

## 5. FINDINGS

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### 5.1 Findings with respect to objective #1 - “Evaluate the expectations that NAAC accredited and non-NAAC Accredited HEIs in India have from NAAC accreditation process” by each of the benefit claimed by NAAC

i) Benefit 1: *“NAAC accreditation facilitates institution to know its strength, weaknesses and opportunities through an informed review process”*

212 (65.80%) institutions ‘Expect’ and 102 (31.70%) ‘Most Expect’ NAAC accreditation process to facilitate the “institution to know its strengths, weaknesses and opportunities through an informed review process” respectively. Overall 97.50% of HEI in some proportion expect this benefit.

ii) Benefit 2: *“NAAC accreditation facilitates HEIs to Identification of internal areas of planning and resource allocation”*

188 (58.4%) institutions ‘Expect’ and 101 (31.4%) ‘Most Expect’ NAAC accreditation process to facilitate “Identify the internal areas of planning and resource allocation” respectively. Overall 89.80% of HEI in some proportion expect this benefit.

iii) Benefit 3: *“NAAC accreditation facilitates Collegiality on the campus”*

202 (62.70%) institutions ‘Expect’ and 90 (28%) ‘Most Expect’ NAAC accreditation process to facilitate “collegiality on the campus” respectively. Overall 90.70% of HEI in some proportion expect this benefit.

iv) Benefit 4: *“NAAC accreditation facilitates funding agencies to look for objective data for performance funding”*

172 (53.40%) institutions ‘Expect’ and 128 (39.80%) ‘Most Expect’ NAAC accreditation process to facilitate “funding agencies to look at the institution’s (data) funding requirement objectively” respectively. Overall 93.20% of HEI in some proportion expect this benefit.

v) Benefit 5: *“NAAC accreditation facilitates Institutions to initiate innovative and modern methods of pedagogy”*

186 (57.80%) institutions ‘Expect’ and 123 (38.20%) ‘Most Expect’ NAAC accreditation process to facilitate the “Institutions to initiate innovative and modern methods of pedagogy” respectively. Overall 96% of HEI in some proportion expect this benefit.

vi) Benefit 6: *“NAAC accreditation facilitates a new sense of direction and identity for institutions”*

160 (49.70%) institutions ‘Expect’ and 146 (45.30%) ‘Most Expect’ NAAC accreditation process facilitates a “new sense of direction and identify for institutions” respectively. Overall 95% of HEI in some proportion expect this benefit.

vii) Benefit 7: *“NAAC accreditation facilitates society to look for reliable information on quality education offered”*

214 (66.50%) institutions ‘Expect’ and 91 (28.30%) ‘Most Expect’ NAAC accreditation process to facilitate “society to look for reliable information on quality of education offered” respectively. Overall 94.80% of HEI in some proportion expect this benefit.

viii) Benefit 8: *“NAAC accreditation facilitates employers to look for reliable information on the quality of education offered to the prospective recruits”*

212 (65.80%) institutions ‘Expect’ and 92 (28.60%) ‘Most Expect’ NAAC accreditation process facilitates “employers to look for reliable information on

the quality of education offered to the perspective recruits” respectively. Overall 94.40% of HEI in some proportion expect this benefit.

viii) Benefit 9: *“NAAC accreditation facilitates Intra and inter-institutional interactions”*

232 (72%) institutions ‘Expect’ and 71 (22%) ‘Most Expect’ NAAC accreditation process to facilitate “Intra and inter-institutional interactions” respectively. Overall 94% of HEI in some proportion expect this benefit.

**5.2 Findings with respect to objective #2 - “Evaluate the benefits that NAAC accredited HEIs have accrued by going through NAAC accreditation process” by each of the benefit claimed by NAAC**

i) Benefit 1: *“NAAC accreditation facilitates institution to know its strength, weaknesses and opportunities through an informed review process”*

104 (34.20%) respondents have ‘Realized’ and 193 (63.50%) of them have ‘Most Realized’ that NAAC accreditation to facilitate “institution to know its strengths, weaknesses and opportunities through an informed review process”, respectively. The fact that 297 HEIs comprising 97.70% have either ‘Realized’ or ‘Most Realized’ this benefit confirms NAAC’s claim of this benefit.

ii) Benefit 2: *“NAAC accreditation facilitates HEIs to Identification of internal areas of planning and resource allocation”*

138 (45.40%) respondents have ‘Realized’ and 156 (51.30%) of them have ‘Most Realized’ that NAAC accreditation to facilitate institutions to “identify the internal areas of planning and resource allocation”, respectively. The fact that 294 HEIs comprising 96.70% have either ‘Realized’ or ‘Most Realized’ this benefit confirms NAAC’s claim of this benefit.

