Quality Assurance in Ghanaian polytechnics: perspectives and strategies of rectors, vice rectors and quality assurance officers

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Thesis submitted in fulfilment of the requirements for the degree of Doctor of Philosophy

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The University of Adelaide

September, 2015

Table of contents

Table of contents i
List of table and figures vii
Table vii
Figures vii
Abstract viii
Declaration ix
Acknowledgements x
Chapter 1 1
Introduction 1
1.1 The importance of quality assurance in higher education 1
1.2 Why study rectors, vice rectors and quality assurance officers 2
1.3 The nature of the study 3
1.4 Significance and contribution of the study 6
1.5 Limitation 7
1.6 Organisation of the thesis 7
Chapter 2 9
Review of literature 9
2.1 Introduction 9
2.2 Quality 9
2.2.1 Origin of quality movement 9
2.2.2 Definitions of quality 10
2.2.3 Quality in higher education 11
2.3 Quality assurance in higher education 15
2.3.1 Definitions of quality assurance 15
2.3.2 Types of quality assurance 17
2.3.3 Purposes of quality assurance in higher education 19
2.3.4 Major external quality assurance strategies in higher education 20
2.3.5 Methods for quality assurance in higher education 24
2.3.6 Principles for effective implementation of quality assurance in HEI's 26
2.3.7 Exemplar quality assurance in higher education 27
2.3.7.1 Exemplar quality assurance within higher education 27
2.3.7.2 Exemplar external quality assurance in higher education 29

2.3.8 Quality culture in higher education 30
2.3.9 Perspectives of academics on quality assurance 31
2.4 Global factors behind quality assurance in higher education 33
2.4.1 Mass participation and diversification 34
2.4.2 Marketisation and privatisation 35
2.4.3 Decline in state funding 36
2.4.4 Globalisation and internationalisation 38
2.4.5 Digital technologies 41
2.5 International quality assurance models in higher education 43
2.5.1 The European Foundation for Quality Management (EFQM) 44
2.5.2 Total Quality Management (TQM) 45
2.5.3 The ISO 9001:2008 Standard 46
2.5.4 The Balanced Scorecard 48
2.6 Conclusion 49
Chapter 3 51
Ghanaian higher education context 51
3.1 Introduction 51
3.2 Ghana in brief 51
3.3 Education structure 56
3.3.1 Overview 56
3.3.2 Pre-tertiary education 58
3.3.3 Higher education 58
3.4 The higher education reforms of 1987 59
3.5 The present Ghanaian higher education sector 61
3.6 Ghanaian polytechnics 64
3.7 Quality assurance in Ghanaian polytechnics 66
3.8 Conclusion 68
Chapter 4 69
Theoretical framework 69
4.1 Introduction 69
4.2 Symbolic interactionism 70
4.2.1 Historical overview 70
4.2.2 Core elements of symbolic interactionism 74
4.2.3 Criticisms of symbolic interactionism 77

4.3 Socialisation 80
4.3.1 Overview of socialisation 80
4.3.2 Primary socialisation 81
4.3.3 Secondary socialisation 83
4.3.4 Anticipatory socialisation 84
4.3.5 Institutional socialisation 86
4.3.6 Occupational socialisation 90
4.3.7 Perspectives 95
4.3.8 Conclusion 98
Chapter 5 100
Research methodology 100
5.1 Introduction 100
5.2 Symbolic interactionism and qualitative methodology 100
5.3 Interviewing 103
5.4 Document analysis 105
5.5 Access 106
5.6 Selection of key informants 108
5.7 Ethical considerations 109
5.8 Going native 110
5.9 Addressing credibility in qualitative research 111
5.10 Data analysis 114
5.11 Conclusion 116
Chapter 6 118
Rectors, vice rectors and quality assurance officers' perspectives on quality assurance 118
6.1 Introduction 118
6.2 Perspectives on quality 118
6.2.1 Quality as perfection 119
6.2.2 Quality as excellence 119
6.2.3 Quality as fitness for purpose 120
6.2.4 Quality as value for money 121
6.2.5 Quality as transformation 121
6.3 Perspectives on quality assurance 122
6.3.1 Perspectives on internal quality assurance 122
6.3.1.1 Perspectives on human resources 122

6.3.1.2 Perspectives related to teaching and learning 124
6.3.1.3 Perspectives related to general management 126
6.3.2 Perspectives on external quality assurance 131
6.3.2.1 Institutional context 131
6.3.2.2 National context 135
6.3.2.3 Global context 139
6.4 Conclusion 142
Chapter 7 144
Origins of rectors, vice rectors and quality assurance officers' perspectives on quality assurance 144
7.1 Introduction 144
7.2 Occupational socialisation 145
7.2.1 Previous employment 145
7.2.2 Professional associations 147
7.2.3 Trade unions 150
7.3 Institutional socialisation 151
7.3.1 External institutional socialisation 151
7.3.1.1 Domestic institutions 152
7.3.1.1.1 The Polytechnic Act 745 152
7.3.1.1.2 The National Council for Tertiary Education 153
7.3.1.1.3 The National Accreditation Board 154
7.3.1.1.4 National Board for Professional and Technician Examination 158
7.3.1.1.5 Ghanaian universities 160
7.3.1.2 Overseas institutions 163
7.3.1.2.1 Overseas universities and colleges 164
7.3.1.2.2 The Association of African Universities (AAU) 166
7.3.1.2.3 The International Organization for Standardization (ISO) 167
7.3.2 Internal institutional socialisation 168
7.3.2.1 The polytechnic council 168
7.3.2.2 The polytechnic statutes 170
7.3.2.3 The academic Board 172
7.3.2.4 Internal quality assurance draft policy 174
7.3.2.5 Strategic plan 176
7.3.2.6 Ethics policy 179
7.4 Conclusion 180

