

## **Sociological Perspective of ICT uses in Improving Quality of School-Education**

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**Abstract:** *The utilization of ICT has rendered a significant contribution in bringing about improvements in the quality of education. In educational institutions at all levels, individuals are required to implement number of tasks and functions. In putting into operation various tasks and functions, the individuals are required to make use of ICT. Through the use of ICT, individuals are able to generate awareness and augment their knowledge in terms of various aspects. When the educators need to enrich the teaching-learning methods and instructional strategies, then they make of ICT. On the other hand, when students need to work on assignments and projects, then they make of ICT to carry out their task in a well-organized manner and in accordance to the desired expectations. The main aspects that are taken into account in this research paper include, ICT as a change agent in learning process, ICT enhancing educational management, factors influencing quality of education through ICT, and role of ICT in improving quality of education.*

**Keywords:** *Classrooms; Educational Management; and ICT.*

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### **I. Introduction:**

#### **Processes of Teaching and Learning**

The use of ICT in pedagogy has set some standards for incorporating ICT into the learning process as a way to improve the quality of education in certain social contexts. Using ICT to improve learning environments in schools has shown the conditions under which ICT can be used effectively to improve the quality of teaching-learning processes and instructional strategies. It makes a big difference in creating social benefits, which are important for growth that is sustainable and fair. Infrastructure, well-trained and experienced teachers, facilities, the right teaching materials, and a good classroom environment are all seen as important ways to improve the quality of education, but they are not enough. ICT tools need to be a part of the curriculum and the way lessons are taught. These are important because they are thought to improve the quality of learning (Gupta, & Haridas, 2012).

As part of the process of putting ICT into the curriculum and teaching methods. The people who make the biggest difference are the teachers. It is important for them to have the right knowledge and information about new and modern methods. The use of information and communication technology (ICT) and other new and modern methods in the education system is helping to reach educational goals. Research has shown that computer-assisted learning is more helpful in elementary schools than in high schools. It was the result of a lot of money being put into ICT and a good environment for making good use of it. This has led to a rise in spending on education, which has helped students do better in school. So, the increase in funding for ICT is not enough to make sure that the quality of education gets better. The ability of educational institutions to implement ICT depends on their human and financial resources (Gupta, & Haridas, 2012).

#### **ICT as a Change Agent in Learning Process**

ICT plays a unique role in the education system and in the way that social transactions are carried out. ICT has made a huge difference in how teachers and other people in educational institutions work. The way ICT is used in teaching and learning processes and instructional strategies is good for the education system as a whole. In other words, the people who work in educational institutions can do their jobs in a well-organized and manageable way that makes them happy and satisfied. Using ICT helps make a good learning environment. In a good learning environment, both students and teachers can do their best work and work together to reach academic goals. The use of multimedia makes the classroom a lively place to learn that meets the needs and wants of the students (Kaur, 2015).

In traditional ways of learning, the focus is on what is being learned. People think that the content and syllabus are important. Before they come to class to give their lectures, teachers need to do a lot of work to get ready. Using ICT helps people learn on their own, and it also takes into account other ways of learning. The traditional way of learning puts the focus on how well the teachers plan and how they lead the students through a series of structured steps to reach the goals. With the help of technology, teaching can move from being focused on the teacher to being focused on the students (Kaur, 2015). Technology is a big part of how cross-

disciplinary research and teaching programmes are supported and improved. Also, research and development units in businesses and higher education institutions are encouraged to work together and integrate (Pandya, 2016). By using ICT, educational institutions can set up ways to talk to each other and gather knowledge and information about approaches and strategies that are used in other educational institutions.

### **ICT Enhancing Educational Management**

ICT is making it easier to run schools. Software programmes have been put in place to help schools keep track of time and run smoothly. ICT is seen as a must-have for managing educational tasks, functions, and activities. Time management skills need to be improved in order to reach the goals and objectives that are wanted. All the people who work in schools, including principals, directors, teachers, students, and staff, are expected to be good at managing their time. The main reason is that they have to take care of other responsibilities in addition to their job duties. These are mostly about taking care of household chores and the needs and wants of family members, among other things. ICT makes it easier for people to do their jobs and take care of their homes. With the help of ICT, schools can improve the quality of their education while spending less money. In other words, it's cheap to use ICT (Kaur, 2015).

