## **A Critical Perspective**

Thesis submitted in partial fulfillment of the requirement for the degree of

Masters of Arts in English

Farhana Moly



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Date of submission: October 2010

## Manipulation in Private University Admission Advertisements:

**A Critical Perspective** 

### Thesis submitted in partial fulfillment of the requirement for the degree of

Masters of Arts in English

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#### ABSTRACT

The opening of private universities did meet a long felt need of the country (Islam, 8 April, 2008: 3). In Bangladesh, private universities play a vital role in the growth of education along with public universities (see Islam, Jahangir, Kamol). However, the academic standards of majority of the private universities fall far short of the expected level (*ibid*).

This study mainly looked at the manipulative aspects of university admission ads and it also investigated the power of ad and its impact on the common people. The data was collected in two steps; firstly, the data was collected from the national daily newspaper-*Prothom Alo* and *The Daily Star*. Secondly, data has collected by distributing open and closed ended questionnaire to 100 students from 10 private universities.

The Findings in terms of advertisements seem to suggest that all the private universities are offering varieties of lucrative offers for convincing the target audience for taking admission in their respective institutions. They use not only the linguistic elements in their ads but also semiotic elements to attract the common people. The admission ads of some private universities mention that they offer better physical facilities such as classrooms, laboratories, libraries, computer centers and so on than the public universities and they are giving priorities to the subjects which are in great demand in the job market. Besides all the positive sides of private universities, there are also some drawbacks. Through the advertisements, private university authorities seem to allure students and arents through their catchy language, motto, color, and so on .They seem to be willing to stretch and distort the truth (see Haque,

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Jahid, Nadim). Through the advertisements, the bulk of the students they offer admissions are not up to the standard in merit and aptitude for becoming university students (Islam, 8 April, 2008: 3). The lack of standard hampers the quality of education. Sometimes the university authorities become commercially motivated (*ibid*).

Common people and experts suggest that government and UGC should be careful in awarding approval to private universities in the future. Each of the private universities must fulfill the minimum requirements set by the UGC in matters of academic standard and physical facilities (see Islam, Sultana, Jahangir). It has also recommended that more research should be done on this topic, and make people aware of the present situation regarding private universities.

#### ACKNOWLEDGEMENT

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## DECLARATION

I hereby declared that this thesis is based on my original work except for quotations and **citations**, which have been duly acknowledge. I also declare that it has not been previously or **concurrently** submitted to other institution.

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#### CHAPTER I

INTRODUCTION



#### **1.1 Introduction**

Private universities in Bangladesh have been playing a significant role by creating opportunities for many students to continue higher education (Kamol, 21 Aug, 2009: 9). According to the Bangladesh Bureau of Educational Information and Statistics (2004), each year more than two hundred thousand students pass Higher Secondary Certificate and equivalent madrassah examinations, and the number is increasing day by day (Jahangir, 23 May, 2008: 11). Most of the students who are unable to obtain admission in the public universities get admitted in private universities (Nadim, 16 August, 2009: 11). In our country, at present, there are only 31 public universities, which are not enough to provide for the tertiary education needs of a growing nation (ibid). Public universities can only accommodate 25 % students (Jahangir, 23 May, 2009: 1). So, inevitably the need was felt to create opportunities for the remaining majority students to continue higher studies in institution other than public universities (ibid). Students in public universities are facing many problems caused by campus politics, which leads session jam (Islam, 11 May, 2009: 12). So, all the factors paved the way for the implementation of the private university Act (PUA) in 1992 (Islam, 8 April, 2008: 3). Since the enactment of private university Act in 1992, there has been an astonishing expansion of private universities in Bangladesh (Jahangir, 23 May, 2009: 1). Now there are 56 private universities with several more in the process of being approved (ibid). The way, in which the private universities

increases, it raises doubt on the quality and standard of education which they are able to dispense (see Haque, 2008a). Rather it seems that they make education a commodity in some extent (see Jahangir, kamol, Sultana). Through the admission advertisements, it appears that they tend to allure the students to get admitted in their particular institutions for their economical benefit.

#### **1.2 Problem Statement**

This research mainly focuses on the manipulative aspects of Private university admission advertisements. Through the advertisements, private universities authorities seem to alluring students and parents through their catchy language, motto, color, number and so on .They seem to willing to stretch and distort the truth .Through the advertisements, the bulk of the students they offer admissions are not up to the standard in merit and aptitude for becoming university students (Alam, 6 April, 2008: 9). For that reason, the lack of standard hampers the quality of education (ibid). Sometimes the university authorities become commercially motivated, the students are given grades that they do not actually deserve (Islam, 11 May, 2009: 11). It seems that the only motto of these universities is to convince students and parents to get admitted in their particular institutions (Zahid, 19 Sept, 2009: 6). The exceptional rate at which universities are rapidly increasing alone should raise doubts as to the quality and standard of education that these so called institutions of higher learning are able to give out (Jahangir, 23 May, 2009: 11). In reality and in most instances, such institutions target only a select level of their own society - the upper middle class (Alam, 6 April, 2009: 9). This study intends to bring into view the manipulation of private universities advertisements by means of CDA and make the people aware of this manipulate

#### **1.3 Purpose Statement**

The main intention of this research is to make the prospective students and their parents concerned about the exaggerated university admission advertisements. It can make the people concerned about the unhealthy competition of the private universities. The whole society can become aware about the manipulation of university admission advertisements. This research can create awareness in the minds of the students, parents and policy maker regards whether the advertisers give true information. This study can also be helpful for the University Grants Commission (UGC) of Bangladesh as it is responsible for supervising and maintaining the quality of education in private as well as public universities in Bangladesh.

#### **1.4 Central Research Question**

This study will address the following central research questions are given below:

- 1. What attention seeking devices are being used by the private university admission advertisements to attract the common people?
- 2. How are these advertisements manipulating the common people?

#### 1.5 Significance of the Study

This research is helpful for the students, parents, teachers, UGC and government to take correct decision about the exaggeration of university admission ads. It is prepared from CDA perspectives. While doing this research like Critical Discourse Analysts, the researcher can think that it is time to 'expose the hidden agendas' (Haque, 2005: 103), embedded in the discourse of university admission ads. The

researcher can take the explicit position to expose how these universities are taking advantage of the existing colonized mindset of students and parents.

