

References

- Afiouni, F., Karam, C. M., & Hussein, E.-H. (2013). The HR value proposition model in the Arab Middle East: identifying the contours of an Arab Middle Eastern HR model. *The International Journal of Human Resource Management*, 24(10), 1895-1932. doi:<https://doi.org/10.1080/09585192.2012.722559>
- Agha, K., A., & F., I. (2017, March). Work life balance and job satisfaction: An empirical study focussing on higher education teachers in Oman. *International Journal of Social Science and Humanity*, 7(3), 164-171.
- Ahmad, R. A., & Soon, N. K. (2015). Balanced Scorecard in Higher Education Institutions: What should we consider? *2015 International Symposium on Technology Management and Emerging Technologies (ISTMET)*, (pp. 89-93). Malaysia.
- Aithal, P., & Kumar, P. S. (2016, June). Maintaining Teacher Quality in Higher Education Institutions. *Munich Personal RePEc Archive*, 1-12. From <https://mpira.ub.uni-muenchen.de/72240/>
- (n.d.). *An Interim Report of the Committee Appointed to Consider the Development of Higher Technical Institutions in India*. New Delhi. Retrieved March 14, 2018 from <https://www.iitsystem.ac.in/sites/default/files/reviewreports/N.R.Sarkar.pdf>
- Aydin, S., & Kahraman, C. (2018, March 20). Evaluation of firms applying to Malcolm Baldrige National Quality Award: a modified fuzzy AHP method. *Complex and Intelligent Systems*, 5, 53-63. doi:<https://doi.org/10.1007/s40747-018-0069-9>
- Balanced Scorecard Institute: Strategy Management Group*. (n.d.). Retrieved February 15, 2018 from [balancedscorecard.org: http://www.balancedscorecard.org/BSC-Basics/About-the-Balanced-Scorecard/Balanced-Scorecard-Adopters](http://www.balancedscorecard.org/BSC-Basics/About-the-Balanced-Scorecard/Balanced-Scorecard-Adopters)
- Becker, B. E., Huselid, M. A., & Ulrich, D. (2001). *The HR Scorecard: Linking People, Strategy and Performance* (illustrated ed.). Boston, MA: Harvard Business Press.
- Bhatnagar Shanti Swarup*. (n.d.). Retrieved March 5, 2018 from Vigyan Prasar: <http://vigyanprasar.gov.in/bhatnagar-shanti-swarup/>
- Bhattacharya, D. K. (2007). *Human Resource Research Methods* (First ed.). Oxford.
- Brahma, G. (2018, May). Not Unstructured Interviews! *Human Capital*, 21(12), pp. 1-74. Retrieved April 9, 2019
- Bratton, J. (2005). *Strategic human resource management*. From <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwj90uu05dKCAXRsFYBHZ-DBrUQFnoECAgQAQ&url=https%3A%2F%2Fwww.otaru-uc.ac.jp%2F~js%2Fdownloads%2FSP2005-PDF%2FSP2005-Chapter2SHRM.pdf&usg=AOvVaw3D5RHtLH3zfl dGZkFuMEEY&op>

- Bray, N. J., & Williams, L. (2017, December). A quantitative study on organisational commitment and communication satisfaction of professional staff at a master's institution in the United States. *Journal of Higher Education Policy and Management*, 39(5), 487-502.
- CABE. (2005). *Report of Central Advisory Board of Education (CABE) Committee on Free and Compulsory Education Bill And Other Issues Related to Elementary Education*. New Delhi: Government of India. Retrieved March 8, 2018 from http://mhrd.gov.in/sites/upload_files/mhrd/files/document-reports/fcebill.pdf
- Chadha, S. (2018, May). Unfolding New Age Organizational Development. *Human Capital*, 21(12), pp. 1-74. Retrieved April 8, 2019
- Chatterji, N., & Kiran, R. (2017). Role of human and relational capital of universities as underpinnings of a knowledge economy: A structural modelling perspective from north Indian universities. *International Journal of Educational Management*, 56, 52-61.
