



Shu - Te University

College of Informatics

Graduate School of Information Management

Master

Factors affecting the use of software

“School management” in Le Thanh Tong secondary  
school

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June, 2011

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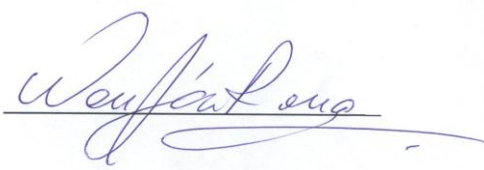
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Factors affecting the use of software “School management” in

Le Thanh Tong secondary school

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## ABSTRACT

Information technology also boosted innovation in education, creating educational technology (educational technology) with many outstanding achievements, including: teaching and learning technology, especially technology and management education. Major information technology change management methods and management education, support the reform of administrative management activities to educate and train more effectively.

The application of IT in education management and administration, and training was developed early on with the implementation of financial management, software and enrollment management, facilities management, library and school system learning materials ... officials and staff's awareness and skills sector are also increasing.

Up to now, some researches have pointed out that there are several benefits in use IT in management in particularly in managing education. However, those ones have

not focus on study the affected apply in secondary school. Therefore, the main purpose of this study is to examine the influence on the use of software “school management” in Le Thanh Tong secondary school. Specifically, this study surveys the relationship between perceptions about the use of that software (including perception, attitude) and affected use. In this study, in order to examine proposed model, I conducted a survey through a questionnaires to 50 Leaders and teachers in Le Thanh Tong secondary school. The results indicated that the affective use of that software is not only dependent on attitude but also related some other factors for example the use level of that software. Perception, attitude and affected use of that software are correlative. Finally, this study proposes the future study in the next study.

**Keywords :** IT and affect , software “management school”, Quantitative methods, SPSS, benefit “management school”, attitude and behavior, Perception and behavior.

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# Chapter 1 Introduction

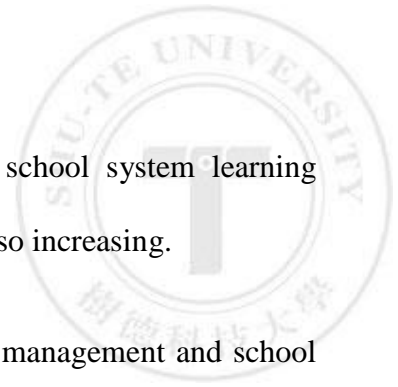
The introduction of this study consists of eight parts. It starts with research background to introduce the importance of study. The next part reveals research purposes and research questions which help to intend for the study. The next parts include limitations, delimitations, assumptions and terminology. They examine scope of the study. Finally, it is research flow chart of this research.

## 1.1. Research Background

In the last decades of the twentieth century to now, mankind has witnessed the invention and evolution of the magic of information technology (IT). The achievement of IT has contributed very important for the formation and development of knowledge economy and the nature of the global information society.

Information technology also boosted innovation in education, creating educational technology (educational technology) with many outstanding achievements, including: teaching and learning technology, especially technology and management education. Major information technology change management methods and management education, support the reform of administrative management activities to educate and train more effectively.

The application of IT in education management and administration, and training was developed early on with the implementation of financial management, software and



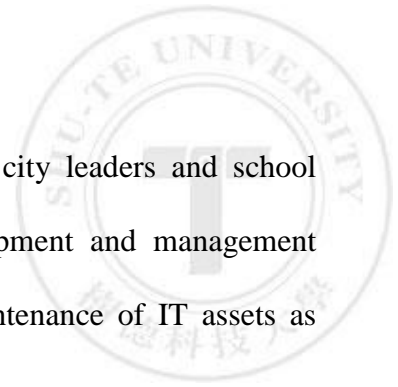
enrollment management, facilities management, library and school system learning materials ... officials and staff awareness and skills sector are also increasing.

In management education into two categories: system management and school management. In school management is basically nuclear. Because school is the "pillar" of the national education system, this is where the process is done directly to provide the knowledge and the basic factors of personality. Along with family, it is important stages of the decision for the formation of personality of students. There is much software education management and teaching; in which software "school management" is one of them that is very effective in management education in schools. Research software in schools will bring more benefits to the management of education in schools; we have selected the subject studying the effects of using software "school management" in management education in Le Thanh Tong's secondary school.

### **1.1.1. Role of IT in education management**

The application of IT in management, education and training institutions has been implemented very soon with the implementation of financial management, and enrollment management, facilities management, library systems and learning materials file ... The staff and workers in the industry awareness and IT skills are also increasing (Arestova, etc, 1999). However, these applications are not synchronized and also spontaneous; software is not "core" of the operating room management and affiliated agencies, no database system to share all industry. Charge of human resources and direct the application of IT in the agencies have a shortage.



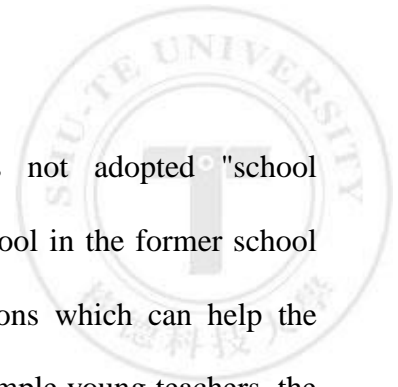


To solve this problem requires the determination of city leaders and school leaders in developing human resources, investment in equipment and management software in schools, while setting policies maintenance, maintenance of IT assets as well as continue to upgrade and update management software

### **1.1.2. Rational study**

Previously, academic year 2010 - 2011, the sector of Education and Training identified the subject in school is "school year continue to renew the management and improve the quality of education." In the continued renewal of the education management so attach importance, to promote ICT in Education and Training, unified state management of ICT in Education and Training. Implementation and positive application of the conference, workshops, training, meeting, meetings, exchange of teaching and learning through the Internet, electronic information industry, conducted using electronic documents in education and training under the guidance of the Department of Education from 1/9/2010.

Implement Master Plan step by step development of IT to the units, schools and education and training sector from now to 2015 and in 2010 by Decision No. 698/QD-TTG dated 01/6/2009 of the Prime Minister. Positive use of free software, software management students and management of teachers, support arranged schedule, manage school libraries, managed universal primary education by the Ministry of Education and other agencies, state management of IT.



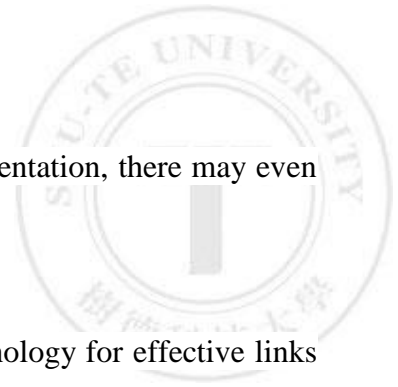
Secondly, Le Thanh Tong Secondary School has not adopted "school management" software in educational management in that school in the former school years. However, The school has some advantage of conditions which can help the school improve the quality of educational management for example young teachers, the level of using IT is good, IT of equipment is enough rather in educational programs of the Le Thanh Tong secondary school.

Finally, "Management School" software in school is very easy to use and offers many benefits: Save time, reduce public health officials and teachers in schools, convenient for staff managers in monitoring and evaluation of test.

## **1.2. Research motivation**

Educational management in secondary school is very important, because school is the basic unit of the national education system. Leadership and management development is a comprehensive student leadership and management of teaching activities - education in schools to help students develop a comprehensive moral, intellectual, physical, aesthetic and basic skills, develop personal capacity, dynamism and creativity, how people shape Vietnam's socialist construction and responsibilities as citizens, to prepare students for further study up or come to life, to participate in building and protecting the country.

Management is the professional students are held regularly in schools and the implementation of this process has great influence to the quality of teaching and management of school students. However, today the implementation of business



processes by hand they cost a lot of time and effort of implementation, there may even make mistakes due to confusion.

School management is the solution of information technology for effective links between schools, teachers, students and parents. Through the Internet, the information is centralized management of timely updates to help students, parents to easily monitor learning, helping teachers to easily update the student information, grades, school easily track information to each teacher, class, and students.

School management contribute to rapid dissemination of information on education and training, rules and regulations to schools, supports searching, seeking information from the base quickly, accurately and help for the analytical reports and statistics are made convenient, fast.

Wishing to be relieved of the performance, quality management, educational, software School management was born on the basis of research, a thorough survey of the actual work in management students at the secondary school.

### **1.3. Research purpose and research questions**

The purpose of this study is to examine the factors that influence on the use of the software “school management” that is effective. Specifically, this study is interested in exploring what are the most key factors to bring the benefits in using this software. Intention to use this software depends on attitude of the use of the software it can say that the user need to have skills in the use. The following are research objectives:



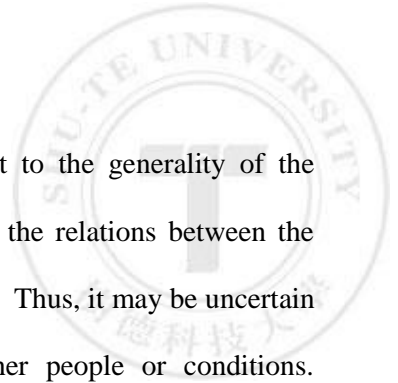
- Investigating the use of the software “school management” in Le Thanh Tong secondary school
- Examine the factors which are the effective use of the software.
- Exposure the essential factors manipulate in effected using the software “school management”.

Based on the above descriptions, this study intended to examine factors that affect the use of the software. This study aims to answer these following questions:

- What Factors affect the use of software "school management"?
- What is the key factor influencing on the effective use of software "school management"?

#### **1.4. Research limitations**

The Correlational research simply shows that we can guess a variable from another variable. It is indicating that two variables are related. However, two variables can be related without there being a causal correlation between the variables. We cannot make causal conclusions from correlational findings because we cannot regulation out all alternative descriptions for correlational studies (Bryman, 1984). Thus, making causal conclusions from correlational outcomes is a rational error. If we find that A is related with B, it could mean that A has effect B, B affected A, or some third variable affected both A and B without there being any causal relationship between A and B. Even if we could make regulation out one of the possible relationships (e.g., B affected A), we cannot make regulation out all alternative descriptions from correlational findings. For every correlational finding, there is the possibility that some third variable affected the two variables without there being an associated relationship between the variables.



Correlational study may also have limitations with respect to the generality of the studies. Perhaps the study involved a specific group of people, or the relations between the variables were only investigated in some situations (Calmorin, 1995). Thus, it may be uncertain whether the correlational studies possibly will generalize to other people or conditions. Investigates involving the random assignment of participants to conditions might tolerate us to make causal conclusions if the variables that are influenced are not confused with other variables. However, there still may be limitations with respect to the overview of the study.

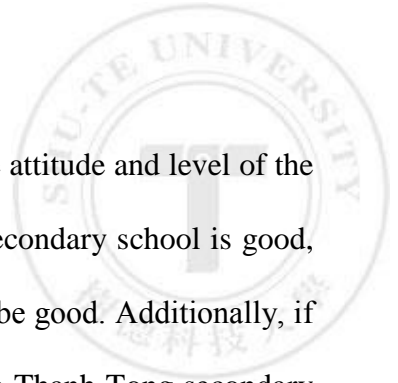
The investigation may have involved a specific group of people, certain situations, and only some of the possible conceptualizations of variables. Thus, we may not know whether the study will generalized to other people, situations or conceptualizations of the variables.

### **1.5. Delimitation**

The thesis only examines a sample of 50 teachers and administrators leader Le Thanh Tong Secondary School, offer a number of factors affect the use of software managed the school effectively. Especially the research only focused on cognitive factors, attitude to efficiency. The study is not going into research on gender differences, experience efficiency between the two groups are different. In addition the study sample in one secondary school, therefore there is much facts to the comparative and test high.

### **1.6. Assumptions**

There are some factors which influence on the software "school management" in management education in the schools of Le Thanh Tong. They are awareness of role, function and conditions in the effective use of this software; the attitude and level of the effective use of the software and the effective using the software "school management". Based on theory and reality research assumptions can be stated that if awareness of role,

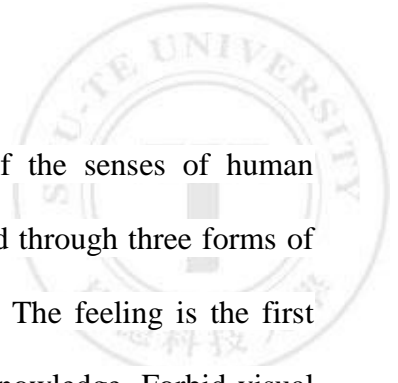


function and conditions in the effective use of this software; the attitude and level of the effective use of the software of managers in le Thanh Tong secondary school is good, their effective using the software “school management” would be good. Additionally, if the level of the effective use of the software of managers in Le Thanh Tong secondary school is good, it would influence on intensely their effective using the software “school management”.

## **1.7. Terminology**

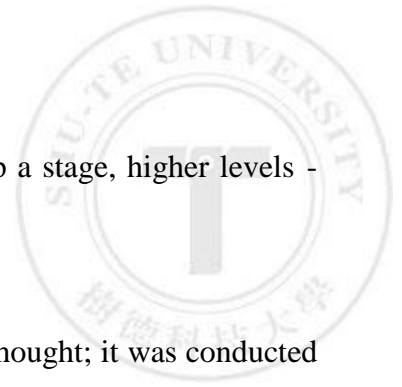
### **1.7.1. Awareness of the role in the effective using the software “school management”**

Awareness is one of three fundamental aspects of human psychological life (perception, emotion, volition). It has close relationships with the other side and with the psychological phenomenon of human life. Perception is a process. In humans, this process is often tied to specific purposes should be aware of an active man (Powers, 2005). The most prominent characteristic of the cognitive activities that reflect the objective reality, this activity includes several different activities, is inextricably linked to each other, showing the extent reflect objective reality (feeling, perception, thinking, imagine ...) and bring products each other on an objective reality (images, icons, symbols, concepts). Based on the nature of reflection can divide all operations into two phases cognitive large: sensory perception (sensation and perception) and cognitive rationality (thinking and imagination).



Emotional awareness may be due to the operation of the senses of human identification, such as auditory, visual, tactile ... It is conducted through three forms of identification is important to feeling, perception, and symbol. The feeling is the first form of the reflecting objective reality and the origin of the knowledge. Forbid visual contact is aware of the outside world, is the transformation, transformation of energy impact of factors outside of our consciousness, is subjective image of the objective world. Perception arose on the basis of cooperation, complement each other's feelings more, returned to the subject aware of the relatively complete knowledge about the object reflects. The icon is an image of cognitive objects with attributes, relationships highlight of it is stored and replayed in the mind the subject. The icon shows the capacity recorded stored, reproduced information of the human brain. The same information is the data base as the basic premise for the formation of concepts, categories.

Emotional awareness provides the initial understanding of object perception, but the knowledge that only stop at the surface of the object definition. From the intuitive knowledge, emotional appearance that people cannot distinguish or identify the nature and essence, the course and random and personal popularity. Moreover, sensory perception is always a certain limit, because the activity of sensory awareness cannot spread beyond the threshold of sensation. In fact, people cannot see any space, color, hear every sound, smell and taste all the flavors or in contact with the very large volume, very small. Meanwhile, the task of perception is to capture the essence of objects in the



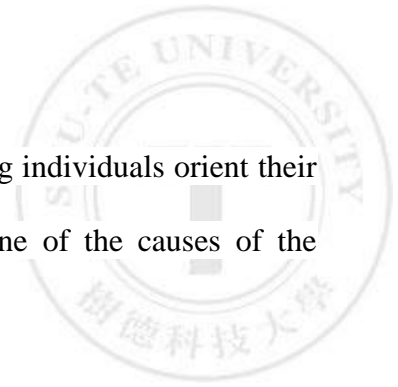
inevitability and its rules. To do so, the awareness to move up a stage, higher levels - cognitive reason.

Cognitive rationality is due to the operation of abstract thought; it was conducted in three forms: concepts, judgments, inferences. The concept is a form of abstract thought, reflecting the relationship and the nature of the dissemination of a class of things is something else (Runkel, 2003). It is the basic data form the contents of the conscious, thinking human being, simultaneously, are the building blocks to the castle of human scientific knowledge. Judging is the link concepts to form a phrase structure language close to an affirmative or negative attributes, the relationship of any objective reality. Inference reflects the movement of thought away from the known to the perception of the unknown indirectly, based on the use of knowledge already.

