

**THE ROLE OF INFORMATION SYSTEM**

**IN UNIVERSITY ADMINISTRATION**

**BY**

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**NAS/CSC/20/1032**

**A PROJECT SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY, COLLEGE OF NATURAL AND APPLIED SCIENCES, AL-QALAM UNIVERSITY KATSINA**

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**AUGUST, 2024**

**DECLARATION**

I hereby confirm that this research study, titled The Role of Information System in University Administration, which has been submitted by **AHMAD MUHAMMAD IDRIS**, in partial fulfillment of the prerequisites for the B.Sc. degree in Computer Science from the Department of Computer Science at Al-qalam University Katsina, Nigeria, is solely comprised of my original work. Proper acknowledgments have been provided within the text for any additional materials used.

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**CERTIFICATION**

I hereby confirm that this research study, titled The Role of Information System in University Administration, which has been submitted by Ahmad Muhammad Idris, in partial fulfillment of the requirements for the B.Sc. degree in Computer Science to the Department of Computer Science at Al-qalam University Katsina, Nigeria, represents the candidate's independent work conducted under my supervision. The content presented in this research is original and has not been presented for the conferral of any other degree.

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**APPROVAL**

I hereby confirm that the research study titled The Role of Information System in University Administration and the subsequent documentation completed by Ahmad Muhammad Idris, bearing the registration number NAS/CSC/20/1032, has received approval from the Department of Computer Science within the College of Computing and Information Technology at Al-qalam University, Katsina, Nigeria.

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**DEDICATION**

I dedicate this project to my beloved parents in the name of Alh. Idris Mohammed and Haj. Naja’atu Jibrin, whose encouragement and sacrifices have been my greatest motivation and inspiration. Your sacrifices and rent less support have provided me with the opportunities to pursue my dreams. Words cannot fully express my gratitude for your love, guidance and support. To my siblings who have been my companions and cheerleaders throughout this journey, your constant belief in me has been a source of strength and inspiration, and I’m deeply thankful for your presence. To my cousins whose friendship and support been invaluable. I also extend my heartfelt gratitude to my Uncle Rabiu Adamu , whose wisdom and advice have been instrumental in shaping my academic path . Your insights and guidance have been a beacon of light, guiding me through the complexities of my studies. For that, I am truly grateful. Thank you for being my rock and my inspiration. This project is dedicated to you all.

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**LIST OF ABBREVIATIONS**

**ABBREVIATION DEFINITION**

IS Information System

DSS Decision Support System

SIS Student Information System

LMS Learning Management System

WAN Wide Area Network

LAN Local Area Network

AI Artificial Intelligence

ML Machine Learning

FERPA Family Education Rights and Privacy

GDPR General Data Protection Regulation

**ABSTRACT**

*Information systems (IS) have become integral to university administration, significantly improving efficiency, decision-making, and overall management. This study investigates how IS have transformed administrative processes at universities, with a focus on their impact on efficiency, data management, communication, cost reduction, student services, transparency, and security. the research employs various methodologies to assess the implementation and effects of IS in university. The findings reveal that IS have notably enhanced administrative efficiency by streamlining tasks such as student enrollment and record-keeping, improved data accessibility for decision-making, and fostered better communication among stakeholders. Additionally, the use of IS has led to cost savings through automation and improved student services through online platforms. Despite these benefits, the study identifies challenges such as integration issues and the need for continuous staff training. Future trends, including AI and cloud computing, are anticipated to further impact administrative practices. To address these findings, the study recommends investing in robust IS infrastructure, integrating various platforms, and embracing emerging technologies.*

# CHAPTER ONE

# GENERAL INTRODUCTION

# 1.0 Introduction

In the rapidly evolving landscape of higher education, universities face increasing pressure to improve operational efficiency, enhance the quality of education, and meet the expectations of a diverse body of students and faculty. Information Systems (IS) have emerged as critical tools in achieving these objectives, offering innovative solutions to streamline administrative processes, support decision-making, and facilitate communication within the academic community. This project to explore the impact of IS on university administration, focusing on how these technologies are transforming the management of academic institutions.

In the contemporary educational landscape, the effectiveness and efficiency of university administration are paramount to achieving academic excellence and operational success. Information Systems (IS) play a critical role in transforming university administration by streamlining processes, improving decision-making, and enhancing communication within the academic community. This project proposes to explore the role of Information Systems in university administration, focusing on their impact, challenges, and best practices for implementation.

The information needs of modern organizations especially university institutions have become quite enormous and challenging to the extent that every institution needs to pay great attention to how information is gathered, stored, disseminated and utilized. This situation has arisen because of factors such as increased organizational size, expanded operational scope, competitive influence and overall environmental challenges. Today’s organizations require tools to support quicker and automated decisions, as well as ways to minimize uncertainties and only an effective management information system can ameliorate this challenge. The impact of management information system in University have to be seen by enhancing communication among the administrative staff, lecturers, security personnel, labourers and students, deliver complex materials throughout the institution, provide an object system for recording and aggregate information, reduce expenses to labour intensive manual activities, support the organizations strategic goals and direction and enhance teaching and learning in the institution.

# 1.1 Background of the Study

Universities and Colleges, just like any other field that is affected by computing, rely on information systems to teach and manage their students, employees and research.

The University of Juba is South Sudan’s largest yet most famous institution of higher education established through a presidential decree in 1975 in response to the popular demand from the Southern Sudanese. Shortly after the start of its operation in 1989, the University was transferred to Khartoum when it was becoming increasingly difficult to undertake serious studies in the face of impending insecurity in Juba and in the then Southern Sudan as a whole because of the civil war.