- Chatti, M. A., Jarke, M., & Specht, M. (2010). The 3P Learning Model. *Educational Technology and Society*, 13(4), 74-85.
- Clinton, V. (2014, September). The relationship between students' preferred approaches to Learning and behaviors during learning: An examination of the process stage of the 3P Model. *Instructional Science*, 42, 817-837.
- Commission, I. N. (2006-2009). *National Knowledge Commission Report to the Nation*. New Delhi: National Knowledge Commission, Government of India, 2009. Retrieved March 12, 2018 from <https://www.aicte-india.org/downloads/nkc.pdf>
- Cunningham, J. B., & Kempling, J. (2011). Promoting Organizational Fit in Strategic HRM: Applying the HR Scorecard in Public Service Organizations. *Public Personnel Management*, 40(3), 193-213.
- Das, S. (2018, May). Thinking Design, Thinking HR. *Human Capital*, 21(12), pp. 1-74. Retrieved April 9, 2019
- Devi, H. (2012). *Management of higher education in Manipur since 1972*. Retrieved November 17, 2017 from <http://shodhganga.inflibnet.ac.in/handle/10603/39238>
- Donlagic, S., & Fazlic, S. (2015). QUALITY ASSESSMENT IN HIGHER EDUCATION USING THE SERVQUAL MODEL. *Management*, 20(1), 39-57.
- Drost, E. A. (1970). Validity and Reliability in Social Science Research. *Education Research and Perspectives*, 38(1).
- Education, M. o. (1949). *Report of the University Education Commission*. New Delhi: GOI. Retrieved March 20, 2018 from <http://www.educationforallinindia.com/1949%20Report%20of%20the%20University%20Education%20Commission.pdf>
- Elwick, A. (2017). Happiness in Higher Education. *Higher Education Quarterly*, 71(2), 204-219. doi:10.1111/hequ.12121

- Field, A. (2009). *Discovering Statistics using SPSS*.
- Group, C. H. (2018, April 9). *Dr. Shanti Swarup Bhatnagar Prize*. Retrieved April 10, 2018 from Shanti Swarup Bhatnagar Prize: <http://ssbprize.gov.in/Content/SSBBio.aspx>
- Gupta, R. (Ed.). (2008, March 7). 11th Five Year Plan India's Education Plan! *digitalLEARNING*(150). Retrieved March 9, 2018 from digital Learning: <http://digitallearning.eletsonline.com/2008/03/11th-five-year-plan-india%E2%80%99s-education-plan/>
- H, M. (2013, November). *A study on occupational stress amongst teachers in selective engineering colleges affiliated to Anna University, Trichy*. Retrieved May 9, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/23077>
- Hassna, G. (2023). Big Data and Analytics to transform higher education: a value chain perspective. *Perspectives: Policy and Practice in Higher Education*, 27(4), 160-168. doi:<https://doi.org/10.1080/13603108.2022.2099475>
- Higher Education through Five-Year Plans-I Unit 7*. (n.d.). Retrieved March 27, 2018 from egyankosh: <http://egyankosh.ac.in/bitstream/123456789/8441/1/Unit-7.pdf>
- HRD Audit and Scorecard 2500TM Points*. (n.d.). Retrieved March 9, 2023 from tvrls.com: <https://tvrls.com/our-areas-of-expertise/hrd-audit-and-scorecard/>
- Huselid, M. A., Becker, B. E., & Beatty, R. W. (2005). *The Workforce Scorecard*. Boston: Harvard Business School Press. Retrieved March 19, 2019
- Huselid, M. A., Becker, B. E., & Beatty, R. W. (2005). *The workforce scorecard: Managing human capital to execute strategy*. Boston: Mass: Harvard Business School Press.