The mission of cognitive rationality is modified sensory knowledge and the result is the creation of concepts, categories, rules, principles ... All of them are abstract science reflected the surface, the nature of the relationship, the inevitable reality of the world. In other words, cognitive rationality (abstract thought) to bring the subject aware of the images of the nature of object perception, expressed through the concepts, categories, rules...

The analysis above shows us the tremendous role of human perception in the creation of concepts, categories in general and in social life in particular. Awareness is the element of consciousness, is the basis of action.





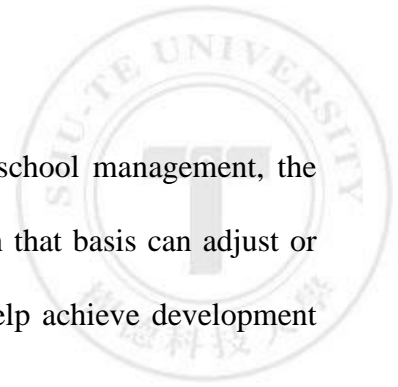
In social life, perception is an important factor in helping individuals orient their behavior because not aware of the norms, social value is one of the causes of the behavior social norm violations, including criminal acts.

We need to affirm that a correct perception of standards as well as the value of life itself is not an assurance to individuals who cannot commit acts of false social standards. So it is necessary to help people have right behavior enhance their awareness.

Investigating the awareness of role in the effective using the software, the study examines some items. Teachers, managers, general supervisor is aware of how is important and necessary. The next they recognize the level of suitable with the reality of the secondary school. They identify that the effective use of the software whether is one of the favorable factors in school management or not. Finally, they are aware of appropriate orientated education associated with IT use

### **1.7.2. Awareness of the function in the effective using the software “school management”**

Awareness of the functions of school management software is a central part in the perception of the software. Aware of the function helps the user will find it necessary to supplement the lack of awareness is used to help use the software effectively. Knowing the function of the software will help users to understand as to use the functionality of the software to suit their work and thus would be more useful software for users such for teachers, the school management software will be used for the purpose of managing records of students in grade teacher that all the scores, the striving, the family situation

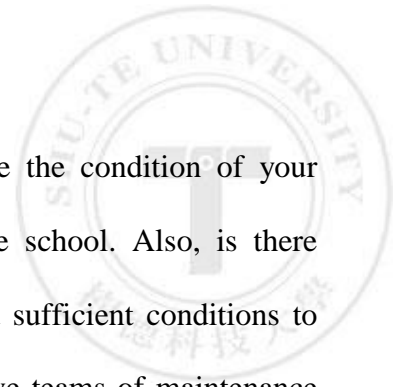


and work teaching of the teacher. As for the leaders of the school management, the software helps them to monitor all activities of the school. On that basis can adjust or make appropriate policies to manage the school effectively help achieve development goals and strategies outlined.

Thus in the survey collection personal opinion research will include items related to student management and teaching activities of teachers as well as the overall operation of the school, specifically, monitor and supervise the overall activities in the field of organic, as support tools improve teaching methods, good management resume student, monitoring the quality of each student to take measures to foster and tutoring time, good management systems curriculum, lesson plans have the ability to adjust timely and rapid.

### **1.7.3. Awareness of the conditions in the effective using the software “school management”**

Conditions for cognitive processes to acquire knowledge in a convenient, while it can help to raise interest for the user to create conditions more favorable for them to formulate and develop skills in the skilled (LaPiere, 1934; Zhang etc, 1997; Fisher, 2000). For example, users save time and effort when conditions are good facilities. Therefore condition means be regarded as necessary conditions to operate efficiently, especially when work-based skills to use the means necessary conditions. To use the software to manage the school effectively it is necessary to have conditions means minimal use of computers, the Internet.

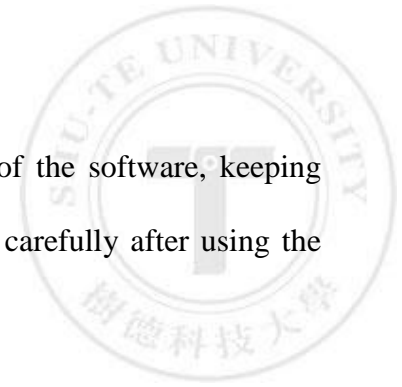


Thus, the individuals polled in the study will examine the condition of your computer is compatible with data management software like school. Also, is there enough computer using the engine room when necessary and sufficient conditions to ensure minimum efficiency for the user. It is important to have teams of maintenance and repair machinery in time when a problem or not. Finally, whether there is adequate guidance, professional software using "school management".

#### **1.7.4. The attitude in the effective using the software “school management”**

From awareness to work as a process, in the transformation of knowledge into operational skills, the attitude is a very important meaning. Attitudes are important values in shaping human activity in cognition (Kok, &Siero, 1985; Chau, 2001; Prentan etc, 2005). It is considered as the enzyme stimulates the metabolism of consciousness into action. Additionally it is significant to help people adjust operations to suit the requirements set. Attitude is the motivation, mental strength is helping people overcome all difficulties and challenges to turn these things have been aware of operational skills to be effective.

Therefore, the investigation of individual opinion research, attitude is the first study to raise awareness on a regular basis about the functions and efficiency of school management software, because the attitude on the basis of a perception. Next is the attitude of compliance with regulations on conditions and means of using school management software for example, check the power source before turning on the computer, always observe the action while using the computer, note antivirus before connecting the device to reduce the spread of virus, when having trouble using the right



to ask the opinion of experts, to comply with the guidance of the software, keeping clean machinery and engine room when using, always check carefully after using the computer finish

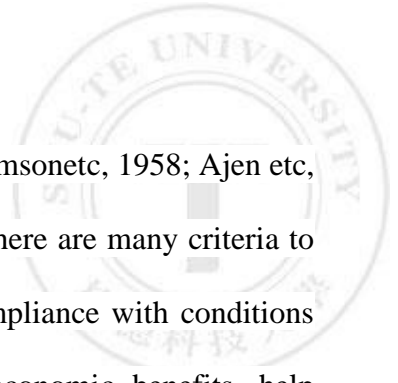
#### **1.7.5. The level of the effective using the software “school management”**

In most operations, a fact that any normal person can do to acquire some knowledge, skills, song of the same external conditions, then different people can gain knowledge and skills at the level of those speeds, different pace. The fact is due to their different capacities (Agarwal & Prasad, 1999; Jackson etc, 2005; Power, 2005; Zhang, 1997). Also there are some fields only those with certain capacities can achieve results. Thus the capacity of humans is effective implementation of the requirements of an operation. Capacity is formed on the basis of awareness and support of the means and conditions to be able to achieve efficiency of operation.

Thus, the first in the survey to gather opinions of the individuals studied is the ability to be fluent in the school management software. Next will be the ability of these small problems encountered during the use of this software is a little higher can update the software's features. More complicated is the user able to discern what the problem is caused by any malfunction of hardware and software used by the last and highest capacity can instruct others how to use the school management software.

#### **1.7.6. The effect of using the software “school management”**

The effect of an operation is the result of human perception is reflected in the operation. On the basis of the transformation from perception to represent the attitude



and the ability to measure the effectiveness of operations (Abramson etc, 1958; Ajen etc, 1980; Arestova etc, 1999; Davids, 1989; Prennan etc, 2005), there are many criteria to evaluate the effectiveness of such activities, convenience, compliance with conditions and circumstances, saving energy, reducing the time, the economic benefits, help activists feel excited about work, increased creativity.

In the survey personal opinion on the effectiveness of using software in the study included four items. Specifically, the effective use of the facilities in use, effective time saving time, saving energy and excitement while using this software is considered as motivating people used to create the software more efficient, will improve the knowledge skills required to use the software effectively to appropriate with the user.

### **1.8. Research structure**

Figure 1.1 indicates the progress and structure of this study. There are five parts of this study including Introduction, Literature Review, Methodology, Analysis and Result, and then Conclusions and suggestions.

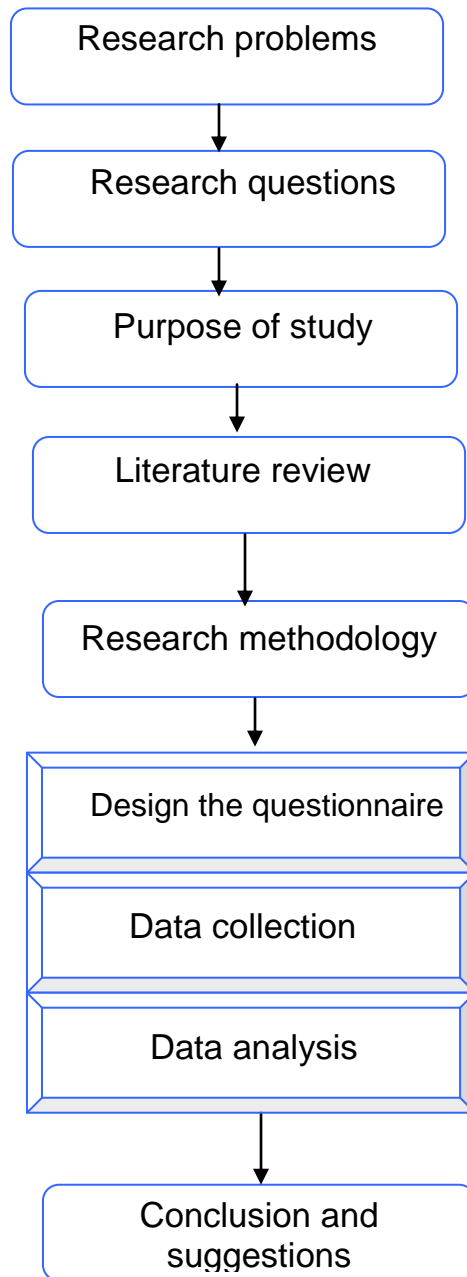


Figure 1. Research Structure

## Chapter 2 Literature Review

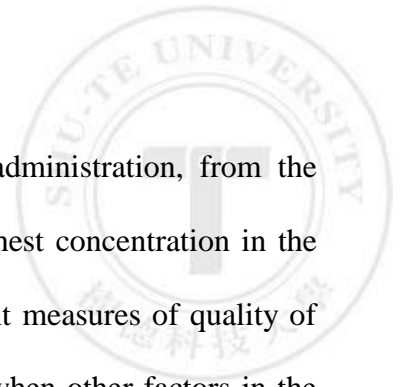
In this chapter, it is begins with overview applied software “school management” in the schools in Viet Nam, specifically in Le Thanh Tong Secondary school. The part central exemplifies the software of the functions, the assigned access these functions, the benefits of applying the software in Le Thanh Tong Secondary School can meet the goals of school education in the national education system. Finally, and applying the software in Le Thanh Tong Secondary School.

### **2.1. Applied software "school management" in schools in Vietnam.**

#### **2.1.1. Overview of management education in secondary schools in Vietnam**

In education there are 2 forms of management: the management system and school management. In school management is basically nuclear (Nguyen Tin, 1996; Nguyen Toan, 2001; Bui Hien, 2002). Because school is the "pillar" of the national education system, this is done directly by providing the knowledge and the basic factors of personality. Along with family, it is important to decide the period for the formation of personality of students. Can confirm the fact that education in the decades has shown that many local schools and create more effective management approach than to improve the quality of education, contributing to each class meeting period of revolution. However, there are some major shortcomings.

First, the concept of quality education in Vietnam was not completely uniform. Have a common understanding and pity that today are considered standard education evaluation, understanding that quality education is synonymous with the test results. An

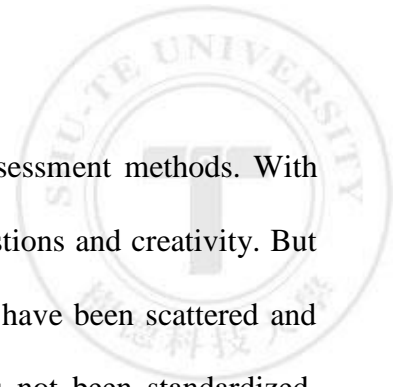


expression is very clear: the main concern of educational administration, from the management system to manage all educational levels, the highest concentration in the test and then get the test results to file size the most important measures of quality of students, a school and a local. How aware is understandable when other factors in the overall structure factor directly into the quality of education have been overlooked, even ignored, so in fact, where the weak points, but with high transfer rate is considered good quality. From here, has emerged as a widespread phenomenon from teacher to student, from management to senior managers who run the pass rate. Number of schools achieving 95-100% rate is no longer a unique phenomenon. And according to the logic of the understanding, like the quality of education is very good. Only when the student life or college tests, the new weakness exposed, it was incurable.

Secondly, approach, quality management is primarily aimed at the target (while the "target" is the conversion rate) but the process is skipped. Everyone knows that in all things, how this process occurs, as a result he has received. This rule is especially true in moral education. By the formation of personality is a process with the convergence of many factors, the expression of personality in each person is also a process with many aspects and different levels. There is no basis for decision making bring pragmatism: although this process, regardless of the method, regardless of motivation and attitude, "free is good!

Thirdly, standards may or may not dare to offer a system of criteria and evaluation methods of quality management processes, including quality of moral

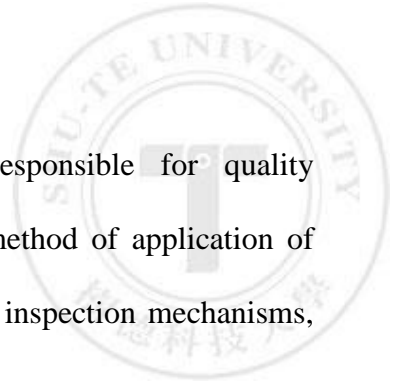




education in schools. Currently we have no standards and assessment methods. With state candid, to say that in places and there are positive suggestions and creativity. But in general, has frankly admitted the criteria and methodology have been scattered and not uniform, lack of system, lack of scientific basis and has not been standardized. Therefore, the assessment of education quality is still very much on the inspection and examination of the upper level of the union or from outside the school is done. Lack of self-examination, self-assessment and personal experience, self-regulation, improvement activities as a regular routine and have the autonomy to really become an endogenous factor promoting sustainability.

Fourthly, owners can do, so far almost the same quality management is considered a privilege and responsibility of a few head professional.

Can be considered a big mistake when lightly teachers, who hold an important role and make quality directly. The idea of "total quality management", "every employee is a series of decisions in both the quality management system" that production and business establishments are trying to do to rapidly improve the next war of branded products in Vietnam, do not understand why education is applied slowly. Just to emphasize one thing, the quality management education, particularly in the management of education quality, student's also extremely important role because they are not passive products of the school. Guidance method of student motivation, attitude, learning, which is a concern in many developed countries and in our country before, but somehow being distracted attention deficit.



Fifth, the organization formed agency division responsible for quality management consultancy, research and help implement the method of application of advanced quality management in schools. No body parts, and inspection mechanisms, quality assessment objectively from the outside.

Sixth, mechanisms and management, management education is known as centralized management model. Management bodies on the line (Ministries, Departments, Education Department) has the goal of quality planning, issue management systems, direct and matter content, lesson plans, recently held examination and inspect, examine and evaluate the brand that is still heavily subsidized. Say "social education" is essentially "social" to raise money. Everything is also defense ministries, departments. Meanwhile, demand for quality management and fully allocated to each school principal to improve a process, implementation of proactive self-management to create quality in their specific conditions.

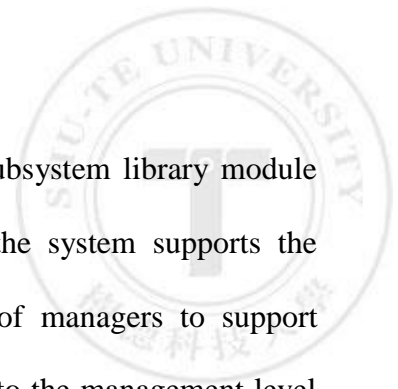
Improve the quality of education, especially improving the quality of moral education and education management reform is a pressing issue. It is time to make sure and quickly overcome the deficiencies in the quality management education, especially moral education in our schools. To do that, in addition to efforts ourselves, we also need to research, select, consult and use creative achievements of management science in the world, including the scientific achievements of Management quality education.