After signing the comprehensive peace agreement in 2005, relative peace was established in the then Southern Sudan and the University of Juba was formally transferred to its original site in Juba (2010), after 20 years of displacement in Khartoum.

Faced with the troubles of relocation here and there, the University faced problems ranging from lecture halls to lack of teaching staff who decided to remain in the North, inadequate books in the library, to lack of chemicals in the labs.

With the large information that the University keeps and generates, there was need of how this could be integrated into modern technologies, so that the information can be collected, stored, processed and retrieved with much ease. The University of Juba is of course one of the real world entities where information systems are in use. From the huge number of students admitted to those graduated every academic year and

from the classified to the unclassified staff of the University, the University should be a practitioner of modern information systems.

# 1.2 Problem Statement

Despite the potential of Information Systems to revolutionize university administration, many institutions struggle to fully harness their benefits. Challenges such as the high cost of implementation, resistance to change among staff, security concerns, and the complexity of integrating IS with existing processes can hinder their effectiveness. Additionally, there is a lack of comprehensive research on the specific impact of IS on the operational efficiency of universities, leaving a gap in knowledge that could inform more effective IS strategies.

Despite the relocation of the University to the South coupled with the country’s independence, the University of Juba still faced many problems ranging from one college to the other. In July 1996, in accordance with the resolution of the Senate and the authorization of the University of Juba Council (statute number 15), the Computer Studies Centre (CSC) was established, with the aim of meeting the practical requirement for short and intermediate computer skills training courses for government and private institutions as well as individual applicants. Following the increase in the demand for computer graduates, the Centre was upgraded in April 2009 to a full College of Computer Science and Information Technology offering two Bachelor of Science degree programs (5 years) in either computer science or information technology. Just like the rest of the colleges, it still uses an ordinary file based system to manage all the aspects of its students. The only existing information system within the College is an oracle (6g) based system that is used in the management of the students’ results. Operated by the Examinations officer, it is a stand-alone system that does not communicate with any other system. Basically, when a student is admitted to the College, a students’ file is kept by the college Registrar, awaiting registration. In every academic year, the student has to manually pick a registration form, pay money into a bank account and return the copy of receipts to the College Registrar, who then keeps a hard coy in the file based system of storage. Then the student is presented with an ID card form for an ID to be processed, immediately after registration. After registration, a student is eligible to attend lectures and sit for exams. Lecturers submit course marks to the Registrar, who then transfers them to the examinations secretary who inputs the data into the Results system. The results are then printed and taken for discussion to the college board which latter on submits to the Senate of the University.

# 1.3 Research Questions / Hypotheses

1. How does Information flow in the university?

2. Who are the major stakeholders in the flow of Information in the university?

3. What are the functions that are performed by each of the stakeholders in the current mode of flow of Information in the university?

4. What are the defects of the Current Information System in the university?

5. What are the solutions to the above defects?

## 1.4 Aim and Objectives

**Aim**: To investigate the role of Information System in university administration.

# Objectives

1. To assess the current state of Information Systems implementation in university administration.

2. To identify the challenges and barriers to effective use of IS in university administration.

3. To evaluate the impact of IS on the operational efficiency of university administration.

4. To propose strategic recommendations for optimizing the use of IS in universities.

# 1.5 Significance of the Study

This research is significant as it will provide valuable insights into the role of Information Systems in enhancing the operational efficiency of university administration. By identifying challenges and evaluating the impact of IS, the study will contribute to the development of strategies that can help universities fully leverage these technologies. This, in turn, can lead to improved administrative processes, better resource management, and enhanced educational outcomes, thereby supporting the overall mission of higher education institutions.

Increasing the Competitive Ability of the university. For the university be compared with other university within or outside the University, the presence of an Information Systems is very vital. For internal and external evaluations, these information systems play a major role in rating not only university, but also Universities by providing reliable and accurate information. Aiding the decision making Processes of the college administrators university. These days deal with a lot of information. About its students, academic teaching staffs, non-teaching staffs, students’ results, publications, and research projects. All these information need to be well managed. Without a centralized Information System, managing such information seems difficult and cumbersome. Therefore, with an Information System at its disposal, the university can efficiently and reliably manage such information. The Information System produces a managerial report that makes decision making an easier aspect. Eliminating Manual Processes.

# 1.6 Scope of the Study

The scope of the study refers to the specific aspects of university administration that the research will focus on, in relation to the implementation and impact of information systems. This could include:

1. Administrative Efficiency: Examining how information systems contribute to streamlining administrative processes such as registration, records management, and human resources.

2. Decision Support: Exploring the role of information systems in providing data and analytics that support strategic decision-making within the university’s management.

3. Communication: Investigating the impact of information systems on the communication between various stakeholders (students, faculty, staff, and external parties).

4. Resource Management: Looking at how information systems aid in the management of resources, including financial management, asset management, and scheduling.

5. Student Services: Assessing how information systems improve services provided to students, such as course enrollment, academic advising, and online learning platforms.

6. Security and Compliance: Evaluating how information systems help in ensuring data security, privacy, and compliance with educational regulations.

# 1.7 Chapter Summary

The successful integration of Information Systems within university administration can significantly enhance operational efficiency, decision-making, and stakeholder satisfaction. By conducting a comprehensive analysis of the current landscape, challenges, and best practices associated with Information Systems in academic settings, this project aims to offer valuable insights and a practical framework for universities. The anticipated outcomes include not only improved administrative processes but also a roadmap for future advancements in educational technology.