- In'airat, M. H., & Al-Kassem, A. H. (2014). Total Quality Management in Higher Education: A Review. *International Journal of Human Resource Studies*, 4(3), 294-307. doi:10.5296/ijhrs.v4i3.6368
- Jonaki, B., & Prasenjit, P. (2016, January). Higher Education in India: Recent Issues and Trends. *Research Journal of Educational Sciences*, 4(1), 10-16.
- Kalender, Z. T., & Vayvay, O. (2016). The fifth pillar of the Balanced Scorecard: Sustainability. *Pocedia: Social and Behavioural Sciences*, 76-83.
- Kaplan, R. S., & Norton, D. P. (1992, January- February). The Balanced Scorecard-Measures that drive performance. *Harvard Business Review*, pp. 71-79. Retrieved December 19, 2017
- Karathanos, D., & Karathanos, P. (2005, March/April). Applying the Balanced Scorecard to Education. *Journal of Education for Business*.
- Kember, D., Webster, B. J., & Chan, W. S. (2020). Refocusing the 3P model to incorporate a learning and teaching environment and graduate attributes. *An International Journal of Experiemntal Educational Psychology*, 40(5), 592-607.

- Kew, S. N., Petsangsri, S., Ratanaolarn, T., & Tasir, Z. (2018, June 22). Examining the motivation level of students in e-learning in higher education institution in Thailand: A case study. *Educ Inf Technol*, 23, 2947-2967.
- Khan, I., Ghauri, T. A., & Akram, K. (2012). Relationship between job satisfaction and HR practices, an empirical research of different sectors of university teachers in Pakistan. *International Journal of Learning and Development*, 2(3), 25-33. doi:10.5296/ijld.v2i3.1756
- Komow, B., Khanna, R., & Sharma, R. (2012, June). Journey Of Higher Education In India: An Analysis Of Post Independence Era. *Asian Journal of Multidimensional Research*, 1(1), 96-115.
- Krathwohl, D. R. (2010, June 24). A revision of Bloom's taxonomy: An overview. *Theory into Practice*, 41(4). doi:https://doi.org/10.1207/s15430421tip4104_2
- Kulkarni, P. B. (2015, December). *Analysis of Key Performance Indicators(KPI) for Quality Assurance in newly established engineering institutes in rural areas of Maharashtra during 2010-2014*. Retrieved April 20, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/120396>
- Kumar, S. A. (2019, February). Digitalisation: Enhancing Expectations. (M. Jain, Ed.) *The Human Capital*, 22(9).
- Kurian, C. (n.d.). *Outcome- Based Education (OBE)*. Retrieved December 24, 2020 from <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjZzfa-qObtAhXPeisKHR3pCRYQFjAMegQIHBAC&url=https%3A%2F%2Ffiles.eric.ed.gov%2Ffulltext%2FED380910.pdf&usg=AOvVaw2Vr9bVuGfBUVsqQ2ZR2fbf>
- LaMorte, W. W. (2016, July 24). *The Role of Probability*. From bu.edu: https://sphweb.bumc.bu.edu/otlt/mph-modules/bs/bs704_probability/BS704_Probability12.html
- Learn about Quality*. (n.d.). From asq.org: <https://asq.org/quality-resources/malcolm-baldrige-national-quality-award>
- Lee, H.-S. (2001, December). Paternalistic Human Resource Practices: Their emergence and characteristics. *Journal of Economic Issues*, XXXV(4), 841-869.
- Lepak, D. P., & Snell, S. A. (1999). The Human Resource Architecture: Toward a Theory of Human Capital Allocation and Development. *Academy of Management Review*, 24(1), 31-48.
- Malcolm Baldrige National Quality Award (MBNQA)*. (n.d.). From ASQ: <http://asq.org/learn-about-quality/malcolm-baldrige-award/overview/overview.html>
- Marfuah, U., Dewiyan, L., & Mutmainah. (2017). Bank Employee Performance Analysis Using Human Resources Scorecard. *European Journal of Business and Management*, 9(11), 90-97.