### **2.1.2. Applying software “school management” in schools in Viet Nam**

According to experts, education, information technology (IT) is an effective tool to support innovative methods of teaching, learning and support innovation management education, thus contributing to improve the efficiency and quality of education. Human Resource Development and application of ICT in education is an important task of improving the performance of schools in general and professional management of the principal in particular. The extensive applications in schools, ICT will become the common property of the school, to participate actively in the process of improving performance.

To meet the needs of IT in education and training, since 2007, the project SREM deployed V. EMIS software system provides a relatively full range of support tools for operations management school management system in the national Education and Training includes: Management of financial assets (the operations related to the principal, accountant, treasurer of the school), Human Resource Management (principal, teachers and staff); Scheduling and assigning work, monitoring the work of teachers, attendance (principal, vice principal in charge of professional teachers, the subject of ); Management Students (homeroom teacher, subject teacher) ...

According to Deputy Director of Project SREM, V. Nguyen Thi Thai EMIS system will support managers in managing daily work and give the leaders all the information and data necessary for the decisions through six main modules: module management students; Subsystem Manager teachers; Management Subsystem financial

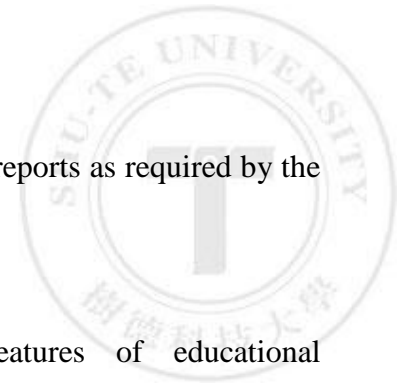


management module supports the inspection; Management Subsystem library module device management and system management. In addition, the system supports the assessment of quality management education and capacity of managers to support business management education across from the school level, to the management level more of Rooms, the Services and the Ministry of Education and Training.

The implementation support, project SREM was piloted in 28 provinces with the number nearly 2,500 in 2009. Nearly a thousand staff rooms and offices in 28 provinces of Education and Training is training to become teachers V.EMIS core staff, to then continue training for 16 thousand school-level staff at the school in the province experimentally V. EMIS system into operation. In 2010, SREM project has expanded to all schools with more than eight thousands of the documentation used V.EMIS supported training programs in all 63 provinces and cities nationwide.

In addition, the project will support implementation of two thousand desktops, 100 servers, 1,500 printers have been delivered to 48 municipal, including 21 municipal pilots V.EMIS. The result, an information management system with comprehensive schools V.EMIS name was built nearly six thousand schools. Nearly 29 thousand staff schools, the Department and the Department of Education have been trained to use the system. The number of equipment worth 1.7 million Euros has been transferred to other departments, Education and Training room, the school to support system operation.

Through the construction of V. EMIS system in the education dean helped save



the time to capture changes in activities in school and prepare reports as required by the authorities.

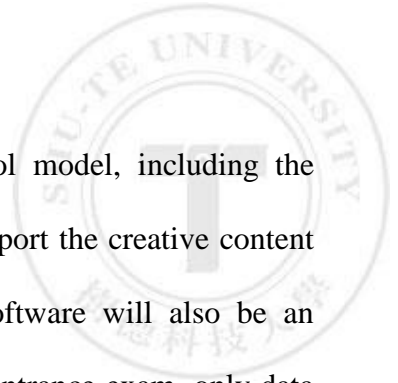
V.EMIS system provides fully support most features of educational administration, especially the principal/vice principal, for the management operations such as personnel management; assigned faculty teaching; established timetable; financial management, asset management students, facilities management, library management official papers; monitoring and evaluation of school operation.

The principal always has the correct information about the status of the school, each grade, and a class that can then adjust the appropriate decision. Many education experts evaluate V. EMIS system has helped increase the accuracy of the data on education, to ensure consistency in data collection methods and how to calculate the statistical indicators important.

With the results achieved, the Ministry of Education and Training has requested use of V. EMIS in all schools from the 2010-2011 school years and the roadmap for complete systems and expand the scope V.EMIS 2015

## **2.2. Applying software “school management ”in secondary schools in Vietnam.**

Management software built on the basis of regulations issued by the Ministry of Education for Schools: Charter Schools (secondary, primary, preschool) and the regulations of the research student assessment and classification. When there are changes in regulations and evaluation of students classified by the Ministry of Education, the software will be upgraded soon and update mechanism for schools to use



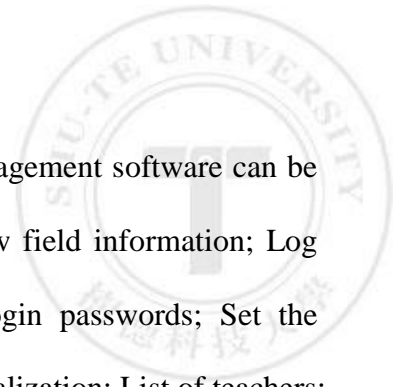
via the Internet. This pilot is aimed at building an e-school model, including the computerization of school management, IT applications to support the creative content and teaching-learning method, if done well eLearning ... software will also be an important input. Instead of the student registration records or entrance exam, only data on expectations, competition cases, after the pilot at the Peace, Department of IT will continue to perform at the provinces of Hai Duong, Ninh Binh, Vinh Phuc, Ha Tay and then examined before widespread use of mass across the country.

## **2.3 . Applying software “school management ”in Le Thanh Tong secondary school**

### **2.3.1. Introduction of software “school management”**

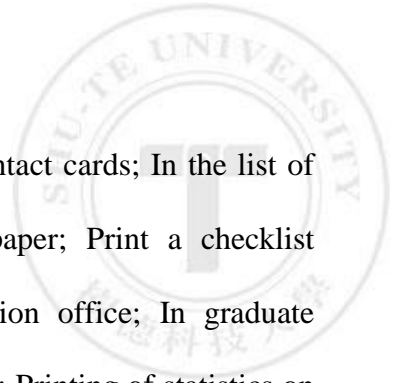
Software "school management" designed to help administrators, teachers working in more favorable assigned. With a simple interface for ease of use and numerous features, the software can help solve more than 90% workload in the school quickly and accurately. The software includes the following main functions:

- Assign access rights to the software in three levels (Admin, Management, and Teacher).
- Use online software on the Internet - Lan (Only in school management Online).
- Information Management teachers.
- Managing student information.
- Scoring - class academic, behavioral - Rated.
- Divide the examination room - Sort class - At the graduation.
- Print the form prescribed by the Ministry of Education.
- Statistics on student learning and teaching status of teachers.



Specifically, the Admin when access to the school management software can be used the all functions of the software for example Create new field information; Log into the software; Log out of the software; Change the login passwords; Set the connection information; Change the school; Create and decentralization; List of teachers; List of students; Create a list of teachers and students from Excel; Block Management - Year - Subject - Pillar Point; Create a scoring formula; Enter the teacher; Enter a teaching assignment; Enter the student information; Enter the student; Added points for students from Excel files; In terms of conduct for students; Scoring - Ratings – Rating; View study results; Divide the exam room; Classification - Loading classes for students; At the graduation; In the list of the examination; In the list of student information; In the transcript of courses; In contact cards; In the list of information the teacher; In teaching roster; In praise of paper; Print a checklist graduation scrutiny; In the list of graduates to pay education office; In graduate certificate temporarily; Printing of statistics on student learning; Printing of statistics on the teaching of teachers.

The manager when access to the school management software can be used the following functions: Log into the software; Log out of the software; Change the login passwords; List of teachers; List of students; Create a list of teachers and students from Excel; Block Management - Year - Subject - Pillar Point; Create a scoring formula; Enter the teacher; Enter a teaching assignment; Enter the student information; Enter the student; Added points for students from Excel files; In terms of conduct for students; Scoring - Ratings – Rating; View study results; Divide the exam room; Classification - Loading classes for students; At the graduation; In the list of the examination; In the



list of student information; In the transcript of courses; In contact cards; In the list of information the teacher; In teaching roster; In praise of paper; Print a checklist graduation scrutiny; In the list of graduates to pay education office; In graduate certificate temporarily; Printing of statistics on student learning; Printing of statistics on the teaching of teachers.

The teacher when access to the school management software can be used the below functions: Log into the software; Log out of the software; Change the login passwords; List of teachers; List of students; Enter the teacher; Enter the student; Added points for students from Excel files; In terms of conduct for students; Scoring - Ratings – Rating; View study results;; In the list of the examination; In the list of student information; In the transcript of courses; In contact cards; In the list of information the teacher; In teaching roster; In praise of paper; Print a checklist graduation scrutiny; In the list of graduates to pay education office; Printing of statistics on student learning; Printing of statistics on the teaching of teachers.



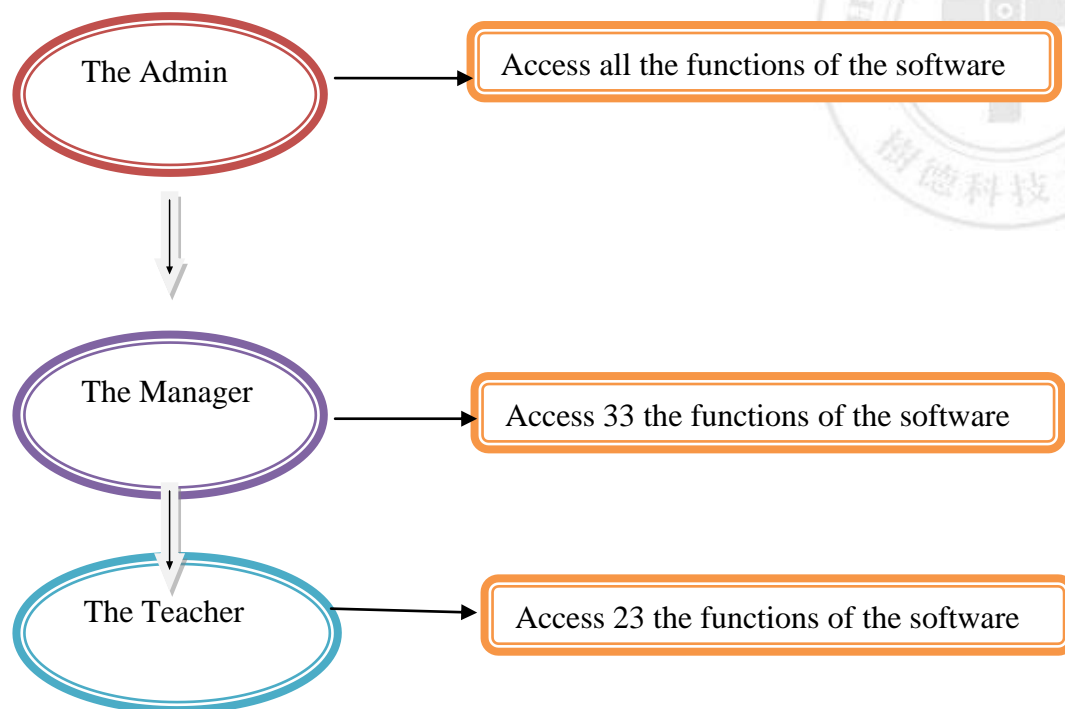
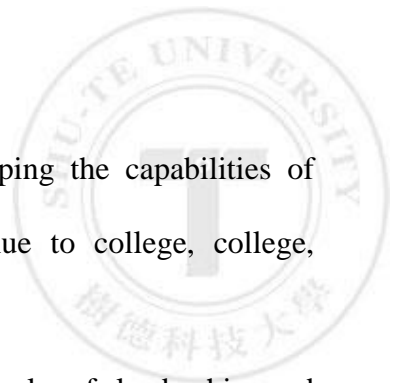


Figure 2. The assigned access the functions of the software

### 2.3.2. The goal of education in school of the national education system

The goal of education under article 2 of the Education Law (2005) stated that

- Primary education to help students form the initial basis for the development of true and lasting moral, intellectual, moral qualities, aesthetics and the basic skills to high school students continue basis.
- Secondary school education to help students consolidate and develop the results of primary education; have in general education level and knowledge base of the initial technical and vocational education to continue school, secondary, vocational training or into working life.
- Secondary education school to help students consolidate and develop the results of secondary school education, completed secondary education and the common



understanding of technical and vocational conditions developing the capabilities of individuals to choose the direction of development, continue to college, college, secondary, vocational training or into working life.

Practical education Vietnam showed that the principals of leadership and management of the school is actually leadership and comprehensive management of all educational activities in schools. This is the overall process of education to develop comprehensive education high school students, accordingly, towards the development of personality of students.

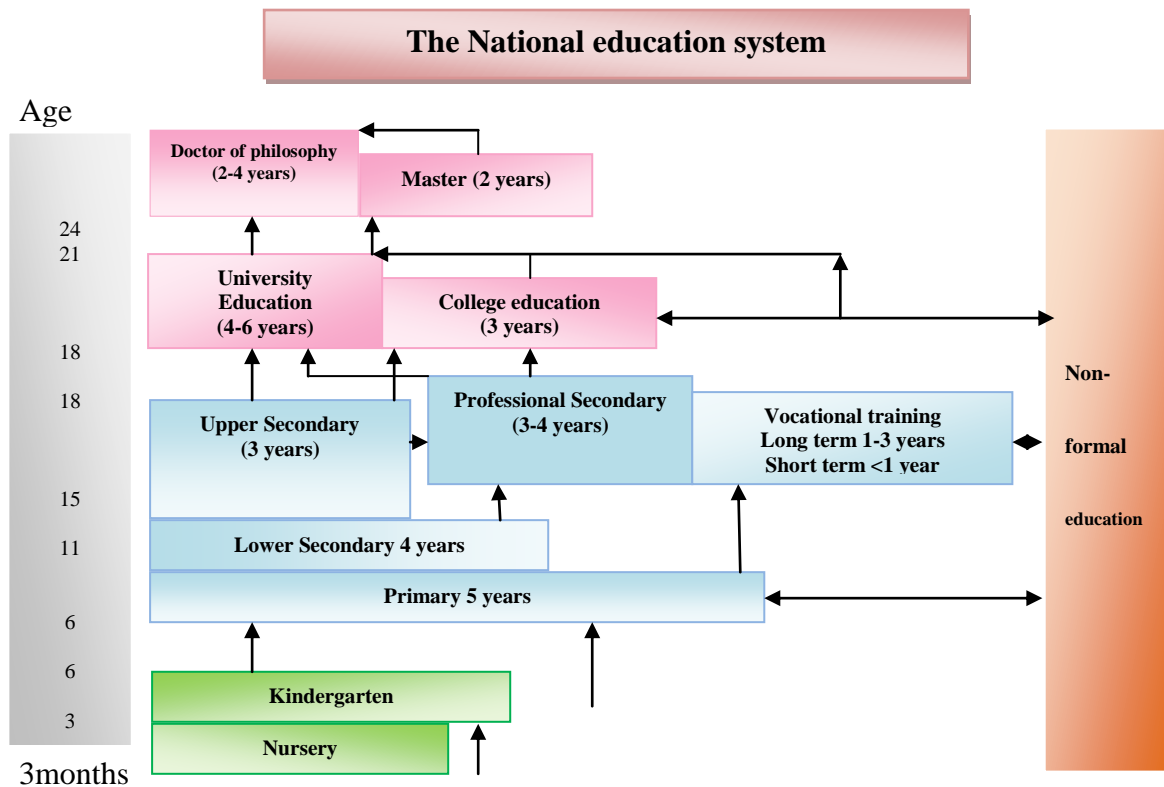
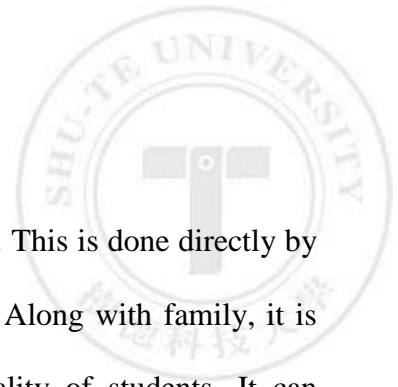


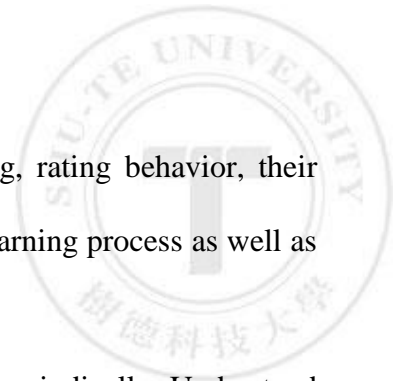
Figure 3. The National Education system



### **2.3.3. The benefit of using the software**

The school is a "pillar" of the national education system. This is done directly by providing the knowledge and the basic factors of personality. Along with family, it is important to decide the period for the formation of personality of students. It can confirm the fact that education in the decades has shown that many local schools and create more effective management approach than to improve the quality of education, contributing to each class meeting period of revolution. There is a number of software education management and teaching, in which software "school management" is one of which is very effective to organize school management. The investigation of this software in school will bring more benefits to the management of education in schools, especially in Le Thanh Tong secondary school.

