dimensions in Higher Education	21
Table-4.1	Total Population of the Study	77
Table-4.2	Selected Sample Size	77
Table-4.3	Reliability Alpha Score	77
Table-5.1	Cross Tabulation of Gender of Students and Universities	76
Table-5.2	Cross Tabulation of Age Group of Students and Universities	76
Table-5.3	Cross Tabulation of Residential Location of Students and Universities	77
Table-5.4	Cross Tabulation of Marital Status of students and Universities	77
Table-5.5	Cross Tabulation of Parents Occupation of Students and Universities	78
Table-5.6	Cross Tabulation of Family Monthly Income of Students and Universities	78
Table-5.7	Cross Tabulation of Family Type of Students and Universities	79
Table-5.8	Cross Tabulation of Family Size of students and Universities	79
Table-5.9	Cross Tabulation of No. of Earning Person of Family of students and Universities	80
Table-5.10	Cross Tabulation of Caste of Students and Universities	81
Table-5.11	Cross Tabulation of Program and Universities	81
Table-5.12	Cross Tabulation of Semester of Students and Universities	82
Table-5.13	Cross Tabulation of Academic Qualification and Universities	82
Table-5.14	Cross Tabulation of Selection Criteria of Program of Students and Universities	83
Table-5.15	Cross Tabulation of Selection Criteria of University of Students and Universities	83
Table-5.16	Cross Tabulation of Career Ambition of the students and Universities	84
Table-5.17	Cross Tabulation of Future Plan of the students and Universities	85
Table-5.18	Effect of Government Policies on Higher Education	85
Table-5.19	Calculation of Mean, Standard Deviation and Mean	87

	Gap between Expectation of Students and Performance of State Universities	
Table-5.20	Calculation of Mean, Standard Deviation and Mean Gap between Expectation of Students and Performance of Private Universities	93
Table-5.21	Paired Sample T-Test between Students Expectation and Performance of M. S. University	99
Table-5.22	Paired Sample T-Test between Students Expectation and Performance of S. P. University	103
Table-5.23	Paired Sample T-Test between Students Expectation and Performance of Parul University	108
Table-5.24	Paired Sample T-Test between Students Expectation and Performance of GLS University	111
Table-5.25	Mean and Standard Deviation of Students Satisfaction	115
Table-5.26	Tests of Normality of University Type and Students Satisfaction	118
Table-5.27	University Type and Students Satisfaction	118
Table-5.28	Chi-Square Test of University Type and Students Satisfaction	118
Table-5.29	Tests of Normality of Gender and Students Satisfaction	118
Table-5.30	Gender and Students Satisfaction	118
Table-5.31	Chi-Square Test Gender and Students Satisfaction	118
Table-5.32	Tests of Normality of Age Group and Students Satisfaction	118
Table-5.33	Age Group and Students Satisfaction	119
Table-5.34	Chi-Square Test of Age Group and Students Satisfaction	119
Table-5.35	Tests of Normality of Location and Students Satisfaction	119
Table-5.36	Residential Location and Students Satisfaction	119
Table-5.37	Chi-Square Test of Residential Location and Students Satisfaction	120
Table-5.38	Tests of Normality of Occupation of Parents and Students Satisfaction	120
Table-5.39	Occupation of Parents and Students Satisfaction	120
Table-5.40	Chi-Square Test of Occupation of Parents and Students Satisfaction	120
Table-5.41	Tests of Normality of Family Monthly Income and Students Satisfaction	121
Table-5.42	Family Monthly Income and Students Satisfaction	121
Table-5.43	Chi-Square Test of Family Monthly Income and Students Satisfaction	121