#### **1.6 Limitation**

The researcher has encountered with different problems during the data collection phase. The researcher faced problems in collecting data for research. Since little work has been done on this topic. The researcher could not find the name of writer of review when collected literature reviews from internet, besides there are very few articles in the internet and newspaper on this topic. Due to time limitation, the researcher had to end up her interview process with 100 students. Certainly, she wanted to take interview of 200 students.

#### **1.7 Delimitation**

In Bangladeshi context this type of study has not been done so far. So it is very difficult to gather literature from the Bangladeshi context on this topic. Two specific news papers, *The Daily Star* and *Prothom Alo*, were selected for collecting university admission advertisements because these two newspapers are the most English and Bangla popular newspapers in Bangladesh. The researcher will also conduct interviews to get a clear picture. The study is limited only the private the university advertisements of Dhaka city.

#### **1.8 Operational Definitions**

The definitions of key terms are described below.

#### 1.8.1 University

According to *Microsoft Encarta* (2009), University is the institution of higher education that offers programs beyond the high school level. Colleges and universities provide necessary training for individuals wishing to enter professional careers. They also strive to develop students' creativity, insight and analytical skills.

The public universities are run totally by the tax-payers money (Jahangir, 2009) and the private universities are not found by government rather it depends mostly on student's tuition fees (*ibid*).

#### 1.8.2 Advertising

According to *Microsoft Encarta* (2009), Advertising is a form of commercial mass communication designed to promote the sale of a product the sale of a product or service, or a message on behalf of an institution, organization, or candidate for political office.

#### **1.8.3 Manipulation**

According to oxford dictionary, Manipulation means to or influences somebody or something in an ingenious and devious way.

#### 1.8.4 The University Grant Commission (UGC)

The University Grant Commission (UGC) of Bangladesh is a legal apex body for

higher education in Bangladesh. The objectives of UGC are to supervise, maintain, promote and co-ordinate education (New Age, 6 April, 2008: 9).

### 1.8.5 Critical Discourse Analysis (CDA)

CDA is a process, system or method for critical analyzing instance of discourse in order to unveil or expose hidden agenda embedded in society (Haque, 2008:183).



#### **CHAPTER II**

#### LITERATURE REVIEW

#### 2.1 History of private universities in Bangladesh

A university is an place where teachers and students achieve higher education and research (Zahid, 13 April, 2008: 4). According to the Oxford Advanced Learner's Dictionary (2007) the word "university' is derived from the Latin "universitas magistrorum et scholarium," generally meaning community of teachers and scholars (ibid). Both public and private universities of Bangladesh contribute a lot for the development of the country by producing highly educated and trained specialist (News Today, 10 Sept, 2009: 3). According to the Bangladesh Bureau of Educational Information and Statistics (2008), there are only 30000 seats in the 31 universities public universities expect National University (Jahangir, 23 May, 2008: 11). However, each year, over two hundred thousand students pass Higher Secondary Certificate Examination (HSC) and this number is increasing day by day *(ibid)*. Public universities give scope of higher education only for those who can achieved good results in their School Secondary Certificate Examination (SSC) and Higher Secondary Certificate (HSC) Examination (Sharma, 19 July, 2009: 6). Due to the limited admission capacity of the public universities, most of the students are unable to take admission in these universities. He further says, after successfully completed SSC and HSC when the students cannot find themselves in the public universities, they become frustrated as a result, some of the students who have the ability to study abroad and they take admission in foreign universities (Kamol, 13 Aug, 2009: 14). In this case, country loses many brilliant

students and Governments loses huge amount of money (Jahangir, 23 May, 2009: 11). These students after their completion of studies do not return, to the country, and therefore have no contribution for the welfare of the nation (ibid). As a result of the above reasons, the Govt. implemented Private University Act (PUA), 1992 (See Zahid, 2008: 9).

#### 2.2 Private University Education in Bangladesh: The Present Situation

The first private university in our country is North South University and it was established in 1993 (Rehman, 12 July, 2009: 7). This university opened new doors to the students who were unable to take admission into the public universities (ibid). But, at present, there are 56 privates universities with several more in the process of being permitted (Mahabub, 23 May, 2008: 7). This mushrooming rate of private universities raise a doubt as to the quality of education that the private universities are able to dispense (Sultana, 24 June, 2009: 3). Most of the private universities do not maintain the standard of education; in other words, they want to reap the maximum gain with minimum investment (ibid). Some top ranked universities maintain standard of education (Ronee, 10 May, 2009; 11). But these top ranked reputed universities take Tk. Six hundred thousand or above for a graduation program whereas an average university takes about Tk. two hundred thousand for the same subject, hence, these differences also raise a doubt as to the quality of education (Sultana, 13 Aug, 2009; 14). Professor Rashid mentions in the article "Standardizations of Private University," mentions that all educational institution in the private sector are being run as private enterprises which that the sponsor provide fund or establishment and infrastructure that generate profits from tuition and other fees (Kamol, 13 Aug, 2009: 14). Most of the private universities are operated from rented accommodation, as a result, they fail

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to meet the demand of professionalism (Sultana, 24 June, 2009: 3). Some universities have their own campus like North South University, Ahasanullah Engineering university, Independent university and they mention this for attracting students and parents through admission advertisements (Jahangir, 23 May, 2009: 11). According to the UGC Chairman Professor Nazrul Islam, the tuition fees in private universities are quite high; UGC cannot fix any rate (*ibid*). The private universities are competitors and they are try to buy a reputed teachers from the public universities as showpiece for particular disciplines, while the rest of the faculties consist of mostly fresh master degree holders from the public universities (*ibid*).

#### 2.3 The Difference between Public and Private Universities

Public universities are completely funded by the governments (Haider, 13 July, 2009; 11). The first public university in our country is Dhaka University, which was established in 1921(Ahmed, 8 April, 2009: 10). From 1921 to 2010, only 31 public universities have been established which are not enough to provide tertiary education for the growing of our country people (Ahmed, 8 April, 2009: 10). Public universities are not commercialized but the standard of education is now not up to the expected level due to student politics, irregular and interrupted classes and examinations, unsatisfactory teacher student ratio, so on *(ibid)*. Each public university has its own big campus (See Islam, 11 May, 2009: 11). The first Private university, North South University (NSU) opened in (Jahangir, 23 May, 2009: 11). Presently, there are 56 private universities maintain the minimum standards (Ahmed, 8 April, 2009: 10). Most of the private universities offer better physical facilities such as classrooms, libraries, computer centers, and cafeterias and so on *(ibid)*. Students enrolled

private universities are able to complete their education faster as there is no session jam which is a common picture in public universities (Jahangir, 23 May, 2009: 11). The environment of the private universities is pleasant and safe and free from violence (Ahmed, 8 April, 2009: 10). All the private universities are becoming commercialized and they offer only demanding subjects like BBA, MBA, MA in English, MA in Law, EEE, Information Telecommunication and so on (Islam, 11 May, 2009: 11).

