



**A STUDY TO EVALUATE ICT PRACTICES IMPLEMENTED FOR
ADMINISTRATIVE ASSISTANCE IN DEGREE COLLEGES AFFILIATED TO
UNIVERSITY OF MUMBAI**

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Introduction: Colleges affiliated to University of Mumbai do not only have complex managerial problems, they are also structurally complex. The complexities of these institutions particularly are characterized by such phenomena as; student population explosion, diversities in the scope of programmes and procedures, inadequacy of funds and other material resources and policies adopted for implementation. Top on the above list of the complexities, managing of records, quality work, availability of accurate information on time is the biggest challenges for the colleges. To overcome from these problems Information and Communication Technology (ICT) is very important service for the effective administration of colleges of Mumbai University. . It has become so important that every country, organization or institution no matter how highly or lowly placed want to identify and embrace it. The world presently is knowledge-driven and information age has taken the centre stage in virtually everything. Utilization of ICT facilities is therefore a must for overall administration work of the colleges and Universities. The hardware, software, the methods and know how required or used in acquiring, storing, processing and displaying data and information is collectively known as Information Technology (IT). And this IT used in ensuring that message is transmitted correctly, efficiently and cost effectively are collectively known as Communication Technology (CT). Both of these technologies became complementary to each other means progress in one alone is not much beneficial. Hence IT and CT started moving together and a new term was coined named as Information and communication Technology (ICT). The world presently is knowledge-driven and information age has taken

the centre stage in virtually everything. Utilization of ICT facilities is therefore a sine qua non for qualitative instructional service delivery in Universities.

Keywords: ICT, IT, Education, administration.

ORIGIN OF THE RESEARCH PROBLEM

Internal Quality Assurance Cell (IQAC) has been considering as important in most of the accredited colleges. For effective quality control and for better efficiency use of information technology is must. Engaging large resource for administration will lead to manual mistakes and will increase burden on workforce however by using information technology many of the problems can be solved and at the same time lead to efficiency and quality work. Awareness amongst the staff need for successful implementation of ICT.

INTERDISCIPLINARY RELEVANCE:

Use of ICT in education, coupled with application of information technology. In this research we will examine how information technology is used for administrative work. Implementation of different software and programmes are used to improve quality of the work. The research work is conjoined education with information technology

REVIEW OF RESEARCH AND DEVELOPMENT IN THE SUBJECT:

Literature Review:

1)Dr.Krishnaveni and J.Meena Kumari,International Journal of Environmental Science and Development,Vol.1,No.3,(Aug 2010), “Usage of ICT for Information Administration in Higher Educational Study” This research paper is descriptive in nature. This study has identified a comprehensive set of functional areas of Information Administration. These functional areas include students administration staff and General administration. This study has been undertaken to identify the various functional areas to educational institutions and to find out current extent and usage of ICT in information administration research. Scholars has developed theoretical model, pertaining to 3 core functional areas under study. Data is collected from different stake holders using Questionnaire and responses were classified using Likert Scale Technique Realibility Test is done on data collected and Pearson Correlation Test was also done to examine the indicators. Results of above study shows ICT is used more in functional area of student administration and staff administration and there is much scope for improvement in General Administration,it means extent of usage of ICT in general administration is very less.This study also reveals that demographic factors such as age,sex,income, designation and region does not have major impact on administration in higher educational institutions.

2) Ms.Hema Rajput and Priyanka Trivedi:ICT enabled Governance system in University Administration with special reference to Gujrat Technological University.“Research paper discusses the Excellency areas in administration of Gujrat Technological University. Researchers have identified affiliated faculties, society and student community as components and stakeholders of Guajrat Technological University and administrative problems faced by such segment along with their probable suggestions to overcome problems by incorporating ICT administration .Research paper analyses each and every stakeholders of GTU”in detail,find out problem areas and it suggest ICT based solutions to overcome such problems.

3) J.Meena Kumari and Krishnaveni(IJACSA),Vol.2,No.8,2011.Transforming Higher Educational institution through ICT.

In this research paper researcher has studied current extent of ICT integration in Indian Higher Educational Institutions. Rapid development and expansion in higher educational institutions has necessitated ICT based administration in higher educational institutions. Mnagement of knowledge, product, processes and distance is very important task of any administration ICT based information administration is inevitable.

