

HUMAN RESOURCES: A KEY ELEMENT OF TECHNICAL EDUCATION FOR ACHIEVING EXCELLENCE

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Abstract: - Our country is undergoing a sea change because of the impact of LPG Policy (Liberalisation, Privatisation & Globalisation) introduced by Dr. Manmohan Singh in the last decade of twentieth century. This offer number of challenges and opportunities to the organisations of different sectors. In a Global Competitive Environment words like Quality, Customer Satisfaction, Innovations etc.... are very common for the organisations. Educational Institutes are considered as emerging service sector. Hence they are to put lots of efforts to satisfy their valuable customers and need to be innovative in the present scenario.

In this paper an attempt is made to understand the role of human resources in technical education. This paper consists of four parts. The first part covers the present scenario of country in the era of globalisation. The Second part discusses the role of human resources, innovations and technical education. The third part talks about the necessity of qualified human resources & role of human resources in technical education for achieving excellence. The last part includes the concluding remarks.

1. GLOBALISATION & PRESENT SCENARIO

We have seen remarkable growth and experienced the lots of changes in the different sectors like Banking, Insurance, Communication, Medical, Media & entertainment, Manufacturing etc... in the last decade of the twentieth century. All these leads to smooth functioning and better output with pleasant working conditions of the organisations. This is because of globalisation, which leads to change in present scenario rapidly, and continuously. Due to this every sector require to use innovative technology and to satisfy the customers for survival in the global competitive market. Educational Institutes are facing lots of competition in the recent past and have to make necessary changes for survival.

2. HUMAN RESOURCE, INNOVATIONS & TECHNICAL EDUCATION

Due to globalisation, organisations of different areas have become more quality conscious, customer – centric and innovative to survive in the global market. As a result organisations require good technical personnel that can produce value – added products. This brings country's education and education system in consideration.

“The aim of education is not the acquisition of technical skills, though essential in modern society, but development of the bent of mind, that attitude of reason, that spirit of democracy which will make us responsible citizens.”

Dr. S. Radhakrishnan

In the competitive environment, students require to learn and develop a deep sense of human values apart from their regular study. It is therefore essential for the students to develop different skills in themselves like technical skills, character building, social development, leadership quality, team working, etc... Since quality of life of a nation ultimately depends on the human resources of the nation, it is the human resource of educational institutes who can develop all aspects in students.

3. HUMAN RESOURCE: A KEY ELEMENT OF TECHNICAL EDUCATION

3.1 NEED OF QUALIFIED HUMAN RESOURCE

People have experienced and enjoyed the lots of changes in different service sectors like Banking, Insurance, Medical, Communication, Media & Entertainment, Hotel sector, Railway reservation etc... in recent few years in India. People are using ATM / Credit Card / Debit Card for withdrawing money from their bank account without giving chques and standing in a queue in bank. Indian Railway has provided facility of online ticket booking, through mobile and payment can be made through credit card. This is because of qualified human resource and technological changes.

Let us try to understand the different components of technical education system.

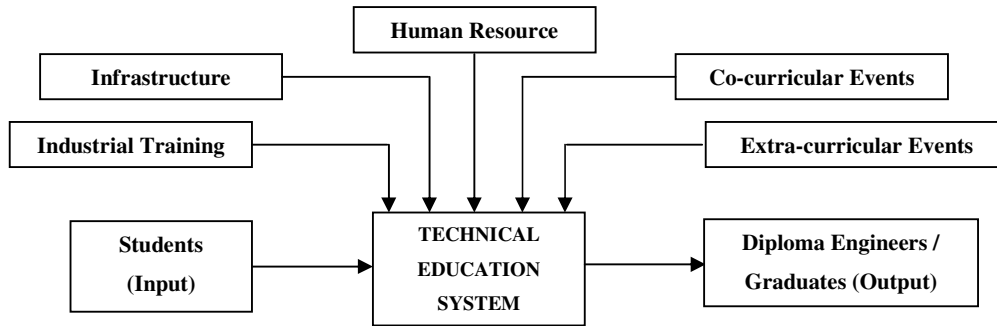


FIGURE 1: COMPONENTS OF TECHNICAL EDUCATION SYSTEM

Students are the primary (main) customers of technical institutes as an input to the system. The main focus of the system is Teaching – Learning process / methodology with few others as the product (service product) for the technical education. The pass out students (Graduates), those who work as brand ambassadors for the technical institutes are broadly considered as ultimate products to the society. So the technical institutes are the service organisations and offer the products mainly in the form of services. Human Resources always offer Service Products. Hence qualified human resources become necessary for the technical institutes to offer the best services as a product and to achieve excellence.

3.2 ROLE OF HUMAN RESOURCE IN TECHNICAL EDUCATION

We have seen the different components of Technical Education System in Figure: 1, which needs to be addressed critically for achieving quality in Technical Education. Human Resources is one of the important components of Technical Education, which can be broadly categorized as Faculty Members, Management (Policy & Decision Makers) and supporting staff and others. Let us try to understand the role of human resource in Technical Education for achieving excellence.

3.2.1 FACULTY MEMBERS

The faculty members have a big role to play to offer the best quality education to the students as they are in direct contact with them. Let's see the role of Faculty members in different areas of technical education.

- 1) Effective Teaching – Learning with innovative ideas.
- 2) Guidance & Counseling.
- 3) Motivating the Students.
- 4) Arranging the Industrial Visits & Training
- 5) Organising Expert Talk, Seminars & Workshops.
- 6) Arranging Extra – curricular Activities.
- 7) Research & Project Work.