#### 2.4 Manipulative language in private university admission advertisements

Now-a-days, advertising plays an important role in a free market system. Through advertisements, most of the private universities claim that they have full time faculty members (Islam, 11 May, 2009: 11). But, in reality, they have shortage of senior and qualified faculty members and most of the private universities operate with part time teachers from public universities (Kamol, 13 August, 2009: 13). It seems that it is primarily due to the borrowing of teachers from these public universities (*ibid*). The academic standards of majority of the private universities fall for short of the expected level (Islam, 11 May, 2009: 11). Without having the required facilities many private universities offer technical subjects like textile engineering, pharmacy, medicine, film studies and others (Sultana, 27 Aug, 2009 :11). It seems that graduates of these subjects struggle a lot at the job market, since they don't have the required practical knowledge, which are the basic demand of these subjects (*ibid*).



#### 2.5 Definition of advertisements

According to Bleach (2004), advertising is both commended and criticized not only for its role in selling products but also for its influence on the economy and on society. He further says that advertisement is a source of information which consumers use in making a purchase decision Consumers are likely to integrate information from advertising and other forms of marketing communication as well as direct experience in forming judgments about a brand (Bleach, 2004). Arens (2002) says that advertising by its nature is not complete information and is biased in favor of the advertiser and the brand. He further mentioned, people expect advertisers to be proud of their products and probably do not mind if they puff them a little. But when advertisers cross the line between simply giving their point of view and creating false expectations, that is when people begin to object (*ibid*).

#### 2.6 Definition of Critical Discourse Analysis (CDA)

According to van Dijk (2001: 352) CDA is a type of discourse analytical research that studies the way social power abuse, dominance, and inequality are enacted, reproduced, and resisted by text and talk in the social and political context, where analysts take explicit positions, and thus want to understand and ultimately resist social inequality. He thinks CDA is a critical way of doing scholarship; he calls CDA `with an attitude`. Wodak and Matouschek (2002:238) feel that CDA has set itself the task, of utilizing an interdisciplinary approach to make transparent socially relevant problems ordinary shrouded in a veil of discourse obfuscation. CDA is a process, system, or method for critically analyzing instances of discourse in order to expose hidden agenda embedded in society (Haque, 2008: 183). Van Leeuwen, (2002: 166-7) believes that CDA is concerned with not only discourse as the instrument of power and control as well as with discourse as the instrument of social construction of reality, but also with the way in which linguistic analyses can bring to light, for instances, inequality between addressers and addressees. Fairclough (2001: 231) perceives CDA as the analysis of the dialectical relationship between discourse and other forms of social practices. For him, its particular concern is with the radical changes that are taking place in contemporary social life, and with how discourse figures within processes of change, and with shifts in the relationship between semiosis and other social elements within the network of practices.

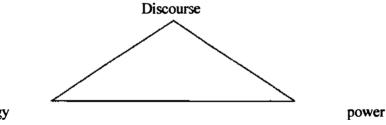
#### 2.7 Objectives of CDA

One of the objectives of CDA is to focus on social issues and problems embedded in society, and take up the cause of the oppressed and downtrodden people of that society (Haque, 2008a). Actually CDA tries to unveil ideology permeated and often obscured structures of power, political control, and dominance (Wodak in Haque, 2008a: 112). Fairclough (2001) says that CDA 'has an emancipator knowledge interest'. Furthermore he (in Haque, 2008a: 113) says the aim of CDA is to show non-obvious ways in which language is involved in social relations of power and domination, and in ideology. It attempts to liberate the so called ``losers of the society``-those who are marginalized, excluded, manipulated or simply taken advantage of because they are informed about certain social practices (ibid). CDA tries to make a balance of the power between the controller of discourse and the target people and it warns also the manipulator, deceiver and the cheaters of misusing of

power (Wodak et al, 1999: 8).

#### 2.8 Foundations of CDA

CDA is concerned with power as a fundamental condition in social life which is practiced through discourse (see van Dijk, 2001). A central notion in most critical works on discourse is that of power of different groups or institutions where CDA wants to theoretically bridge the well known gap between those groups and the common people (see van Dijk, 2001; Fairclough, 2001; Haque, 2008a ). From the very beginning, CDA is seeking to disclose the secret issues which cause the unequal power relations in society and balancing social inequalities (see van Dijk, 2001; Haque, 2008a). In fact in consumer oriented society, discourse ideology and power are interrelated with each other like this;



#### ideology

#### Figure: 2.1 The relationship among discourse, ideology and power

(See van Dijk, 2001; Fairclough, 2001; Haque, 2008a and 2008b)

#### 2.9 History of CDA

The notion of the critical in CDA is derived from two traditions: one is based on the ideas of the Frankfurt School and other on a shared tradition with the so called critical linguistics (Titscher, 2000: 144). CDA was first developed by the Lancaster school of linguists vanDijk, 2002: 133). Norman Fairclough was the prominent figure at that time as well as Ruth Wodak also had made a remarkable contribution to this field of study. Fairclough (2001a: 232-233) says CDA may be perceived as an application of a kind of critical analysis evolved within Western Marxism to language. Though the legacy of western Marxism in20th century frames, the work of critical discourse analysts, they do not place themselves within the tradition explicitly (Fairclough and Wodak, 1997: 600).

