Resuscitation of Quality Assurance Services for Effective Delivery of Instructional Contents in Public Universities in the South East Zone of Nigeria

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ABSTRACT

This study investigated resuscitation of quality assurance services for effective delivery of instructional contents in public universities in the South East Zone of Nigeria. Quality is a foot hold for restoration of standards in public universities. Without quality assurance in public universities, the standards of teaching and learning will drift. One research question was used for the study. Descriptive survey research design was adopted for the study. Population of the study is 250 which comprised 100 female lecturers and 150 male lecturers in Federal University of Technology Owerri, Imo state. Stratified random sampling technique was used to select 40 male lecturers from Project Management and Chemical Engineering Departments. On the other hand, 60 female lecturers were selected from Departments of Mechanical Engineering, Petroleum Engineering and Agricultural Engineering Departments which gave a sample size of 100. Instrument used for data collection was a researcher developed questionnaire "titled resuscitation of quality assurance for effective delivery of instructional contents in public universities in Nigeria" with four rating scale of strongly agree, agree, dis agree and strongly disagree. The instrument was validated by two specialists from department of Business Education of Madonna University Okija campus, Anambra State. Cronbach alpha statistics was used to determine the reliability coefficient of this study at 0.78 and 0.97, which shows that the instrument was reliable for use in this study. A total of 100 questionnaires were administered to the respondents and a total of 100 questionnaires were returned from respondents, non- got missed. Mean was used to analyze the data generated. The findings of the study revealed that quality assurance is important for restoration of quality teaching in public universities in the South East zone of Nigeria. It was recommended in the study that public universities management should strengthen more quality assurance strategies in public universities in the South east Zone of Nigeria. This would enable Lecturers belt up their shorts for effective delivery of instructions in Public universities in Nigeria.

Keywords *- Meaning of Quality in Organizations, Meaning of Quality Assurance in Educational Institutions, Pedagogies that ensure lecturers Quality in Public Universities Lecture Halls, How is Quality Maintained by Lecturers in Public Universities? Resultant Effects of Neglected Quality in an Educational Classroom or Lecture Hall.*

1. Introduction

Right from the time education was introduced in Nigerian by the White Christian Missionaries from Portugal, and other parts of Europe. Quality has been the bench marks higher education institutions have used to maintain standards. Education came with restoration of discipline, discipline in

education hinged on what teachers teach, their dressing and behaviours that are acceptable by their regulatory bodies then (Uruakpa, 2005). Today, the actions the White Christian missionaries took in restoration of quality education in the old Nigerian primary schools have today spread to secondary schools and higher education institutions in Nigeria. In this era, all educational institutions in Nigeria have unflinchingly maintained quality in their curriculum and students demeanor. It is true that where people converge there must be Judas among them. Nevertheless, heads of higher educational institutions in Nigeria especially, public universities have not rested on their oars to maintain quality despite so many challenges confronting quality in Nigerian public universities. Heads of higher educational institutions have stood as vanguards planting and restoring the image of public universities in Nigeria through quality control management.

Meaning of Quality in Organizations

Quality is defined as the distinctions, good features, characteristics, inherent in an object or phenomenon. Quality management is the process of ensuring that the actual quality of outputs produced conforms to established standards. Quality must be incorporated in production and delivery of services (Lawal & Sulaimon, 2001). Purposes of quality include: Maintaining standards, creating trusted producers, reliable customers and providing enabling grounds for stability of organizations based on the quality inherent in the products and services of organizations (Hammer & Chammpy, 2001). A well-established quality mechanism of organizations, gives room for organizations profitability. A sense of quality in the products of an organization improves both customers and employees morale in that organization. High degree of quality in the products and services of organizations enables organizations to maintain lasting and unshakable good will (Cole, 2007). Quality encourages visibility of organizations.