Researchers identified two major functional areas namely Knowledge administration and Information administration .A questionnaire was prepared and validated. The reliability and average techniques were used correlation technique of association between the indicators for e-administration was used. Findings revealed that ICT plays vital role in the teaching learning process and application of ICT is more visible in knowledge delivery and evaluation rather than general administrative purpose. This study could serve a basis for educational entrepreneurs and leaders to deploy ICT based system in higher educational institutions

SIGNIFICANCE OF THE STUDY: The implementation of the ICT set up is a heavy investment in terms of the financial, human and time resources employed to set it up and keep it going. We hope that our study will help the institute to serve as guide on how this investment is benefiting to the colleges. Research also helps to those colleges who are not much aware about the ICT by giving them insight about the reduction in administrative cost less burden on work force timely completion of work, improvement in quality etc..

(iii) Objectives

1. To study the application of ICT in administrative work of colleges
2. To highlight the impact of ICT on workload of lecturer and administrative staff

3. To analyses a role of ICT as powerful tool for quality enhancement in administrative practices
4. To state opportunities of ICT in degree college administration

RESEARCH METHODOLOGY:

Universe of the Study:

Degree commerce and self financing college in Mumbai.

Sampling Unit: 52 Colleges

Aided colleges: 25

Unaided colleges: 27

Sampling Technique:

Random Sampling

Instruments used:

Structured Questionnaire

SCOPE OF STUDY: The scope defines the coverage of the study. The study will be confined to degree colleges of Mumbai suburb

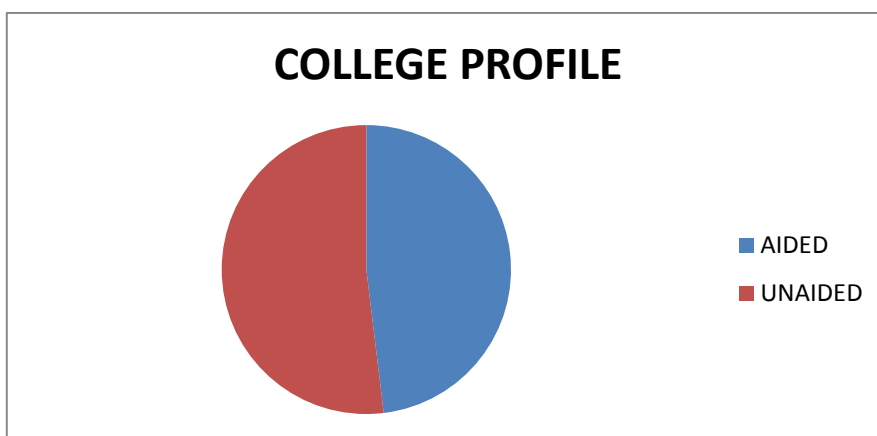
- 1.The study will cover Mumbai region
- 2.The study will be confined degree commerce and self financing college of Mumbai

DATA ANYALSIS :

COLLEGE PROFILE:

AIDED COLLEGES: 25

UNAIDEDCOLLEGES: 27

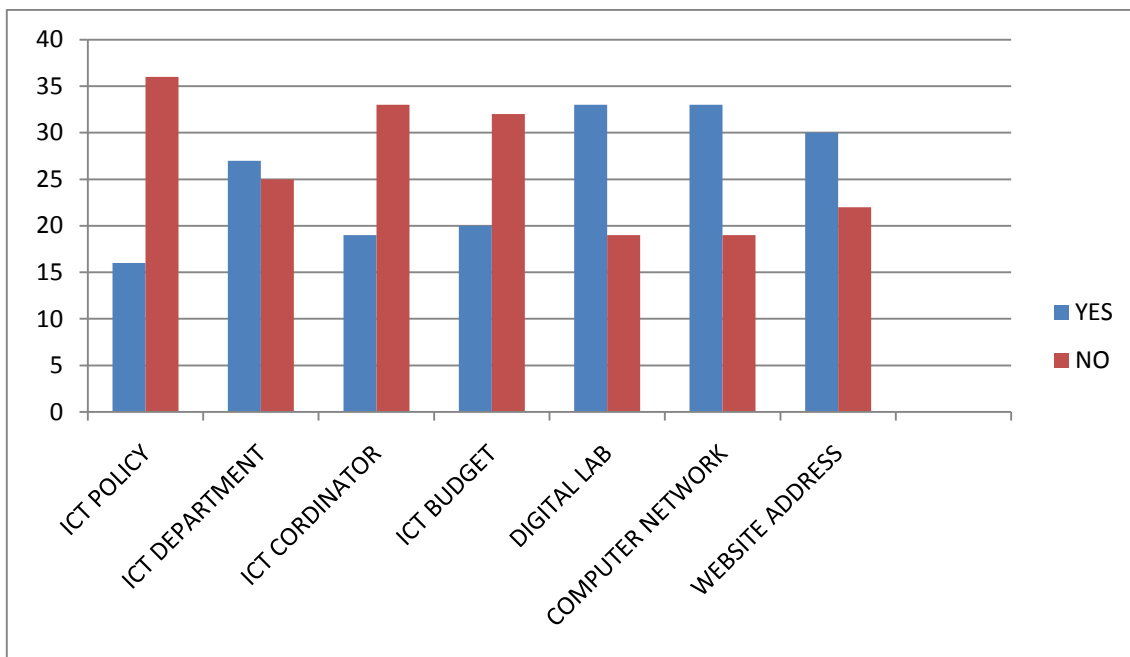


Following is the data which shows the infrastructure facilities which are necessary and require for effective ICT in the college..Here the infrastructure is judge on 7 variables which

are as follows- ICT policy ,ICT dept, ICT coordinators, budget, digital lab, website address, computer network.

Table1: ICT infrastructure

Infrastructure	Yes	No
Ict Policy	16	36
Ict Department	27	25
Ict Cordinator	19	33
Ict Budget	20	32
Digital Lab	33	19
Computer Network	33	19
Website Address	30	22



The above data shows that majority college have not framed ICT policy even though they are having good number of ICT department...out of 52 colleges 16 colleges are having framed ICT policy which accounts for 44% of total population whereas out of total 52 colleges 27 colleges are owning ICT department which accounts for 51% of total population but they are not systematic as it requires it means half of the population is not having their policy and ICT

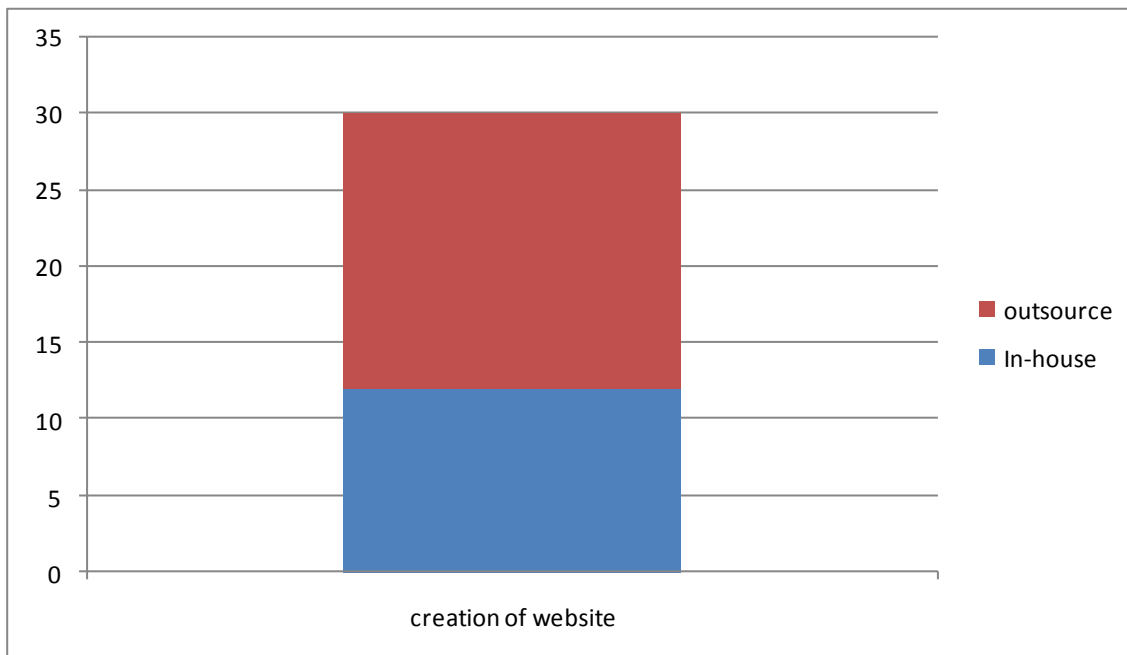
department in place which can be even seen from COLLEGES not appointing separate ICT coordinator because only 19 colleges out of 52 colleges are having separate coordinator to handle such department which is again only 1/3rd of total samples this is may be due to heavy cost incurred to maintain it. Budget is required for successful running ICT department ,colleges require to make budget for the same since the college is not having proper policy for ICT it is natural that they are not making budget for the same ,data shows that only 20 colleges are making budget for the same, data shows that some of the colleges are not considering budget as a part of ict policy, they consider ICT budget is a part of administrative work and not the part of policy that is the reason ,16 colleges are having ICT policy and 20 colleges are maintain budget for ICT. So there is co-relationship between factors like policy,budget,department,and coordinator.So that chances of not having budget,policy,department and coordinator is equal.