#### 2.10 CDA in western and Bangladeshi context

The origin and spread of CDA are predominantly western (Haque, 2009: 53). But with the advancement of the communication technology the spread western knowledge has become so pervasive that it has assumed a prominent role in the body of learning of almost all societies (*ibid*). CDA originated primarily in the west and gained prominence, as wodak says (2001: 4), after the 1991 Amsterdam symposium. The symposium resulted in the emergence of CDA as a network of scholars (ibid). When CDA is used in the eastern context the orientation is for the most part, still western (Haque, 2009; 54).CDA started to spread from Europe to the other parts of the world in the mid 1990s (Haque, 2009: 60). Initially in Malaysia, Singapore and Bangladesh, CDA was not offered as a separate course but was taught partially in

courseslike 'discourses 'Advance Discourse Analysis' and 'Discourse, Ideology and Power' and so forth (Haque, 2009: 62). Later on CDA became a core course in some institutes of higher learning of these countries (*ibid*). According to Haque (2009), CDA was first introduced in Malaysia and Bangladesh in the early 2000s,particularly in University Putra Malaysia (in 2001, as a core course), University of Malaysia (in 2001, as an elective course) and East West University in 2002 as a core course for M.A. in English and as an elective course for M.A.in ELT in 2009.In Bangladesh, East West university is the only institution of Higher learning among 86 public and private universities to offer CDA as a core and elective course in its MA programmes (Haque, 2009). Students of this university also started to realize the significance of CDA and its usefulness inside and outside academia (ibid).



# CHAPTER III METHODOLOGY



#### **3.1 Introduction**

This chapter provides a basis of the research and discusses issues related to the research design, theoretical framework, setting, sampling, research instruments, data collection procedure, data analysis procedure and obstacles encountered.

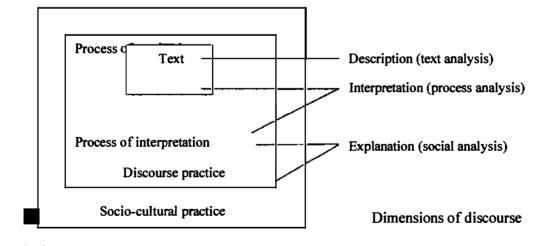
#### 3.2 Research Design

This research is descriptive and qualitative in nature. The goal of this analysis is to show the manipulative depiction of private university admission advertisements by which they are alluring students and their guardians. Through advertisements they tend to (private universities) use various strategies to convince the target audience about the quality education. The ads have been collected from two national daily newspapers, *Prothom Alo* and *The Daily Star* from January, to June, 2010. Textually, the analysis will focus on how the language and semiotic items of the private university ads of the two newspapers are designed to influence and manipulate students and parents. For this research, data was collected through distribute questionnaires. The research tool the students of 100, some open-ended and close ended questionnaires will be designed with 7 different questions which will use for both interview and survey. The research tool will questionnaire. The will be analyzed for a critical discourse analysis (CDA) perspectives.

#### **3.3 Theoretical Framework**

This research adopts Fairclough's (2001) three-dimensional approach of discourse analysis. According to his framework, language is a part of society and it is a socially conditioned process. Furthermore, he says that text, interaction and context are involved in a discourse. On the basis of the three dimension of discourse, Fairclough's (2001; 1995) three levels of CDA: linguistic description (text analysis), interpretation (processing analysis) and explanation (social analysis) seems appropriate for analyzing the data of this study (see also Fairclough, 1995).

This study looks at not only the linguistic aspects of admission ads but also the semiotic aspect as well. The explanation part shows the power of discourse and its impact in society, and how advertisers use discourse to influence and manipulate the target audience to convince to take admission in their respective institutions. The analysis follows the following diagram:



analysis

#### Figure: 3.1 Three Dimensional Approach of CDA

(Source: Fairclough, 1995: 98)

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#### 3.4 Setting

The setting is important because in this study as it will have an impact on the data collection. The data was collected in two ways. Firstly, The advertisements were collected from two daily newspaper '*Prothom Alo*', '*The Daily Star* 'from January to June 2010. The data was collected from both formal and informal setting however. When the researcher went different institutions to collect data, the setting was formal but that didn't affect because this is a small scale of research. The researcher explained the questions and built up rapport with respondents. Some respondents filled up questionnaire in that setting and those who could not manage time they took questionnaire at home and returned later.

#### 3.5 Sampling

For this research, the researcher will apply different ways. Firstly, samples have been taken from two Bangladeshi newspapers covering the time period of six month that is January 2010 to June, The daily *Prothom Alo* is the best circulated Bangla newspaper in Bangladesh which has a good reputation among the readers in Bangladesh. The other, *the Daily star*, is the best English newspaper in Bangladesh. 2010. Secondly, for collecting the data, the researcher will contact the authority and the students. The researcher will provide the questionnaire to the students and also take interviews

#### **3.6 Research Instruments**

For this research the questionnaire are the instruments for collecting data. There are seven questions in the questionnaire which are open ended and close ended questions Firstly, the students have given a tick mark to close ended question and they have also

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explained their response to open ended question. The researcher will make the questionnaire to collect the data of this study base on the central research subject. The researcher took informal interviews of the students. Through the interview, the data collected. The aim of this research is to gather in depth information that's why interview will be taken. In the questionnaire, questions 3, 4, 5, and 6 supports the central research question 1 and 1,2,3,4 helps to find out answer or meet the central research question 2.

#### **3.7 Data Collection Procedure**

As already mentioned, the data was gathered from two Bangladeshi national newspapers, the *Daily Star* and the daily *Prothom Alo*. All the data have been collected from different pages of those two newspapers for interpretation. The samples of the advertisements have been collected from Daily from 1<sup>st</sup> January 2010 to 30 June 2010 over a period of 180 days. The data has been collected through questionnaire. For collecting data, the researcher motivated the students by explaining the objective of the research. Then the researcher provided the questionnaire to the students. After distributing the questionnaire to the students, researcher explains the entire question. The respondent will be assured that their identities will be concealed in the research and they should not be afraid in giving their honest opinions. The questionnaire was given to 150 people with the hope that at least 100 would be returned. To collect data from students the researcher went to ten different private universities.

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#### 3.8 Data Analysis Procedure

In this study data analysis procedure was two front approach; analysis of admission ads and Analysis of questionnaire. The findings from ads and questionnaire was compiled and tabulated. After collecting the data the researcher has studied and analyzed those data from CDA perspectives. The scope of CDA is vast. It analyzes certain discourses and helps people by unveiling hidden issues or problem of societies. It shows the negative sides or aspects of a thing, a product and an objective. According to Fairclough (2001) CDA deals with social issues and problem. The researcher has studied discourse of those ads in order to expose some hidden issues. The discourses have been explained in terms of discourse, ideology and power. It is going to show the impact of discourse in our society and how discourses of ads are used in the maintenance and construction of power as well as how power is exercised in terms of discourse ideology. The research is designed to unveil some hidden issues of private universities ads that how private universities are manipulated through their manipulative advertisements.