- markhuselid.com*. (2018). From markhuselid.com:
<https://www.markhuselid.com/workforce.html>
- Masron, T. A., Ahmad, Z., & Rahim, N. B. (2012). Key Performance Indicators vs Key Intangible Performance among Academic Staff: A Case study of a public university in Malaysia. *Procedia-Social and Behavioural Sciences*, 56, 494-503.
- Mello, J. A. (2010). *Strategic Human Resource Management*. South-western Cengage Learning.
- MHRD. (2005). *CABE Committee on Financing of Higher and Technical Education*. New Delhi: Govt. of India. Retrieved March 20, 2018 from http://mhrd.gov.in/sites/upload_files/mhrd/files/document-reports/Report%20CABE%20Committee%20on%20Financing%20Higher%20and%20Technical%20EducationL.pdf
- MHRD. (2005). *Report of Central Advisory Board of Education (CABE) Committee on Autonomy of Higher Education Institutions*. New Delhi: Government of India. Retrieved March 10, 2018 from http://mhrd.gov.in/sites/upload_files/mhrd/files/document-reports/AutonomyHEI.pdf
- MHRD. (2008). *The Committee to Advise on Renovation and Rejuvenation of Higher Education*. New Delhi: GOI. Retrieved Feb 26, 2018 from <https://www.aicte-india.org/downloads/Yashpal-committee-report.pdf>
- MHRD. (2014). *Kakodkar Committee Report NIT's as Drivers for Quality Higher Technical Education- The Way Forward*. New Delhi: GOI. Retrieved March 16, 2018 from http://www.svnit.ac.in/Data/KAKODKAR_COMMITTEE_REPORT-for-NITs.pdf
- MHRD. (n.d.). *National Policy on Education 1986 Programme of Action 1992*. New Delhi: GOI. Retrieved March 12, 2018 from http://mhrd.gov.in/sites/upload_files/mhrd/files/document-reports/POA_1992.pdf
- Ministry, H. (2016). *National Policy on Education 2016: Report of the Committee for Evolution of the New Education Policy*. New Delhi: Govt. of India. Retrieved May 3, 2018 from <http://www.nuepa.org/New/download/NEP2016/ReportNEP.pdf>
- Modern Education; Progress of Education after Independence; Introduction*. (n.d.). Retrieved October 31, 2017 from Inflibnet: http://content.inflibnet.ac.in/data-server/eacharya-documents/548158e2e41301125fd790cf_INFIEP_72/79/ET/72-79-ET-V1-S1__1_.pdf
- Mohammed, A. H., Taib, C. A., & Nadarajan, S. (2016). Mapping the relationship among quality management practices, organizational learning, organizational culture, and organizational performance in higher education: A proposed framework. *American Journal of Industrial and Business Management*, 6, 401-410. doi:<http://dx.doi.org/10.4236/ajibm.2016.64036>

- Murad, M. M., & Asaduzzaman, M. (2014, March). Human Resource Scorecard: A Road Map to Balanced Scorecard. *World Journal of Social Sciences*, 4(1), 70-79.
- Murmura, F., Casolani, N., & Bravi, L. (2016). Seven keys for implementing the self-evaluation, periodic evaluation, and accreditation (AVA) method to improve quality and student satisfaction in the Italian higher education system. *Quality in Higher Education*, 22(2), 167-179.
- Murmura, F., Casolani, N., & Bravi, L. (2016). Seven keys for implementing the self-evaluation, periodic evaluation, and accreditation (AVA) method to improve quality and student satisfaction in the Italian higher education system. *Quality in Higher Education*, 22(2), 167-179.
- National Policy on Education. (n.d.). Retrieved March 20, 2018 from Educational: <https://navyapaulc.weebly.com/educational.html>
- National Policy on Education. (1986). Retrieved March 20, 2018 from Educational: <https://navyapaulc.weebly.com/educational.html>
- NIST: Baldrige Performance Excellence Program. (2019, November 15). Retrieved December 23, 2020 from nist.gov: <https://www.nist.gov/baldrige/self-assessing/baldrige-sector/education>
- Onditi, E. O., & Wechuli, T. W. (2017). Service quality and student satisfaction in higher education institutions. *International Journal of Scientific and Research Publications*.