For Schools: The principal has the overall look than on staff full-field teachers: the work process, degree, qualifications ...; The head of the faculty can schedule reports and manage the teachers teach instead of a reasonable and accurate; Teachers easily update student information: quality and learning outcomes, assessments ...; school managers to track information in a comprehensive manner to every classroom, teachers and students; Managers lookup, find information correctly, and the analytical reports, statistical data is done conveniently and quickly; Managers of the school can take data directly from a computer without the report of the teacher; Managers lookup, find information correctly, and the analytical reports, statistical data is done conveniently and quickly; The calculation errors are not caused entirely by applying the formula automatically.



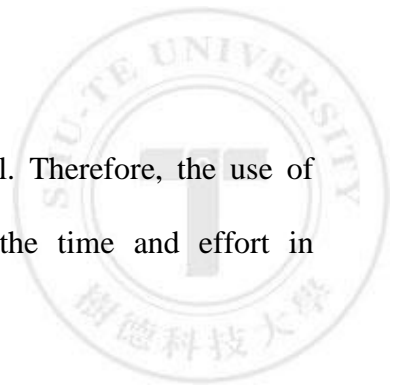
For students: Look quickly learning outcomes, ranking, rating behavior, their learning capacity; Capture information quickly regarding the learning process as well as academic calendars, their examinations.

For parents: Look up the learning outcomes of students periodically; Understand information on dropouts, hiding details; Understand information when both test results point; Understand the time the invitation of the parents.

#### **2.3.4. Introduction of Le Thanh Tong secondary school**

Le Thanh Tong secondary schools is as private schools. The school has 10 administrators: a principal, three vice-principals, supervisors and five of 90 teachers, 30 employees. The organizational structure of Le Thanh Tong secondary schools including: Board, Board of Trade Union, the Executive Committee of the Communist Youth Union of Ho Chi Minh, professional groups, the parents' Union, Department of Health. The unit within the structure of Le Thanh Tong organic relationship and supplement each other closely in the education of middle school students.

The school has two campuses with over 3000 students and more than 100 teachers that is included teachers who and teachers who are invited to the teaching of the school, has met the qualifications for each level of the Le Thanh Tong. The structure of school is demonstrated in figure4. Most of the teachers who have an average age of 25 to 40. This age is easy to improve their training to use IT. The schools manage their students very closely to facilitate the intellectual development of children practicing good qualities of students who meet the target level. It is this will also help the teachers improve their skills and professional expertise in educating the students. This means



that teachers have a lot of work while on duty at the school. Therefore, the use of software “School management” will help teachers reduce the time and effort in implementing the provisions of the workload.

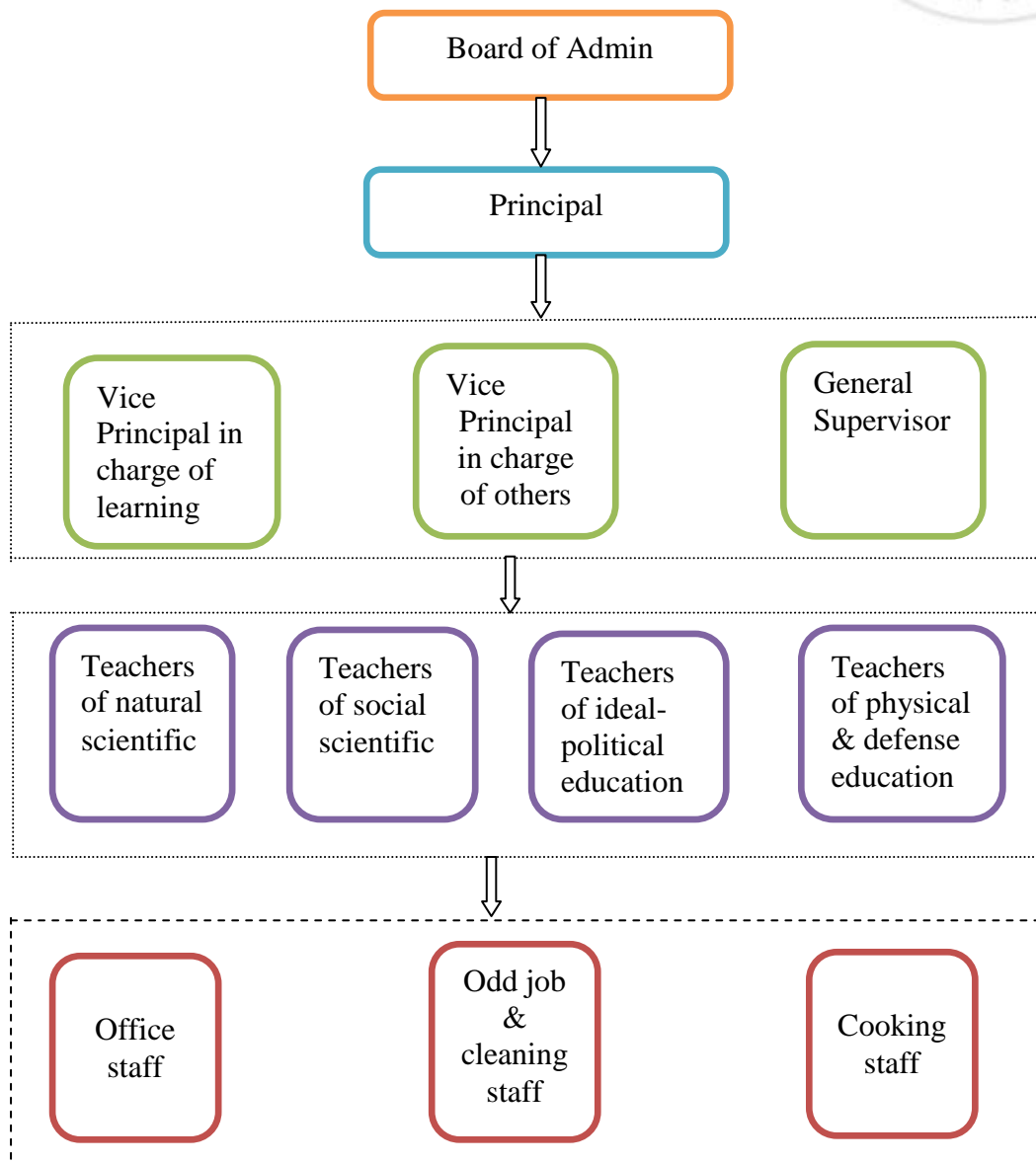
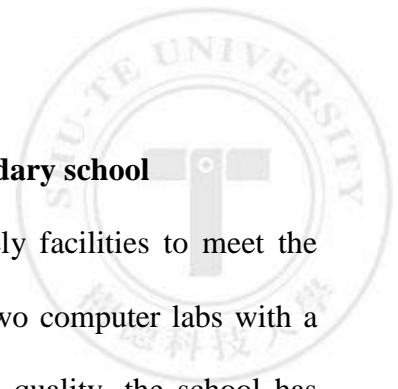


Figure 4. Structure of Le Thanh Tong Secondary School

(Adapted from: Le Thanh Tong’s Brochures 2010)



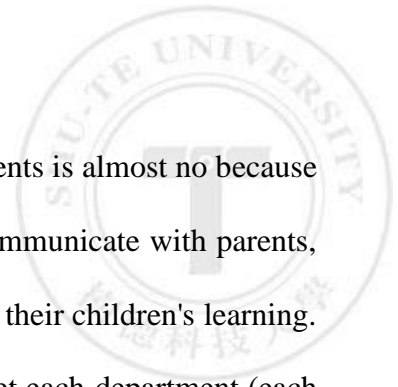
### **2.3.5. Applying the software “school management” in secondary school**

In fact this is the school Le Thanh Tong was relatively facilities to meet the software "school management". Specifically, the school has two computer labs with a number is 200 computers. The computers are new and good quality, the school has equipped the school year 2010-2011. School internet network is installed with capable and high-speed access.

Team of dynamic young teachers are enthusiastic, have a basic understanding of computers and computer use. They are aware of the use of information technology in teaching on a regular basis. Even many teachers are their own laptops for their own work.

Status of Secondary school in Le Thanh Tong before the application management software can see that the school: The management and staff in schools are very hard to do the job themselves. Especially teachers in the teaching hospital must also educate students and the job requires the capture of information to students quickly, accurately and timely to do this teachers must meet regularly meeting with the teachers of the subject but not always able to meet to discuss the subject because teachers also have classes to teach. And managers are always busy with the papers if you want to capture the specific situation of teachers and students in schools must always expect the kind of report.

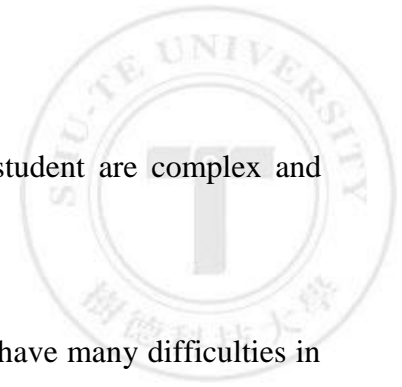
One obvious way is in the teaching process regularly reviewed, plus the cooperation in the education of students is very important. Therefore the relationship



between teachers and parents in the notice of the efforts of students is almost no because only when students have problems. At that teachers need to communicate with parents, the teacher sent informing them about the process of striving in their children's learning. But to do this the teacher takes a lot of time for teachers to meet each department (each student in a semester course of about 14 subjects) for the score, then sent to the school's marking sent to parents. Thus it is possible that this is extremely complex work of the homeroom teacher. In addition, not all parents of students in a class can be informed about the process of striving to learn their children's every need to coordinate with schools in the process of educating students.

It is very hard work of teachers as per the end of the semester or the last school year, teachers are struggling to the point and split point average for each student followed to fill in this form of communication learning results of each student and sent to the school board to get the seal of the school and then delivered to each parent in meeting parents at the end of last school year or semester.

More importantly, management and leadership to handle the cultivation of learning in schools, students generally must rely on the reports of the teachers in charge of classes in schools posted. The report periodically to the provisions of the school, thus the managers and leaders can only know the overall situation in the mid-term or a semester. Further reports are only for general overview, but want to know details particular to each student is very difficult and complex, not to mention the case of students with disadvantaged or students Special needs schools have supportive measures

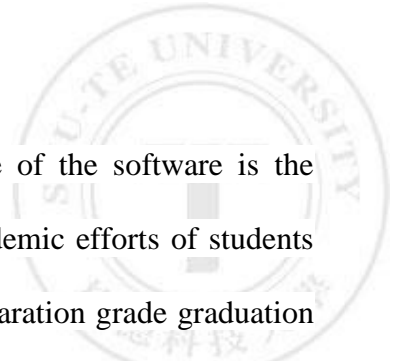


promptly. Thus the works of managers and leaders for the student are complex and difficult closely to each student.

For the management of teachers, leaders and managers have many difficulties in managing records and information of such teachers: the teacher's situation, working conditions, capacities, strengths, interests and accomplishments of teachers. Managers and leaders need to understand to encourage the development of the strengths of each teacher and limiting their weaknesses to make money for the sustainable development of the school. So every time you build, staff training, school leaders, managers, leaders of the Le Thanh Tong have looked them in the pile of documents on history, achievements emulation, too program strives to cultivate them takes a lot of time and information are not updated. As a result, the management of teachers is based largely on the circumstances of situations, not set the long-term strategy.

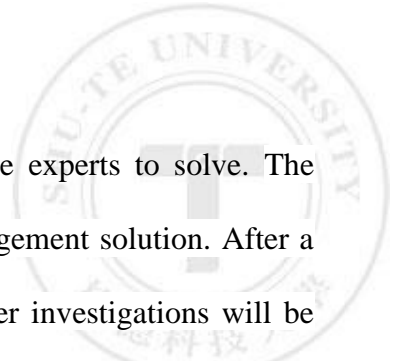
School Year 2010-2011 Le Thanh Tong Secondary School applied management software at schools. The management of education in schools has changed dramatically. First, the coordination of education among teachers and parents has improved significantly. Parents can be informed about the efforts of their children study at any time quickly. Because the teachers just do a simple operation is printed from the learning outcomes of students cultivate that all teachers of subjects up to date scores. As managers, leaders' work is also much more convenient. They may supervise the work of teachers an easy and timely to remind teachers adjust to meet the requirements of the school setting.





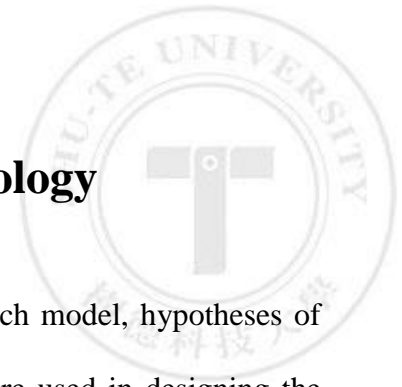
The most basic thing can clearly see the convenience of the software is the leading management schools can learn very easily on the academic efforts of students through the statistics on pupils in software. In addition to preparation grade graduation there are many jobs that support the software has helped many managers that the implementation record of the proceedings, the written report of the institution of deployment as well as improve procedures for registration files submitted to the Department graduated a quick, accurate, timely and appropriate. In the management of assigned teaching, making roster of teachers teaching is more simple and easier than before using the software. This helps the managers of the school easily keep statistics on teacher training aimed at governing the operation of the teacher to suit the requirements and qualifications of each teacher. On that basis, teachers can complete the outstanding tasks of their own

Application of school management software, leaders and administrator's school invited experts on school management software training how to use this software. After everyone has a basic understanding of how to use the software. School Board plans to implement, deploy and supervise all teachers and administrators to use the software for the purpose of their work. Weekly reports on efficiency, difficulties often encountered when using the software and have proposed measures to overcome difficulties or comments. After every month, there is a meeting to exchange ideas and general recommendations.



The recommendations of the expert will be sent to the experts to solve. The reviews within the school board will be made by school management solution. After a semester there will be a review of the use of software. Further investigations will be consulted on the interest and efficiency of software, as a basis to continue using school management software or not, or are adjustments and solutions for to use software more effectively. Therefore the study of factors affecting the efficiency of software will help schools learn more ways and solutions to use the software more effectively in management education in schools.

## Chapter 3 Research Methodology



The purpose of this chapter was to describe the research model, hypotheses of this study, explain the sample selection, describe the procedure used in designing the instrument and collecting the data, provide an explanation about statistical procedures used to analyze the data and development of measurement – reliability and validity.

### 3.1. Research approach

Advances in computing and information technology are changing the way people meet and communicate. People can meet, talk, and work together outside traditional meeting and office spaces. For instance, with the introduction of software designed to help people schedule meetings and facilitate decision or learning processes, is weakening geographical constraints and changing interpersonal communication dynamics. Information technology is also dramatically affecting the way people teach and learn.

As new information technologies infiltrate workplaces, home, and classrooms, research on user acceptance of new technologies has started to receive much attention from professionals as well as academic researchers. Developers and software industries are beginning to realize that lack of user acceptance of technology can lead to loss of money and resources.

In studying user acceptance and use of technology, the TAM is one of the most cited models. The Technology Acceptance Model (TAM) was developed by Davis to

explain computer-usage behavior. The theoretical basis of the model was Fishbein and Ajzen's Theory of Reasoned Action (TRA).

In information systems research, the user's attitude toward using and the actual usage of a technology are addressed in the TAM (Davis, 1989; Davis, Bagozzi, & Warshaw, 1989). TAM is rooted in the Theory of Reasoned Actions (TRA) (Fishbein & Ajzen, 1975; Ajzen & Fishbein, 1980) in psychology research. It proposes that perceived ease of use and perceived usefulness of technology are predictors of user attitude toward using the technology, subsequent behavioral intentions, and actual usage. Perceived ease of use was also considered to influence perceived usefulness of technology. TAM has been applied in numerous studies testing user acceptance of information technology, for example, word processors (Davis et al., 1989), spreadsheet applications (Mathieson, 1991), e-mail (Szajna, 1996), web browser (Morris & Dillon, 1997), telemedicine (Hu, Chau, Sheng, & Tam, 1999), and websites (Koufaris, 2002).

