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Critical Dimensions of Service Quality that Contributed Most to Students' Satisfaction in Egerton University, Kenya

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ABSTRACT

Students are important customers in higher education institutions. This is because students among others are the main consumers of services offered at the University and are the output of education process. This paper as such examined the critical factor in the service quality dimension that contributed most to students' satisfaction in Egerton University, Kenya. The paper is based on the study that was conducted using a questionnaire to 241 bachelor's degree students from Egerton University. The findings of the study revealed that the critical dimension of Service Quality (SERVQUAL) that contributes most to students satisfaction was Tangibles at 26.36%. The study found out that students' expectation were not met in all the five dimensions of SERVQUAL. It was observed that the gap between perceptions and expectations were such that; Tangibles (-0.967), Responsiveness (-1.063), Reliability (-1.124), Assurance (-1.047) and empathy (-1.151). Tangibles, Responsiveness and reliability were three dimensions of Service Quality that were significantly related to the level of students' satisfaction. The gap analysis between perceptions and expectations were negative indicating that there were a lot of service improvements and efforts needed to be put into place to enhance service quality. Consequently, the paper recommends that for improvement of students' satisfaction, there is need to improve service delivery especially in the provisions of facilities and equipment in order to decrease the gap between students' expectations and students' perceptions. Egerton University and Institutions of Higher Learning elsewhere are therefore tasked with finding out ways of improving Quality service delivery especially in areas found wanting in this paper.

Keywords: Critical Dimensions, Customer, Relationship, Service Quality; SERVQUAL; Students' Satisfaction
Balanced Education System - The role of Jeevan Vigan as a Supplementary Process

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ABSTRACT
Education is a continuous process. Education should aim at imparting knowledge, inculcate desirable habit, attitudes and achieve desirable changes in the behavior of learners; but we are contrasted with a large number of problems pertaining to the system of education at different level. It does not sound appropriate to call the present education system faulty. It producing good doctors, engineer, teachers all of them expects in their respective fields. This raises the questions - What after all is it problem?"1- The answer is that present education system is not balanced at every stage. In a balanced education system all four dimension of the personality developed in a balanced manner. Modern education developed only two of these four dimensions physical and intellectual, the other two are neglected. As a result while there has been a considerable development of the body and intellect, mental and emotional development has been lagging behind. We have to adopt the healthy and new approach, reorganized, revamp and evolve a truly national system who seeds lies in the Indian system but which is brought up around the existing scientific development. In this context Jeevan Vigyan has an important role. This is the supplementary process for balanced education system at every stage. If it could be combined with the existing content of education the system would become perfect. If it is implemented in the right earnest would unable to control and to great extent solve the serious problems of educational system in country.

Key Words: Balanced Education, Jeevan Vigyan

Globalization through Education in Gandhian Perspective

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ABSTRACT
Mahatma Gandhi, the father of nation, the Pioneer of Satyagraha, a true apostle of peace, truth and Ahimsa, a great advocator of education, was a great messenger of globalization and humanity. Indeed, globalization in education is the need of the row. During last few decades society and mankind has seen many fact of 'brightness' and 'darkness'. It's only the education which is responsible for both sides. In the treasure of history we see that many isms (Opinion, thoughts, and philosophies) have affected our social and human environment. All the culture and civilization including religion, cast and creed are having the same opinion that man is the greatest creation of God. So, if we want to serve God at best, we have to serve humanity having the intention of "Vasudhaiv Kutumbukum". Gandhian philosophy meets the requirements of globalization in education at par. His philosophy reflects a true blend of idealism, nationalism and pragmatism. His mantras of Ahimsa, Sarva Dharma Sambhav, Compulsory education for all, craft and trade education, a classless society, democracy, love for humanity are the planes through which education can mound its aim of globalization. Gandhiji is a true messenger of globalization in education. I really adore his views (Mantra).
Protect the Indian Girls and Women from Ingrained Gender Stereotypes

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ABSTRACT

Gender stereotypes are broad categories that reflect impressions and beliefs about what behaviour is appropriate for females and males. A well known nineteenth century nursery rhyme by J.O. Halliwell goes like this:

"What are little boys made of?
Frogs and snails and puppy dogs' trails
What are little girls made of?
Sugar and spice and all that's nice."

