



ROLE OF ICT IN IMPROVING THE QUALITY OF EDUCATION

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Abstract: ICT (Information and Communication Technology) has a very significant role in enhancing the quality of the education in the last few years. Teachers find ICT resources very helpful in the teaching learning process, especially in the COVID-19 times and non-teaching staff use ICT resources to manage and administrate the various duties and functions of an educational system. ICT is very useful for the students because they can search for any needed information anywhere and anytime. ICT eliminates the need to physically visit to libraries and museums to gather the required information. ICT helps the students in completing their assignments, research work and projects efficiently & in an organized manner. There are various components that influence the quality of education in the respect of ICT. In this paper, the researcher highlights the role of ICT in improving the quality of education that is also the need of the hour.

Keywords: ICT, teachers, non-teaching staff, quality, education, teaching, learning.

INTRODUCTION

Various parameters were established by the educational policies {like National Policy on Education (1986), National Curriculum Framework (2005) & New Education Policy (2020)} to integrate ICT in the school curriculum to enhance the quality of education. These policies are very helpful in determining the conditions which are very important to implement ICT in school education in an efficient way. ICT also prepares the students for the professional capabilities required in the 21st century. Various components like infrastructure, facilities, teaching learning aids, innovative pedagogical approaches, adequate classroom and well qualified & experienced teachers are very important to provide the quality of education but integration of ICT is the next component which is going to change the educational system in a more organized and positive manner.

Many educational institutes are in the initial phase of integrating ICT in the educational system after the first lockdown imposed in March 2020 due to COVID-19 pandemic. Teachers had to face a major change in their teaching learning process but they learned it so well and quickly. During this phase, teachers observed that ICT is very helpful in achieving the maximum objectives with the minimum effort. For example: Teachers are able to use audio visual aids like you tube videos and movies in the online classes for the clear understanding of the concepts by the students but unable to do so in the offline classes due to infrastructure issues like no availability of speakers in the classroom. It is not enough to just provide all the ICT resources in the schools like computer labs, smart boards, language laboratories etc. It is very important to train the teachers and non-teaching staff to improve the quality of education and enhancing the working of an educational system with the help of ICT.

Components Influencing the Quality of Education

There are certain components that need to be taken into account which influence the quality of education. Some of the components are given below:

- **Goals and Objectives:** Teachers set some goals and objectives according to the content, age & intellectual abilities of the students and demands of the society. One of the major goals of any educational system is always to provide such opportunities to the students that help the students in developing the required skills, talents and behavioral traits. These goals and objectives are used to evaluate the teaching learning process. These goals and objectives can be easily achieved with the help of ICT tools in an efficient manner.
- **Administration and Managerial Functions:** The efficacy of the educational institutes depends on the administration and managerial functions also. The people who manage and administrate the working of the educational system should possess required skills and talents. Some of the major responsibilities of administration are planning, organizing, coordinating and controlling the functions of the institutes. These managerial works can be managed and administered in a very efficient way with the help of ICT tools but staff should be trained to use these resources in an efficient way.
- **Pedagogical Approaches and Strategies:** ICT should be integrated in the pedagogical approaches and strategies in the offline classes also. COVID-19 taught the teachers and students to work in the cooperative manner using ICT tools to enhance the efficacy of the teaching learning process. It is the responsibility of the head of the department to motivate and train the other teachers to incorporate ICT in their pedagogical strategies and instructional delivery on the regular basis. Teachers should use ICT tools for the delivery of the instructions in the classroom and assist the students in achieving the terminal objectives.
- **Decision-Making:** Decision-making is very essential component to enhance and maintain the quality of the educational system. Decisions related to the implementation of ICT in any educational institution should be taken to enhance the teaching learning process rather than to display the resources as show off. Decisions regarding the purchase of the ICT resources for the institutions should be taken efficiently to provide the best resources to the students. Laptops and mobile phones should be allowed in the secondary and senior secondary schools in which students should only be able to access the educational resources and LMS (Learning Management System).
- **Effective use of the available space in the school premises:** In some schools, there is lot of space available which is not in the use due to various factors like extra classrooms, libraries in the vast area etc. This excess area should be used to provide the ICT facilities in the required quantity so that each and every student can have the access to the ICT resources and tools.
- **Financial and Human Resources:** Financial aspect is the most important aspect of any educational system. Funds are required to provide the educational resources and to maintain those resources from time to time. Human resources are also required to use the ICT resources in an efficient manner for which they should be skilled, trained and experienced. Funds should be utilized in enhancing the skills of the teachers in utilizing the ICT resources in their teaching learning pedagogies.