Ultimately, this project seeks to contribute to the broader discourse on digital transformation in higher education, emphasizing the strategic role of Information Systems in facilitating academic excellence and institutional growth. By adopting a collaborative, informed, and strategic approach to technology integration, universities can better navigate the complexities of modern education and emerge as leaders in innovation and efficiency.

# 1.8 Operational Definition of Terms

In order to clearly communicate the findings and ensure that all stakeholders have a common understanding, it’s important to define key terms related to the study. Here are some definitions related to the role of information systems in university administration:

- Information Systems (IS): Integrated sets of components for collecting, storing, and processing data and for providing information, knowledge, and digital products. In the context of university administration, these are typically the software and hardware systems used to manage operations and decision-making.

- University Administration: The administrative section of a university that manages all non-academic operations. This includes everything from human resources and finance to student services and campus facilities management.

- Administrative Efficiency: A measure of how effectively and efficiently the administrative tasks are performed within the university, often enhanced by the use of information systems.

- Decision Support Systems (DSS): Computerized programs used to support determinations, judgments, and courses of action in an organization. Within a university, these systems might help in strategic planning, budget allocations, and performance assessments.

- Student Information Systems (SIS): A specific type of information system used for managing student-related data, including grades, schedules, and student records.

- Resource Management: The strategic planning, allocation, and use of a university’s resources, such as finances, facilities, and human capital, often supported by information systems.

- Data Security: Measures and protocols involved in protecting administrative and academic data from unauthorized access, alterations, theft, or destruction.

# CHAPTER TWO

# LITERATURE REVIEW

# 2.0 Introduction

Several sources have tried to elaborate more on information systems used in institutions of learning, with the universities and colleges being part of them. This chapter summaries the most relevant literatures concerning information systems and more particularly, those used in learning Institutions.

Defining an information system

The term information systems is very broad. In fact, it’s diverseness has resulted into huge differences in its definitions. Sauer (1993) argued that some people will see information systems as an expense, others as a solution, a control mechanism, a threat to the quality of working life or Even as a technical problem.

# 2.1 Relevant Literatures on Information Systems

Marrero (2009) in his study entitled “student information system for the university of the Cordilleras” stressed that the concept of information systems (IS) emerged in the early 1960s. More often, when information system is defined, the field information science is always associated, ‘IS’ is an academic field that deals with the generation, collection, organization, Storage, retrieval, and dissemination of recorded knowledge. Furthermore, it is a collection of related components designed to support operations, management, and decision making in an organization. Generally, IS is supposed to inform people. Information system supports people or users in making intelligent decisions based upon the information derived from reliable data.

Richard (2012) emphasized that information about students is vital, but time-consuming to manage And it is essential that the most effective tools be used to aid both staff and students about their Work and studies. The cambridge students information system (camsis) replaced various Students’ records systems used by the colleges, departments and universities. Camsis provides comprehensive and accurate information about student body and also improves data quality, Reduces the administrative burden dramatically and provides better services to both academic staff and students.

According to evangelista (2011), the university’s student information system (SIS) of nueva Vizcaya state university is a secure, web accessible interactive computer system that allows user Access to grade reports, transcripts, schedule of classes, and remaining balance for the semester And register for classes online. Through the system, students would be assigned a unique Identification number. All data to and from the university would use that unique identifier.

# 2.1.2 The use of Individual Student Records Would

I. Increase the admissions capacity to follow a student’s progress over time.

II. Provide better quality data to drive more enlightened policy decisions resulting in enhanced Educational opportunities for all students.

III. Reduce data collection burden through a web enabled sis.

IV. As a tool for parents in monitoring the academic performance of their children,

Http://student.mit.edu/cgi-docs/govwbinl.html Mit (2009) gave emphasis that student information system (SIS) provides students with access to their academic and biographic records as well as the ability to update their address information And pre-register for classes, it provides instructors and departmental administrators with class list Information, and provides advisors and departments with access to the individual academic records Of their students. Therefore, Sis is an integrated approach in acquiring, storing, analyzing and Controlling the flow of student data throughout the institution. Highly developed sis can be useful In nearly all institutional departments, functions and can greatly increase efficiency and response Times of traditional labor and time-intensive processing of student data.

Swartz (2007) gave emphasis that almost all institutions depend on data. Consequently, we are Witnessing a profound change in the way in which institutions perceive, understand, and manage Their information. There is now a clear recognition of the value of information, the creation of new Information, the retrieval of existing information, the storage of important information, and the disposal of redundant information. There is also greater awareness of the cost of acquiring bad, Incomplete, or inaccurate information.

According to desousa (2008), web based applications have four core benefits.

These are the Following:

1. Compatibility. Web based applications are far more compatible across platforms than Traditional installed software.
2. Efficiency. Everyone hates to deal with piles of paper unless they do not have any other Alternatives. The benefit of web based solution makes services and information available From any web-facilitated personal computer (pc).
3. Security of live data. Normally in more complex systems data is moved about separate Systems and data sources. In web-based systems, these systems and processes can often be Merged by reducing the need to move the data around. Web-based applications also provide An additional security by removing the need for the user to have access to the data and back End servers.

IV- Cost effective. Web-based applications can considerably lower the costs because of Reduced support and maintenance, lower requirements on the end user system and Simplified plans.