What difference does the rhyme imply exist between boys and girls? Are any of them valid? We often have heard these types of comments in our culture. Some people may feel angry when gender based comments are made, while other may agree to these comments as genuine difference between the sexes. Most of the gender stereotypes in India forces to stay in a particular category or group. Boys have the opportunity to develop their talents while girls may only within a severely limited range. The consequences are as follows:- Relative Powerlessness of girls, Limited Range of Occupations for girls, Loss of Academic Potential for girls, Lack of Respect for girls’ Abilities, Low Self-esteem among girls, Trials of the Aging Women. Results of the study illustrate the need for gender-equality programs in India.

Mulk Raj Anand : A Voice of Downtrodden

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ABSTRACT

Mulk Raj Anand (12 December 1905-28 September 2004) was an Indian writer in English, notable far his depiction of the lives of the poorer caste in traditional Indian Society one of the pioneers of Indo-Anglian fiction he together with R.K. Narayan, Ahmad Ali and Raja Rao; was one of the first India based writer in English to gain an International readership.

One of the social concerns that recurs frequently in his novels is the inequality between wealthy and poor he expresses his deep. Sorrow and Sympathy for the unfortunate poor and those problems of social inequity at large and also attempts to seek resolutions and empowerment of the weak and the development of social conscience and awareness for social growth. His novels also aims at wiping away Social barriers and orthodoxy, castesism and communalism. His themes dipict the complex social structure of society which devoid of humanism. All his novels as Untouchable. The collie. Two leaves and a Bud are the novels of poor and down trodden.

All the characters of Mulk Raj anand's novel are remarable for intimate touches of fidelity to life and intese relism thus it is clear. That he has written about the suffering and tragedy of the downtrodden and the poor whom he has actually seen and known. Hence this paper is an attempt to highlight the suffering of the poor thorough the novels of Mulk Raj Anand.
शिक्षा का अधिकार अधिनियम : ज्ञानियाँ एवं वर्तमान रिपोर्ट

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सारांश
प्राथमिक शिक्षा का अर्थ है, प्राथमिक शिक्षा एवं मुख्य शिक्षा। प्राथमिक शिक्षा इसलिए कि यह बच्चों को प्रारंभ में दी जाती है, और मुख्य शिक्षा इसलिए कि यह आगे की शिक्षा की नींव होती है। इस समय हमारे देश में 6 से 14 आयु वर्ग के बच्चों की शिक्षा कहलाती है। प्राथमिक शिक्षा में गुणात्मक सुधार लाने के लिए अधिक से अधिक जनसंख्या को उनके "शिक्षा संबंधी अधिकार" के बारे में जागरूक करना होगा एवं उनकी सहभागिता शिक्षा समस्याओं जागरूकता अभियान में सुनिश्चित करनी होगी, तथा प्राथमिक शिक्षा हमारे भारी समूह के नागरिकों को गुणवत्तायुक्त मिल सकें और वास्तव में शिक्षा के उद्देश्य के लिए प्राप्त हो सकेंगे।

मेण्ट शहर और छात्री में संचालित ज्ञानोदय वातिका विधालय की केस रूटी

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**शोधक, शिक्षाशास्त्र विभाग, सीएथसएसएससॉ (पीसीजी) कालेज, माफ्रिया, मेण्ट (उप्र) भारत

सारांश
प्रस्तुत शोध पत्र का एक मात्र उदेश्य 'ज्ञानोदय वातिका विधालय का संग्रामानुसार' करना है। शोध अध्ययन में मेण्ट में संचालित ज्ञानोदय वातिका विधालय के 13 केंद्रों का अध्ययन के रूप में किया गया है। प्रस्तुत शोध पत्र को "सरदार सेवा सिंह राजेन्द्र सिंह मैनोरिविल वैरिटेबिल एजुकेशनल ट्रस्ट" मेण्ट द्वारा संचालित वर्ष 2001 से 2009 तक स्थापित ज्ञानोदय वातिका विधालयों तक सीमित किया गया है। प्रस्तुत शोध पत्र में प्रकरण अध्ययन (केस रूटी) शोध विधि का प्रयोग किया गया है। शोध पत्र में शोधाधीनी इस निष्कर्ष पर पहुंची कि ज्ञानोदय वातिका विधालय में लड़के और लड़कियों को समान रूप से शिक्षा के साथ-साथ पूरा प्रोत्साहन दिया जिसका नतीजा है कि वर्ष 2001 से वर्ष 2013 तक 80 लड़के और 81 लड़कियों को मुख्य धारा स्कूल में प्रवेश दिलाया गया जो नियमित रूप से पढ़ाई कर रहे हैं, यह अपने आप में एक बड़ी उपलब्धि है।
शिवानी के कथा साहित्य में कथा की अभिव्यक्ति में सरोकार