#### 3.9 Obstacles Encountered

The researcher has encountered with different problems during the data collection phase. It was difficult for her to collect all the ads from two newspapers. At present, there are 56 universities in our country, the researcher wanted to take interview from 150 students the researcher finished interviews only 100 students. Relevant articles, Journals or any other books written on this topic were difficult to find. Some time, the name of a writer of a view could not be found from the internet and newspaper. Also there are very few articles on the internet on this topic.

# CHAPTER IV RESULTS AND DISCUSSION



#### 4.1 Introduction

This research mainly looked at the manipulative aspects of private university admission ads. These ads allure students and parents through their catchy language, motto, color and so on and tend to distort the truth. It seems the motto of these universities is to convince the target audience to take admission in their particular institutions. This study investigated the manipulation of private universities advertisements from a CDA perspective. CDA helps common people by informing them about the hidden issues of a society. This study looked at two central research questions. What attention seeking devices are being used by the private university admission ads to attract the common people? How are these advertisements manipulating the common people?

#### 4.2 Finding in terms of advertisements

The admission advertisements of 40 private universities which are selected as texts which are collected over a period of six months, that is, 1st January to 30 June, 2010 from '*Prothom Alo*' and '*The Daily Star*' were analyzed. Findings in terms of advertisements suggest that all the private universities are offering varieties of lucrative offers for convincing the target audience for taking admission in their respective institutions. They use not only the linguistics elements in their ads but also semiotic elements to attract the common people. The strategies generally used involve the use of slogo, colored picture special waiver, name of the universities and so on,

they have been compiled and tabulated in table 4.1.

Most of the private university ads tend to use a slogo, a motto, as it becomes an ideology or trend of the private university. The primary intention of a slogos is to graph the reader's attention

grab the reader's attention.

Name of the private university	Slogo
North South University	Center of Excellence in Higher Education
East West University	Aim for the best by applying to East west!
Independent University	
American University	Where leaders Are Created
Southeast University	Making Leaders for Tomorrow
UITS	Future will be better than the past
Bangladesh University	A Center of Excellence for higher Education
Eastern University	A leader in quality education
Daffodil university	A Distinguished Landmark in Higher Education
Stamford University	Education for tomorrow's world
Darul Ishan University	An abode of excellence
Primeasia University	A mission with a vision
ULAB	DISCOVER THE FUTURE
STATE University	Join the trendsetter
Uttara University	Quality education at affordable cost
World University	A leading university for utilitarian education
Prime University	a home for rendering prime knowledge
Manarat International	A Center of academic & Moral science
University	
Green University	A Global Education Center of Excellence
Dhaka International university	Knowledge is Power
Atish Dipankar University	Center Of Excellence
Shanto-Mariam university of	Creative destination of the nation
creative Technology	
The Millennium University	Knowledge shall make you free
The Peoples University of	A home of Global standard Education
Bangladesh	

Table 4.2: Varities of slogos used by private universities

Out of the private universities admission ads of 40, 26 had slogos. Every slogo has certain motto. A motto is usually mentioned on the logo but logo might not attract the audience because it is very small. So, slogo is important as it uses many catchy words and most of the private universities use it, and it suggests that particular university is somehow unique or better than others. By using slogos the private universities are

trying to create a positive image of them. The slogo can be divided into three groups like leader, excellent, **k**nowledge. In this group, the slogos are Making Leaders for Tomorrow, Where leaders are Created, A leader in quality education which means that they are capable of creating students which will be able to lead the country in future. By the slogan they are trying to create a positive image. The slogos in excellent section are Center Of Excellence, A Global Education Center of Excellence, An abode of excellence, Center of Excellence in Higher Education which mean that their university are the global center of higher education and they provide excellent education to build up a new nation. A slogan usually motives readers' belief and helps to create a positive ideology about the private universities.

At present, there are 56 private universities in Bangladesh and most of the private universities use English name like North South University, East West University, Eastern University, Northern University, Daffodil University. By analyzing table the researcher find only one university use Bangla name (Sample 53). English name is also a weapon for manipulating the common people.

Most of the private universities use various color (blue, green, black, yellow, red) in their ads to attract the attention of the readers among them blue is the most commonly used attraction grabbing color. Sometimes they use red color for catchy words like special waiver, last date for application, admission test, hostel facilities for female and financial aid. Sometimes they use various color like blue for university name, red or orange for waiver, black for special key features and yellow for background. Some features do not important but sometimes ads tend to use various colored to give importance to the unimportant features.

In the case of tuition fees, they try to allure students by using various impressions like ' lowest and comparatively less tuition fees' (in sample 4,12 and 18), 'Affordable tuition fees (in sample 26,36), 'full tuition fee waiver for golden GPA -5' (sample 6), 'fabulous tuition fee waivers' (in sample 21), and 'affordable fee structure as well as tuition payment in 03 installments per semester' (in sample 10). They also offer various types of waivers such as -'Up to 100% waiver' (in sample 5,26, 32),'100% waiver for students with GPA-5 and 50% for GPA 4.5 in HSC or equivalents examination and 20% total fee for all the female' (in sample 27,7, 11 and 75),'15%-100% waivers based on SSC and HSC result' (in Sample 76), "50% tuition fee waiver for brother/ sister/spouse of existing students" (sample 28,75), "20 to 100% tuition waiver for needy meritorious and female students"(in sample 41), 10% tuition fee waivers for MBA, LLM and MA female students (Sample 33) and they also provide scholarship for "need based, female based, merit based ,freedom fighters ward, sibling, tribal, physically disabled students"(in sample 20 and 21), more than 3.28 crore in scholarship (in sample 7). They claim in their ads they will provide 100% tuition fee waivers but they do not mention the duration. They provide 100% wavier when one student can fulfill all the requirements like they had good results in all the semester if they do not maintain then 100% is not applicable for him. When students take admission than he or she can find universities hidden issues.

A lot of pictures are used in ads. Sometimes pictures are generally given at the top of the ads . Through using they try to attract the attention of the target audience. They know that when people look at ads, they will first be attracted by the picture.