# 2.2 Conceptual Related Framework

Ateneo Integrated Student Information System (Aisis/2006) posted a precise definition of ateneo integrated student information system (aisis) that it serves as the portal for ateneo students, faculty and staff. Through the aisis online Officially enrolled ateneo students may view pertinent school information including their Individual program of study (ips), grades, class schedules and the like. Students may also Eventually enlist using aisis online. Ateneo faculty and staff with access to aisis, on the other Hand, may submit grades and access their class schedules from outside the campus.

According to collegesaas.com (2012) college management software flexible cloud based erp Solution for colleges can satisfy different requirements by different institutions very easily. They Come with modules like student admission management, timetable management, library Management, attendance management, employee payroll salary management, college exam Mark sheets and results management, fees & accounts management, assignment management As well as advanced modules like online examination, e-library, and stock/store tuck-shop Management. It provides separate login facility by giving online student login, employee staff Login, parents login & college administrator login.

# 2.2.1 Information Systems Infrastructure

I- Hardware: The physical components of IS infrastructure, such as servers, desktop computers, laptops, and networking devices, form the backbone of administrative operations. These devices are critical for processing and storing data efficiently, ensuring that all university stakeholders have access to necessary resources. For instance, high-performance servers can handle large volumes of student data, enhancing the speed of processing applications and records (Doe and Brown, 2018).

II- Software: Various applications facilitate administrative functions. Key software includes:

- Student Information Systems (SIS): Manage student records, course registrations, and grades.

- Financial Management Software: Streamline budgeting, accounting, and financial reporting tasks.

- Learning Management Systems (LMS): Support online course delivery and student engagement.

Each software type is tailored to specific administrative needs, thereby optimizing workflow and enhancing user experience (Educause, 2019).

III- Networks: Robust networking infrastructure, including local area networks (LAN) and wide area networks (WAN), ensures that hardware and software components communicate effectively. Reliable internet connectivity enables remote access to resources, facilitating online learning and administrative tasks.

IV- Databases: Structured data storage solutions allow for the efficient management of vast amounts of information. Universities utilize relational databases to organize student data, faculty records, and financial information, ensuring data integrity and quick retrieval (Sauer, 1993).

# 2.2.2 Core Administrative Functions

Information systems play a critical role in supporting essential administrative functions:

I- Student Management: Systems designed for student lifecycle management facilitate processes such as admissions, enrollment, grading, and advising. These systems contribute to an enhanced student experience by providing timely access to information and services.

II- Financial Management: Financial information systems automate budgeting and accounting processes, ensuring accurate financial reporting and compliance with regulatory standards. This leads to improved resource allocation and financial oversight.

III- Human Resource Management: IS streamlines HR functions, including recruitment, onboarding, payroll, and benefits administration. Effective HR systems foster employee engagement and satisfaction by simplifying administrative tasks.

IV- Academic Planning: Information systems assist in course scheduling, curriculum development, and program evaluation. By analyzing enrollment data, universities can align academic offerings with market demands and institutional goals (Marrero, 2009, Educause, 2019).

# 2.2.3 Data Analytics and Decision Support

Data analytics is a powerful feature of modern information systems. The utilization of analytics facilitates:

I- Predictive Insights: By analyzing historical data, universities can forecast enrollment trends, identify at-risk students, and allocate resources more effectively.

II- Enhanced Decision-Making: Access to real-time data allows administrators to make informed decisions quickly, improving responsiveness to emerging challenges and opportunities.

# 2.2.4 User Interfaces and Experience

User interface design is paramount to the adoption and success of information systems. Key aspects include:

I- Intuitive Design: User-friendly interfaces promote ease of use, encouraging faculty and students to engage with the systems effectively. Features such as dashboards and visual analytics can enhance usability.

II- Accessibility: Ensuring that systems are accessible to all users, including those with disabilities, fosters an inclusive environment and compliance with legal standards (Harvard Business Review, 2021).

# 2.2.5 Security and Privacy

Protecting sensitive information is a critical concern in university administration. Key security measures include:

I- Robust Cybersecurity Protocols: Implementation of firewalls, encryption, and intrusion detection systems to protect against data breaches.

II- Compliance with Regulations: Adherence to legal frameworks governing data privacy, such as FERPA and GDPR, is essential for protecting student and employee data, thereby building trust with stakeholders (US Department of Education, 2022).

# 2.2.6 Stakeholder Perspectives and Engagement

Engaging stakeholders throughout the information systems lifecycle is critical for success:

I- Needs Assessment: Conducting surveys and focus groups to understand the unique needs of administrators, faculty, and students ensures that systems are designed with user requirements in mind.

II- Feedback Loops: Creating channels for ongoing feedback allows for continuous improvement of information systems, enhancing user satisfaction and system effectiveness (Cohen, 2019, Educause, 2023).

# 2.2.7 Outcomes and Impact

The evaluation of information systems focuses on both quantitative and qualitative outcomes:

I- Operational Efficiency: Assessing improvements in administrative processes, such as reduced processing times and increased accuracy.

II- Stakeholder Satisfaction: Measuring satisfaction levels among students and staff regarding the usability and effectiveness of systems.

III- Strategic Alignment: Analyzing how information systems support broader institutional (Harvard Business Review, 2022).

# 2.3 Chapter Summary

There are many systems that have been developed by different sources and are currently being Deployed by many others. To ensure that the standard information systems are developed and deployed for use by an Institution, comparison of various standard systems used elsewhere had to come in. In this process Relevant literatures and reviews of existing systems had to be benchmarked to give an idea of how Things needed to be. Therefore, as a component of a standard, function and reliable system, the development phase has to include reviews of relevant literatures and systems to ensure that standards are met and maintained.