Meaning of Quality Assurance in Educational Institutions

Quality assurance in public higher educational institutions in Nigeria is made up of an educative and supervisory process geared towards ensuring that lecturers discharge their responsibilities in higher educational institution in accordance with established standards. In public higher educational institutions, It is the process of actualizing of educational objectives with the cooperative efforts of lecturers, non- academic staff and other public higher educational institutions staff in higher education institutions in Nigeria. Quality assurance in public universities entails that lecturers should exhibit effective use of quality in their profession. This reflect in the preparation, presentation of lectures, attending conferences, writing of articles and running other errands that ensure quality in public higher educational institutions in Nigeria. Quality in public higher educational institutions entails that lecturers should exhibit quality in what they present as lectures to students.

Pedagogies that ensure lecturers Quality in Public Universities Lecture Halls

Teaching or lecturing pedagogies are skills and knowledge acquired lecturers to ensure effective delivery of instructional contents, organization and management of classroom or lecture hall (Ogunu, 2000). Effective use of teaching or lecturing pedagogies is expressed in lecturer's good command of the subject matter, knowledge of various students' abilities under the lecturer's control. Others include: Fluency or communicative ability, questioning, experiential, problem solving skills among others. Quality ensures that lecturers do not deviate from the norms of instructional delivery in public universities.

How is Quality Maintained by Lecturers in Public Universities?

In public universities, the issue of quality is a phenomenon that is of utmost concern for every lecturer. Departments or disciplines are created to restore or ensure quality through supervision and allocation of responsibilities to lecturers in Nigerian public universities. Apart from creation of department in public universities, internal quality assurance regulatory bodies are created to strengthen effective curriculum planning and quality delivery of instructions in public universities. Quality is the foothold for delivery of instructional services and restoration of standards in the products or outputs produced from organizations. When the plans or mechanism for restoration of quality is not well established or managed in futility, confusion, division and destruction sets inn.

In public universities, lecturers do not need to be told that they are supposed to teach or lecture whenever they are supposed to do so. Quality is also, observed when academic staff discharge their responsibilities without looking for undue gratifications. Quality is observed in the way lecturers prepare their lessons, gain mastery of their instructional contents and device better strategies to impact the instructional contents to the students (Nosiri, 2007). Any perfect work done is expressed in the devotion exhibited during discharge of responsibility (Hellen.2006). Education classroom is an interactive classroom where the success and failures of students are established. It is a place where lecturers are monitored by quality assurance agents to ensure that quality is exhibited during delivery of instructional contents (Uche 2021). Issue of quality in lecturing profession is on our finger tips. Quality leaves within us but needed human cooperative efforts to ensure that it is well harnessed. Issue about quality is sought for, to ensure that standards are kept and the consumers of products do not regret in the process.

How is Quality Restored in the lecture Hall or Classroom?

Quality is relegated to the background when officials of quality assurance compromise with their responsibilities. Too much seeking for graces on a platter Gold, reduces quality. Quality is seen is observed in the way lecturers report to the classroom on time, teach and present their lectures in an acceptable manner.

Resultant Effects of Neglected Quality in Educational Institutions

Quality is use for actualizing organizational set goals (Banjoko, 2002). No organization can anticipate failure. Preponderance of failures reduces the prestige of an organization. Poor quality is observed when students are unable to append what they have learned in their examination paper. It is also, observed when students cannot defend what they have learned in an educational context such as debate, conferences and symposiums.

Quality: The sole responsibility of Educational Administrators and Managers of Public Universities

Quality is neglected in public universities when public universities Vice chancellors make use laissezz faire leadership styles in their leadership strategies. Poor quality is observed when effective supervision and monitoring are not used to restore quality in public universities in Nigeria. Poor quality is observed when university rules and regulations are violated in public universities by both students and lecturers. It is also, observed when equipment and facilities are not provided to cushion

effective teaching in public universities. It is observed when university buildings, plants and machineries get dilapidated over a long period of time with no maintenance practices on them. Issue of quality assurance rests in the hands of the government. When government show less concern on adequate funding, security, and technology needed by public universities, quality assurance will be very far to be actualized. In the same vein, when funds are not judiciously used, quality assurance will be astounded.

