

# Term-Paper on the Supremacy of E- Governance to the School Management of Tanzanian secondary Schools

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## ABSTRACT

This paper is about The Power of E-Governance to the school management of Tanzanian Secondary schools. The paper covers different issues about Managing Secondary Schools by using Scientific and technological tools like: Computers and Mobile Phones and foster its vital contribution to the School Management.

The paper looks at the meaning of terms like E-Governance, Management and later explores the background of E-Governance in the world. It also looks at the reason for the shift of E-Governance and keeps on the central focus of the paper on the benefits or importance of using E-Governance in School Management system for Tanzanian Secondary Schools and its effects or impacts.

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# 1. INTRODUCTION

## 1.1. Meaning of terms

### **E-Governance**

The term E-Governance or Digital Governance refers to governance processes in which information and communication technology (ICT) play an essential role for providing and delivering governance services to the people (Hamiduzzaman, 2012).

ICT uses by E-governance provoke change in service providing, managing and standard maintaining and participating people in various activities and action of E-governance.

The application of E-governance can be understood as the performances of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public and other agencies (ibid).

Digital governance in education sector is now days seen to be paramount in administering and managing schools. It is easier to manage the school by using digital instruments like mobile phones, I pads and computers for faster and effective school administration. For example, calculating amount of the payments of school fees manually will take longer time than using an excel program in a computer. By using a computer within few minutes the calculation is correctly done.

### **Management**

Management is the act of getting people together to accomplish desired goals and objectives by using available resources efficiently and effectively. Management is a process of planning, organizing, staffing, leading or directing and controlling an organization or effort for the purpose

of achieving a goal; in education sector, management means a process of achieving the goals of education sector by planning, organizing, staffing, leading or directing and controlling (Saxena, 2005 in Hamiduzzaman, 2012).

The organizational goals and objectives can be only achieved by effective planning, organizing, controlling, directing, stuffing and finally evaluating the efforts. All these listed efforts make up Management; and technically are known as the function of management. This means that the primary role of management is to plan, organize, direct, control, stuff and evaluate. Any manager in any sector including in education, should perform the said functions.

All these functions of management can be strategically done in effective and easier way through the use of technological tools like computers. Managers and School Heads can achieve the maximum performance by keeping in effect the use of those tools.

## **1.2. Background of E-Governance**

E-Governance, around the world, is the latest addition that seeks for providing the services to the door of the people with least time and better efficiency. The new mode of governance is defined to using modern Information and Communication Technology (ICT) (Islam, 2006 in Hamiduzzaman, 2012).

It is designed to ensure citizen quicker access to the services delivery and establish better efficiency, transparency, accountability and participation in the governance process (Chowdhury, 2008 in Hamiduzzaman, 2012).

E-Governance helps to reduce the time and provide quality services in all sectors like-government system, political system, education system etc.

The education system of Tanzania is now seeking to increase and reorganize itself and achievement of the global challenges of the latest technological and scientific innovation. It makes the step by initiating efficiency and effectiveness in the sector.

Underpinning Tanzania's aspirations for e-government was a national ICT Policy, approved by Cabinet in March 2003. Policy objectives for the 'Public Service' envisaged the Government as a model user of ICT, and supporting ICT to promote good governance, transparency and accountability. The Public Service section of the Policy recognized the 'capture, preservation and dissemination of relevant government records and archives' as a challenge (International records Management Trust, 2007).

E-governance allows people to get the correct information of the institution in the timed era. That information can be published in the organization or institution's web site, sent through E-mails and so on. In order to access the information in the internet a worker needs an electronic device like a Phone or Computer. For example, instead of disseminating the students' results through Post offices which will take much time to reach the destination, the school management just publishes them on the website and every one located at any place can access them within a minute. Therefore, transparency in managing the school can be in effect if the workers will use the said instruments.

## **2. MAIN BODY**

E-government is considered an integrated philosophy and a radical shift in the realm of public administration at both the theoretical and practical levels. It is also a quantum leap and a peaceful revolution in the concepts, theories and methods so that it reflects positively on the overall picture of the government administrations i.e. it cancels the traditional perception embodied in the over routine, authoritarianism, nepotism and other forms of negative practices which accumulate in the minds of the people and harm their relations with government bodies. (Al-Otaibi, 2004: 25).

By the time being, the teachers and in general the organizational administration should motivate and energize the workers to adopt the use of the technological tools for effective and timely performance of the school. This should be taken as an organizational behavior and not as an option.