Table-5.44	Tests of Normality of Family Type and Students Satisfaction	122
Table-5.45	Family Type and Students Satisfaction	122
Table-5.46	Chi-Square Test of Family Type and Students Satisfaction	122
Table-5.47	Tests of Normality of No. of Earning Person and Students Satisfaction	122
Table-5.48	No. of Earning Person and Students Satisfaction	123
Table-5.49	Chi-Square Test of No. of Earning Person and Students Satisfaction	123
Table-5.50	Tests of Normality of Caste and Students Satisfaction	123
Table-5.51	Caste and Students Satisfaction	124
Table-5.52	Chi-Square Test of Caste and Students Satisfaction	124
Table-5.53	Tests of Normality of Program and Students Satisfaction	124
Table-5.54	Name of Program and Students Satisfaction	124
Table-5.55	Chi-Square Test of Name of Program and Students Satisfaction	125
Table-5.56	Tests of Normality of Semester and Students Satisfaction	125
Table-5.57	Semester and Students Satisfaction	125
Table-5.58	Chi-Square Test of Semester and Students Satisfaction	125
Table-5.59	Tests of Normality of Academic Qualification and Students Satisfaction	126
Table-5.60	Academic Qualification and Students Satisfaction	126
Table-5.61	Chi-Square Test of Academic Qualification and Students Satisfaction	126
Table-5.62	Tests of Normality of Caste and effect of Government Policies	127
Table-5.63	Caste and Effect of Government Policies on Higher Education	127
Table-5.64	Chi-Square Test of Caste and Effect of Government Policies on Higher Education	127
Table-5.65	KMO and Bartlett's Test of Students Satisfaction	128
Table-5.66	KMO Range Communalities	128
Table-5.67	Students Satisfaction Total Variance Explained	129
Table-5.68	Rotated Component Matrix of Students Satisfaction	130
Table-5.69	Correlation between Expectation and Satisfaction	132
Table-5.70	Model Summary between Reliability Dimension and Satisfaction of Students	132
Table-5.71	ANOVA between Reliability Dimension and Satisfaction of Students	132
Table-5.72	Coefficients between Reliability Dimension and	133

	Satisfaction of Students	
Table-5.73	Model Summary between Responsiveness Dimension and Satisfaction of Students	134
Table-5.74	ANOVA between Responsiveness Dimension and Satisfaction of Students	134
Table-5.75	Coefficients between Responsiveness Dimension and Satisfaction of Students	135
Table-5.76	Model Summary between Empathy Dimension and Satisfaction of Students	136
Table-5.77	ANOVA between Empathy Dimension and Satisfaction of Students	136
Table-5.78	Coefficients between Empathy Dimension and Satisfaction of Students	137
Table-5.79	Model Summary between Assurance Dimension and Satisfaction of Students	138
Table-5.80	ANOVA between Assurance Dimension and Satisfaction of Students	138
Table-5.81	Coefficients between Assurance Dimension and Satisfaction of Students	139
Table-5.82	Model Summary between Tangibility Dimension and Satisfaction of Students	140
Table-5.83	ANOVA between Tangibility Dimension and Satisfaction of Students	140
Table-5.84	Coefficients between Tangibility Dimension and Satisfaction of Students	141
Table-5.85	Mean Score of Impact of COVID-19 on Education	143
Table-5.86	Cross Tabulation of Gender of Parents and Universities	145
Table-5.87	Cross Tabulation of Age Group of Parents and Universities	145
Table-5.88	Cross Tabulation of Residential Location of Parents and Universities	146
Table-5.89	Cross Tabulation of Marital Status of Parents and Universities	146
Table-5.90	Cross Tabulation of Occupation of Parents and Universities	147
Table-5.91	Cross Tabulation of Monthly Income of Parents and Universities	147
Table-5.92	Cross Tabulation of Family Type of Parents and Universities	148
Table-5.93	Cross Tabulation of Family Size of Parents and Universities	148
Table-5.94	Cross Tabulation of Earning Person of Family of	149