New ICTs have a lot of potential for making teacher education more widespread and better. For teacher education, it should be cost-effective to use a mix of old and new ICTs to increase coverage and access to the new ICTs that help with communication. If a nationwide network of community learning centres with computer labs, broadband Internet access, and staff trained to access online distance learning and offer help and support were set up in schools at all levels, it would be a good thing (Kaur, 2015). The use of ICT is supposed to add value to education and help teachers be more effective by making it easier for students to share knowledge and communicate in ways that help them learn. ICT is also becoming more common in computer-based equipment. It is a part of every part of learning in schools and colleges (Odhiambo, 2013). In this way, teachers and students can not only get the academic results they want, but they can also improve the way education is run.

### **Factors Influencing Quality of Education through ICT**

When using ICT to improve the quality of education, there are a number of things that need to be taken into account. These have been put like this:

**Defining Learning Objectives:** All educational institutions have goals and objectives for learning that they want to reach. One of the main goals of schools is to make sure that teaching and learning are set up in a way that helps students grow and develop. Students are able to increase their knowledge and understanding in a way that helps them reach their personal and professional goals. Methods of teaching and learning and educational programmes can be judged on how well they help people learn by looking at how well they meet learning goals. Learning goals are things that people should know, be able to do, and act like.

**Managerial Functions:** In educational institutions, people need to know enough about managerial functions and have the right skills and abilities to do them. Planning, organising, directing, staffing, coordinating, and controlling are some of the most important management tasks. When ICT needs to be added to improve the quality of education, people need to plan a variety of methods and approaches. Organizing encourages tasks and activities to be set up in a way that meets requirements. Directing is about making sure that the activities and tasks are in line with the goals and objectives of education. Staffing means choosing and hiring people who are trained, qualified, and have experience. These people should be able to learn everything they need to know to do their jobs well. Co-ordinating means putting together different tasks, plans, and programmes. Controlling is a word that is used to talk about keeping resources under control and keeping a pleasant work environment. One must make sure that resources are used in the right way and in an organised way.

**Leadership Skills:** When ICT is added to the curriculum and teaching methods, teachers and principals must work together and with each other. They set up meetings where they talk about the problems and give each other ideas and suggestions. Principals and directors are the ones in charge. It is their job to make sure that both teachers and administrative staff have the right tools and know how to use technology properly. They even set up workshops and training for the teachers and staff to help them learn more and understand things better. After teachers have learned enough, they have to use what they've learned in their teaching-learning methods and teaching strategies. They need to make sure that students can use technology in a way that helps them learn and helps them reach their goals and objectives. In order to do this, teachers need to have leadership skills and use them to improve the lives of their students.

**Decisions Making Processes:** Processes for making decisions are seen as an important part of organisations and schools. When people use ICT and other modern, scientific, and innovative methods to improve the quality of education, they need to make sure that good decisions are made that will help everyone. People need to think about the different choices they have and then make decisions, which would be very helpful for the students. Different kinds of technology are used in schools. So, when the authorities are involved in making decisions, they need to think about a number of things. These are the age of the students, how well they learn, what they

study, how much money they have, and how the environment is in general. Computers and cell phones are often used in schools at all levels.

**Working Conditions:** The working conditions are important, especially when steps need to be taken to make things better. In some schools, there is a lot of space, which means there are a lot of classrooms, a lot of computer centres, and a lot of library facilities. ICT is very important in these kinds of schools because of this. For example, when a library has a lot of space, it's important to make sure computers are available. Most of the time, this is true for colleges and universities. On the other hand, ICT is used less in smaller nursery schools with only one or two classrooms. In these schools, ICT is only used to a limited extent because there isn't enough space or enough staff.

**School Resources:** It is of the utmost importance that schools have the resources they need. As everyone knows, when educational institutions want to use new and innovative techniques and methods or technology, they need money and people. People need money to be able to figure out what new practises and methods they would like to bring into the education system to make it better overall. The other resources are the people who work there. Human resources are the people who work in educational institutions and need to have the skills and abilities they need to do their jobs well. When there aren't enough people to do the work, job openings are posted on websites or in newspapers and magazines. Candidates who are qualified must apply for jobs, and then the best ones are chosen based on a number of factors, such as their education, skills, abilities, job duties, and so on.