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सारांश
प्रस्तुत शोध पत्र में भारत की जनसंख्या वृद्धि एवं उसके दृष्टिकोण को उजागर करता है। जनसंख्या की वृद्धि से भारत का विश्व में दूसरा स्थान है। भारत की जनसंख्या 2011 के दौरान 121093422 हो गयी है अर्थात पिछले दस वर्षों में भारत की आबादी उत्तरी बढ़ गयी है जितनी ब्राजील की कुल जनसंख्या है। जनसंख्या की अवधारणा वृद्धि विकासशील देशों में हो सकती है। विश्व के 10 सबसे अधिक जनसंख्या वाले देशों में केवल तीन विकसित देश अमेरिका, रूस और जापान है। विश्व में भारत का मनाना है कि आयुर्विज्ञान में सुधारों के कारण समाज में मृत्यु दर में गिरावट आई और जन्म दर में वृद्धि होती है। भारत सरकार के स्वास्थ्य एवं परिवार कल्याण मंत्रालय की 17 जुलाई 2010 को जारी की गई एक रिपोर्ट के अनुसार भारत 2050 में विश्व का सबसे अधिक जनसंख्या वाला राष्ट्र बन जायेगा। भारत आबादी होने को कई कारण हैं। कम उम्र में शरीर और जल्दी गर्भपात के मामलों का जनसंख्या वृद्धि में काफी बदलाव हार है। लड़कों का भाग होने तक बच्चों की दर भी मामले भी भारत में आम है। अत्यधिक जनसंख्या बेहोशगारी और गरीबी का बड़ा कारण बन सकती है। जनसंख्या वृद्धि दर से अंतर्राष्ट्रीय और अन्य सभ्य देशों में जीवन का रहस्य है।

बी.एडॉ और बी.टी.सी.ए शिक्षापाठ्यों के मूल्यों का तुलनात्मक अध्ययन

श्रवण कुमार
शोध छात्र (शिक्षाशास्त्र), शिक्षा संस्थान, नरेंद्र ग्राम भारती विश्वविद्यालय, इलाहाबाद (2050) भारत.
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वर्तमान समय में शिक्षा समाज में परिवर्तन लाने का प्रमुख माध्यम है। समस्त शिक्षण प्रक्रिया में तीन चीजें शामिल होती हैं— शिक्षक, शिक्षार्थी एवं पाठ्यपत्र। इनमें शिक्षक का स्थान सर्वप्रथम है। इन सबके साथ—साथ शिक्षक की बातचीत एवं शिक्षकों के मूल्य, व्यवहार, अधिभाषता के तत्व भी वर्तमान शिक्षण प्रक्रिया में महत्वपूर्ण स्थान रखते हैं। इनमें से किसी एक की भी अनुपस्थिति शिक्षण प्रक्रिया को न केवल प्रभावित बल्कि अस्तित्व कर सकती है। शिक्षक के निर्देश ने अभी में छात्र ज्ञान अर्जन कर ही नहीं सकता है। शिक्षक ही शिक्षण प्रक्रिया को सही दिशा की ओर मुखित होना सकता है। शिक्षक ही राष्ट्र की निर्देशित नहीं है। शिक्षक की सहायता के बिना शिक्षण प्रक्रिया को सफल नहीं बनाया जा सकता है। इसके लिए शिक्षक उ शिक्षार्थी में स्थाप करना होगा अति आवश्यक है। शिक्षण को सफल बनाने के लिए ही शिक्षक के शिक्षण की व्यवस्था की गई है।
एक कुशल व प्रशिक्षित अध्यापक ही अपनी शिक्षा के माध्यम से अपने छात्रों का उत्कृष्ट मर्मदर्शन कर सकता है। आयुर्विज्ञान काल में अध्यापक शिक्षण का काफी विकास हुआ। भारत में 19वीं शताब्दी तक क्षेत्र नायक पद्धति का प्रचलन था। समय के साथ—साथ अध्यापक शिक्षा की अभिव्यक्ति व्यवस्था की जाने लगी।
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The ANUSANDHAN ANVESHIKA (bilingual research journal) is addressed to the international readers, educationists, thinkers, researchers, and authors, published once a year in July by the National Educationist Council. It invites unpublished and original research papers, articles, book reviews, Ph.D. thesis reviews, summaries and reports etc. Manuscripts should be submitted along with author's passport size photographs and his brief resume.

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