	parents and Universities	
Table-5.95	Cross Tabulation of Caste of Parents and Universities	149
Table-5.96	Cross Tabulation of Students' Program and Universities	150
Table-5.97	Cross Tabulation of Students' Semester and Universities	151
Table-5.98	Cross Tabulation of Academic Qualification and Universities	151
Table-5.99	University wise Selection Criteria of Program from Parents	152
Table-5.100	Cross Tabulation of Selection Criteria of University	152
Table-5.101	Cross Tabulation of Career Ambition of the students from Parents' point of view and Universities	153
Table-5.102	Cross Tabulation of Future Plan of the students from Parent's Point of View and Universities	153
Table-5.103	Effect of Government Policies on Higher Education (Parents)	154
Table-5.104	Calculation of Mean, Standard Deviation and Mean Gap between Parents Expectation and University Performance of State Universities	155
Table-5.105	Calculation of Mean, Standard Deviation and Mean Gap between Parents Expectation and University Performance of Private Universities	160
Table-5.106	Paired Sample T-Test between Parents Expectation and University Performance of M. S. University	165
Table-5.107	Paired Sample T-Test between Parents Expectation and University Performance of S. P. University	167
Table-5.108	Paired Sample T-Test between Parents Expectation and University Performance of Parul University	169
Table-5.109	Paired Sample T-Test between Parents Expectation and University Performance of GLS University	171
Table-5.110	Mean and Standard Deviation of Students Satisfaction	174
Table-5.111	Tests of Normality of University Type and Parents Satisfaction	176
Table-5.112	University Type and Parents Satisfaction	176
Table-5.113	Chi-Square Test of University Type and Parents Satisfaction	176
Table-5.114	Tests of Normality of Gender and Parents Satisfaction	176
Table-5.115	Gender and Parents Satisfaction	177
Table-5.116	Chi-Square Test of Gender and Parents Satisfaction	177
Table-5.117	Tests of Normality of Age Group and Parents Satisfaction	177
Table-5.118	Age Group and Parents Satisfaction	178

Table-5.119	Chi-Square Test of Age Group and Parents Satisfaction	178
Table-5.120	Tests of Normality of Location and Parents Satisfaction	178
Table-5.121	Residential Location and Parents Satisfaction	178
Table-5.122	Chi-Square Test of Residential Location and Parents Satisfaction	179
Table-5.123	Tests of Normality of Occupation and Parents Satisfaction	179
Table-5.124	Occupation and Parents Satisfaction	179
Table-5.125	Chi-Square Test of Occupation and Parents Satisfaction	179
Table-5.126	Tests of Normality of Family Monthly Income and Parents Satisfaction	180
Table-5.127	Family Monthly Income and Parents Satisfaction	180
Table-5.128	Chi-Square Test of Family Monthly Income and Parents Satisfaction	180
Table-5.129	Tests of Normality of Family Type and Parents Satisfaction	181
Table-5.130	Family Type and Parents Satisfaction	181
Table-5.131	Chi-Square Test of Family Type and Parents Satisfaction	181
Table-5.132	Tests of Normality of No. of Earning Person and Students Satisfaction	181
Table-5.133	No. of Earning Person and Parents Satisfaction	182
Table-5.134	Chi-Square Test of No. of Earning Person and Parents Satisfaction	182
Table-5.135	Tests of Normality of Caste and Parents Satisfaction	182
Table-5.136	Caste and Parents Satisfaction	183
Table-5.137	Chi-Square Test of Caste and Parents Satisfaction	183
Table-5.138	Tests of Normality of Program and Parents Satisfaction	183
Table-5.139	Name of Program and Parents Satisfaction	183
Table-5.140	Chi-Square Test of Name of Program and Parents Satisfaction	184
Table-5.141	Tests of Normality of Semester and Parents Satisfaction	184
Table-5.142	Semester and Parents Satisfaction	184
Table-5.143	Chi-Square Test of Semester and Parents Satisfaction	184
Table-5.144	Tests of Normality of Academic Qualification and Parents Satisfaction	185
Table-5.145	Academic Qualification and Parents Satisfaction	185
Table-5.146	Chi-Square Test of Academic Qualification and	185