Chapter 8 182
Quality assurance strategies of rectors, vice rectors and quality assurance officers 182
8.1 Introduction 182
8.2 Quality assurance strategies related to academic staff 182
8.2.1 Staff recruitment 183
8.2.2 Staff induction 184
8.2.3 Rules and regulations 185
8.2.4 Formal appraisal methods 188
8.2.5 Workshops and seminars 189
8.2.6 Further Studies 191
8.2.7 Short training courses 192
8.2.8 Disciplinary associations 193
8.2.9 Meetings 194
8.2.10 Specific briefings 195
8.3 Quality assurance strategies related to students 196
8.3.1 Students' recruitment 196
8.3.2 Student orientation 197
8.3.3 Rules and regulations 200
8.3.4 Academic programmes 202
8.3.5 Simulated workplace 203
8.3.6 Academic counselling 203
8.3.7 Disciplinary associations 204
8.3.8 Meetings 205
8.3.9 Job fairs and career exposition 206
8.3.10 Graduation ceremony 207
8.3.11 Alumni tracer studies 207
8.4 Conclusion 208
Chapter 9 210
Summary and conclusion 210
9.1 Introduction 210
9.2 Theoretical and methodological underpinnings 211
9.3 Substantive propositions - quality assurance 212
9.4 Formal propositions-quality assurance in public funded institutions 216
9.5 Management implications 218

9.6 Recommendations for future research 223
Appendices 224
Appendix A 224
Appendix B 226
Appendix C 228
Appendix D 230
Appendix E 231
Appendix F 232
Appendix G 233
References 234

List of table and figures

Table

Table 1 73

Figures

*Figure 1.*Map of Ghana 55
Figure 2. The current education structure of Ghana 57

Abstract

This study investigated the perspectives of Ghanaian rectors, vice rectors and quality assurance officers' on quality assurance, their origins and their quality assurance strategies. Underpinned by symbolic interactionism, a qualitative methodological approach via in-depth interviewing of twenty key informants and document analysis was used to establish how they defined their situations and addressed problematic situations in quality assurance.

The findings revealed that respondents' quality assurance perspectives had internal and external dimensions. Their internal quality assurance perspectives covered human resources, teaching and learning, and management whilst their external quality assurance perspective focused on institutional, national and global contexts. These embraced achieving institutional goals, delivering quality programmes, achieving national development, protecting national economic interest, equipping students with international competencies and enhancing mutual recognition of credentials globally. It emerged that, their perspectives on quality assurance originated from interactions with each other, from group life and reference groups. It was also discovered that their quality assurance strategies focused on staff and students but in different ways.

The study concludes by generating substantive and formal propositions on quality assurance in polytechnics and public funded higher education institutions. A recommendation for further research into quality assurance perspectives of vice chancellors, pro-vice chancellors and quality assurance directors of Ghanaian universities is made. A similarly designed study be used to explore how quality assurance rhetoric of rectors, vice rectors and quality assurance officers' matches the actual institutional experience.

Declaration

I certify that this work contains no material which has been accepted for the award of any other degree or diploma in my name, in any university or other tertiary institution and, to the best of my knowledge and belief, contains no material previously published or written by another person, except where due reference has been made in the text. In addition, I certify that no part of this work will, in the future, be used in a submission in my name, for any other degree or diploma in any university or other tertiary institution without the prior approval of The University of Adelaide and where applicable, any partner institution responsible for the joint-award of this degree.

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Patrick Swanzy

Acknowledgements

I wish to acknowledge the assistance and contributions of persons and institutions, without which this thesis would not have been completed.

My deepest appreciation goes to the rectors, vice rectors and quality assurance officers' of Ghanaian polytechnics who participated in this research. This study would not exist but for them.

I am indebted to the University of Adelaide for an international scholarship for my PhD study.

I am highly indebted to my supervisors Dr. Anthony Potts and Professor Tania Aspland for their scholarly guidance. My special appreciation goes to Dr. Potts for his constructive criticisms, creative inputs and speedy feedback which helped shaped this thesis. Sir, you have been a great mentor.

I am grateful to the administrative staff of School of Education, for their invaluable services rendered in support of my PhD study at the school.

I also express my gratitude to my PhD colleagues especially Giang, Che yee, Elizar and Michelle for their friendship.

Lastly, I express my warmest appreciation to Charity (wife) and Mushia (daughter) for their support and patience, and their acceptance of the fact that I was often occupied and not available to do the things that fathers usually do.