Through the ads, most of the time private universities claim that they have highly

alified (PhD) experienced faculty with Ph.D. They mention in their ads that they we 'qualified faculty members from DU and JU' (sample 22), 'experienced faculty embers and academic advisors committed to teaching' (sample 32), But in reality all 'them might not be senior teachers. Most of the universities have shortage of senior ad qualified faculty members. They operate with part time teachers from public hiversities. Sometimes they also mention their numbers-'84 are having PhD degree', 91 full- time faculty members with proven teaching & research experience at home ample19), '350 full time qualified and experienced teacher and each department and culty headed by a reputed senior professor with Ph.D' (sample 5). But, the figure of e teachers may be questionable.

lost the private universities tend to highlights the library. They claim that they have ich library and group study area" (Sample 8), "fully automated and digital library ith rich collections' (sample 1). Sometimes they mention their number of books ke-"more than 50,000 books, modern web based central library" (sample 24), 1, 0,000 copies of books and journals (sample 11), well stocked library with a total ellection of about 1, 00,000 books & wi fi library zone (sample 15).

ention that 'they have well secured hostel facilities & hostel facilities adjacent to mpus for female students' (sample 33, 25, 17), 'inexpensive housing & hostel in cality' (sample 32). By this, female students who have no facilities of commodation they can easily take admission in these particular universities.

ost of the private universities tend to highlights their own campuses .49 out of 56,

private universities do not have their own campuses, for that reason, some universities point out in their ads that they are moving in their new campus, they have already "permanent campus on 5 acres of land on the bank of river Turag, Uttara"(sample 16) "very well designed own campus and two dedicated, 6-storied campus buildings in Dhanmondi"(sample 48).

All the universities have academic collaboration with many foreign universities in USA, UK, Canada, Australia but sometimes they mention the name of the university like the university of Michigan-Flint, the University of Bedfordshire, Bangkok University, of London College, King stone College (sample 22, 32, 47, 48). Most of the time it does not have any relevant evidence. Some of the universities claim that they are maintaining strict discipline and their campus are smoking and politics free campus and they give the importance on moral values.(sample 20,21,9) Now-a-days most of the illegal works have been done on private universities.

# 4.3 Analysis of the Questionnaire

In this study data from 100 respondents' were collected, where most of them replied in Bangla. After gathering the data it was transcribed into English, and then complied and tabulated on the basis of the questions in the questionnaire (see Appendix-A).

With regards to the question 1 of the questionnaire, 62% respondents explained that name is a great matter to them because brand universities try to give quality education (Appendix B). They further said that although they take more money than other universities but the universities maintain their quality and this helps them to get good

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job. 19% of the respondents explained that only brand name is not matter to them. They also look at tuition fees, quality of education, and others facilities. When all the qualities are reasonable in a university, they think that such a this university is good for them.17% respondents explained that brand name is not matter to them, as they need a certificate nothing else. 2% of the respondents did not respond to this question.

In regards to Question 2 of the questionnaire, 75% respondents explained that they visited several universities and collected information before taking admission from daily ewspaper ads (Appendix B). Only newspaper ads are not reliable for some of the respondents. They visited different universities to get or to collect information regarding campus, classroom, and faculty.10% of the respondents who came from outside of Dhaka said that their parents took care of everything regarding their admission.

In replied of question 3, 52% respondents explained that they did not believe in everything in university admission ads after taking admission. The respondents said that most of the time private universities ads claim that they have full time senior and expert teacher but in reality, after taking admission they realized this.,. They said most of the time, the claims in the ads are not as simple as they appear. 32% of the respondents explained that when they took admission then the universities said that they will provide scholarship on the basis of SSC and HSC results; but the universities did not mention in their ads that the scholarships will be provide for only one semester. 10% of respondents explained that sometimes they believed some features like campus, location, library and so on. 6% of the respondents did not

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comment on anything regarding question 3.

In response of question 4, it is found that 49% of the respondents did not find the facilities after taking admission in their institutions such as comparatively lowest tuition fees, scholarship, highly qualified teacher and so on. 47% of respondents believed some offers like multi media lab and classroom.

However most of the respondents (82%) explained that most important criteria's to them are tuition fees and highly qualified teacher. Out of this two criteria tuition fees is more important because most of the students come from middle class. Public universities cannot all the tertiary students in our country. That's why students go to private universities where reputed teachers from public universities teach.

The criteria which are less important for selecting a private university are location and others like cafe, playground, river site and so on. Location is not important to them. If he universities provide quality education they will go anywhere.

Through the analysis of question 7, 87% respondents explained that private universities admission ads manipulate not only the students but also their parents. The only one motto of these private universities is to convince students and parents to get admitted in their particular institutions. They said that most of the private universities are commodifying education and do not maintain the standard: in other words, they want to reap the maximum gain from their investment. They further said that most of the private universities do not have their own campus; from a few rooms in a whole sale market at Jatrabari to the top floor of a kabab shop in Dhanmondi, private

universities can be located anywhere and make good profit like any other commercial enterprise. Without having the required facilities many private universities offer technical subjects like textile engineering, pharmacy, medicine, film studies and others. The respondents further mention that due to the lack of practical facilities of the above subjects they may face problems in their future jobs.

# 4.4 Finding in terms of central research questions

The two central research questions that this research sought to answer are:

1. What attention seeking devices are being used by the private university admission ads to attract the common people?

2. How are these advertisements manipulating the common people?

Finding in terms of central research questions suggest that all the private universities (as per the ads) are offering varieties of lucrative offers for convincing students and parents for taking admission in their institutions. They use not only the linguistics elements on their ads but also semiotic elements to attract the common people. The strategies generally used by the authorities on ads involve the use of slogo, colored picture, special wavier, special key features and so on.

At the outset of this investigation, this study found that every private university has a tendency to use slogo as it becomes an ideology of the private universities. Through the use of a slogo they (i.e. private universities) try to inform readers about their respective ideologies.

They use slogo so that they could grab the attention of the readers and motivat

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common peoples' belief and help to create a positive ideology about that university. So use of slogo is a strategy used the authorities of private universities in order to influence, deceive and manipulate the common people.

Most of the time, authorities of private university claim that they have highly qualified (PhD) & experienced teaching staff. Sometimes they mention their numbers-84 are having PhD degree,350 full time qualified and experienced teacher and each department and faculty headed by a reputed senior professor with PhD. But in reality, most of the universities have shortage of senior and qualified faculty members. They operate with part time teachers from public universities.