	Parents Satisfaction	
Table-5.147	Tests of Normality of Caste and effect of Government Policies	186
Table-5.148	Caste and Effect of Government Policies on Higher Education	186
Table-5.149	Chi-Square Test of Caste and Effect of Government Policies on Higher Education	186
Table-5.150	KMO and Bartlett's Test of Parents Satisfaction	187
Table-5.151	KMO Range Communalities (For Parents)	187
Table-5.152	Parents Satisfaction Total Variance Explained	188
Table-5.153	Rotated Component Matrix of Parents Satisfaction	189
Table-5.154	Correlation between Expectation and Satisfaction	191
Table-5.155	Model Summary between Reliability Dimension and Satisfaction of parents	191
Table-5.156	ANOVA between Reliability Dimension and Satisfaction of parents	191
Table-5.157	Coefficients between Reliability Dimension and Satisfaction of parents	192
Table-5.158	Model Summary between Responsiveness Dimension and Satisfaction of parents	193
Table-5.159	ANOVA between Responsiveness Dimension and Satisfaction of parents	193
Table-5.160	Coefficients between Responsiveness Dimension and Satisfaction of parents	194
Table-5.161	Model Summary between Empathy Dimension and Satisfaction of parents	194
Table-5.162	ANOVA between Empathy Dimension and Satisfaction of parents	194
Table-5.163	Coefficients between Empathy Dimension and Satisfaction of parents	195
Table-5.164	Model Summary between Assurance Dimension and Satisfaction of parents	196
Table-5.165	ANOVA between Assurance Dimension and Satisfaction of parents	196
Table-5.166	Coefficients between Assurance Dimension and Satisfaction of parents	197
Table-5.167	Model Summary between Tangibility Dimension and Satisfaction of parents	198
Table-5.168	ANOVA between Tangibility Dimension and Satisfaction of parents	198
Table-5.169	Coefficients between Tangibility Dimension and Satisfaction of parents	199
Table-5.170	Mean Score of Impact of COVID-19 on Education	200

Table-5.171	Cross Tabulation of Gender of Teachers and Universities	201
Table-5.172	Cross Tabulation of Age Group of Teachers and Universities	201
Table-5.173	Cross Tabulation of Residential Location of Teachers and Universities	202
Table-5.174	Cross Tabulation of Marital Status of Teachers and Universities	202
Table-5.175	Cross Tabulation of Designation of teachers and Universities	203
Table-5.176	Cross Tabulation of Nature of Appointment of Teachers and Universities	203
Table-5.177	Cross Tabulation of Monthly Income of Teachers and Universities	204
Table-5.178	Cross Tabulation of Family Type of Teacher and Universities	204
Table-5.179	Cross Tabulation of Family Size of Teachers and Universities	205
Table-5.180	Cross Tabulation of Earning Person of Family of teachers and Universities	205
Table-5.181	Cross Tabulation of Caste of Teachers and Universities	206
Table-5.182	Cross Tabulation of Teaching Program of Teachers and Universities	206
Table-5.183	Cross Tabulation of Teaching Semester and Universities	207
Table-5.184	Cross Tabulation of Academic Qualification and Universities	207
Table-5.185	University wise Teacher's opinion on selection Criteria of Program by Students	208
Table-5.186	University wise Teacher's opinion on selection Criteria of University by Students	208
Table-5.187	Cross Tabulation of Career Ambition of the students from Teachers' point of view and Universities	209
Table-5.188	Cross Tabulation of Future Plan of the students from Teachers' Point of View and Universities	210
Table-5.189	Effect of Government Policies on Higher Education (Teachers)	210
Table-5.190	Calculation of Mean, Standard Deviation and Mean Gap between Teachers Expectation and University Performance of State Universities	211
Table-5.191	Calculation of Mean, Standard Deviation and Mean Gap between Teachers Expectation and University	216

	Performance of Private Universities	
Table-5.192	Paired Sample T-Test between Teachers Expectation and University Performance of M. S. University	221
Table-5.193	Paired Sample T-Test between Teachers Expectation and University Performance of S. P. University	223
Table-5.194	Paired Sample T-Test between Teachers Expectation and University Performance of Parul University	225
Table-5.195	Paired Sample T-Test between Teachers Expectation and University Performance of GLS University	227
Table-5.196	Mean and Standard Deviation of Teachers Satisfaction	230
Table-5.197	Tests of Normality of University Type and Teachers Satisfaction	232
Table-5.198	University Type and Teachers Satisfaction	232
Table-5.199	Chi-Square Test of University Type and Teachers Satisfaction	232
Table-5.200	Tests of Normality of Gender and Teachers Satisfaction	232
Table-5.201	Gender and Teacher Satisfaction	233
Table-5.202	Chi-Square Test of Gender and Teacher Satisfaction	233
Table-5.203	Tests of Normality of Age Group and Teachers Satisfaction	233
Table-5.204	Age Group and Teachers Satisfaction	234
Table-5.205	Chi-Square Test of Age Group and Teachers Satisfaction	234
Table-5.206	Tests of Normality of Location and Teachers Satisfaction	234
Table-5.207	Residential Location and Teachers Satisfaction	234
Table-5.208	Chi-Square Test of Residential Location and Teachers Satisfaction	235
Table-5.209	Tests of Normality of Designation and Teachers Satisfaction	235
Table-5.210	Designation and Teachers Satisfaction	235
Table-5.211	Chi-Square Test of Designation and Teachers Satisfaction	235
Table-5.212	Tests of Normality of Appointment and Teachers Satisfaction	236
Table-5.213	Nature of Appointment and Teachers Satisfaction	236
Table-5.214	Chi-Square Test of Nature of Appointment and Teachers Satisfaction	236
Table-5.215	Tests of Normality of Family Type and Teachers Satisfaction	236
Table-5.216	Family Type and Teachers Satisfaction	237
Table-5.217	Chi-Square Test of Family Type and Teachers	237

