Perceived Quality of Indian Higher Education Programs among the Indian expatriates in UAE

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ABSTRACT

The Quality of the education system is one of the most important factors which determine the economic success of a nation. High quality and relevant higher education are able to equip human resources with the knowledge and skills to make competent human capital. This study discusses the perception of Indian expatriates in UAE on Higher Education Programs offered by Indian Institution in UAE. This study focuses on Indian working executives in UAE as consumers of higher education programs offered by Indian Institutions through their branch or partner institutions or learning centers. This is a descriptive study conducted based on simple random sampling method. The major finding is that there is a positive perception of quality of Higher Education Programs offered by Indian Higher Educational Institutions in UAE for working executives.

KEY WORDS; Higher Education, Perceived Quality

INTRODUCTION

The United Arab Emirates (UAE) is a country located at the southeast end of the Arabian Peninsula on the Persian Gulf. Its most populous city of Dubai has emerged as a global city and a business gateway for the Middle East and Africa. The Middle East in general and the UAE, in particular continues to be the hot choice for the high-profile job seekers. For working professionals, to get the promotion or even to sustain in the present employment, higher education or development of skills in specialized areas is fast becoming a basic need. A number of educational organizations from all over the country has opened their branches or offices to cater these educational requirements. Qualities of these Higher Education programs are very important as the employability is based on the skills, knowledge, and competency acquired by doing these Higher Education programs. Most of the Institutions are providing high-end class room and curriculum facilities, flexible timings, and expert world-class teaching faculty etc. to increase the quality of their program as well as to meet the competitive requirements in the market. As UAE is an international educational arena with the availability Higher Education programs from different parts of the world, it is vital to know the perception of Indian expatriates on Higher Education programs offered by Indian Institution to cater the educational requirement of working executives.

BACKGROUND OF THE STUDY

In UAE, the education system through secondary level is monitored by the Ministry of Education and the higher education system is monitored by the Ministry of Higher Education and Scientific Research (MOHESR), established by 1992. The Higher Education programs are offered by Government Institutions and private Institutions. UAE University, Higher College of Technology (HCT), Zayed University etc are the major Government Institutions. Private higher education institutions are either branch campuses of international universities or private universities located inside or outside Free Zones. Dubai International Academic City (DIAC) is the world’s only Free Zone dedicated to Higher Education. Established in 2007 with 21 International Branch Campuses (IBC’s), from 10 different nationalities, which is the largest number in any one location in the world. DIAC is host to a community of over 20,000 students from 125 nationalities and has access to over 400 Higher Education programs.
Indians in the United Arab Emirates constitute the largest part of the population of the country. Almost 21% of Higher Education Institutions in UAE are Indian origin. Indian Higher Education Institutions are operating in UAE through branch campuses or Partner Institutions (PIs) / Learning Centers (LCs). Manipal University, Amity University, Indian Institute of Management (IMT), Birla Institute of Technology and Science Pilani, Birla Institute of Technology Ranchy etc… are the major Indian education institutions having branch campuses in UAE. Most of the other Indian Universities are offering Higher Education Programs across the UAE through distance education mode. All these Universities are operating with the collaboration of local educational institutions in the UAE called Learning Centers or Partner Institutions. Indira Gandhi National Open University (IGNOU), Bharathiar University, Sikkim Manipal University, Calicut University, Madras University, University of Petroleum & Energy Studies (UPES), Madurai Kamaraj University etc. are few examples for above.

STATEMENT OF THE PROBLEM
A study on Indian expatriates’ perception on the quality of Indian Higher Education programs conducting in U.A.E.

RESEARCH QUESTIONS
1. How are Indian expatriates perceiving the quality of Higher Education programs offered by Indian Educational Institutions in UAE?

OBJECTIVES OF THE STUDY
1. To know the perception of Indian expatriates on Higher Education programs offered by Indian Educational Institutions in UAE.
2. To know the perceived quality of Higher Education Programs offered by Indian Educational Institutions in UAE.

LIMITATIONS OF THE STUDY
1. **Time**
The study has conducted within six months which is a smaller duration to conduct a comprehensive study.
2. **The sample size**
Sample size is limited to 100.

METHODOLOGY OF THE STUDY
For this study, the perception on quality of Higher Education Programs was determined by means of descriptive research conducted based on the sampling technique namely ‘Simple Random Sampling Method’.

Simple Random Sampling technique has been used to choose samples from the population, candidates who have completed their higher education programs like MBA, MSc IT, M. Com, MCA, MA etc. from Indira Gandhi National Open University, Sikkim Manipal University and Madurai Kamaraj University respectively before 2015. The sample size of the study undertaken was ‘100’ sampling units from the above population.

A Questionnaire with 17 questions has been distributed to respondents to collect the primary data. Questionnaires were sent to the respondents through E-mail and were requested to send the filled-in questionnaire within 20 days.

Secondary data has been collected from web sites of organizations and institutions, reports published by Government and private organizations etc. related to the topic of the study. Research methods and theoretical aspects were collected from books and websites related to the Research Methodology, Human Resources Management, and Higher Education.