Role of ICT in Improving the Quality of Education

1. In the terms of Students:

- Students can recognize the importance of ICT resources and technology in the long run when they use it to complete their assignments and projects. Teachers should ask the students to submit their assignments and projects in the soft copy rather than in the pen-paper mode. In this way, students will start to explore the various ICT tools which will be very beneficial in the long run.
- There are various resources available on the internet which can help the students in enhancing their communication skills. Teachers should introduce such applications and websites to the students & encourage them to use these resources to learn the communication skills in an efficient way.
- The typing skills of the students will also be developed if they use ICT tools to explore, search and completing the assignments and projects in a soft copy form. Good typing skills are the need of the 21st century because most of the professional conversations happen on the mail only.

- Students with the good ICT skills can easily search and apply for the suitable jobs on the national or international level on the internet after completing their studies.
- Students find it easier to complete their assignments and projects with the help of the internet and ICT tools without depending on the others. When students don't have the ICT skills then they have to rely on the others like parents or teachers to complete their assignments and projects.
- ICT tools are very useful for the teaching learning process of the disabled children like visual impairment, hearing impairment, speech impairment etc. Some of the ICT tools to enhance the learning of the disabled children are audio visual aids, text to speech assistive tools, assistive listening systems, audio recorders etc.

2. In the terms of Teachers and Non-Teaching Staff:

- Teachers use ICT tools to prepare for their teaching learning process and teaching learning aids. ICT tools enhance the efficacy of the teaching pedagogies and strategies.
- Teachers can effectively work on their researches with the help of ICT tools. For example: Now, it is very easy to conduct the research survey with the help of Goggle Forms rather than taking the interview on the individual basis. Collected data is also secure because there is no fear of misplacing the documents and collected data can be accessed anytime with the help of internet.
- Teachers can invite other teachers from the different states and Nations in their classrooms via various applications like zoom, ms-teams, Google meet to give new experiences to the students that can enrich their learning experiences.
- Teachers can use various ICT tools in the classrooms like educational movies, games and videos which will create the interest among the students and motivate the students for the learning process.
- Training programmes should be arranged for the teachers over the age of 50 to train them to use ICT tools in their teaching learning process.
- Training programmes should be arranged for the non-teaching staff so that they can also use ICT tools in the planning, administrative and managerial activities.
- There are various tasks that non-teaching staff are expected to complete efficiently without any errors like maintaining records, preparing notices etc. ICT resources make these tasks easy to complete and maintain. It also saves time.

3. In the terms of Parents:

- Morality, ethics and social responsibilities are instilled in the children by their parents. Parents can use various ICT tools like digital stories, animated movies, graphics etc. to instill these basic and important values in their children.
- Parents should provide good internet connection and a laptop to their children because ICT technology is the need of the hour. ICT is used in every profession now children should be aware about the basic ICT tools.
- Parents should use ICT tools and resources while helping the children in completing their homework, assignment and project. It will motivate them to use these resources themselves in the future.

Conclusion

ICT has made a significant contribution in improving the quality of education in the educational institutes but it's the initial phase only. This improvement should be continued because technology is growing rapidly. Individuals like teachers, non-teaching staff, and parents should be prepared to learn something new from time to time. They should work on developing and enhancing their ICT skills and abilities. ICT makes the managerial and administrative work of educational system easy to manage and administrate. It helps in achieving the desired goals and objectives. ICT tools make the tasks more convenient and well organized. ICT technology is very useful in enhancing the knowledge and skill in any field because there is vast information available on the internet. Free educational courses and contents are available on websites like SWAYAM, DIKSHA, and NROER through which teachers and students can enhance their knowledge in their respective fields.

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