	Satisfaction	
Table-5.218	Tests of Normality of No. of Earning Person and Teachers Satisfaction	237
Table-5.219	No. of Earning Person and Teachers Satisfaction	237
Table-5.220	Chi-Square Test of No. of Earning Person and Teachers Satisfaction	238
Table-5.221	Tests of Normality of Caste and Teachers Satisfaction	238
Table-5.222	Caste and Teacher Satisfaction	238
Table-5.223	Chi-Square Test of Caste and Teacher Satisfaction	238
Table-5.224	Tests of Normality of Program and Teachers Satisfaction	239
Table-5.225	Name of Program and Teachers Satisfaction	239
Table-5.226	Chi-Square Test of Name of Program and Teachers Satisfaction	239
Table-5.227	Tests of Normality of Semester and Teachers Satisfaction	239
Table-5.228	Teaching Semester and Teachers Satisfaction	240
Table-5.229	Chi-Square Test of Teaching Semester and Teachers Satisfaction	240
Table-5.230	Tests of Normality of Academic Qualification and Teachers Satisfaction	240
Table-5.231	Academic Qualification and Teachers Satisfaction	241
Table-5.232	Chi-Square Test of Academic Qualification and Teachers Satisfaction	241
Table-5.233	Tests of Normality of Caste and effect of Government Policies	241
Table-5.234	Caste and Effect of Government Policies on Higher Education	241
Table-5.235	Chi-Square Test of Caste and Effect of Government Policies on Higher Education	242
Table-5.236	KMO and Bartlett's Test of Teachers Satisfaction	243
Table-5.237	KMO Range Communalities (for Teachers)	243
Table-5.238	Teachers Satisfaction Total Variance Explained	244
Table-5.239	Rotated Component Matrix of Teacher Satisfaction	245
Table-5.240	Correlation between Expectation and Satisfaction	248
Table-5.241	Model Summary between Reliability Dimension and Satisfaction of Teachers	248
Table-5.242	ANOVA between Reliability Dimension and Satisfaction of Teachers	248
Table-5.243	Coefficients between Reliability Dimension and Satisfaction of Teachers	249
Table-5.244	Model Summary between Responsiveness Dimension and Satisfaction of Teachers	250

Table-5.245	ANOVA between Responsiveness Dimension and Satisfaction of Teachers	250
Table-5.246	Coefficients between Responsiveness Dimension and Satisfaction of Teachers	251
Table-5.247	Model Summary between Empathy Dimension and Satisfaction of Teachers	251
Table-5.248	ANOVA between Empathy Dimension and Satisfaction of Teachers	251
Table-5.249	Coefficients between Empathy Dimension and Satisfaction of Teachers	252
Table-5.250	Model Summary between Assurance Dimension and Satisfaction of Teachers	253
Table-5.251	ANOVA between Assurance Dimension and Satisfaction of Teachers	253
Table-5.252	Coefficients between Assurance Dimension and Satisfaction of Teachers	254
Table-5.253	Model Summary between Tangibility Dimension and Satisfaction of Teachers	255
Table-5.254	ANOVA between Tangibility Dimension and Satisfaction of Teachers	255
Table-5.255	Coefficients between Tangibility Dimension and Satisfaction of Teachers	256
Table-5.256	Mean Score of Impact of COVID-19 on Education	257