# CHAPTER THREE

# RESEARCH METHODOLOGY

# 3.0 Introduction

The introduction sets the stage by providing background information on the topic of information systems in university administration. It highlights the significance of information systems in enhancing administrative processes and improving overall efficiency in academic institutions. Additionally, it outlines the purpose of the research and the specific objectives to be achieved.

# 3.1 Research Design

The research design section delineates the methodology employed to investigate the role of information systems in university administration. It encompasses various subsections elucidating the methods utilized for sample selection, data collection, and ensuring the validity and reliability of the research instrument.

The research design is a critical component of any study as it outlines the plan for conducting the research and achieving the objectives effectively. The specific type of research design chosen depends on the nature of the research questions, the goals of the study, and the available resources. Here's an elaboration on different types of research designs commonly used in the context of studying the role of information systems in university administration.

# 3.1.1 Survey Research Design

Survey research involves collecting data from a sample of participants using standardized questionnaires or interviews. This approach is often used to gather information about attitudes, behaviors, and perceptions related to information systems in university administration. Survey research allows for the collection of quantitative data that can be analyzed statistically to identify patterns and trends.

# 3.1.2 Descriptive Research Design

Descriptive research aims to describe the characteristics of a phenomenon or population without manipulating variables or establishing causal relationships. In the context of information systems in university administration, descriptive research may involve documenting the current state of information systems usage, identifying common challenges, or profiling different types of information systems implemented across universities.

# 3.1.3 Case Study Research Design

Case study research involves in-depth exploration of a specific case or cases to gain insights into a particular phenomenon. In the context of studying the role of information systems in university administration, case studies may focus on individual universities or departments that have implemented innovative information systems solutions. Case study research allows for detailed analysis of real-world contexts and the factors influencing the effectiveness of information systems.

# 3.1.4 Mixed-Methods Research Design

Mixed-methods research combines qualitative and quantitative approaches to gain a comprehensive understanding of a research problem. In the context of studying information systems in university administration, a mixed-methods approach might involve conducting surveys to gather quantitative data on system usage and effectiveness, complemented by interviews or focus groups to explore participants experiences and perceptions in more depth.

# 3.1.5 Longitudinal Research Design

Longitudinal research involves collecting data from the same sample over an extended period to track changes or trends over time. In the context of studying information systems in university administration, a longitudinal approach could be used to assess the long-term impact of information system implementations on administrative processes, organizational performance, and stakeholder satisfaction.

# 3.2 Five or More Subsections Explaining Methods of Achieving Your Research Design

# 3.2.1 Sample And Sampling Techniques

This subsection elaborates on the process of selecting the sample population for the study and the techniques employed to ensure its representativeness. It discusses the criteria used for sample inclusion, such as demographic factors and institutional characteristics, and outlines the sampling techniques utilized, such as random sampling or stratified sampling.

# 3.2.2 Instrument For Data Collection

Here, the research instrument utilized for data collection is described in detail. This could include surveys, questionnaires, interviews, or observation protocols tailored to gather relevant information regarding the role of information systems in university administration. The subsection also addresses the rationale behind the selection of the specific data collection instrument and its appropriateness for the research objectives.

# 3.2.3 Validity of the Instrument

Validity refers to the extent to which the research instrument measures what it intends to measure accurately. This subsection discusses the steps taken to establish the validity of the chosen instrument, such as content validity, construct validity, and criterion-related validity. It may include a description of pilot testing, expert review, and validation procedures conducted to ensure the instrument's validity.

# 3.2.4 Reliability of the Instrument

Reliability pertains to the consistency and stability of the research instrument over multiple administrations. In this subsection, methods employed to assess the reliability of the data collection instrument are elucidated. This may involve statistical techniques such as test-retest reliability, internal consistency measures (e.g., Cronbach's alpha), or inter-rater reliability for instruments involving multiple observers.

# 3.4 Chapter Summary

The chapter summary provides a concise recapitulation of the key points discussed in the research design chapter. It reaffirms the importance of investigating the role of information systems in university administration and underscores the significance of employing robust research methodologies to achieve valid and reliable results. Additionally, it previews the subsequent chapters and their contributions to advancing understanding in this domain