2. Statement of the Problem

From time immemorial, quality assurance is the basis for restoration of in vast majority of organizations including universities. Despite the importance and long use of quality assurance in public universities, it is relegated to the background because of some carefree attitudes of some public universities management. Inadequate quality assurance practices in public universities have caused reduction in the academic prestige of some public universities in Nigeria. Neglect of quality in public universities emanates from government inability to fund public universities to standards. This is the reason why lecturers cannot teach with inadequate teaching and learning equipment. This is also, reflected in the delayed salaries and emoluments lecturers encounters in public universities in Nigeria.

3. Methods

This study investigated resuscitation of quality assurance services for effective delivery of instructional contents in public universities in the South East Zone of Nigeria. Quality is a foot hold for restoration of standards in public universities. Without quality assurance in public universities, the standards of teaching and learning will drift. One research question was used for the study. Descriptive survey research design was adopted for the study. Population of the study is 250 which comprised 100 female lecturers and 150 male lecturers in Federal University of Technology Owerri, Imo state. Stratified random sampling technique was used to select 40 male lecturers from Project Management and Chemical Engineering Departments. On the other hand, 60 female lecturers were selected from Departments of Mechanical Engineering, Petroleum Engineering and Agricultural Engineering Departments which gave a sample size of 100. Instrument used for data collection was a researcher developed questionnaire “titled resuscitation of quality assurance for effective delivery of instructional contents in public universities in Nigeria” with four rating scale of strongly agree, agree, dis agree and strongly disagree. The instrument was validated by two specialists from department of Business Education of Madonna University Okija campus, Anambra State. Cronbach alpha statistics was used to determine the reliability coefficient of this study at 0.78 and 0.97, which shows that the instrument was reliable for use in this study. A total of 100 questionnaires were administered to the respondents and a total of 100 questionnaires were returned from respondents, non- got missed. Mean was used to analyze the data generated.

4. Results

What are the Benefits Derived from Quality Assurance in Public Universities in Nigeria?

S. No	Item Statement	X	Decision	X Decision
1	Effective delivery of Instructions.	3.60	Agree	4.60 Agree
2	Lecturers seriousness to their lecturing responsibilities.	5.60	Agree	6.40 Agree
3	Timely coverage of scheme of work	7.40	Agree	5.40 Agree
4	Production of quality students	8.30	Agree	4.50 Agree
5	Restoration of public Universities	7.50	Agree	7.60 Agree

Test of Mean

The mean generated in the analysis were above the decision rule of 2.50. This shows that there are benefits from the institution of quality assurance in public universities in the South East Zone of Nigeria.

Discussion of Findings

Quality assurance is the basis for a good image of public universities in Nigeria. This is in line with (Ogunu 2001 & Hellen, 2016), contributions that quality assurance enable lecturers to organize quality instructions they deliver to students. (Nosiri, 2007) identified It is assurance strategy geared towards lecturers good command of the subject matter, knowledge students' abilities in the classroom or lecture hall.

Recommendations

1. Public university heads should ensure quality of their services through effective monitoring and supervision of instructions in public universities in the South East part of Nigeria. This would encourage effective productivity and service delivery.
2. Government should fund public universities and supervise projects in which the funds are released. These would ensure judicious use of funds, quality of facilities and equipment in public universities in Nigeria.

5. Conclusion

Quality assurance is inevitable in any educational system. Otherwise, the goals or reasons for establishing the quality assurance mantra will be jeopardized. Quality in public universities, demands that lecturers should discharge their responsibilities in accordance with public universities standards. Vice Chancellors of Universities should also procure needed logistics, monitor and supervise projects, curriculum delivery services of lecturers in public universities in the South East Nigeria and other states in Nigeria to restore standards in public university system.

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