- Onditi, E. O., & Wechuli, T. W. (2017, July). Service quality and Student Satisfaction in Higher Education Institutions: A Review of Literature. *International Journal of Scientific and Research Publications*, 7(7).
- Pallant, J. (2016). *SPSS Survival Manual*.
- Paton, R., & Karunaratne, N. (2009, September 23). Engagemmet and Innovation: the Honda Case. (280-297, Ed.) *The Journal of Information and Knowledge Management Systems*, 39(4).
- Performance evaluation systems changing across India. (2018, May). *Human Capital*, 21(12), pp. 1-74. Retrieved April 9, 2019
- Peterson, R. A. (1994, September). A meta analysis of Cronbach's Coefficient Alpha . *Journal of Consumer Research*, 4, 381-391.
- Policy, N. E. (2020). From https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwjStM60ueGDAxUM0KACHbEqCHQQFnoECBkQAQ&url=https%3A%2F%2Fwww.education.gov.in%2Fsites%2Fupload_files%2Fmhrd%2Ffiles%2FNEP_Final_English_0.pdf&usg=AOvVaw2VOhw52WTOK6owxe
- Popli, S. (2005). Ensuring Customer Delight: A Quality approach to excellence in Management Education. *Quality in Higher Education*. doi:10.1080/13538320500078874

- Popli, S. (2006, August). Ensuring customer delight: a quality approach to excellence in management education. *Quality in Higher Education* , 11(1), 17-24. doi:10.1080/13538320500078874
- Prasad, R. K., & Jha, M. K. (2013). Quality measures in higher education: A review and conceptual model. *Journal of Research in Business and Management Volume* , 1(3), 23-40.
- Punnayya, J. D. (1992-93). *UGC Funding of Institutions of Higher Education*. New Delhi: University Grants Commission. Retrieved March 12, 2018 from <https://www.ugc.ac.in/oldpdf/pub/report/9.pdf>
- Quality Improvement centre for workforce Development*. (2021, April 9). Retrieved March 6, 2023 from qic-wd.org: <https://www.qic-wd.org/institute-resource/workforce-scorecards>
- Ramachandran, R. (2004, March 13-26). Warning Bells. *Frontline*, 21(6). Retrieved March 20, 2018 from <http://www.frontline.in/static/html/fl2106/stories/20040326003610500.htm>
- Ramamurti. (1990). *Report of the Committee for Review of National Policy on Education, 1986*. New Delhi. Retrieved September 20, 2018 from <http://www.teindia.nic.in/files/reports/ccr/ramamurti-committee-report.pdf>
- Ramirez, T. V. (2017). On pedagogy of personality assessment: Application of bloom's taxonomy of educational objectives. *Journal of personality assessment*, 99(2), 146-152. doi:<http://dx.doi.org/10.1080/00223891.2016.1167059>
- Rao, M. B. (2016). Motivation of teachers in higher education. *Journal of Applied Research in Higher Education*, 8(4), 469-488.
- Rao, M. R. (1999). *Public Policy Formulation; A study on National Policy on Education (1986)*. Retrieved April 15, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/1918>
- Rao, T. (2014). *HRD Audit: Evaluating the Human Resource Function for Business Improvement* . Sage Publications India Pvt Ltd.
- Ravindran, N., & Kamaravel, R. K. (2016, March). TOTAL QUALITY MANAGEMENT IN EDUCATION: PROSPECTS, ISSUES AND CHALLENGES. *Shanlax International Journal of Education*, 4(2), 58-65.
- Reda, N. W. (2017). Balanced scorecard in higher education institutions: Congruence and roles to quality assurance practices. *Quality Assurance in Education*, 25(4), 489-499.