In the case of tuition fees, they are trying to allure students in very attractive ways by using language such as 'lowest and comparatively less tuition fee', 'scholarship based on merit for semester final', as well as they are offering various types of waiver-waiver for siblings, spouse, couples, freedom fighter, corporate executives from 10%-100%.But all of these offers are not completely true. In most of the cases there are many terms and conditions. The universities tend to use colored ads of convocations, labs/libraries/classrooms. They are claiming to have rich labs and libraries. They do this by using expressions like –"modern web based central library and subject based specialized labs' (Sample 57), 'Spacious library with well equipped modern furniture, fixtures and huge number of books' (sample 32).

# 4.5 Findings in terms of Discourse, Ideology and Power

Critical discourse analysis (CDA) focuses particularly on the relationship among

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discourse, ideology power. It studies the way in which 'social power abuse, dominance, inequality are enacted, reproduced, and resisted by text and talk in the social and political context' (see van Dijk, 2001:152). In this research the researcher has found how languages, pictures, slogans in private universities advertisements are used subtly to manufacture consent through hidden agendas. The discourse is constructed to project an ideology to the common people. Power is exercised when the discourse successfully manufactures through consent. How power is achieved through ideology is stated here-These universities (as per ads) use carefully some tricky languages in their offerings, for example-American system of education and academic collaboration with foreign universities. The ideology of the discourse is 'everything foreign is superior to and more prestigious than anything local'. If the students take this ideology positively and are motivated to get them admitted in such private universities for international atmosphere, the power is exercised. In the case of lowest tuition fees, waiver and scholarship, the ideology is 'quality education at affordable cost'. The power is exercised when middle class students along with upper class students are motivated to get admitted. They are also producing favorable discourse about their state of art facilities-highly qualified (Ph.D).



# **CHAPTER V**

# CONCLUSION

## **5.1 Introduction**

In general, universities both public and private play a pivotal role in creating a pool of highly educated and wained specialist in Bangladesh (Islam, 11 May, 2009: 11). There are not enough public universities to provide the tertiary education of increasing number of students. When the public university act was implemented it looked upon as a blessing because it would help to save valuable foreign currency as well as providing higher education to thousands of young people. But private universities are using various strategies to convince students and parents to take admission in their particular institutions through their admission ads. This research studied the manipulating aspects of private universities admission ads from a CDA perspective in order to expose the unhealthy competition. The main purpose of this research is to make the students, parents and policy makers concerned about the exaggeration made in such (private universities admission) ads. In order to do this, this study addressed two central research questions in order to find out how private universities admission ads try to manipulate the common (uninformed) people; and what the strategies are being used in such ads.

# 5.2 Summary of the Findings

Private universities offer variety of lucrative offers for convincing student and their

parents for taking admission in their particular institutions. Through the ads they use semiotic as well as linguistic elements. The admission ads of some private universities mention that they offer better physical facilities such as classrooms, laboratories, libraries, computer centers and so on than the public universities and they are giving priorities to the subjects which are in great demand in job markets. Besides all the positive sides of private universities, there are also some drawbacks. The way in which the numbers of private universities are increasing it raises doubt on the quality and standard of education which they are able to dispense (see Haque, 2008a). They are commodifying education and do not maintain the standard of education; in other words, they want to reap the maximum gain with minimum investment *(ibid)*.

For convincing the common people, through the ads, private universities use semiotic elements like slogo, picture, color, size and so on and linguistic elements such as special offer, special waiver, hostel facilities, smoking free zone, moral and strict discipline and so on. Most of the private universities tend to use slogo which helps to create an optimistic depiction about the universities. Verities of color and picture are used in ads to grab the attention of the readers.

The private universities have opened up new avenues of higher education in the country. There is no doubt that higher education in private universities should ensured in terms of quality education. However the academic standards of majority of the private universities fall far short of the expected level because they have shortage of senior and qualified faculty members (see Islam, Sultana, Kamol). Most of the time, they operate with part teachers from public universities. These universities also suffer from the lack of proper accommodation facilities. They rent private houses for

classrooms and offices, which are not suitable for academic purposes. They also do not have well-equipped labs and rich libraries. Quality of students who are not up to the standard in merit is another significant area of weakness which hampers the quality of education. Most of the cases, authorities become commercially motivated, the students are given grades that they do not actually deserve. The truth behind the situation is that many of these private universities cannot stage a competition among the admission seekers.

## 5.3 Contribution to Research

CDA is a new branch of linguistics which studies various sorts of discourses in order to find out the hidden issues embedded in society (Haque, 2008a). From the very beginning of CDA's journey, it sought to disclose the hidden issues which cause the unequal power relations in society (see van Dijk, 2001; Haque, 2008a). However, there are very few researches found on this area especially in Bangladesh. In Bangladesh only East West University offers CDA as a core course for MA in English program, and as an elective course for MA in ELT program (Haque, 2009). There are some students of the East West University who have done their dissertations from CDA perspective. This research studied the discourse of the private universities admission ads from a CDA perspective in order to expose the unhealthy competition of advertisers. So it is obvious that this research will contribute to the limited CDA literature that exists in our context.

# **5.4 Practical Implication(s)**

This study mainly focuses on the manipulating aspects of university admission ads and it also investigated the power of ad and its impact on the common people. In fact, in a society, CDA can help the common people by unveiling the unseen agendas of the private universities. A central notion in most critical works on discourse is that of the power of different groups or institutions, where CDA wants to theoretically bridge the well known gap between those groups and the common people (see van Dijk, 2001; Fairclough, 2001; Haque, 2008a). This research wants to make the common people aware of the manipulative strategies of the private universities admission ads. Based on the findings of this research the government and other UGC directly or indirectly related to the ad sector could take measures to control various strategies used to influence and manipulate the common people.

### 5.5 Further/ Further Studies

This study only looked at the manipulating aspects of private university admission ads. Further research can be done on any kind of admission ads as well as job ads from a CDA perspective. The researcher studied only the private universities admission ads in Bangladeshi context. So other researchers can do research on manipulating aspects of admission ads inside and/ or outside of Bangladesh.