**School Context:** There are a number of things that need to be taken into account in the school setting that affect how well ICT is used to teach. These factors include where the school is, how big it is, how many classrooms it has, how many students, teachers, and staff members it has, how well-off the average student is, and how the environment is in general. When ICT is used in schools, the people who work there need to make sure that these things don't go wrong. Teachers should have good skills and abilities so they can make good use of ICT to improve teaching and learning methods and instructional strategies. When students use technology in their homework and projects, they need to practise regularly so they can improve their skills and abilities and reach their academic goals.

**School Process:** There are a number of things that need to be taken into account during the school process. These include facilities, procedures, and teacher traits. For example, using ICT wouldn't be worth it in schools where there aren't enough libraries, where using technology isn't emphasised much, and where there isn't the right infrastructure, facilities, and other equipment. The majority of these schools are in rural areas. On the other hand, schools in urban areas are well-developed and use ICT in their ways of teaching and learning, instructional strategies, administrative and clerical tasks, and so on. It has been seen that, for the most part, when ICT is used in the school process, people are able to do their jobs in a way that meets the expectations and gives them job satisfaction.

**Better Understanding of the Subject:** It's not easy to learn in school. Teachers and students need to work hard and use their resources to put the teaching and learning methods into practise in the right way. By using ICT in teaching-learning methods and instructional strategies, students can learn more about a subject and understand it better. By using the Internet, they can learn more about different ideas and even look at pictures. When you search for an idea on the internet, you can find many articles on that subject. Sometimes it's hard for students to get books and other materials related to their subject. When this happens, they use technology and the internet to find out what they need to know. So, they get a good understanding of the subject and can do their homework and projects well.

**Increase in Interaction and Teamwork:** When ICT is used to improve the quality of education and other tasks and activities, people are more likely to interact with each other and work together. Before the rise of technology, people who used books and articles to prepare for an assignment usually worked alone, and people didn't talk to each other as much or work together as much. But as new technologies come out, people are improving their communication skills and making it easier for them to work together. When people use technology and work on projects together, they learn more about each other and learn how to work together and with each other. Research shows that more than six people use technology to work together. So, ICT helps people talk to each other and work together in this way.

#### **Role of ICT in Improving Quality of Education**

ICT's role in improving the quality of education has been seen as very important by students, teachers, and non-teaching staff, as well as by parents. These have been put like this:

#### **Students -**

When students use ICT to get a better understanding of academic concepts, prepare their projects and assignments, and reach their academic goals, they are able to get the results they want and understand the importance of technology. When they can't find books, articles, or other things to read, they turn to technology and the internet. When students are working on a research paper, they can use the Internet to find the right information. So, they can finish their projects and homework in a way that takes less time and is easier to

handle. Students who use voice communication aids in school can gain confidence and social credibility (Patra, 2014). ICT is a way for people of all ages, not just students, to improve their communication skills. Written communication is the type of communication that benefits the most from ICT. Emails and text messages are ways that people can talk to each other.

When students learn how to use the internet, they tend to use it not only to improve their academic skills, but also in other ways. These include listening to music, watching movies and other shows, playing games, reading stories and other articles, and looking at pictures and images of different things, places, and so on. College and university students use the internet to look for jobs and other opportunities that could help them get ahead in their careers. In this way, people use the internet for all kinds of things. When students and other people who work in schools learn how to use the internet, they can do their jobs well. When the students use the computers, they are more likely to be able to do their tasks and assignments on their own. When they don't have access to the internet and technology, on the other hand, students become more reliant on other people. Which could be teachers, other students, or even family.

There are students with learning disabilities and other problems at every level of schooling. Some students have trouble seeing, hearing, speaking, and so on. When these students figure out the steps, they need to take to reach their educational goals, their parents and teachers at school make sure they have the facilities and technologies they need. This makes a big difference in their ability to reach their educational goals. In other words, technology is a big part of the reason why people with learning disabilities are able to do their assignments in the right way. Students who are blind or have low vision can use the Internet in schools just like their peers who can see (Patra, 2014). So, they can get the help they need from other students to get a good grasp of the ideas.