iii) Benefit 3: *“NAAC accreditation facilitates Collegiality on the campus”*

132 (43.40%) respondents have ‘Realized’ and 162 (53.30%) of them have ‘Most Realized’ that NAAC accreditation facilitates “collegiality on the campus”, respectively. The fact that 294 HEIs comprising 96.70% have either ‘Realized’ or ‘Most Realized’ this benefit confirms NAAC’s claim of this benefit.

iv) Benefit 4: *“NAAC accreditation facilitates funding agencies to look for objective data for performance funding”*

159 (52.30%) respondents have ‘Realized’ and 110 (36.20%) of them have ‘Most Realized’ that NAAC accreditation facilitates “funding agencies to look at the institution’s (data) funding requirement objectively”, respectively. The

fact that 269 HEIs comprising 88.50% have either 'Realized' or 'Most Realized' this benefit confirms NAAC's claim of this benefit.

v) Benefit 5: *“NAAC accreditation facilitates Institutions to initiate innovative and modern methods of pedagogy”*

123 (40.50%) respondents have 'Realized' and 173 (56.90%) of them have 'Most Realized' that NAAC accreditation facilitates “Institution to initiate innovative and modern methods of pedagogy”, respectively. The fact that 296 HEIs comprising 97.40% have either 'Realized' or 'Most Realized' this benefit confirms NAAC's claim of this benefit.

vi) Benefit 6: *“NAAC accreditation facilitates a new sense of direction and identity for institutions”*

127 (41.80%) respondents have 'Realized' and 168 (55.30%) of them have 'Most Realized' that NAAC accreditation facilitates “a new sense of direction and identify for institutions”, respectively. The fact that 295 HEIs comprising 97.10% have either 'Realized' or 'Most realized' this benefit confirms NAAC's claim of this benefit.

vii) Benefit 7: *“NAAC accreditation facilitates society to look for reliable information on quality education offered”*

138 (45.40%) respondents have 'Realized' and 148 (48.70%) of them have 'Most Realized' that NAAC accreditation facilitates “society to look for reliable information on quality of education offered”, respectively. The fact that 286 HEIs comprising 94.10% have either 'Realized' or 'Most Realized' this benefit confirms NAAC's claim of this benefit.

viii) Benefit 8: *“NAAC accreditation facilitates employers to look for reliable information on the quality of education offered to the prospective recruits”*

174 (57.20%) respondents have 'Realized' and 108 (35.50%) of them have 'Most Realized' that NAAC accreditation facilitates “employers to look for

reliable information on the quality offered to the prospective recruits”, respectively. The fact that 282 HEIs comprising 92.70% have either ‘Realized’ or ‘Most Realized’ this benefit confirms NAAC’s claim of this benefit.

ix) Benefit 9: *“NAAC accreditation facilitates Intra and inter-institutional interactions”*

149 (49.00%) respondents have ‘Realized’ and 143 (47.00%) of them have ‘Most Realized’ that NAAC accreditation facilitates “Intra and inter-institutional interactions”, respectively. The fact that 292 HEIs comprising 96.00% have either ‘Realized’ or ‘Most Realized’ this benefit confirms NAAC’s claim of this benefit.

**5.3 Findings with respect to objective #3 - “Evaluate the extent and nature of association between expectations and benefits that HEIs have and realized, respectively through NAAC accreditation process” by each of the benefit claimed by NAAC**

Benefit wise findings for objective #3 are provided in the matrix that was used to analyze the data. Number of HEIs falling in each category are indicated in the parenthesis

i) Benefit 1: *“NAAC accreditation facilitates institution to know its strength, weaknesses and opportunities through an informed review process”*

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected (8)</b>	In-line with the expectation (3)	Surprise (3)	Customer delight (2)
<b>Expected (212)</b>	Disappointing (14)	In-line with the expectation (92)	Surprise (106)
<b>Most Expected (102)</b>	Very Disappointing (8)	Disappointing (9)	In-line with the expectation (85)

It could be found from the table that 92 HEIs expected and realized this benefit while 106 HEIs expected and most realized this benefit.

ii) Benefit 2: *“NAAC accreditation facilitates HEIs to identify internal areas of planning and resource allocation”*

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected (33)</b>	In-line with the expectation (7)	Surprise (22)	Customer delight (4)
<b>Expected (188)</b>	Disappointing (15)	In-line with the expectation (96)	Surprise (77)
<b>Most Expected (101)</b>	Very Disappointing (6)	Disappointing (20)	In-line with the expectation (75)

It could be found from the table that 96 HEIs expected and realized this benefit while 77 HEIs expected and most realized this benefit.

iii) Benefit 3: “*NAAC accreditation facilitates Collegiality on the campus*”

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (30)	In-line with the expectation (7)	Surprise (21)	Customer delight (2)
<b>Expected</b> (202)	Disappointing (18)	In-line with the expectation (94)	Surprise (90)
<b>Most Expected</b> (90)	Very Disappointing (3)	Disappointing (17)	In-line with the expectation (70)