# **5.6** Conclusion

CDA studies any types of discourses (linguistic and semiotic) in order to find out the hidden issues and agendas which are embedded in the society (Haque, 2008a). It

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studies discourses critically and informs people about how discourses are used by various forces to influence and manipulate people. Through the findings from this study, it can be said that people should not take everything for granted, rather they need to ask questions about any suspicious facts or discourses and inquire whether those are authentic or not (see Haque 2008a). Thus the people will be aware of the hidden power of the discourse of ads and will be able to make informed choices (*ibid*).

Private universities ads tend to allure students and parents through their catchy language, motto, color and so on and tend to distort the truth. It seems that the motto of these universities is to convince the target audience to take admission in their particular institutions. They are commodifying education and do not maintain the standard of education. So, these type of unethical attitude and practices need to be taken into consideration right now.UGC can take necessary steps to compel private universities not to use any deceptive strategy and the target audience should scrutinize every single point of the private university ads in order not to be manipulated.



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5. What information do you look for in private university advertisements?

- ≻ Tuition fees
- > Campus site
- Course offered
- Faculty members(full time)
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- $\triangleright$  location
- $\triangleright$  others

6. From the above, which criteria would you mark as more important and which would you mark as less important in deciding for admission in a particular university? Why?

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7. Do you think that private university admission advertisements manipulate students? How and why?

	Yes	No	Sometimes
Explain:			
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Appendix - C ( Opinion of the Students )

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SN\*= Serial Number, S\*= Semester, D\*= Department, H\*= Highly Qualified Teacher, T\*=Tuition Fees,

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SN\*= Serial Number, S\*= Semester, D\*= Department, H\*= Highly Qualified Teacher, T\*=Tuition Fees,

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L\*= Location, C\*= Café

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L\*= Location, C\*= Cafe

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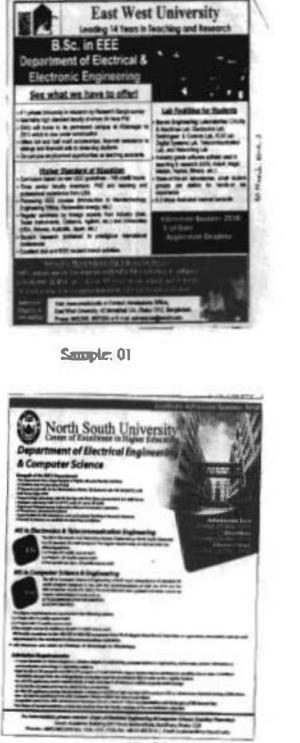
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# APPENDIX-H



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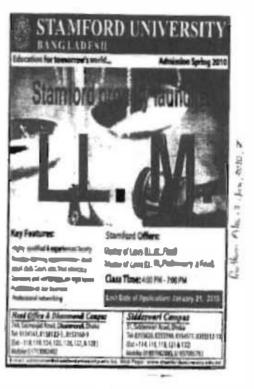
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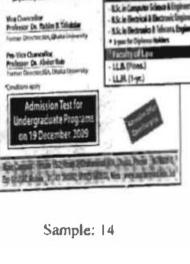
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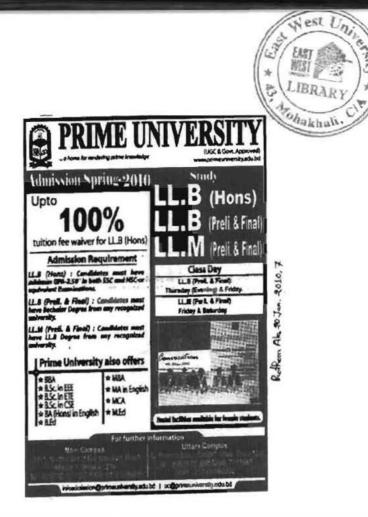
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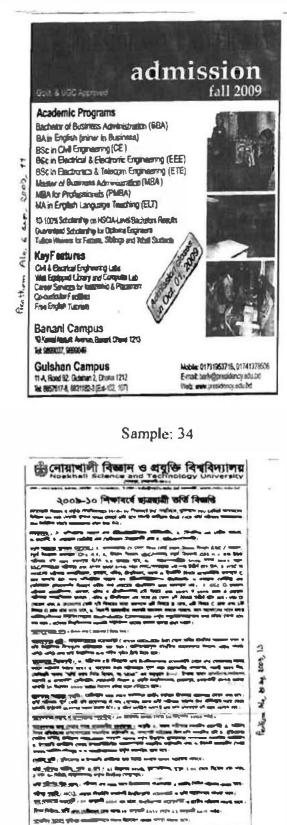


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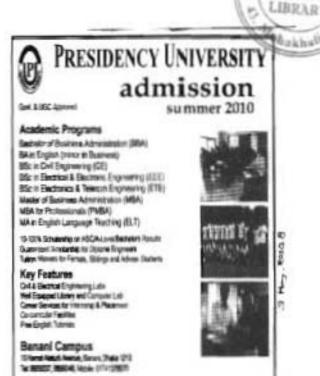


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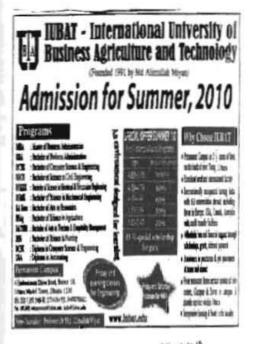
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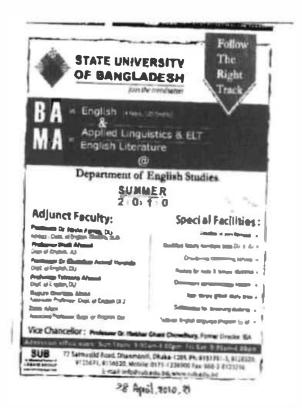


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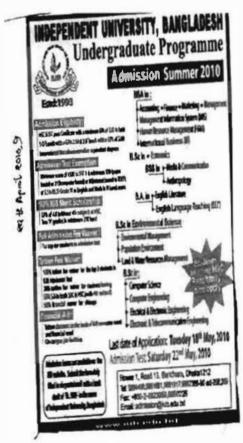
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Public Links

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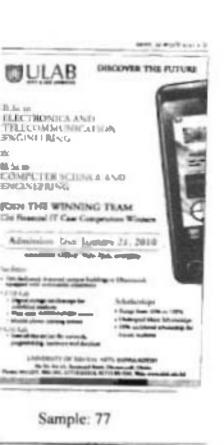


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