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3	PhD Registration Number	11782/20
4	Name of the Nodal Centre & Address	P.G DEPARTMENT OF BUSINESS ADMINISTRATION SAMBALPUR UNIVERSITY, JYOTI VIHAR, ODISHA
5	Name of the Supervisor(s)	Dr.Debendra Kumar Mahalik
6	Details of the Funding Agency	
7	Title of the Research Work	Service Quality In higher Education in Odisha.
8	Brief Abstract of the Research Work(250 Words)	<p>The research focuses on assessing the service quality in higher education institutions in the state of Odisha, India. The study aims to understand the perceptions and expectations of students regarding various dimensions of service quality, and how these dimensions impact their overall educational experience. Through a comprehensive survey among a diverse sample of students from different universities and colleges in Odisha, the research investigates factors such as faculty competence, infrastructure facilities, administrative efficiency, curriculum relevance, and student support services. The data analysis employs statistical techniques to gauge the significance of these dimensions in influencing students' satisfaction and loyalty towards their educational institutions.</p> <p>The objective of research is to reveal a nuanced picture of service quality in higher education in Odisha. While certain aspects, such as faculty competence and curriculum relevance, receive positive feedback, there are areas of concern, particularly related to infrastructure and administrative</p>

		<p>processes. The research underscores the importance of addressing these gaps to enhance the overall quality of education and improve student satisfaction. Additionally, the study explores the role of demographic factors, such as gender, age, and academic discipline, in shaping students' perceptions of service quality. This analysis provides valuable insights into the varying needs and expectations of different student groups, enabling educational institutions to tailor their strategies accordingly.</p>				
9	Progress of Research Work(Stage)	Data Collection				
10	Research Experience	2 years 5 Month				
11	Teaching Experience	7 years				
12	Corporate Experience	No				
13(A)	Journal Publication					
Year	Author	Co-Author	Title	Name of the Journal	Publisher	Volume/Issue
2021	PrasantBarla		Quality of Primary Education in India: A Quantitative analysis of Performance Grading Index.	Stochastic modelling & Application	MuKPubblication	Vol.25
13(B)	Magazine Publication					
13(C)	Book Chapter Publication					
13(D)	Book Publication					
13(E)	Conference Proceedings Publication					
13(F)	Case Publication (with Teaching Notes)					
13(G)	Conference Presentations					

14	FDPs attended					
15	Professional Associations & Recognition					