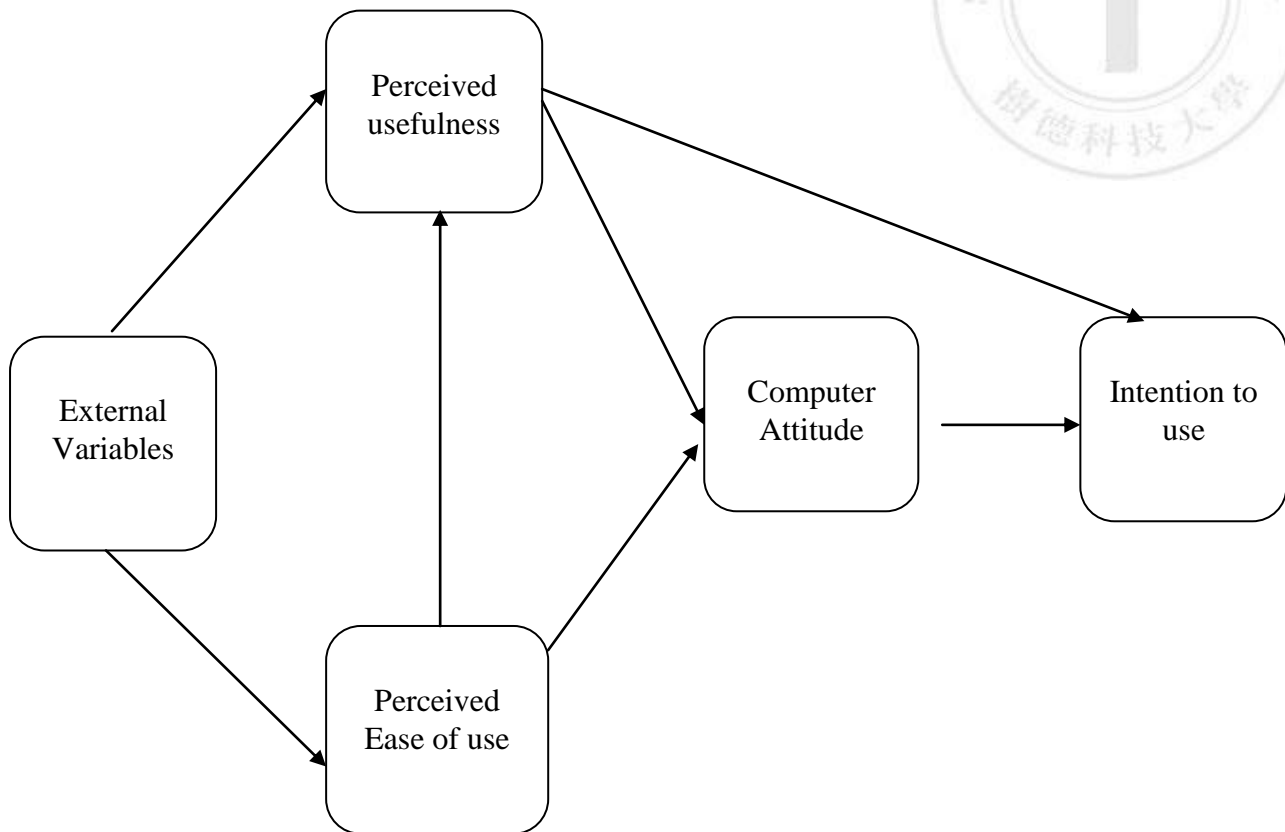


Figure 5. Technology Acceptance Mode

(Adapted from Daris, Bagozzi, & Washaw 1989)

Perceived usefulness (PU) - This was defined by Fred Davis as "the degree to which a person believes that using a particular system would enhance his or her job performance". Perceived ease-of-use (PEOU) Davis defined this as "the degree to which a person believes that using a particular system would be free from effort" (Davis, 1989).

The goal of TAM is "to provide an explanation of the determinants of computer acceptance that is general, capable of explaining user behavior across a broad range of



end-user computing technologies and user populations, while at the same time being both parsimonious and theoretically justified".

### 3.2. Research Design and Framework

This study extends the literature by applying TAM to study the factors affecting use of the software “school management” in Le Thanh Tong Secondary school. The figure 6 shows the Research Model of the Study.

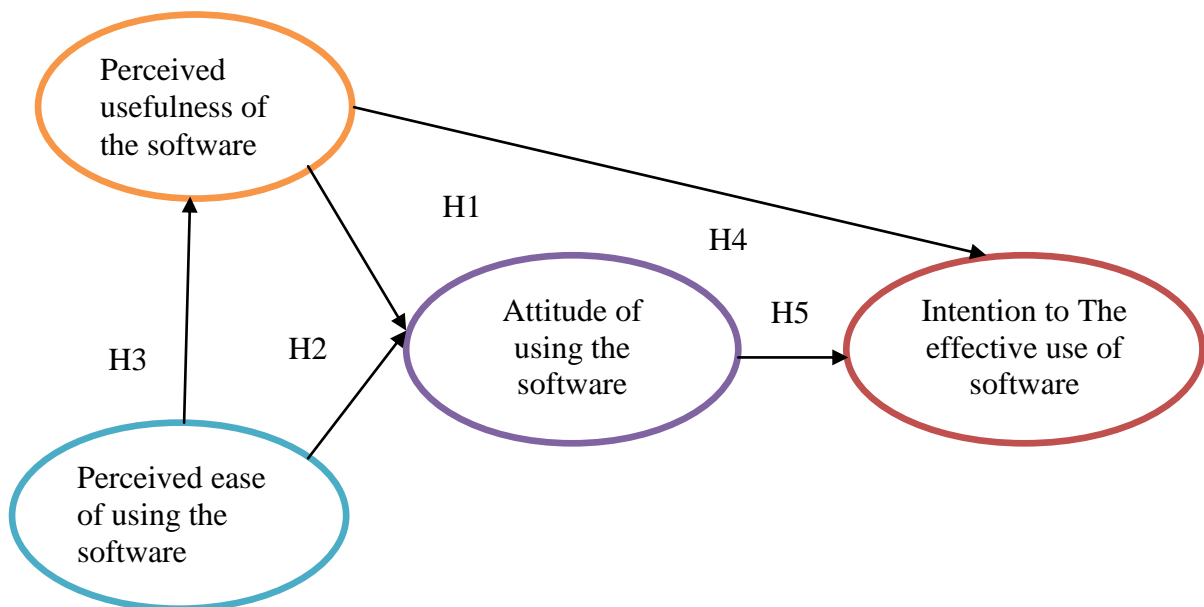
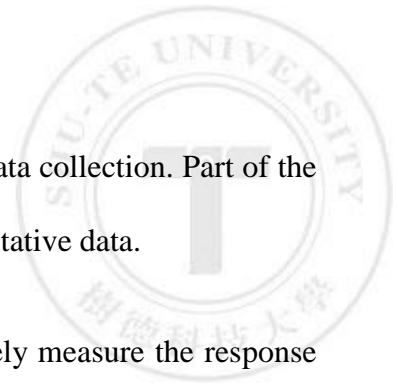


Figure 6. Research Model of the Study

With the aim to improve the quality of management education in secondary education in Vietnam in general and secondary schools in particular Le Thanh Tong, research questions are:

What are Factors affecting the use of software "school management"?

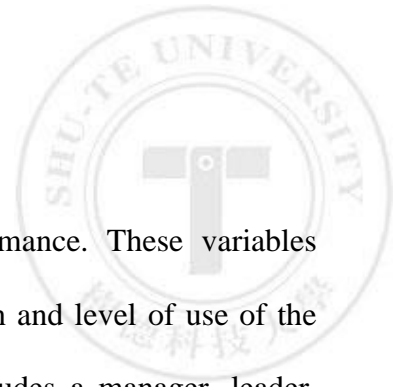
What is the key factor influence on the effective use of software "school management"?



The study was based on quantitative methods, using a survey data collection. Part of the questionnaire included an open question to provide some quantitative data.

The advantage of this method is that it can quantitatively measure the response of many people at once, thus facilitating comparison and synthesis of statistical data. A quantitative approach to analyze the statistics and the measurement of objective means to understand and stop the social phenomenon from the perspective of people involved. Plus, quantitative method that allows a high degree of precision measurement and statistical power and reliability assurance.

The current study is that: close relationship between perception and attitudes. Perception is the basis, foundation, motivation to promote attitudes. For example, if true, the perception is likely to have the right attitude. Misconceptions also lead to incorrect behavior. Human behavior stems from the awareness is dominated by the attitude to regulate and promote behavior. Perceptions are formed from the income information to manipulate the thinking and attitude to form shown by specific acts. If the information as a basis for cognitive deficiency, error or delay, it is difficult to decide on proper behavior. Because understanding of this close relationship, so in my own subject of major research element of awareness and attitude study subjects in the use of software "school management" so that effective . For this reason, I chose the quantitative method. SPSS was also used to analyze the frequency data, on average, charts and tables. Using SPSS will be presented thoroughly in chapter four.



### 3.3. Research hypotheses

These factors include awareness, attitude and performance. These variables include: awareness of the role and Conditions means, function and level of use of the software sample was divided into two groups: Group 1 includes a manager, leader, general supervisor; Group 2: includes: Teachers

Attitude: a sense of responsibility turns on the user's software.

Effectiveness: The variable is used effectively when users find effective practices. The main measures used in studies that used questionnaires and observation methods used, method call, to assist in collecting accurate information and practical.

Use questionnaires to collect opinions of research subjects. It will gain information and use quantitative methods to understand the possible important factors affecting the use of software management schools' effectiveness.

Hypothesis 1: The Attitude of the using software will be influenced by the awareness of  
The Role of the using software

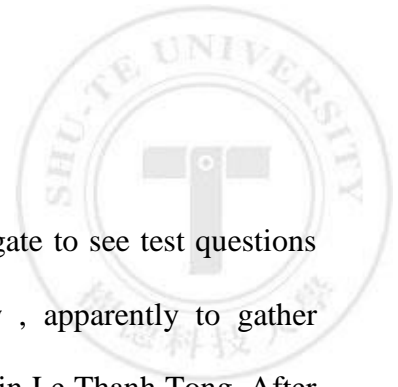
Hypothesis 2: Awareness of the function of the software "School Management" will be  
Considered the influence on the Attitude of the software

Hypothesis 3: Awareness of the function of the software "School Management" will be  
Reflected the influence on the awareness of the role of software

Hypothesis 4: Awareness of the role of software will have the influence on the effective  
Use of that software

Hypothesis 5: Attitude of the software "School Management" is possibly in the effective  
Use of that software





### **3.4. Research procedure**

After completing the questionnaire, I started to investigate to see test questions are really relevant to the subject, the question is relatively , apparently to gather documents or not by observed two managers and three teacher in Le Thanh Tong. After they finished the questionnaire, direct interview I recorded the conversation and talk about two issues: Firstly the question is not clear and may

After the test questions that can gather the information I wish to investigate. Directly to my high school Le Thanh Tong to make my first investigation with a group of 10 people management, leadership, general superintendent at the time outside school hours. Before conducting my investigation to introduce the purpose of research and surveys is completely voluntary force as well as all information in the investigation process just for research purposes. Furthermore in the process answer the questionnaire and place unknown can ask questions directly and I will answer. I will then conduct an investigation following a group of teachers for the Senior High School Le Thanh Tong also with the order as above.



### **3.5. Relationship between research factors and measurement for research construct**

#### **3.5.1. Relationship between the Attitude and the awareness of the Role of the using software**

An attitude is "a relatively enduring organization of beliefs, feelings, and behavioral tendencies towards socially significant objects, groups, events or symbols" (Hogg & Vaughan 2005, p. 150)

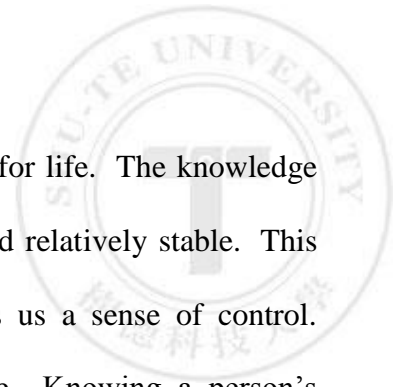
"..A psychological tendency that is expressed by evaluating a particular entity with some degree of favor or disfavor" (Eagly & Chaiken, 1993, p. 1)

Attitudes structure can be described in terms of three components.

- Affective component: this involves a person's feelings / emotions about the attitude object. For example: "I am scared of spiders".
- Behavioral (or conative) component: the way the attitude we have influences how we act or behave. For example: "I will avoid spiders and scream if I see one".
- Cognitive component: this involves a person's belief / knowledge about an attitude object. For example: "I believe spiders are dangerous".

This model is known as the ABC model of attitudes. The three components are usually linked. However, there is evidence that the cognitive and affective components of behavior do not always match with behavior. This is shown in a study by La Piere (1934).

Attitudes can serve functions for the individual. Daniel Katz (1960) outlines four functional areas:

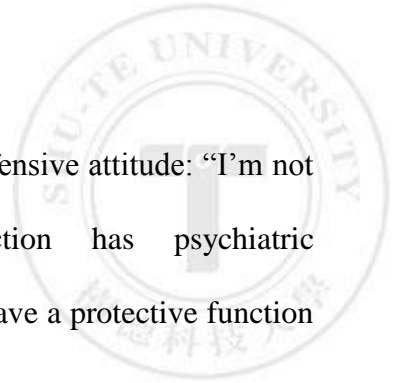


- Knowledge. Attitudes provide meaning (knowledge) for life. The knowledge function refers to our need for a world which is consistent and relatively stable. This allows us to predict what is likely to happen, and so gives us a sense of control. Attitudes can help us organize and structure our experience. Knowing a person's attitude helps us predict their behavior. For example, knowing that a person is religious we can predict they will go to Church.

- Self / Ego-expressive. The attitudes we express (1) help communicate who we are and (2) may make us feel good because we have asserted our identity. Self-expression of attitudes can be non-verbal too: think bumper sticker, cap, or T-shirt slogan. Therefore, our attitudes are part of our recognition and help us to be aware through expression of our feelings, beliefs and values.

- Adaptive. If a person holds and/or expresses socially acceptable attitudes, other people will reward them with approval and social acceptance. For example, when people flatter their bosses or instructors (and believe it) or keep silent if they think an attitude is unpopular. Again, expression can be nonverbal [think politician kissing baby]. Attitudes then are to do with being a part of a social group and the adaptive functions helps us fit in with a social group. People seek out others who share their attitudes, and develop similar attitudes to those they like.

- The ego-defensive function refers to holding attitudes that protect our self-esteem or that justify actions that make us feel guilty. For example, one way children might defend themselves against the feelings of humiliation they have experienced in P.E. lessons is to adopt a strongly negative attitude to all sport. People whose pride has



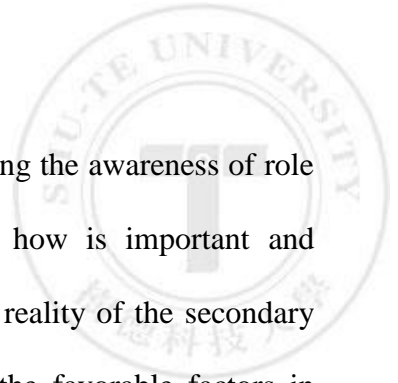
suffered following a defeat in sport might similarly adopt a defensive attitude: “I’m not bothered, I’m sick of rugby anyway...” This function has psychiatric overtones. Positive attitudes towards ourselves, for example, have a protective function (i.e. an ego-defensive role) in helping us reserve our self-image.

The basic idea behind the functional approach is that attitudes help a person to mediate between their own inner needs (expression, defense) and the outside world (adaptive and knowledge).

Awareness is the state or ability to perceive, to feel, or to be conscious of events, objects or sensory patterns. In this level of consciousness, sense data can be confirmed by an observer without necessarily implying understanding. More broadly, it is the state or quality of being aware of something. In biological psychology, awareness is defined as a human's or an animal's perception and cognitive reaction to a condition or event.

