

Bibliography

- Ali, N. A. & Zairi, M. (2005)** Service Quality in Higher Education. Bradford University School of Management, Bradford.
- Bass B.M.(1990)** Bass and Stogdills handbook of Leadership theory , research and Managerial applications 3rd Ed. Newyork: Free press.
- Bensimon, E. & Neumann, A. (1993)** Redesigning Collegiate Leadership. Johns Hopkins, Baltimore, MD.
- Bhushan, L.I.(1992)** “Personality factors ad leadership Preference”, Ph.d. Psy. Bhagalpur University forth survey of research in Education Delhi : NCERT. Vol. - I. P. P. 349 - 50
- Bonstingl, J. J. (1992)** *Schools of Quality. An Introduction to Total Quality Management in Best* , J.W. and Khan J.V.(2005) research in Education (9th Ed.) Pearson Printice Hal Education. Association for Supervision and Curriculum Development, Alexandeia.
- Brigham, S. E. (1993)** Lessons we can learn from industry. *Change* 25, 3, 42-7,
- Bruce Joyce and Marsha Will (1997)** Models of Teaching, New Delhi, Prentice – hall of India Pvt.Ltd.
- Caplan, F. (1990)** *The Quality System: A Sourcebook for Managers and Engineers*. Chilton Book, Radnor, PA.
- Corrigan, J. (1995)** The art of TQM. *Quality Progress* 28, 61-64
- Crawford, L. E. D. & Shutler, P. (1999)** Total Quality Management in education: problems and issues for the classroom teacher. *The International Journal of Educational Management* 13, 2, 67-72
- Crosby, P. B. (1984)** *Quality without Tears*. New American Library, New York.
- Crosby, P. B. (1979)** *Quality Is Free*. McGraw-Hill, New York.
- Coate, E. (1993)** The introduction of total quality management at Oregon State University. *Higher Education*, 25, 281-302.
- Copur, H. (1990)** Academic professionals: A study of conflict and satisfaction in

professoriate. *Human Relations*, 43, 113-127.

Cowles, D., & Gilbreath, G. (1993) Total Quality Management at Virginia Commonwealth University: An urban university struggles with the realities of TQM. *Higher Education*, 25, 281-302.

Cooke, R., Rosseau, D., (1988) Behavioural norms and expectations: a quantitative approach to the assessment of organisational culture. *Group and Organisation Studies* 13 (3), 245–273.

Corbett, L.M., Rastrick, K.N., (2000) Quality performance and organizational culture: A New Zealand study. *International Journal of Quality & Reliability Management* 17 (1), 14–26.

Deming, W. E. (1986) *Out of Crisis*. Cambridge University Press, Cambridge.

Dandekar , V.N.andRajguru M.S. (1988) An introduction to testing and statistics Bombay :
Sheth Publishers

DastmachianA:JavidanM.andAlam K (2001) Effective leadership and culture in Iran: An empirical study . : *Applied psychology : An international Review* 50(4): 532-558

Freeman, F.S.(1963) Theory and Practice of psychological testing (3rd Ed.) New Delhi: Oxford and IBH Pub. company.

Garrett N.E.(1959) Statistics in psychology and Education , Bombay : Allied Pacific private Ltd.

Guilford . J.P. (1954) *Psychometric Method* (second Ed.) New York : Macgraw hill Book company , Inc

Hofstede, G.(1991) *Cultures and Organisations: Software of the Mind*. McGraw-Hill.

Horine, J.E., & Haily, W.A. (1995) Challenges to successful quality management implementation in higher education institutions. *Innovative Higher Education*, 20(1), 7-17.

Reavill, L.R.P., (1999) What is the future direction of TQM development? *The International Bi-Monthly for Total Quality Management: The TQM Magazine* 11 (5), 291–298.

Reeves, C., Bednar, D., (1994) Defining quality: Alternatives and implications. *Academy of Management Review* 19 (3), 419–445. Samson, D., 1997. Progress in total quality

management: Evidence from Australasia. *International Journal of Quality Science* 2 (4),214–235.

Sexena,N.R. and et al (2004) *Fundamental of Education research* (4th Ed.) merit : Surya publication

Sandholm, L., (1999) Trendy versus effective quality strategies. *The International Bi-Monthly for Total Quality Management: The TQM Magazine* 11 (6), 437–444. Schein, E., 1984. Coming to a new awareness of orga