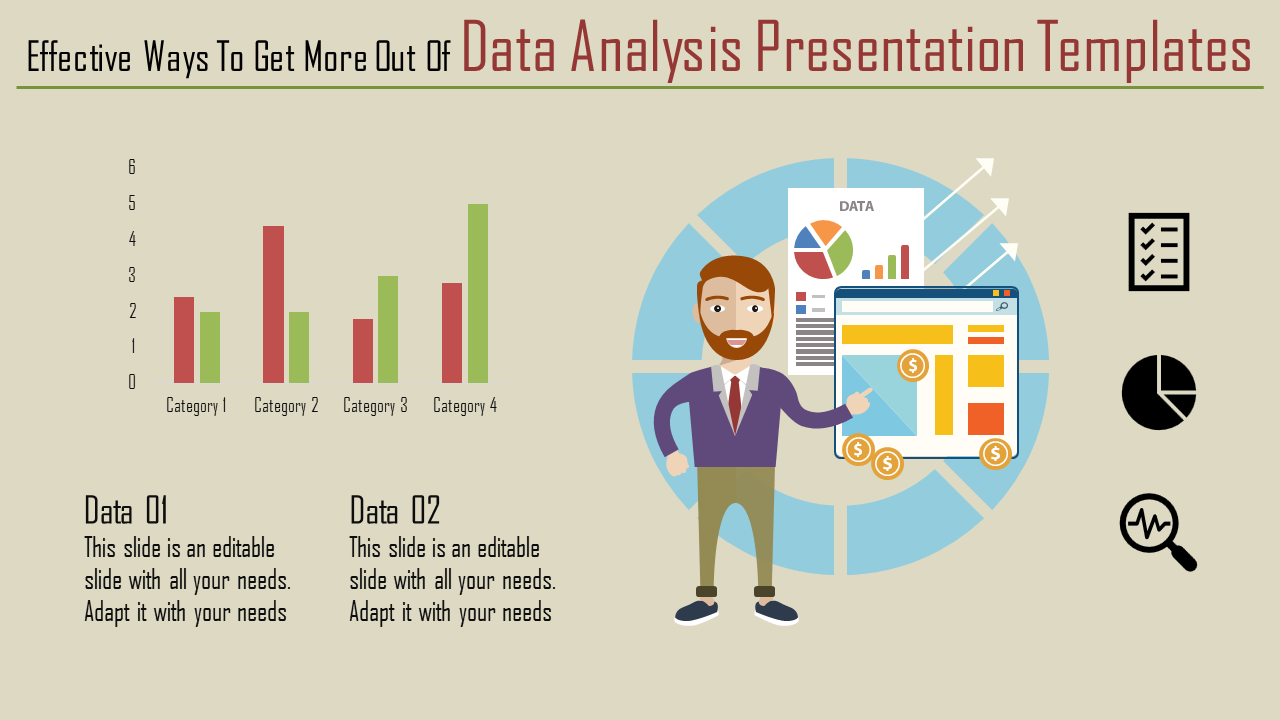
# CHAPTER FOUR

# RESULTS ANALYSIS AND DISCUSSION

# 4.0 Introduction

This chapter presents the data gathered during the research and provides a detailed analysis of the findings. It includes an in-depth examination of the results, interpreting the data in relation to the research questions and objectives.

# 4.1 Data Presentation and Analysis

In this section, the output of the research is outlined and described comprehensively. The data collected from various sources, including questionnaire, surveys, interviews, and secondary data, are presented in tables, Figures, and graphs to facilitate a clear understanding of the findings. The analysis involves statistical techniques and thematic analysis to identify patterns, trends, and relationships within the data. Key variables are examined to determine their significance and impact on the research topic.

**Figure 4.1 Data Analysis Presentation Templates**

# Figure 4.2 Participants by Age

Source: field survey, 2024

In this Figure the perticipants are categorize by group, the data show that 44% of the perticipants fall within the age group of 18-25, 46% are aged 26-35, and 8% are in the 36-45 age group. A small portion, 2% falls within the 46-55 age group, while no respondents are 55years or above.

The age distribution demonstrates that a substantial portion of the participant in this study are in the early to mid-adulthood age rang. Primary between 18 and 35 years old. This age distribution suggest that the study predominantly capture the perspective of younger individual. These participants likely have grown up in a increasing digital and technology driven era.

**Figure 4.3 Participants by gender**

Source: Field survey, 2024

This Figure shows the distribution of respondents by the gender. Out of the 86 participants, the majority are male, constituting 61% of the sample, while female respondents make up 31% and 6% of the perticipants preferred not to disclose their gender. This gender distributes reflect a male-majority sample.

# Figure 4.4 What is your role at the university?

Source: Field survey, 2024

Figure 4.4 shows that 45% of users are Students, 39% of users are academic and 16% of users are non-academic/Staff.

This suggests that the majority of users are students, who are likely using the university's information systems for academic purposes. A smaller but significant group consists of faculty and staff, who may use the systems for teaching, research, and administrative tasks. A smaller percentage of users are administrators, who may be responsible for managing and maintaining the information systems.

**Figure 4.5 How long have you been associated with the university?**

Source: Field survey, 2024

This Figure shows that 39% of users have been associated with the university for less than 4 years, 25% of users have been associated with the university for more than 2 years (long-term) and 36% of users have been associated with the university for 5 years.

This distribution could indicate that a relatively high turnover rate or influx of new students/staff, stable core of medium-term users who are familiar with the university's systems and dedicated group of long-term users who have seen the university evolve over time.

# Figure 4.6 Are you aware of the information system used int university administration?

Source: Field survey, 2024

Figure 4.6 provides that 89% participants are aware and familiar with the information system used in the university administration, 4 % are not aware of the information system completely and 7% are Partially aware .This suggests that the university has done a good job of promoting awareness and adoption of the information system among its users. However, there may still be room for improvement in terms of ensuring that all users have a complete understanding of the system's features and functionality.

Some potential steps to further improve awareness and understanding could include, Providing regular training or workshops, Offering clear documentation and user guides, Encouraging feedback and support from power users, Continuously evaluating and improving the system's user experience

# Figure 4.7 How often do you use the university’s IS?

Source: Field survey, 2024

Figure 4.7 provides that 33.7% of participants uses the university’s information system daily for administrative tasks like, registration, grades, student information, 32.5% uses the information systems on weekly basis, 25.3% uses the information systems monthly and 8.4% have never used the university’s information system.

**Figure 4.8 How would you rate the accessibility of the IS?**

Source: Field survey, 2024

Figure 4.8 this Figure presents participants ratings of the university’s information system, 31.3% of participant’s rated the IS is very accessible, 32.5% rated the IS as accessible and 36.1% as neutral. The majority of the participants view the Information system positively neutral in terms of accessibility, with over half finding it accessible or very accessible. However the significant neutral responses indicates that there is room for improvement to make the system more universally accessible and ensure it meets the needs of all users.