Social psychologists therefore deal with the factors that lead us to behave in a given way in the presence of others, and look at the conditions under which certain behavior/actions and feelings occur. Social psychology is to do with the way these feelings, thoughts, beliefs, intentions and goals are constructed and how such psychological factors, in turn, influence our interactions with others.

Perception is a process. It gives people a sense of purpose and meaning of life, understand the truth, reason, humanity, humanity in relationships in life, thus forming the world view, the ideal life. Recognizing the right is good for people-oriented activities effectively. Recognizing the right to help people form attitudes fit properly on



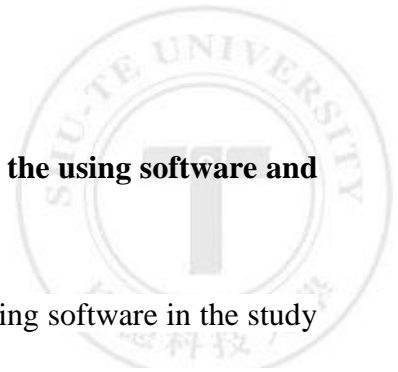
the basis of effective action for the purposes set out. Investigating the awareness of role in the effective using the software, the study measures to how is important and necessary of using the software; the level of suitable with the reality of the secondary school; the effective use of the software whether is one of the favorable factors in school management or not; the aware of appropriate orientated education associated with IT use.

### **3.5.2. Relationship between the Attitude and the awareness of the Function of the using software**

The survey collection personal opinion research will include items related to student management and teaching activities of teachers as well as the overall operation of the school, specifically, monitor and supervise the overall activities in the field of organic, as support tools improve teaching methods, good management resume student, monitoring the quality of each student to take measures to foster and tutoring time, good management systems curriculum, lesson plans have the ability to adjust timely and rapid.

### **3.5.3. Relationship between the awareness of the Function and The Role of the using software**

In the survey collection personal opinion research will include items related to student management and teaching activities of teachers as well as the overall operation of the school, specifically, monitor and supervise the overall activities in the field of organic, as support tools improve teaching methods, good management resume student, monitoring the quality of each student to take measures to foster and tutoring time, good management systems curriculum, lesson plans have the ability to adjust timely and rapid.



#### **3.5.4. Relationship between the awareness of the Role of the using software and the effective use of software**

In the survey personal opinion on the effectiveness of using software in the study included four items. Specifically, the effective use of the facilities in use, effective time saving time, saving energy and excitement while using this software is considered as motivating people used to create the software more efficient, will improve the knowledge skills required to use the software effectively to appropriate with the user.

#### **3.5.5. Relationship between the Attitude and the effective using software**

Investigation of individual opinion research, attitude is the first study to raise awareness on a regular basis about the functions and efficiency of school management software, because the attitude on the basis of a perception. Next is the attitude of compliance with regulations on conditions and means of using school management software for example, check the power source before turning on the computer, always observe the action while using the computer, note antivirus before connecting the device to reduce the spread of virus, when having trouble using the right to ask the opinion of experts, to comply with the guidance of the software, keeping clean machinery and engine room when using, always check carefully after using the computer finish.



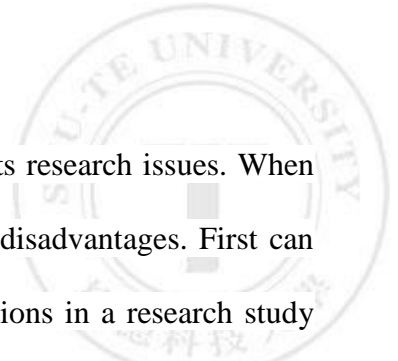
### **3.6. Tool development**

#### **3.6.1. Question design**

A number of 50 people are invited to the research, including administrators and teachers of high schools owned by Tong practices involved in the research, all accepted the invitation. The sample included two groups of management education in high schools through Le Thanh Tong. The object of this study or have or have not had some experience of using software "school management". The first group of participants included 10 administrators of high schools Tong practices including school leaders, office, and general supervisor. A second group of 40 teachers in secondary education by Le Thanh Tong, all subjects were voluntarily completed anonymous questionnaires.

High School Le Thanh Tong Secondary School is chosen to conduct the investigation because of some details. First, the researcher will manage the school high school Le Thanh Tong in the future after finishing master course of management information so it is convenient for the implementation of the investigation. Second, the Le Thanh Tong secondary school will strive to become high quality school. so this study will contribute to help schools achieve that goal.

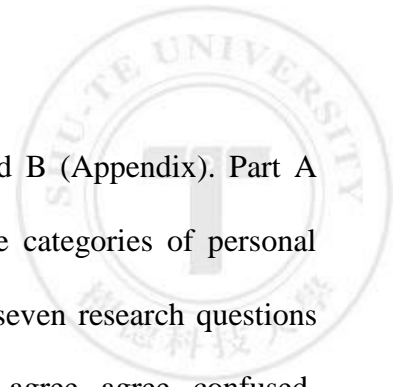
The purpose of the investigation of two groups of respondents in the High School Le Thanh Tong as these are the subjects using the software in their work on a regular basis so it will be easy to find out what effect vector used to software "school management" and that their opinions will be very much practical. It will be the basis for building the optimal measures while using this software effectively.



The questionnaire used to collect perceptions of subjects research issues. When using a survey questionnaire included are the advantages and disadvantages. First can say is going to encounter some difficulties in the use of questions in a research study that is about the "sampling problem", namely the question is difficult to clearly identify the information view economic subjects exactly as they answer not aware of? Sometime dubious information and misinterpreted by the analysis capabilities of the object when answering questions, however, questionnaire surveys have many advantages. First, a questionnaire will have significant economic costs money and time; to further the purposes of the investigation are explained clearly. Plus, to aid in the response object is not aware of their right to exchange voice ... there can be used recordings to reduce these problems. Second, respondents could answer questions in their own time certain, so they will think twice to give the correct answer with your thoughts and ask questions. Finally, the survey questionnaire was used as a suitable means of collecting information about beliefs and attitudes of the study.

In designing the questionnaire to study the two groups is for general research. The questionnaire was designed to explore perceptions and attitudes of leaders, managers, supervisors and teachers of the school's high school Le Thanh Tong. The questions in the questionnaire are arranged in different items collected for the purpose of awareness and attitude of the research on the importance and effectiveness, vehicle conditions, qualifications, sense of responsibility researchers in the use of software management school. ". These criteria are regarded as basic determinants of effective software management "school" in Le Thanh Tong secondary School.



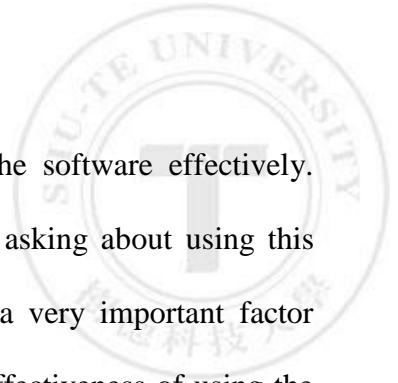


A questionnaire was built containing two parts, A and B (Appendix). Part A consists of personal information collected samples with three categories of personal information: current job, gender, and age. Part B consists of seven research questions section consists of 6 items with 5 levels of study: Strongly agree, agree, confused, completely disagree, and disagree. Section 6 in the questionnaire was studied with 5 degrees but the criteria to ask other than the six remaining items.

Section 1 of Part B has five questions designed mainly to investigate the level of awareness about the importance of using this software on the basis must have specific knowledge about software. Also the sample may have additional comments about the importance of using this software apart from the question given to researchers discover a deeper awareness of the importance of using software for those who use this software "school management".

Section 2, Part B, also with five questions aimed at collecting the sample's awareness of the function of this software. Section 3 of the six questions aimed at understanding perceptions of the sample on the status of facility conditions in Le Thanh Tong, one of the basic elements in the premise software "school management "effective. In addition, those surveyed said their opinion by choosing among the options completely agree, agree, confused, totally agree and disagree. Simultaneously in the two surveys also collected opinions of a sample survey of facilities in use software more effectively.

Section 4: Includes 5 questions aimed at investigating user perceptions of

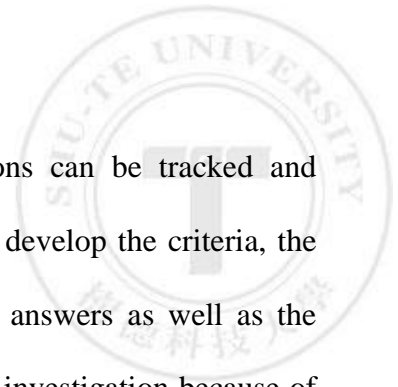


software understanding of the requirements needed to use the software effectively. Section 5: Includes 5 questions about attitudes of people are asking about using this software. Criteria are based on five studies degree. This is a very important factor reflected the attitude of the software it may demonstrate the effectiveness of using the software. Section 6: Contains four factors to find out the real situation of the effective use of the software. Sample questions based on five criteria to varying degrees for each specific question. Besides, additional samples of the actual situation of efficient use of software aimed at gathering opinions using software to achieve greater efficiency. Final section aims to collect suggestions and opinions of the sample to work u can use software more effectively.

### **3.6.2. Reliability analysis**

Reliability should be understood that the uniformity of scores (Fraenkel & Wallen, 1991). To ensure reliability, scale studies must have enough items to provide a representative sample of all items of soliciting opinions and perceptions about the object. Validity of data collected was influenced by two variables required: the importance, relevance and understanding of the topic to the participants, and protect the identity of the participants.

The questionnaire can say that I have met these conditions. There are enough entries, the contents of the issue made clear the objectives, scope of research, the basic design and comprehensive, suitable for audience participation surveys, and I take responsibility for privacy the personal information of respondents.



Reliability means the degree to which these variations can be tracked and explained to the source. The first rationale is that I rely on to develop the criteria, the second I have conducted interviews to learn more about the answers as well as the opinions of research subjects. And reliability of the method of investigation because of this support has really brought reliability to the study.

This study is an exploration survey to collect and interpret data for research questions rather than to validate a hypothesis. The study used a quantitative method. The quantitative data were analyzed using descriptive statistics. There are two groups of participants investigated in this study. The results of the survey will be presented and discussed in detail in the next chapter.

### **3.6.3. Validity analysis**

High validity can be interpreted as the level of testing methods to be evaluated. This is considered very important factors in the study for the test is valid and accurate results and explains the application. Value of the contents shows: The content of the test problem can test the value of content, content categories in the comprehensive test is divided into smaller questions.

To ensure the validity of the test content must be made with respect to each other across fields and predict the characteristics of a theory.

Questionnaire developed in this study may be said to have met this requirement. Because the theory is clear that perceptions related to attitude, so in my research I have



developed a questionnaire to learn about perceptions and the factors that may affect attitudes expressed with specific behaviors to use the software effectively

### 3. 7. Data analysis

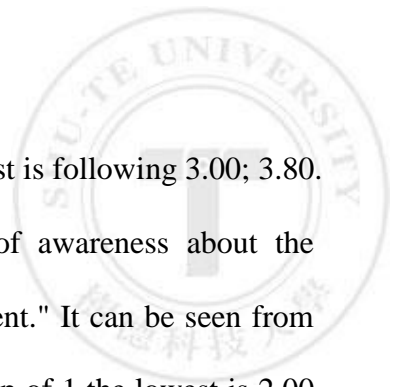
#### 3.7.1. Descriptive statistics

In the management leadership team (group 1), using SPSS to calculate statistics I obtained the following table:

Table 1. Descriptive Statistics of awareness, attitude and effective use of the software “school management” (Group1)

	Minimum	Maximum	Mean	Std. Deviation
Role	3.00	3.80	3.26	.28363
Function	3.00	3.80	3.32	.26998
Conditions	2.00	2.83	2.43	.21082
Level	2.00	2.80	2.42	.22010
Attitude	2.14	2.86	2.42	.21296
Effective use	2.00	3.00	2.45	.28382

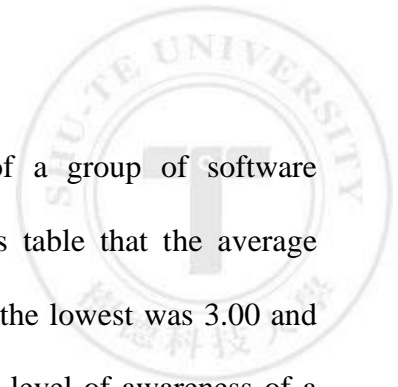
In Table 1.a. demonstrate their awareness of the role of a group of software "Management schools." It can be seen from the data of this table that the average perception of group 1 was 3.26, in 10 of 1 group; the lowest was 3.00 and maximum of 3.80. Standard deviation is 0.28. The next is the level of awareness of a functional group of software "Management schools." It can be seen from the data of this table that the



average perception is 3.32. In group 1, the lowest and the highest is following 3.00; 3.80. Standard deviation is 0.269. The third factor is the level of awareness about the conditions of the group1 using the software "school management." It can be seen from the data of this table that the average perception is 2.43 in group of 1 the lowest is 2.00 and the highest is 2.83. Standard deviation is 0.21. The level of using the software is the fourth factor in the table 1a. It can be illustrated that the mean is 2.42 the same the attitude of using the software "school management. However, the lowest and the highest in this factor (2.00; 2.80) is difference from the attitude of using the software (2.14; 2.86) Standard deviation is 0.22 of level of using the software that is more attitudes 0.01. Finally, that is the effective use of the software "school management". The mean of one is 2.45. The lowest is 2.00 and the highest is 3.00. Standard deviation is 0.28.

Table 2. Descriptive Statistics of awareness, attitude and effective use of the software "school management" (Group2)

	N	Minimum	Maximum	Mean	Std. Deviation
Role	40	3.00	3.60	3.21	.19189
Function	40	3.00	3.80	3.25	.22182
Conditions	40	2.17	3.00	2.55	.17110
Level	40	2.00	2.80	2.34	.29695
Attitude	40	2.14	2.71	2.35	.12935
Effective use	40	2.00	2.75	2.38	.27728



In Table 1.b. shows their awareness of the role of a group of software "Management schools." It can be seen from the data of this table that the average understanding role of use in group of 2 was 3.21, in group 2, the lowest was 3.00 and maximum of 3.60. Standard deviation is 0.19. The next is the level of awareness of a functional group of software "Management schools." It can be seen from the data of this table that the average perception is 3.25. Group2, the lowest and the highest is following 3.00; 3.80. Standard deviation is 0.22. The third factor is the level of awareness about the conditions of the group1 using the software "school management." It can be observed from the data of this table that the average perception is 2.55 in groups 2 the lowest is 2.17 and the highest is 3.00. Standard deviation is 0.17. The level of using the software is the fourth factor in the table 2b. It can be described that the mean is 2.34 the same the attitude of using the software "school management". However, the lowest and the highest in this factor (2.00; 2.80) is difference from the attitude of using the software (2.14; .2.71) Standard deviation is 0.29 of level of using the software that is more than attitude 0.01. Finally, that is the effective use of the software "school management". The mean of one is 2.38. The lowest is 2.00 and the highest is 2.75. Standard deviation is 0.27.



### 3.7.2. Inferential Statistics

#### 3.7.2.1. T-Test

To estimate the average parameters of the factors I use SPSS to get the T-Test in each group of samples studied.

Group 1

Table 3. Average parameters of the awareness, attitude and the effective use of software "School Management"

**One-Sample Test** Test Value = 0

	t	Sig. (2-tailed)	Lower	Upper
Role	36.347	.000	3.0571	3.4629
Function	38.887	.000	3.1269	3.5131
Conditions	36.500	.000	2.2825	2.5841
Level	34.769	.000	2.2625	2.5775
Attitude	36.062	.000	2.2762	2.5809
Effective use	27.297	.000	2.2470	2.6530

In Table 2b with 95% reliability is said upper limit and lower limit of estimates of the variables: awareness of the role of the effective use of the software is 3.0571 and 3.4629, Awareness of the function and conditions of the effective use of the software is 3.1269 and 3.5131; 2.2825 and 2.5841, level and attitude of the effective use of this software 2.2625 and 2.5775; 2.2762 and 2.5809. Finally, the effective use of the software 2.2470 and 2.65302. Besides, t-student and p-value describes in this table.