- Richard, O. C., & Johnson, N. B. (2001, March). Strategic Human Resource Management Effectiveness and Firm Performance. *International Journal of Human Resource Management* , 299-310.
- Saha, S. K., & Ghosh, S. (2012, July). Commissions and Committees on Technical Education in Independent India: An Appraisal. *Indian Journal of History and Science*, 47(1), 109-138. From http://www.insa.nic.in/writereaddata/UpLoadedFiles/IJHS/Vol47_1_6_SKSaha.pdf

- Sansanwal, D. (2020). *Research Methodology and Applied Statistics*. Delhi: Shipra Publications.
- Scherer, R., Howard, S. K., Tondeur, J., & Siddiq, F. (2021). Profiling teachers' readiness for online teaching and learning in higher education: Who's ready? *Computers in Human Behavior*, 118.
- Schultz, C. M. (2010, June). HR Competencies at a merged Higher Education Institution. *SA Journal of Human Resource Management*, 8(1), 1-8.
- Setiawan, & Purba, H. H. (2021). A Systematic Literature Review of Malcolm Baldrige National Quality Award (MBNQA). *Journal of Technology Management for Growing Economies*, 12(1), 1-12. doi:DOI: 10.15415/jtmge.2021.121001
- Shah, P., & Raza, S. (2010, October). Impact of organizational climate on performance of college teachers in Punjab. *Journal of College Teaching and Learning*, 7(10), 47-52.
- Sharma, V. (2013, March 31). *Higher Education in 12th Five-Year Plan*. Retrieved March 27, 2018 from Dr. Vijendra Sharma: <https://vijendersharma.wordpress.com/2013/02/22/higher-education-in-twelfth-five-year-plan/>
- Shivappa. (2011). *Management of Finance in Universities: A Case study of Karnatak University, Dharwad*. Retrieved April 17, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/8742>
- Siming, L. N., Goa, J., Xu, D., & Shafi, K. (2015). Factors leading to Students' Satisfaction in Higher learning Institutions . *Journal of Education and Practice*, 6(31).
- Singh, G. (2011). *A survey of resources and services of polytechnic college libraries of Punjab and Chandigarh*. Retrieved March 10, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/7053>
- Sonawat, R. (2020, August 24). *5 basic skills teachers need to stand out while applying for jobs in the Covid-19 era*. Retrieved November 7, 2020 from indiatoday.in: <https://www.indiatoday.in/education-today/jobs-and-careers/story/5-basic-skills-teachers-need-for-jobs-in-the-covid-19-era-1714482-2020-08-24>
- Stephens, A. (2022, May 13). *People Sense by Altius*. From peoplesense.com: <https://www.peoplesense.com.au/news/article/13052022-239/what-are-intrapersonal-skills-and-why-are-they-important>
- Sudaryo, & Yoyo. (2015). Implementation of Management Performance Assessment based HR Scorecard. *Research Journal of Finance and Accounting*, 6(6).
- Tandilashvili, N. (2019). Factors influencing student satisfaction in Higher education: The case of a Georgian State university. *RAIS Conference Proceedings*, (pp. 39-54).
- Tapinos, E., Dyson, R., & Meadows, M. (2011, May). Does the Balanced Scorecard make a difference to the strategy development process. *Journal of the Operational Research Society*, 62(5), 888-899.

- Teeroovengadam, V., Gronroos, C., Nunkoo, R., Kamalanabhan, T., & Seebaluck, A. (2019). Higher education service quality, student satisfaction and loyalty: Validating the HESQUAL scale and testing an improved structural model. *Quality Assurance in Education*, 27(4), 427-445.