# Figure 4.9 How user-friendly do you find the university’s IS?

Source: Field survey, 2024

Figure 4.9 shows that how users rate the university’s information system. 17.1% of participants find it very user-friendly and 39% as user- friendly. However 35.4% are neutral about its usability, and 8.5% thinks it`s not user friendly. This indicates that while many users are satisfied , there are still opportunities to enhance its usabibility for all users.

# Figure 4.10 Has the IS improved communication between students and administration?

Source: Field survey, 2024

Figure 4.10 shows that the participants views on whether the information system has improved communication between students and administration.50% of participants believes that the information system has indeed improved communication, 24.4% of participants feel that the information system has not improved communication and 25.6% of participants are uncertain, indicating that they might see some improvements but are not fully convinced or have mixed feelings.

# Figure 4.11 Do you feel that your data is secured?

Source: Field survey, 2024

Figure 4.11 shows participants feelings about the of their data within the information system. 53% of the particpants feel their data very secure, 15.7% are neutral and 31.3 believe their data is not secure. Majority feel confident about data security, small portion of users has concerns .This suggests that there is a significant perception of risk among users regarding the security of their data in the university's information system. To address this, the university could Implement robust security measures (e.g., encryption, access controls), Provide transparency about data handling and security practices, Offer regular security training and awareness programs and Conduct regular security audits and risk assessments.

# Figure 4.12 How would you rate the support provided by the university for IS-related?

Source: Field survey, 2024

Figure 4.12 shows participant’s rating of the support provided by the university for information system related. 13.6% of participants rated the support as excellent, 37% as good, 19.8% as fairs , 16% as poor and 13.6 as very poor. A small but significant group of users are very satisfied with the support provided, Some users are generally satisfied, but may have some minor issues or suggestions, a moderate group of users have mixed feelings, possibly due to inconsistent or unpredictable support experiences, Some users are dissatisfied, possibly due to delayed or unhelpful responses, a significant majority of users are unhappy with the support provided, indicating a critical need for improvement.

# Figure 4.13 Do information systems in university administration effectively handle tasks such as student registration and financial management?

Source: Field survey, 2024

Figure 4.13 shows The majority 84.8% of users believe that the information system in university administration effectively handles tasks such as student registration and financial management, and a minority 15.2% of users do not think the system effectively handles these tasks .This shows that the university information system is generally successful in managing administrative tasks.

# Figure 4.14 Does the adoption of information systems generally improve student and administration experiences?

Source: Field survey, 2024

Figure 4.14 shows that The majority 70.1% of users strongly believe that the adoption of information systems has improved student and faculty experience, a significant portion of 23.1% somewhat agree, indicating a generally positive impact and a small minority of 6.1% strongly disagree, suggesting that there may be areas for improvement or individual experiences that have not been positively impacted.

Overall, the adoption of information systems appears to have a net positive effect on student and administration experience, with 93.9% of users agreeing or strongly agreeing. This suggests that the information system has likely enhanced various aspects of university activities such as, Access to resources and information, Administrative efficiency Communication and collaboration ,Personalized learning and teaching .To further improve, the university could focus on addressing the concerns of the 10.8% who strongly disagree and exploring ways to enhance the experience for all users.

# Figure 4.15 What features or improvements would you like to see in the university’s IS?

Source: Field survey, 2024

Figure 4.15 presents the opinions of the participants on the features or improvements they would like to see in the university’s information system.

# 4.2 Summary of the Findings

Based on the analysis of data, the following findings emerged regarding the role of information systems in university administration:

* Finding 1

Enhanced Efficiency and Productivity: The implementation of information systems has significantly increased the efficiency and productivity of administrative tasks. Processes such as student enrollment, grading, and record-keeping are streamlined, reducing the time and effort required.

* Finding 2

Improved Data Management and Accessibility: Information systems provide a centralized database that ensures easy access to accurate and up-to-date information. This has improved data management practices and facilitated better decision-making by administrators.

* Finding 3

Enhanced Communication and Collaboration: The use of information systems has improved communication and collaboration among faculty, staff, and students. Platforms like email, learning management systems, and intranets have made information sharing more effective and efficient.

* Finding 4

Cost Reduction: By automating routine administrative tasks and reducing the need for paper-based processes, information systems have contributed to significant cost savings for the university.

* Finding 5

Improved Student Services: Information systems have enhanced the quality and responsiveness of student services. Online portals allow students to access their academic records, register for courses, and communicate with university staff conveniently.

* Finding 6

Increased Transparency and Accountability: The implementation of information systems has increased transparency in university operations. It has made it easier to track and audit various administrative processes, thereby enhancing accountability.

* Finding 7

Support for Decision-Making: The availability of comprehensive data and advanced analytical tools has improved the quality of decisions made by university administrators. Information systems provide valuable insights that support strategic planning and policy development.

* Finding 8

Enhanced Security and Compliance: Information systems have strengthened data security measures, ensuring that sensitive information is protected. They also help universities comply with regulatory requirements by maintaining accurate and secure records.

# 4.3 Chapter Summary

This chapter presented and analyzed the data collected for the research. It provided a detailed examination of the findings, highlighting significant patterns and relationships. The key results were summarized, illustrating how the data supports the research objectives and questions. The next chapter will discuss the implications of these findings in relation to the existing literature and the research context.

# CHAPTER FIVE

# SUMMARY, CONCLUSION AND RECOMMENDATION

# 5.0 Introduction

This chapter explores the crucial role that Information Systems (IS) play in the administration of universities. It covers how IS streamline administrative processes, enhance decision-making, support academic and student services, ensure data security and privacy, and address challenges while pointing to future trends. By examining these aspects, the chapter highlights the transformative impact of IS on the efficiency and effectiveness of university administration.