Group 2

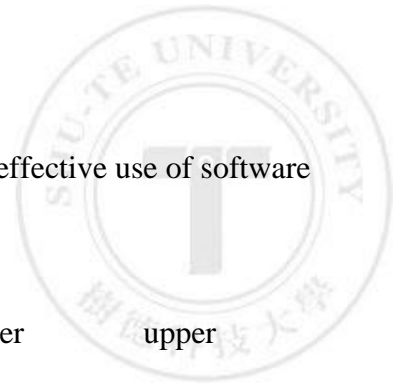


Table 4. Average parameters of the awareness, attitude and the effective use of software "School Management"

One-Sample Test	Test Value = 0			
	t	Sig. (2-tailed)	lower	upper
Role	105.801	.000	3.1486	3.2714
Function	92.806	.000	3.1841	3.3259
Conditions	94.569	.000	2.5036	2.6131
Level	49.945	.000	2.2500	2.4400
Attitude	115.075	.000	2.3122	2.3949
Effective use	54.315	.000	2.2926	2.4699

In Table 2b with 95% reliability is said upper limit and lower limit of estimates of the variables: awareness of the role of the effective use of the software is 3.1486 and 3.2714, Awareness of the function and conditions of the effective use of the software is 3.1841 and 3.3259; 2.5036 and 2.6131, level and attitude of the effective use of this software is 2.2500 and 2.4400; 2.3122 and 2.3949 .Finally, the effective use of the software 2.2926 and 2.4699. Besides, t-student and p-value describes in this table.





### 3.7.2.2. ANOVA

Table 5. Variance group 1

#### ANOVA

	F	Sig
Role	3.598	.096
Function	.587	.687
Attitude	.940	.510

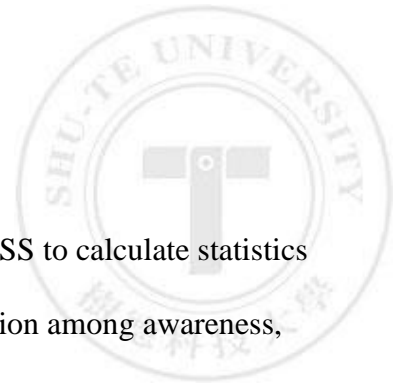
With  $F \geq 0.587$  and  $p\text{-value} \geq 0.096 > 0.05$  should be able to confirm at least the is one factor involves the effective use of this software

Table 6. Variance group 2

#### ANOVA

	F	Sig
Role	1.031	.390
Function	1.192	.327
Attitude	.797	.503

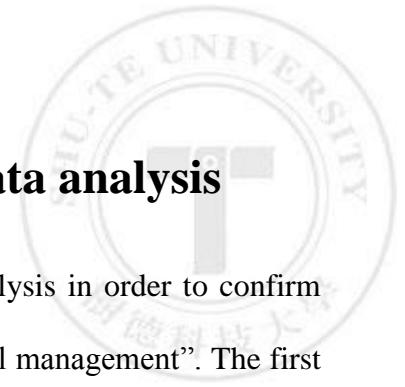
With  $F \geq 0.797$  and  $p\text{-value} = 0.390 > 0.05$  should be able to confirm at least there is one factor engages the effective use of this software.



### **3.7.2.3 Correlation**

In the management leadership team (group 1), using SPSS to calculate statistics it is shown that  $R= 0.258$  and  $R$  square  $0.067$  illustrates correlation among awareness, attitude and the effective use of the software.

In the management teach team (group 2). Using SPSS to calculate statistics it is illustrated that  $R= 0.278$  and  $R$  square  $0.77$  describes correlation among awareness, attitude and the effective use of the software Group 2



## Chapter 4 Research Results and data analysis

This part of research discusses the results of data analysis in order to confirm the proposed model of the effective use of the software “school management”. The first sector illustrates data collection of this study. The second one describes the analysis of data collection. To test hypotheses, SPSS 16.0 was employed to help us analyzing the data collection.

### 4.1. Descriptive Statistics

With five levels from 0 to, the distribution of the value corresponding to the levels as follows:

Maximum value minus minimum value divided by five levels of detail we have 0.8:

Level 1: poor is from 0 → 0.8

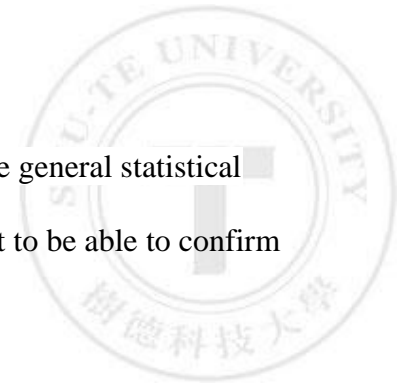
Level 2: low is from 0.8 → 1.6

Level 3: moderate is from 1.6 → 2.4

Level 4: fair is from 2.4 → 3.2

Level 5: good is from 3.2 → 4.0.

Based on the above division level and below described the statistics we can draw general awareness of the review group on a school management software is pretty good but average in the level of use software also average. This will be a strategic proposal for the school will set out to improve the use of this software. This factor can also be regarded as one of the very important factors related to the effectiveness of using the software. Group 2 also have similar results although slightly lower than group 1 at each level is probably due to the teacher's job does not require a comprehensive and focused

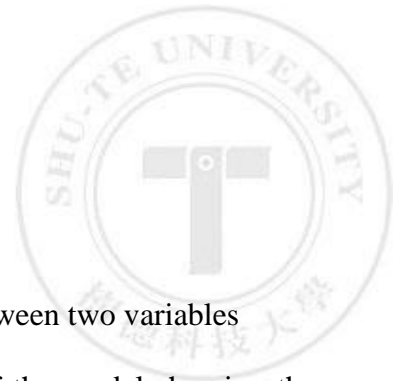


range of sizes to use the software. Theoretically, considering the general statistical results will be felt well aware of the efficiency is also good. But to be able to confirm the need for further analysis

#### **4.2. T-test analysis and ANOVA**

Based on statistic data on the average parameters of the cognitive factors, attitudes and effectiveness of group shows a level of awareness is pretty good; too attitude and performance level is quite well, this show is also aware of the basis for a good attitude and finally the use of effective school management software is quite good.

Articles were also evident in the ANOVA analysis results can also confirm the relationship between attitudes and effective use of this software. However, the ANOVA analysis we can only say at least there will be a factor in relation to attitudes efficiency. So we can see that attitude is not completely disabled and creates the dominant effect that can be effectively used also influenced by other factors. Furthermore attitude is seen as an incentive to adjust behavior and not be regarded as the attitude and behavior because behavior is consistent attitude when shown the behavior must be practiced regularly and become habits. Then with the right attitude they can be highly effective capability.



### 4.3. Correlation analysis

We have:

- R correlation coefficient measuring the correlation between two variables
- Determination coefficient  $R^2$  assess the relevance of the model showing the

relationship of linear correlation

$R^2 = 0.240$  means that the variables attitude would explain the correlation, the rest are other variables.  $R^2 = 0.240$  we have, we can conclude that the relationship between two variables is very weak because of  $R^2 = 0.240 < 0.3$ .

- |                          |                         |                         |
|--------------------------|-------------------------|-------------------------|
| - If $R < 0.3$           | - If $R^2 < 0.1$        | low correlation         |
| - If $0.1 \leq R < 0.25$ | - If $0.3 \leq R < 0.5$ | Average correlation     |
| - If $0.25 \leq R < 0.5$ | - If $0.5 \leq R < 0.7$ | Correlated closely      |
| - If $0.5 \leq R < 0.8$  | - If $0.7 \leq R < 0.9$ | Correlated closely      |
| - If $0.9 \leq R$        | - If $0.8 \leq R^2$     | Very closely correlated |

Based on the regression, with  $R=0.258 < 0.3$  in the group 2 and  $R= 0.278 < 0.3$  in the group 2, the correlation among awareness, attitude and effective use of the software, showed no close correlation also at low levels. It can say that key factor influence on the effective of use is not awareness or attitude. This may explain, in theory, the skill (based on perception through attitude of adjustment) can influence on the effective of use.



#### 4.4. Hierarchical Multiple regression analysis

##### 4.4.1. Regression of awareness of role, function, attitude and the effective use of the software

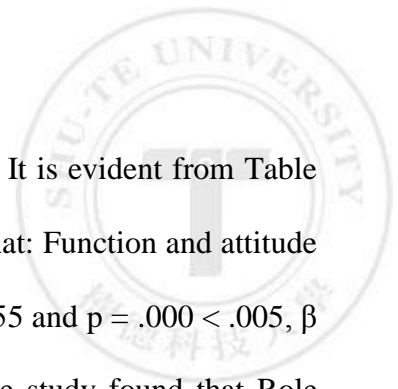
Support for each hypothesis could be determined based on the sign (positive or negative) and statistic significances for its corresponding path. In addition, in the regression analysis, the beta coefficients could be used to explain the relative important of the two dimensions as awareness of role, function and attitude (independent variables) in contribution to the variance ineffective use of the software (dependent variables).

Table 7. Multiple - Regression Analysis Results (Role, function and attitude on the effective use)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)	.860		3.459	.000
Role	-.126	-.125	-1.520	.162
Function	.165	.155	2.050	.000
Attitude	.163	.168	2.089	.000

Dependent: Use

In Table 4a, the unstandardized and standardized coefficients for each independent variable look identical because the figures were run off to the third place point. Actually, the unstandardized and standardized coefficients were not the same.



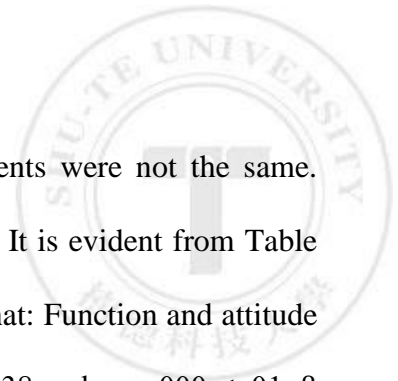
The results reported from the SPSS are illustrated in Table 4a. It is evident from Table 4a that the result of the multiple regression analysis revealed that: Function and attitude positively impact with the effective use of software with  $\beta = .155$  and  $p = .000 < .005$ ,  $\beta = .168$  and  $p = .000 < .005$  respectively. On the contrary, the study found that Role shows negative relationships with the effective use of the software ( $p\text{-value} = .162 > 0.05$ ). Therefore, the hypothesis H5 which are used to explain the relationship between attitude and the effective use of the software is supported. The H1 used to explain the relationship between awareness of role and the effective use of the software which is not supported with the  $p\text{-value}$  is equal .162.

Table 8. Multiple - Regression Analysis Results (Role, function and attitude on the effective use)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)	.660		3.159	.000
Role	-.243	-.225	-2.525	.164
Function	.168	.138	2.465	.000
Attitude	.179	.186	2.578	.000

Dependent: Use

In Table 4b, the unstandardized and standardized coefficients for each independent variable look identical because the figures were run off to the third place



point. Actually, the unstandardized and standardized coefficients were not the same. The results reported from the SPSS are illustrated in Table 4b. It is evident from Table 4b that the result of the multiple regression analysis revealed that: Function and attitude positively impact with the effective use of software with  $\beta = .138$  and  $p = .000 < .01$ ,  $\beta = .186$  and  $p = .000 < .01$  respectively. On the contrary, the study found that Role shows negative relationships with the effective use of the software ( $p\text{-value} = .164 > 0.05$ ). Therefore, the hypothesis H5 which are used to explain the relationship between attitude and the effective use of the software is supported. The H1 used to explain the relationship between awareness of role and the effective use of the software which is not supported with the p-value is equal .164.

#### **4.4.2. Regression of awareness of role, function and attitude in effective using the software**

The result of regression analysis between awareness of role, awareness of function, and attitude of use the software is shown in the Table 5a. From the results of this table, it indicated that awareness of function and role in demonstrate a positive significant relationship involved with attitude because p-value is  $.000 < 0.05$  ( $\beta = .162$ ) and ( $\beta = .135$ ) relatively.



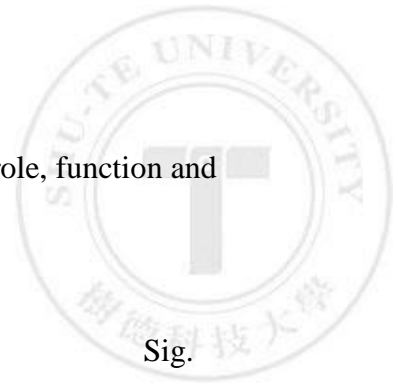


Table 9. Multiple - Regression Analysis Results (awareness of role, function and attitude)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)				
Role	.155	.135	2.126	.000
Function	.160	.162	2.155	.000

Dependent: Attitude

In the regression analysis, the results of multiple regression analysis support hypotheses H2, H3. So, there is a relationship between awareness of role, function and attitude. That is essential to have the effective use of the software.

The result of regression analysis between awareness of role, awareness of function, and attitude of use the software is shown in the Table 5b. From the results of this table, it indicated that awareness of function and role in demonstrate a positive significant relationship involved with attitude because p-value is  $.000 < 0.05$  ( $\beta = .168$ ) and ( $\beta = .163$ ) relatively.

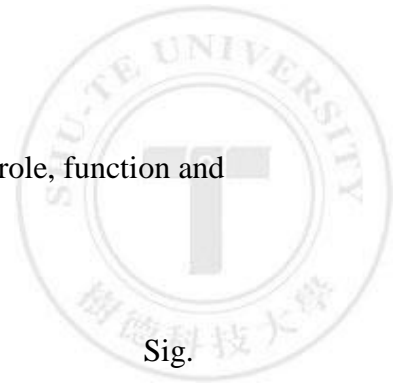


Table10. Multiple - Regression Analysis Results (awareness of role, function and attitude)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)				
Role	.189	.168	3.126	.000
Function	.157	.163	2.745	.000

Dependent: Attitude

In the regression analysis, the results of multiple regression analysis support hypothesis H1, H2. So, there is a relationship between awareness of role, function and attitude. That is essential to have the effective use of the software.

#### 4.4.3. Regression of attitude and the effective use of the software

The results of the regression analysis for attitude of the effective using software (independent variables) toward Intention to the effective use of the software (dependent variable) are shown in Table 6a.



Table 11. Multiple - Regression Analysis Results (attitude on effective use)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)				
Attitude	.166	.168	.2456	.039

Dependent: Use

The result of the multiple regression analysis (Table 6a) revealed that attitude and not significant impact Intention to with  $\beta = .168$  and  $p = .039 < .05$ . It shows that H4 was supported.

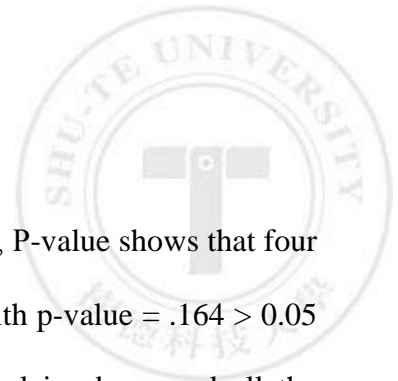
The results of the regression analysis for attitude of the effective using software (independent variables) toward Intention to the effective use of the software (dependent variable) are shown in Table 6b.

Table 12. Multiple - Regression Analysis Results (attitude on effective use)

Independent	Dependent		T	Sig.
	Unstandardized Coefficient $\beta$	Standardized Coefficient $\beta$		
(Constant)				
Attitude	.166	.168	.2456	.039

Dependent: Use

The result of the multiple regression analysis (Table 6b) revealed that attitude and not significant impact Intention to with  $\beta = .168$  and  $p = .039 < .05$ . It shows that H4 was supported.

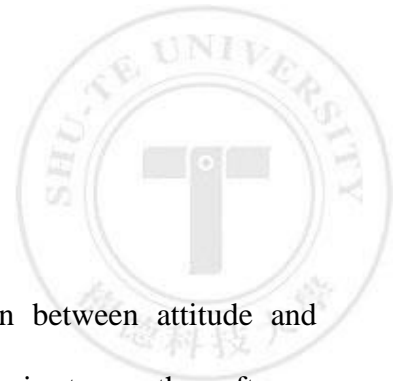


#### 4.5. Summarize the Results of hypotheses

As we explain in the regression analysis part, the  $\beta$  and t, P-value shows that four hypotheses were significant. Hypothesis 1 was not supported with p-value = .164 > 0.05 and Table 7 summarizes the results of hypotheses that we explain above and all the hypotheses were supported as expectation.