- Thejomoorthy, M. (2015). *A study of human resource management in higher educational institutions in Rayalaseema region*. From shodhganga.inflibnet.ac.in: <http://shodhganga.inflibnet.ac.in/handle/10603/160314>
- Todorut, A. V. (2013). The need of Total Quality Management in higher education. *Procedia - Social and Behavioral Sciences*, 83, 1105-1110. doi:10.1016/j.sbspro.2013.06.207
- Tse, E. (2010). *Fundamentals of Strategic management*. Retrieved 2023 from www.sagepub.com: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwj_m8Tc3NKCAXizjgGHb6eBo04FBAWegQIChAB&url=https%3A%2F%2Fwww.sagepub.com%2Fsites%2Fdefault%2Ffiles%2Fupm-binaries%2F53794_Chapter_1.pdf&usg=AOvVaw16ell_ceV5fp3HWphPMq
- UGC. (1985). *The University Grants Commission Act, 1956 and rules and regulations under the Act*. New Delhi: GOI. Retrieved September 20, 2018 from https://www.ugc.ac.in/oldpdf/ugc_act.pdf
- UGC stresses on teachers' training course. (2014, July 3). *digitalLearning*. Retrieved May 10, 2018 from <http://digitallearning.eletsonline.com/2014/07/ugc-emphasises-on-teachers-training-courses/>
- Umashankar, V., & Dutta, K. (2007). Balanced scorecards in managing higher education institutions. *International Journal of Educational Management*, 21(1), 54-67.
- Unhale, P. S. (2006, November). *A critica study of Educational Planning and administration in Maharashtra with special reference to Higher Education*. Retrieved May 7, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/84377>
- University Grants Commission. (n.d.). Retrieved May 14, 2018 from ugc.ac.in: <https://www.ugc.ac.in/oldpdf/Consolidated%20list%20of%20All%20Universities.pdf>
- Vanhala, S., & Tuomi, K. (2006). HRM, Company Performance and Employee well-being. *Management Revenue*, 17(3).
- W.N., O., & E.T.C, C. (2015). Utilization of Continuous Professional Development for Academic Staff Effectiveness in the Higher Education Sector in Contemporary Nigeria. *Journal of Emerging Trends in Educational Research and Policy Studies*, 6(4).
- Walker, G., & MacDonald, J. R. (2001). Designing and Implementing an HR Scorecard. *Human Resource Management*, 40(4), 365-377.

- Walpole, M., & Noeth, R. J. (2002). *The Promise of Baldrige for K-12 Education*. Retrieved February 21, 2021 from www.immagic.com: www.immagic.com › ARCHIVES › GENERAL › ACT_INC
- Wang, R. J., & Shih, Y. H. (2022, September 9). Improving the quality of teacher education for sustainable development of Taiwan's education system: A systematic review on the research issues of teacher education after the implementation of 12-year national basic education. *Frontiers in Psychology*, 1-12. doi:10.3389/fpsyg.2022.921839
- Winston, G. (1999, January). *W(h)ither IIT's?* Retrieved March 20, 2018 from P.V. Indiresan: <http://www.india-seminar.com/2000/494/494%20p.v.%20indiresan.htm>
- World University Rankings*. (n.d.). Retrieved March 17, 2020 from Times Higher Education: <https://www.timeshighereducation.com/world-university-rankings/2020/world-ranking#survey-answer>
- Yadav, R. (2021, February). 7 Dimensions of Transformation. (M. Agrawal, Ed.) *Banking Frontiers*, 19(10), pp. 18-19.
- Yeravdekar, V. R. (2012). *Internationalization of Higher Education in India*. Retrieved May 8, 2018 from Shodhganga: <http://shodhganga.inflibnet.ac.in/handle/10603/15087>
- Yousapronpaiboon, K. (2014). SERVQUAL: Measuring higher education service quality in Thailand. *Procedia - Social and Behavioral Sciences*, 116, 1088 – 1095. doi:doi: 10.1016/j.sbspro.2014.01.350
- Zhou, M., & Ee, J. (2012, November). Development and Validation of the Social Emotional Competence Questionnaire (SECQ). *International Journal of Emotional Education*, 4(2), 27-42.