It could be found from the table that 94 HEIs expected and realized this benefit while 90 HEIs expected and most realized this benefit.

iv) Benefit 4: “*NAAC accreditation facilitates funding agencies to look for objective data for performance funding*”

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (22)	In-line with the expectation (10)	Surprise (8)	Customer delight (4)
<b>Expected</b> (172)	Disappointing (24)	In-line with the expectation (118)	Surprise (30)
<b>Most Expected</b> (128)	Very Disappointing (19)	Disappointing (33)	In-line with the expectation (76)

It could be found from the table that 92 HEIs expected and realized this benefit while other 76 HEIs most expected and most realized this benefit.



v) Benefit 5: “*NAAC accreditation facilitates Institutions to initiate innovative and modern methods of pedagogy*”

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (13)	In-line with the expectation (6)	Surprise (6)	Customer delight (1)
<b>Expected</b> (186)	Disappointing (14)	In-line with the expectation (99)	Surprise (73)
<b>Most Expected</b> (123)	Very Disappointing (6)	Disappointing (18)	In-line with the expectation (99)

It could be found from the table that 99 HEIs expected and realized this benefit while other 99 HEIs most expected and most realized this benefit.

vi) Benefit 6: “*NAAC accreditation facilitates a new sense of direction and identity for institutions*”

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (16)	In-line with the expectation (4)	Surprise (8)	Customer delight (4)
<b>Expected</b> (160)	Disappointing (15)	In-line with the expectation (91)	Surprise (54)
<b>Most Expected</b> (146)	Very Disappointing (8)	Disappointing (28)	In-line with the expectation (110)

It could be found from the table that 91 HEIs expected and realized this benefit while other 110 HEIs most expected and most realized this benefit.

vii) Benefit 7: *“NAAC accreditation facilitates society to look for reliable information on quality education offered”*

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (17)	In-line with the expectation (6)	Surprise (7)	Customer delight (4)
<b>Expected</b> (214)	Disappointing (22)	In-line with the expectation (116)	Surprise (76)
<b>Most Expected</b> (91)	Very Disappointing (8)	Disappointing (15)	In-line with the expectation (68)

It could be found from the table that 116 HEIs expected and realized this benefit while 76 HEIs expected and most realized this benefit.

viii) Benefit 8: *“NAAC accreditation facilitates employers to look for reliable information on the quality of education offered to the prospective recruits”*

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (18)	In-line with the expectation (7)	Surprise (9)	Customer delight (2)
<b>Expected</b> (212)	Disappointing (26)	In-line with the expectation (141)	Surprise (45)
<b>Most Expected</b> (92)	Very Disappointing (7)	Disappointing (24)	In-line with the expectation (61)

It could be found from the table that 141 HEIs expected and realized this benefit while other 61 HEIs most expected and most realized this benefit.

ix) Benefit 9: “*NAAC accreditation facilitates Intra and inter-institutional interactions*”

	<b>Not Realized</b>	<b>Realized</b>	<b>Most realized</b>
<b>Not Expected</b> (19)	In-line with the expectation (7)	Surprise (7)	Customer delight (5)
<b>Expected</b> (232)	Disappointing (18)	In-line with the expectation (130)	Surprise (84)
<b>Most Expected</b> (71)	Very Disappointing (5)	Disappointing (12)	In-line with the expectation (54)

It could be found from the table that 130 HEIs expected and realized this benefit while 84 HEIs expected and most realized this benefit.

**5.4 Findings with respect to objective #4 - “Assess and evaluate if there are gaps in expectations and benefits among HEIs in India while going through NAAC accreditation process” by each of the benefit claimed by NAAC**

i) Benefit 1: *“NAAC accreditation facilitates institution to know its strength, weaknesses and opportunities through an informed review process”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 225 HEIs.

ii) Benefit 2: *“NAAC accreditation facilitates HEIs to Identification of internal areas of planning and resource allocation”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 210 HEIs.

iii) Benefit 3: *“NAAC accreditation facilitates Collegiality on the campus”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 224 HEIs.

iv) Benefit 4: *“NAAC accreditation facilitates funding agencies to look for objective data for performance funding”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 155 HEIs.

v) Benefit 5: *“NAAC accreditation facilitates Institutions to initiate innovative and modern methods of pedagogy”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 172 HEIs.

vi) Benefit 6: *“NAAC accreditation facilitates a new sense of direction and identity for institutions”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 198 HEIs.

vii) Benefit 7: *“NAAC accreditation facilitates society to look for reliable information on quality education offered”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 196 HEIs.

viii) Benefit 8: *“NAAC accreditation facilitates employers to look for reliable information on the quality of education offered to the prospective recruits”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 148 HEIs.

ix) Benefit 9: *“NAAC accreditation facilitates Intra and inter-institutional interactions”*

With respect to this benefit, generally there are a variety of gaps between expectation and benefit. The highest gap could be found to have a ‘Positive Gap’ for 212 HEIs.