### **2.1.Reasons for the shift towards e-governance**

Managers of educational institutions as well as government managers and administrators at large emerged to shift from manual control of organizations to the use of electronic instruments in managing their institutions as the result of the rapid expansion of science and technology in the world. This expansion of scientific technology necessitated the shift of the means of controlling institutions for the aim of achieving the organizational goals. The reasons for shift towards e-governance include;

- Acceleration of technological progress and its associated cognitive revolution
- Trends of globalization and interdependence of human societies
- Democratic shifts and their accompanied changes and popular expectations

- Responding and adaptation to the requirements of the surrounding environment.

## **2.2.Benefits of e-governance**

E-governance has an influential role in controlling, regulating and monitoring any institution especially educational institutions. In managing secondary schools in Tanzania, school heads as the managers of the schools use ICT in managing their schools because E-government provides a variety of services. Al-Sharif, (2003) identified the benefits of e-governance to provide the following services;

### **1. Services more related and responsive to the needs of the masses.**

Educational institutions like secondary schools in Tanzania have their mission, goals, aims and objectives to be achieved. Some of the goals are to provide effective and quality education through different policies introduced by the ministry of education and vocational Training (MOEVT) like those of Secondary Education Development Plan (SEDP). Schools in Tanzania are responsive to provide quality education services to the society, and this service depends on school management which will plan, control, monitor and implement those decisions in the school.

Therefore, through the use of ICT in planning, controlling and implementing activities in the school help much to achieve the intended goals. For example, the school management uses computers to prepare letters and students' continuous progress to the parents.

### **2. Comprehensive services and lower costs.**

The use of electronic devices like computers, mobile phones and e-mails in school management system of Tanzanian secondary schools play a big role in providing comprehensive and satisfied services to the society.

This is because, these instruments perform different activities and responsibilities like preparing school calendar, storing school records and arranging students' results in a school after examination. This helps to reduce cost both financial and time for work as computers perform different activities as directed by a user within a short period of time compared to manual implementation of school plans.

### **3. Reducing reliance on paperwork.**

The effective use of electronic devices in school management system in Tanzanian secondary schools is very influential to good governance as these means of sharing and performing different activities like computers in schools play a vital role in reducing much time working for a single work in a school. the use of computers perform different school works such as typing letters, memorandum and preparing examinations in a school within a short period of time and in effective way, therefore reducing reliance on paper works which can be done by using high effort and long time to accomplish them.

### **4. Improving means of access to information.**

Good leadership and good governance in schools especially secondary schools in Tanzania can be achieved if there is free flow of information to the members of the school be it the teachers, students or parents. Access to information in a school is very important issue to be considered by school managers. The information should be accessed on time to the school members for the aim of achieving the desired goals. Therefore, through the use of mobile phones, e-mails, faxes and Skype the access to information within and outside of the school can be easily accessed and reached on time as the management team can send and receive information through those instruments.

**5. Lower administrative costs with respect to educational transactions of the school and other educational stakeholders.**

The rapid expansion of science and technology in the world like the use of ICT led to the effective management of organizations especially educational organizations in Tanzania. These technological instruments made easier communication flow among the staff of the school as well as the other educational stakeholders like HAKI ELIMU. This interaction helped much in the process of school management and school improvement in Tanzanian secondary schools as communication is made easier and therefore administrative costs reduced.

**6. Transparency in dealings.**

Transparency refers to the free flow of information to the members who form an organization. School as an organization involves many members such as teachers, students, non-staff members and other people who affect the school in one way or another. The expansion of Science and technology in school management system has made a beneficial contribution on managing the school. The members of the school can be able to access information within the school through using mobile phones, e-mails, Facebook and many other social means of interaction. The head of the school can use those instruments to disseminate information to the members of the school on time frame for the aim of improving the school management especially on Information management which is a bigger criterion in any school as communication is very important in managing an organization.

### **3. CONCLUSION**

School as an organization has a variety of goals to be achieved. These goals can be easily achieved only if there is good governance of the schools in Tanzania both at national and school level. The managers of schools in Tanzania should make sure that, they manage their schools by considering scientific and technological advancement so that the schools will acquire their goals and serve the society at large.

It is advised to the School management team (SMT) to avoid resistance to change. Resistance to change is a great barrier to the school improvement as an organization. These resistances are caused by many reasons such as fear of unknown, lack of adequate skills and ignorance. It is better if the teachers as staffs update themselves by being knowledgeable on the use of technological tools in their school doings.

All teachers are advised to use computers to access information on emails and internets, use computers in consolidating the students' results, preparing teaching documents and keeping class records. Therefore, E-governance in managing secondary schools in Tanzania is inevitable as E-governance has got many advantages in school management and Administration.

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