

# Quality Educational Management

Hairuddin Ali

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# **QUALITY EDUCATIONAL MANAGEMENT**

**Hairuddin Ali**



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#### **Introduction**

Education is one of the most important institutional organizations of a nation. It oversees issues on national and international agenda. Since educational plays a pivotal role in development and growth of any nation, establishment of institution of higher learning became paramount. The institution specifically universities and colleges of study comprises of different stakeholder among whom are the students and lecturers. However, education in the present dispensation has been commercialized, thus, higher education is nowadays viewed as business-like enterprise, where the student as a consumer seeks a business-like relationship with the producer (lecturer) who delivers knowledge, skills and competencies he or she wants (Newton, 2002 cited Chepchieng, Stephen, Mbugua and Mary 2006).

#### **Statement of Problem**

Research on student persistence or attrition has postulated that a student's decision to withdraw or persist in a university is more a function of what occurs after entry into that institution than what precedes it (Peterson et al., 1997 cited in Chepchieng et.,al 2006). Fundamental to many studies on students' retention have been the concepts of academic and social integration. Academic integration connotes the students' perception about the academic system, which include classroom interaction with lecturers. On the other hand, social integration is defined as the students' perception of the social system, which includes interaction with peers and informal contacts with lecturers and other personnel within a learning institution (Peterson et al., 1997 cited in Chepchieng et...al 2006). Therefore, it is not unusual that the problem of student's attrition (students Drop-out/changing of school) that is facing by many higher learning institutions, it might be caused by relationship between academic staff and students. Thus, it goes without saying that problem of this need to be investigated in other to unveil other possibilities of students drop-out and to prevent the future occurrence.

#### **Theoretical Framework**

There are several theories concerning interpersonal relationships exist which mainly come from the social psychology and related spheres. Interpersonal relationships are very complicated aspect of human behavioral studies. There are several studies conducted to know more about this aspect of human behavior. With every different study, something new about the human behavior is usually unveil. According to the studies, there are several approaches regarding the theories concerning interpersonal