

**An evaluation of M. Phil educational leadership and management program at
UMT, Lahore: a case study**



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**An Evaluation of M.Phil Educational Leadership and Management
Program at UMT, Lahore: A Case Study**



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University of Management and Technology

Lahore

DECLARATION

It is certified that this MPhil dissertation titled, “An Evaluation of MPhil Educational Leadership and Management Program at UMT, Lahore: A Case Study”, is an original research. Its content was not already submitted as a whole or in parts for the requirement of any other degree and is not currently being submitted for any other degree or qualification. To the best of my knowledge, the thesis does not contain any material published or written previously by another author, except where due references were made to the source in the text of the thesis. It is further certified that help received in developing the thesis, and all resources used for the purpose, has duly been acknowledged at the appropriate places.

December, 2017

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DEDICATION

To

My Beloved Mother

The completion of this thesis could not have been possible without her endless love, support and encouragement. She supported me in each step since the beginning of my studies till the end.

S.I

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ABSTRACT

In today's competitive educational environment, it is difficult to maintain and enhance quality for higher education institutions. The evaluation of programs played a vital role to enhance quality and in order to have a competitive edge in future. The purpose of the current case study was to evaluate the effectiveness of MPhil-ELM program at University of Management and Technology, Lahore. The study tried to evaluate the satisfaction of the teachers and the students regarding MPhil-ELM program. It also focused on to provide some suggestions regarding quality enhancement and for the sustainability of the program in future. Document analysis, interview protocol and survey questionnaire were the major tools to obtain required data for the study. The study found that MPhil-ELM program was meeting its desired objectives. Most of the teachers and the students were satisfied with teaching courses and about the quality of this program. It also found that understanding of teachers and the creators of the program played a vital role in order to make a program effective. However, on the basis of the teachers and students' recommendations for this program, the research suggested, first of all the research culture should be proactive and secondly, quality should not be compromised. In order to sustain this program in future, market oriented trends should be followed and industry linkages must be expanded.

Keywords: program evaluation, quality assurance, quality teaching, higher education, quality standards.

CHAPTER I

INTRODUCTION

Quality in higher education has a complex nature and it is introduced and implemented through different perspectives of stakeholders (Ali, 2014; Becket & Brookes, 2006). Quality assurance is becoming very attractive across the globe in order to enhance the quality of processes and output in higher education (Bornmann, Mittag, & Daniel, 2006). Quality is one of the key components to serve and attract the students in higher education sector (Vidovich, 2002).