Table 13. Summarized Results of the Testing Hypotheses

Research hypothesis	Results
H1: The Attitude of the using software will be influenced by the awareness of the Role of the using software	Unsupported
H2: Awareness of the function of the software "School Management" will be considered the influence on the Attitude of the software	Supported
H3: Awareness of the function of the software "School Management" will be reflected the influence on the awareness of the role of software	Supported
H4: Awareness of the role of software will have the influence on the effective Use of that software	Supported
H5: Attitude of the software "School Management" is possibly in the effective Use of that software	Supported



#### **4.6. Discussions**

Through statistical analysis, and parameter correlation between attitude and efficiency we can see that perhaps a sense of responsibility, desire to use the software needs effectively is necessary but not enough. Attitude would correspond to act when it is expressed often create a habit. Plus more to create a level of efficiency is not only a habit of behavior that should have skills to use. Perhaps this factor will have higher correlations attitude to use the software effectively.

## Chapter 5 Conclusions and Suggestions

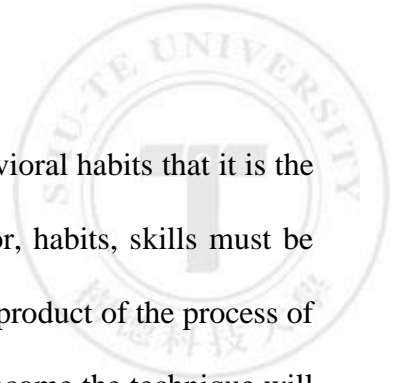
This chapter includes two sections. The first section is to summarize all research findings in responding to the research question. The second section in progress appeals study's contribution and organization implications and some suggestions for possible future research.

### 5.1. Conclusions

This research applied the applicability of the updated TAM (Technology Acceptance Mode) Model and identified the relationships between three factors of the effective use of the software “school management”. With intention to use the software effectively in the Le Thanh Tong secondary school with sample of 50 leaders and teachers, both of the two groups implement the managing in education of school. That indicated the factors, perception; attitude may be leading the effective use of that software if everyone tries to do the best to finish the one's duty.

The research shows that those factors can involve the effective use of that software. However, key factor in this engagement has not signified. That is the distance of theory and skill. It means good understanding is not enough. The good perception is meaningful when it transform to skill. Therefore, the effective use of that software will be improved when good awareness of the use software change to skill of using that software.

Perceptions and attitudes are two basic phases to an action and results expressed in efficiency. But to be effective, the attitude does not always lead to high efficiency.

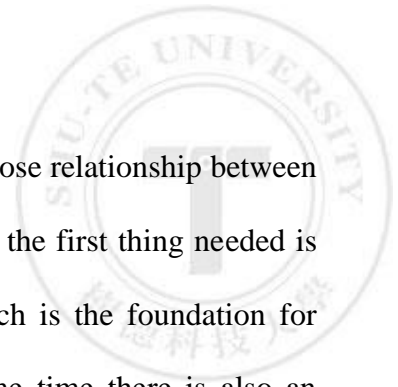


Attitude leads to high efficiency for the attitude shown by behavioral habits that it is the nature of the skills it will use the result of cognition. Behavior, habits, skills must be formed in regular activities, in specific situations. It will be the product of the process of cultivation practice, striving for a process of skills enough to become the technique will automate tasks using from start to finish using the process.

## **5.2. Contribution and organization implications**

### **5.2.1. Contribution**

The research of the factors affecting the effective use of software “school management” helps managers and leaders who use the software in Le Thanh Tong Secondary School found the benefits of software and the factors affecting the effective use of software. Based on that plan, strategy to use the software effectively in management education, the study made for the management and leadership in high school Le Thanh Tong, the proposals to managers and leaders consider these proposals and recommendations that, based on which building specific solutions appropriate to promote the development of management education in schools to help schools achieve the objective set is to become secondary school quality. Also make good target year 2010 - 2011 Ministry of Education and Training to continue to innovate to manage and improve the quality of education. More importantly, it made a very important content in the educational development strategy of Vietnam in the period 2010-2020 which is the application of IT in education.



Further research has taken the theoretical claim that is close relationship between knowledge, attitude and efficiency. It means to effectively use the first thing needed is must be equipped with knowledge, understanding users, which is the foundation for their confidence and attitudes in their operations. At the same time there is also an important basis for forming their expertise and skills to be effective in using the software.

Finally, research is fundamental to the school are able to draw experiences and develop appropriate strategic plans to use management software in education contribute to improving the quality of education in schools.

### **5.2.2. Organization implications**

The application of IT in management and administration in education and training have been implemented a long time ago with the financial management software, implementation and enrollment management, facilities management, library systems and materials... The staff and employees in the industry are aware of and skills in ICT are also increasing. However, these applications are not synchronized and spontaneous, not software "core" of the Executive Management within the Department and affiliated agencies, is not systematically shared database whole industry. Human Resources in charge and direct the implementation of IT application in the body missing. To solve this problem requires the determination of the leaders of the school as well as leaders in developing human resources, investment in equipment and management



software in schools, and set policies only maintenance, maintenance of IT assets as well as constantly upgrading and updating the management software.

As one of the leading units in training and application of IT in teaching and management, said Nguyen Xuan Phong, Vice Rector of the University of FPT shares, "We need a vision system IT, which is a technology, system infrastructure, not just the tools, machines or software alone. This view will change fundamentally the business and how we operate and manage not only consider IT as a tool to automate the old operational. To promote the effectiveness of ICT in education, eliminate psychological inertia and change problem, it needs to change perceptions of the leadership firstly the school, and the investment in a systematic and comprehensive. "

To help schools better understand some specific application of IT in schools, representatives from reputed IT companies, whose products serve the education sector as School Net, and has presented detailed solutions to serve the effectiveness of teaching and learning, such as E-learning; Bank exam; e-Library.

It is stated that, Pham Van Dai stressed in the conference "Application of IT in effective management and administration in education and capital." To improve the efficiency of ICT in education, first of all school leaders should have the determination. Only when leaders determined to apply a systematic and scientific solutions were made, the application of IT in education been implemented thoroughly.



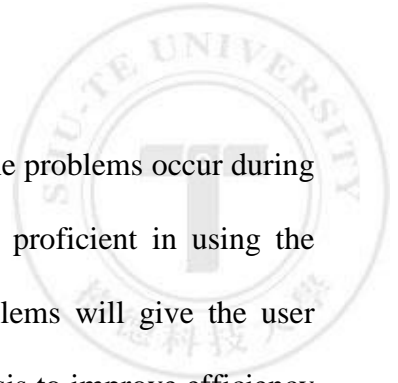
### 5.3. Suggestions

Effective using management software in Le Thanh Tong Secondary School is not denied. Therefore School should be regularly organizes professional training; skills in using software as well as knowledge of computers for teachers, school leaders manage. This is the basis to raise awareness of understanding to get the skill level in using software proficiency.

A measure to promote the cultivation practice to improve the utilization should develop criteria to assess competition to raise awareness about the use of machinery and software. There's time, review and evaluate the weekly, monthly, term.

Regular maintenance, machinery maintenance, upgrades and updates conditions of equipment using this software should be also implemented. Because this condition is regarded as the facilities needed to use the software effectively. Condition of facilities is considered as one important factor is no small contribution in improving the efficiency of software. If conditions are not good will not care how good users, they do not feel excited, eager to use. Moreover, if machines are not good to bother the users, the effort took to induce fatigue, stress to the user. Therefore schools need special attention in building facilities in the software.

Build a team of IT experts in the use of software also is considered as the essential factor in the effective using software. This team of experts supports nature, assistance to users. While using the software it is able to have situations where only experts can resolve. Based on these situations arise expert team will find effective



solutions and put forward the notice to prevent and overcome the problems occur during use of the software. Furthermore they as well not use more proficient in using the software, thanks to the expert team to help them when problems will give the user confidence, confidence when using the software. This is the basis to improve efficiency of software.

A very important factor to motivate users to try to raise the skill level that is used treatment regime. This really helps to use the software effectively to help their work be quickly and conveniently. If the user completes the tasks they will be paid a lot, they'll try to how to develop further the possibilities inherent creativity and increase during use. Therefore, strong motivation to promote more effective in using the software's salary is paid for users.

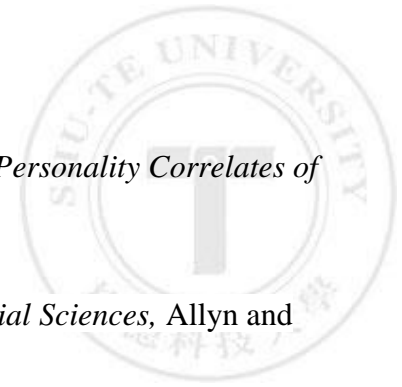
#### **5.4. Future research suggestions**

In this study because the conditions and my limited time only on cognitive research, the attitude to effectively use the software “school management” at one secondary school.


To be able to be replicated and widely applicable software is effective should be studied in depth in the difference between 2 groups leader and teacher about experience, level , and gender... in the secondary schools of Hanoi.

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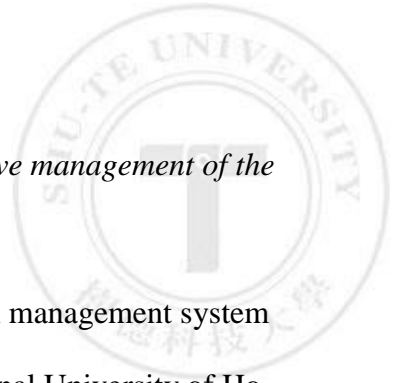


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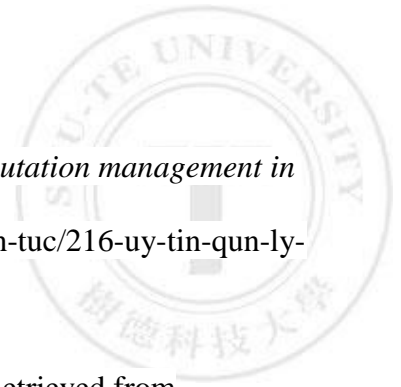
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## APPENDIX

### Questionnaire investigation

#### SURVEY FORM

Sent to leaders, managers, supervisors and teachers of secondary schools through Le Thanh Tong!

*Software "school management" is very important features for example: Showing schedule, teacher information management, information management student scores - rankings learning resources, organized competition – local point – graduation review, print the form prescribed by the Ministry of Education, Statistical learning situation of students and teachers. The honest opinion is everyone's responsibility is very valuable. These comments will be used only for purposes of research.*

Recommend leaders, managers, supervisors and teachers of secondary schools through Le Thanh Tong, please answer the questions by checking the ideas fit with your comments or respond to the line has to be available.

Thanks for the cooperation!



**PART A**

Please provide some information:

1. Current job:

Management:

Leadership:

Teacher:

2. Gender:

Male:

Female:

3. Age:

**PART B**

B1.Role of software “school management”

CONTENT “ school management”	Strongly agree	Agree	Undecided	Strongly disagree	Disagree
Very important					
essential for teachers and administrators					
well-suited to the realities of the high school					
Is a favorable factor in the school management					
Appropriate orientation associated with the application of IT Education					



Other opinions: .....

.....

.....

B2.Function software “school management”

CONTENT	Strongly agree	Agree	Confused	Strongly disagree	Disagree
Monitoring and surveillance activities are comprehensive in schools organic					
As a tool to support enhanced effectiveness of teaching methods					
Good management systems curricula, lesson plans have the ability to adjust timely and rapid					
Monitoring the quality of each student to take measures to foster, mentor timely					
Good management of student resumes					

Other opinions: .....

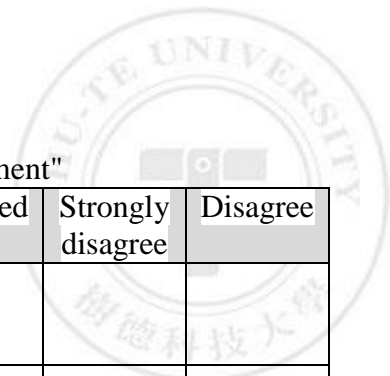
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B3.The Conditions and means of the Software “school management”

CONTENT	Strongly agree	Agree	Confused	Strongly disagree	Disagree
PC compatible software					
Rarely a problem when using					
Enough computers to use when needed					
Computer labs are eligible to use					
Team maintenance, repair machinery often					
Full instructions on how to use management software are available					

Other opinions: .....

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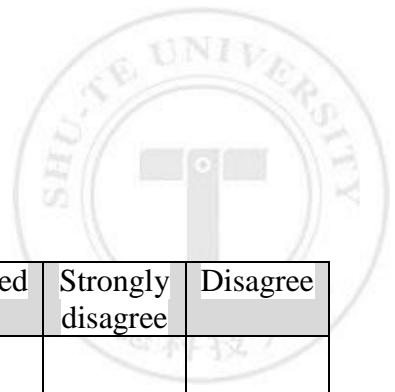
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B4. User level software "Management School

CONTENT	Strongly agree	Agree	Confused	Strongly disagree	Disagree
software proficiency					
Can be processed early problems encountered when					
distinguish problems that are caused by hardware and software problems					
Be able to update feature of the software					
Ability to guide others how to use that software					

Other opinions: .....

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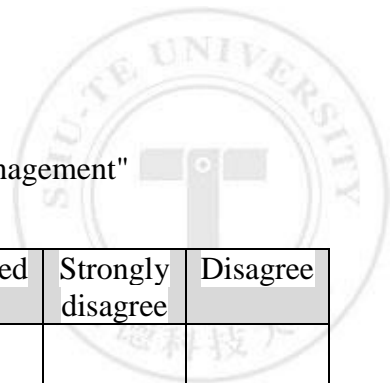
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B5. Ware of the responsibilities of software users "school management"

CONTENT	Strongly agree	Agree	Confused	Strongly disagree	Disagree
Check the power source before turning on the computer					
Operation procedures will be followed when using the computer					
Note antivirus before connecting devices are at risk of virus infection					
When a problem in using just asking the opinion of experts					
Compliance with instructions of the software.					
Always check carefully when finished using the computer					
Hygiene and lab machines using					

Other opinions: .....

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B6. When using this software its performance:

a. Terms of use

- Very easy to use
- easy to use
- confused
- Very difficult to use
- Difficult to use

b. Regarding time

- Very time saving
- save time
- confused
- So do not save time
- Do not save time

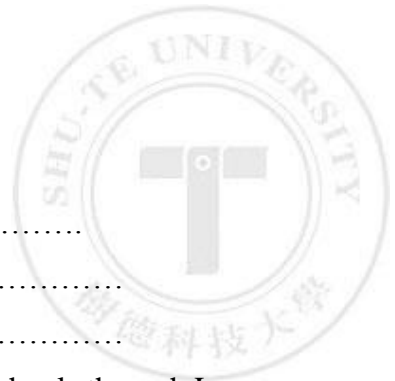
c. In terms of effort

- Very energy savings
- energy saving
- confused
- saving energy is not
- No energy saving

d. In terms of interest to users

- excited
- excitement
- Confused
- Very interesting
- No exciting



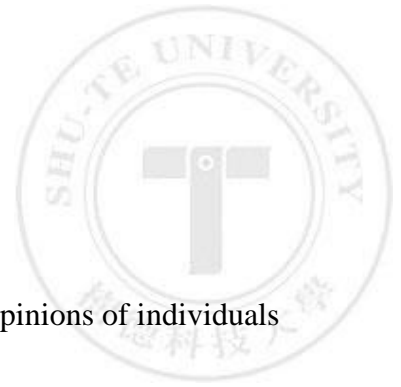


e. Other opinions: .....  
.....  
.....

B7. Leaders, managers, supervisors and teachers of secondary schools through Le Thanh Tong has suggestions for using the software "school management" highly effective:

- + About the school: .....  
.....  
.....
- + The software "school management": .....  
.....  
.....
- + To the Teacher :.....  
.....  
.....
- + Other opinions: .....  
.....  
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Again thanks!



### **Interview form**

Hello! I am a:

I wish we would discuss some problems in understanding the opinions of individuals using school management software effectively

The exchange of information discussed with the purpose of research

1. First there is a problem in the questions that you may understand
2. Do you have any difficulty in answering the question of
3. In your use of this software to you how important is
4. Conditions mean necessary? How necessary.
5. Do you understand the function of this software? It can help you in the work does not?
6. How is this software effective to you?
7. Any ideas or suggestions what to propose the use of this software more effectively.

Thank you for cooperation!