Other finding of the data shows that those colleges having digital lab are equipped with proper infrastructure and computer network..33 colleges are having such type of facilities for ICT.

AS far as college website is concern even though they are poor at other ICT policy they are having website.30 colleges are having their website out of 52 colleges....in spite of poor facility the number of colleges having website is on a higher side the reason behind this is that colleges are outsourcing this work .let see how many colleges are making website at their own and how many are outsourcing it

Table 2: creating of website(30 colleges)

Website created by in-house faculty	Outsourcing to professional
12	18



Out of 30 colleges only 12 colleges are creating their own website where as 18 colleges are outsource it..More than 50 % of the colleges who are having web address are outsourcing their work to professional which prove that in spite of not having proper infrastructure colleges are having website just as part of maintaining it for namesake.

ICT efficiency also depends on the staff that operates and use efficiently.for better use of ICT competent staff is require.. following table shows the competency and expertise of staff in using ICT

Table:3 level of expertise in using ICT

Use if ICT	Teaching staff	Non teaching staff
Good	25	23
Average	14	17
Excellent	10	9
Not competent	3	3
Total	52	52

The above data shows that teaching staff and non teaching staff is equally re competent in using. Over all teaching and non teaching staff are just good in using ICT.data shows that only 10 colleges having excellent staff for use of ICT and 9 colleges whose non teaching staff in competent it means there is a shortage of colleges with competent staff for use of ICT.

ICT use is also depending on how frequently and which tools are use for different activity of the college. Following table shows the frequency and the tool use for different activity.

Communication with parent

Tools used		Frequency of use	
MS office	22	Daily	6
Mail	6	Frequently	18
Special software	7	Rare	20
Telephone	17	Never	8
Total	52	Total	52

Finding student information

Tools used		Frequency of use	
MS office	25	Daily	6
Mail	5	Frequently	16
Special software	13	Rare	13
Telephone	9	Never	17
Total	52	Total	52

PLEASE MAKE TABLE AS ABOVE AND REMOVE WHICH IS MARKED IN red.I HAVE MADE CHANGES IN ANALYSIS ABOVE.CONCLUSION ALSO NEED CHANGES.

Table: 4: frequency of use of ICT in different activity.

Activity	Daily	Frequently	Rare	Never
Communication with parent	6	18	20	8
Finding student information	6	16	13	17
Admission process	10	10	15	17
Recording of attendance	12	13	12	15
Timetable work	13	11	12	16
Internal assessment	8	7	8	25

Table: 5: ICT tools used for different activity

Activity	MS office	Mail	Special software	Telephone
Communication	22	6	7	17

with parent				
Finding student information	25	5	13	9
Admission process	24	13	6	9
Recording of attendance	21	17	4	10
Timetable work	25	13	3	11
Internal assessment	24	14	5	9

Findings:

- 1. Communication with parent:** above data shows that use of ICT for such activity is rare almost 20 colleges rarely uses ICT and whenever they uses they are using more of MS office. MS office is popular tool for such type of activity around 22 colleges are using ms office
- 2. Finding student information:** there are colleges who use frequently ICT for finding student report and at the same time more number of colleges who are not using ICT again colleges using ICT .MS office is a popular tool used for such activity. however special software are also on a higher side for the purpose of such activity
- 3. Admission process:** admission online or by using ICT is also on a lower side .frequency is less? However there is not much difference in frequency for use of ICT ..almost 10 colleges are using frequently .again the MS office is most popular tool
- 4. Recording of attendance:** more or less colleges are using ICT for attendance record but there is a lack of special software which is use to record attendance which create problem as with large volume of Students College will face difficulties in recording attendance and which leads to less use of ICT.
- 5. Timetable work:** trend of timetable is same like recording of attendance. due to lack of special software the colleges with the higher volume are not prefers to use ICT frequently. 16 colleges are not using because only 3 colleges are having special software
- 6. Internal assessment:** very less colleges are using ICT for internal assessment because of the important part of the academic as it require to b confidential and .MS office is most popular for such type of activity.

Conclusion

Three inventions change the whole world first is invention of fire, second is invention of wheel, third is invention of IT. Information technology has touched all spheres of humankind. Education sector is also not exception to ICT. ICT involves huge investment in terms of cost

but benefits reaped are also more productive and profitable. Indian higher educational institutes have employed ICT in their functional areas of knowledge administration and general administration. This study could serve a basis for educational entrepreneurs and leaders to deploy ICT based system in higher educational institutions. It is also shocking to see in metro city like Mumbai colleges have not adopted to ICT policies and practices.

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