3.2.2 MANAGEMENT (POLICY & DECISION MAKERS)

In present competitive environment, it is necessary to take care of all the components of the technical education system where the role of management (policy & decision makers) is crucial. The few areas are as follows.

- 1) To set clear Vision & Mission of the Institutes.
- 2) To frame the Quality Policy.
- 3) To provide proper infrastructural support for all the activities.
- 4) To design & update the curriculum.
- 5) To motivate all the staff members (Teaching & Non – Teaching).
- 6) To plan the co – curricular and extra – curricular activities for the students.
- 7) To provide development opportunities to all the staff members.

In some of the issues, Managerial staff is also required to include the teaching staff members.

3.2.3 SUPPORTING STAFF

The supporting staff includes laboratory assistance, administrative staff, examination staff, student section staff & others like peons, security staff, electricians etc. There are many instances where students are meeting to these staff members. As this staffs are also the part of Technical Education System, they also need to offer best services to Students, Parents, Staff Members, Guests, Industrial Persons, etc.

Hence, it is the joint responsibility of the all the staff members as a whole to offer best of them to satisfy their customers and achieving excellence in Technical Education

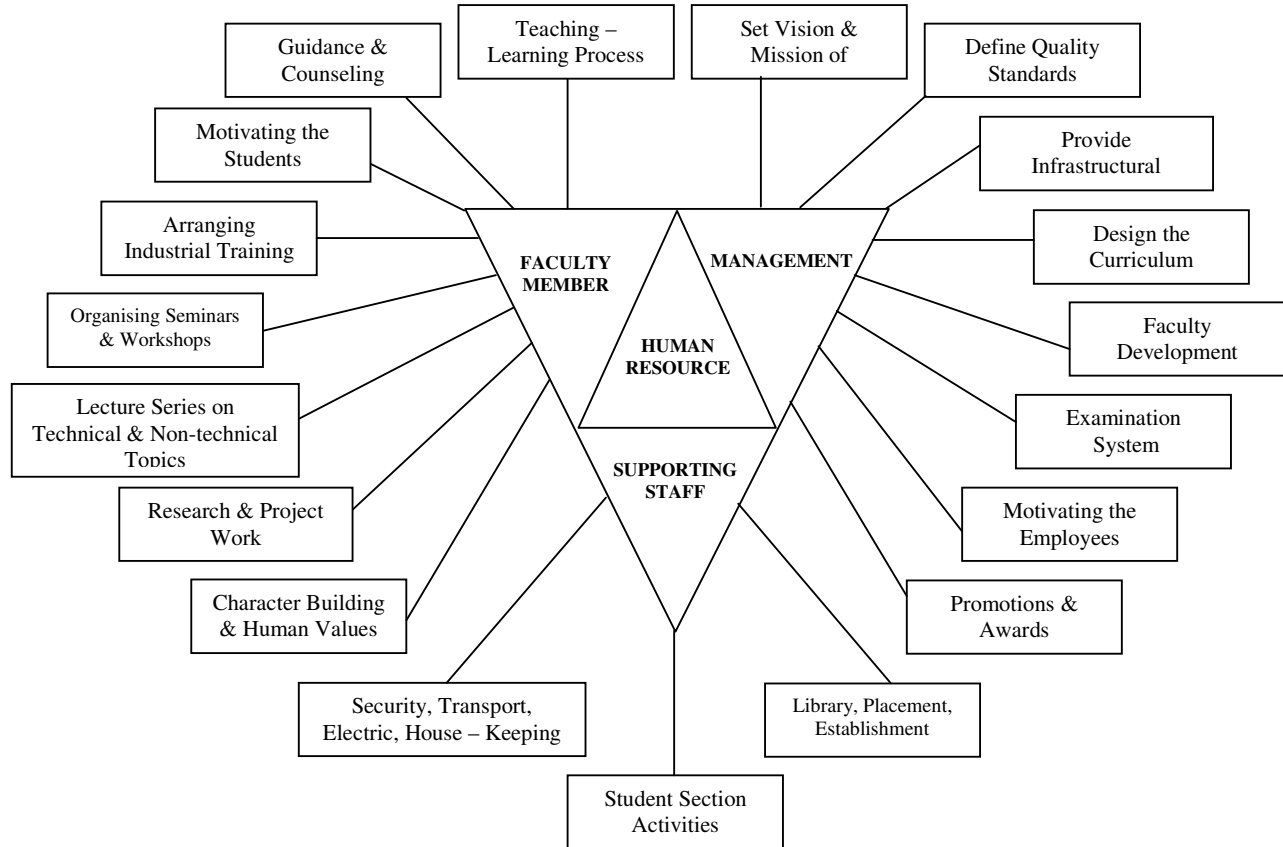


FIGURE 2: ACTIVITIES OF HUMAN RESOURCES IN TECHNICAL EDUCATION

4. CONCLUSION

Technical Education plays a significant role to lead nation towards developed countries. In the era of globalisation, one needs to be globally competitive, be innovative and adopt the changes for survival. Therefore author strongly feel that it is the human resources who can initiate and implement the necessary changes for achieving excellence in Technical Education. Human Resource can not only teach courses related to technical programmes but also other courses like Personality Development, Art of Living, Communication Skills, Human Values in Life, Engineering Ethics, etc.

5. REFERENCES

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