The primary data collected from 100 samples through Questionnaires were consolidated to a Microsoft Excel spreadsheet for the analysis. The consolidated data were analyzed by using the analysis tools and techniques viz. Percentage analysis.
ANALYSIS & INTERPRETATION OF THE DATA

1. Analysis of Course wise Perception Levels of HE Programs

<table>
<thead>
<tr>
<th>Course</th>
<th>Samples</th>
<th>Positive</th>
<th>% of Total</th>
<th>Negative</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA</td>
<td>88</td>
<td>85</td>
<td>97</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>MCA</td>
<td>3</td>
<td>3</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MSc IT</td>
<td>4</td>
<td>4</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>5</td>
<td>100</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>97</td>
<td>97</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Source: Primary Data

Interpretation:
The above table throws light on the fact that students who completed MCA, MSc IT and Others were 100% positive perception on quality with the course whereas only 97% of students has a positive perception on quality with the MBA course. The course perception level can be analyzed by considering the following factors;
➢ In terms of Knowledge acquired
➢ In terms of Professionalism
➢ In terms of Skills Development
➢ In terms of Attitude

1.1 Table showing the perceived quality of Courses in the Terms of Knowledge

<table>
<thead>
<tr>
<th>Course</th>
<th>No: of Samples</th>
<th>Positive</th>
<th>% to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA</td>
<td>88</td>
<td>57</td>
<td>65</td>
</tr>
<tr>
<td>MCA</td>
<td>3</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>MSc IT</td>
<td>4</td>
<td>2</td>
<td>50</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>60</td>
<td>60</td>
</tr>
</tbody>
</table>

Source: Primary Data

Interpretation:
From the above table, it can be interpreted that 65% of the MBA students has a positively perceived on quality in terms of knowledge. Thereafter, 50% of MSc IT students and 33% of MCA students agreed on the above statement. No one from Other Courses has a positive perception on quality in terms of Knowledge.

1.2 Analysis of Course Perception on Quality in Terms of Professionalism

<table>
<thead>
<tr>
<th>Course</th>
<th>No: of Samples</th>
<th>Positive</th>
<th>% to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA</td>
<td>88</td>
<td>31</td>
<td>35</td>
</tr>
<tr>
<td>MCA</td>
<td>3</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>MSc IT</td>
<td>4</td>
<td>2</td>
<td>50</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>34</td>
<td>34</td>
</tr>
</tbody>
</table>

Source: Primary Data

Interpretation:
From the above table, it can be interpreted that 50% of the MSc IT students positively perceived on quality in terms of Professionalism. Also, 35% of MBA Students and 33% MCA students positively perceived on quality in terms of professionalism in the course delivery. Nobody from Other Courses has a positive perception on quality in terms of Professionalism.
1.3 Table showing the perceived Satisfaction of courses on Quality in Terms of Skills Development

<table>
<thead>
<tr>
<th>Course</th>
<th>No: of Samples</th>
<th>Positive</th>
<th>% to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA</td>
<td>88</td>
<td>25</td>
<td>28</td>
</tr>
<tr>
<td>MCA</td>
<td>3</td>
<td>1</td>
<td>33</td>
</tr>
<tr>
<td>MSc IT</td>
<td>4</td>
<td>2</td>
<td>50</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>28</td>
<td>28</td>
</tr>
</tbody>
</table>

Source: Primary Data

Interpretation:
From the above table, it can be interpreted that 50% of the MSc IT students have a positively perceived on quality in terms of Skills Development. Also, 33% of MCA Students and 28% MBA students have a positively perceived on quality in terms of Skills Development. Nobody from Other Courses have a positive perception on quality in terms of Skills development.

1.4 Table showing perceived satisfaction of Courses on Quality in Terms of attitude

<table>
<thead>
<tr>
<th>Course</th>
<th>No: of Samples</th>
<th>Positive</th>
<th>% to Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBA</td>
<td>88</td>
<td>22</td>
<td>25</td>
</tr>
<tr>
<td>MCA</td>
<td>3</td>
<td>2</td>
<td>67</td>
</tr>
<tr>
<td>MSc IT</td>
<td>4</td>
<td>4</td>
<td>100</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>33</td>
<td>33</td>
</tr>
</tbody>
</table>

Source: Primary Data

Interpretation:
From the above table, it can be interpreted that 100% of the students of MSc IT and Other Courses positively perceived on quality in terms of influence on Attitudes. Whereas 67% MCA students and 25% MBA students respectively opined that the course influenced their attitude.

FINDINGS & CONCLUSION

1. 98% of the SMU MBA students positively perceived on quality with their MBA course.
2. Students who completed MCA, MSc IT and Others have 100% positive perception on quality with the course whereas only 97% of students positively perceived with their MBA course.
3. 65% of the MBA students positively perceived on quality in terms of knowledge.
4. 50% of the MSc IT students positively perceived on quality by way of both Professionalism and Skills Development.
5. 100% of the MSc IT and Other Courses positively perceived on quality with the courses in terms of influence on Attitudes.

Meaningful conclusions were drawn from the findings of the study on the topic “Perceived of Quality of Indian Higher Education Programs among the Indian expatriates in UAE”. The major finding was that there is a positive perception on quality of Higher Education Programs offered by Indian Higher Educational Institutions in UAE for working executives.

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