# 5.1 Summary of the Project

This project explores the multifaceted role of Information Systems (IS) in university administration, focusing on how these systems enhance efficiency and effectiveness across various domains. Information Systems streamline administrative processes such as student information management, human resources, financial operations, and document management, leading to significant improvements in efficiency, accuracy, and transparency. They also support data-driven decision-making by providing analytical tools for trend analysis, performance monitoring, and strategic planning in areas such as admissions, curriculum development, and resource allocation. In addition, IS play a crucial role in supporting academic and student services. Learning Management Systems (LMS) facilitate online learning and course management, while advising and library information systems enhance student support. Communication tools further improve interactions among students, faculty, and administration.

The project also examines the implementation of data security measures to safeguard sensitive information and ensure compliance with regulations like FERPA, alongside the importance of robust incident response procedures to manage data breaches and maintain business continuity. It identifies challenges such as integration issues, cost constraints, and the need for user training, and explores future trends including Artificial Intelligence (AI), Machine Learning (ML), blockchain technology, and cloud computing, which are expected to further revolutionize university administration.

# 5.2 Conclusion

In conclusion, Information Systems are indispensable tools in modern university administration. They streamline administrative processes, facilitate data-driven decision-making, enhance academic and student services, and ensure data security and privacy. Despite facing challenges such as integration issues and budget constraints, the ongoing advancements in IS technology, including AI, blockchain, and cloud computing, promise to further enhance the efficiency and effectiveness of university administration. The successful implementation and utilization of IS can lead to significant improvements in the overall functioning of universities, ultimately benefiting students, faculty, and administrators alike.

# 5.3 Recommendations

Based on the findings of this project, the following recommendations are made:

1. Investment in IS Infrastructure: Universities should invest in robust and scalable IS infrastructure to support their administrative and academic functions effectively. This includes adopting cloud-based solutions for flexibility and cost-effectiveness.
2. Comprehensive Training Programs: Implement comprehensive training programs for staff and students to ensure they are proficient in using various IS tools. This will maximize the benefits of IS and improve overall user experience.
3. Integration of IS Platforms: Focus on integrating different IS platforms within the university to create a seamless and cohesive information management environment. This will reduce redundancy and improve data accuracy.
4. Regular Security Audits: Conduct regular security audits and updates to protect against data breaches and ensure compliance with regulations. Developing a robust incident response plan is also crucial.
5. Embrace Future Technologies: Universities should stay abreast of emerging technologies such as AI, ML, blockchain, and other innovative solutions. Adopting these technologies can further enhance administrative efficiency and provide new opportunities for academic and operational improvements.

# 5.3.1 Possible Future Enhancements

Future enhancements to this work could include:

1. Case Studies: Conducting detailed case studies of universities that have successfully implemented advanced IS solutions to provide practical insights and best practices.
2. Technological Innovations: Exploring the impact of upcoming technological innovations on university administration in greater detail, particularly in areas like AI-driven analytics and blockchain for secure credentialing.
3. User Experience Research: Investigating the user experience of staff and students with current IS tools to identify areas for improvement and develop more user-friendly interfaces.
4. Policy Development: Developing comprehensive policies and guidelines for IS implementation and management in universities, ensuring alignment with educational goals and regulatory requirements.

By implementing these recommendations and exploring future enhancements, universities can continue to leverage Information Systems to drive excellence in administration and support their mission of providing high-quality education

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## APPENDIX A

## QUESTIONNAIRE

**QUESTIONNAIRE ON THE ROLE OF INFORMATION SYSTEM IN UNIVERSITY ADMINISTRATION**

Dear respondents ,

My name is **Ahmad Muhammad Idris**, I am a final year undergraduate student in the Department of Computer Science, **College of Computing and Information science, Alqalam University Katsina**. I am conducting research on **The Role of Information System in University Administration.** Please take a few minutes to complete this questionnaire. Your responses are highly valued and will contribute to the academic purpose of this research, Thank you.

1. Age of Respondents

* 15-35
* 36-55
* 56-75
* Other

1. Gender

* Male
* Female
* NIL

1. What is your role at the university?

* Student
* Staff
* Administrator

1. Are you aware of the Information Systems (IS) used in the university administration?

* Yes
* No

1. How often do you use the university's IS?

* Daily
* Weekly
* Monthly
* Rarely
* Never

1. How would you rate the accessibility of the IS?

* Very Accessible
* Accessible
* Neutral
* Inaccessible

1. How effective do you find the IS in improving administrative processes?

* Very Effective
* Effective
* Neutral
* Ineffective

1. How user-friendly do you find the university's IS? (

* Very User-Friendly
* User-Friendly
* Neutral

1. Has the IS improved communication between students and administration?

* Yes
* No

1. Do you feel that your data is secure within the IS?

* Yes
* No

1. How would you rate the support provided by the university for IS-related issues?

* Excellent
* Good
* Fair
* Poor
* Very Poor

1. Do information systems in university administration effectively handle tasks such as student registration and financial management?

* Yes
* No
* Maybe

13 - Does the adoption of information systems generally improve student and administration experiences?

* Yes
* No
* Maybe

14 What features or improvements would you like to see in the university’s IS?

**APPENDIX B**

<https://github.com/Ahmadidrisjnr/THE-ROLE-OF-INFORMATION-SYSTEM-IN-UNIVERSITY-ADMINISTRATION-.git>