### **Teachers and Non-Teaching Staff**

ICT is used in a number of ways by the teachers. They use the Internet to learn more about academic subjects and ideas and to deepen their understanding of them. So, they could do their jobs well. Another thing is that they can help with research and writing tasks in an effective way. As teachers at all levels are expected to do research and write, these skills are an important part of their jobs. When teachers use ICT gadgets in their lectures, they are able to improve their lectures and help students understand the concepts better. ICT is also used in lectures and class discussions, which helps students become interested in learning and motivated to do so. Some teachers are shy and don't interact with their students. They are mostly focused on doing their jobs and don't know how to talk to other people in a good way.

With the help of technology, they are able to improve their communication skills and get along well with other people in their workplace. No one can reach their goals and objectives by working on them alone. It is very important for people to get along with each other and work together. Most teachers older than 50 don't know how to use technology well enough. They don't know enough about how to send emails. So, teachers of all ages and backgrounds can improve their technical skills through the use of technology.

The non-teaching staff uses ICT in a wide range of ways to do the jobs and tasks they need to do. People use different kinds of technology to carry out administrative, governing, and management tasks. These include computers, laptops, printers, photocopiers, cell phones, and so on. Staff members who don't teach have to do a lot of different things. Some of the most important are keeping records and writing letters, notices, and other important documents. Emails are used to get the word out about speeches, presentations, or talks that are being planned within departments or schools. When seminars, conferences, or workshops are set up, the administrative staff has to make the schedule, make brochures, and do other things that the head, director, or principal tells them to do. When a new course or programme starts, they are responsible for making the schedule. So, it can be said that if staff members are going to do these jobs, they need to know how to use technology and have the right skills and knowledge.

### **Parents**

The parents make sure that their children grow and develop in a healthy way. In order to do this, they want to give their children a good education and get them into school. People from all kinds of groups and backgrounds have realised how important education is. They have made people more aware of the fact that getting a good education will help children build a strong foundation that will help them grow and move forward. Aside from getting an education, parents tend to teach their kids morals and ethics so they can communicate well with others, get along well with others in school, and reach their goals and objectives. When parents teach their kids important things, it's important for the kids to understand and use these skills in the best way possible.

When information and communication technology is used to improve the quality of education in schools and colleges. Then, the teachers make sure that the students use it to do their homework, projects, and other things. When students need to get ready for competitions, tests, or exams, they are also required to use ICT, especially to help them understand the concepts better. So, for academic goals to be met, it is up to the

parents to make sure their kids have access to technology and the internet at home. When the students have these things at home, they don't have to worry about going to the computer centres. They can solve problems and deal with challenges that come up when trying to reach their academic goals and objectives.

In some cases, well-educated parents, especially mothers, who don't have jobs teach their kids. When they teach their children in nursery school, elementary school, middle school, or high school, they need to know enough about academic concepts. Parents usually help their kids with their homework, get them ready for tests and competitions, and make sure they understand the concepts. Parents who help their kids with these things use technology to get ready and improve their skills. Private tutors are sometimes hired to help students. In these situations, they also use technology to teach about different subjects and lesson plans. So, students can reach their academic goals when they have access to ICT at home.

## **II. Conclusion**

Using ICT has made a big difference in improving the quality of education at all levels. People think that if ICT is used in pre-schools, elementary schools, middle schools, high schools, colleges, and universities, it can improve the teaching-learning processes, instructional strategies, administrative, governance, and management tasks. To use ICT well, people need to keep improving their skills and knowledge. ICT brings about change in the learning process and makes it easier to run schools. The factors that affect the quality of education through ICT are setting learning goals, management functions, leadership skills, decision-making processes, working conditions, school resources, school context, school process, better understanding of the subject, and more interaction and teamwork. When members of educational institutions know how to use ICT in these ways, they can do their jobs and activities in a way that helps them reach their goals. People have thought about how ICT can help improve the quality of education from the point of view of students, teachers, non-teaching staff, and parents.

The most important thing that ICT does is raise people's awareness and help them learn more about different subjects and ideas. When people use technology to prepare their homework and projects, they are able to get their work done in a way that is easy, manageable, and well-organized. They can easily make changes to what they are typing. People think that using the Internet is important because it gives them knowledge and information about many different things. People can find information about anything on the internet. Last but not least, it can be said that people should improve their skills and knowledge and use ICT to do all tasks and functions in educational institutions.

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