



## INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION AND MANAGEMENT

### CONTENTS

| Sr. No. | TITLE & NAME OF THE AUTHOR (S)   | Page No. |
|---------|--|----------|
| 1.      | FEASIBILITY STUDY OF E-SERVICING ON IRANIAN MUNICIPALITIES (G2C): A CASE STUDY OF AHWAZ MUNICIPALITY<br>DR. MEHRDAD ALIPOUR & SHAHIN KOLIVAND AVARZAMANI   | 1        |
| 2.      | ANALYSIS OF MOBILE AGENT BASED E-SUPPLY CHAIN MANAGEMENT SYSTEM USING QUEUING THEORY: A COMPARATIVE STUDY BETWEEN M/M/1 AND M/D/1 MODELS<br>DR. RIKTESH SRIVASTAVA                               | 7        |
| 3.      | PREPARING PRE-SERVICE TEACHERS TO INTEGRATE EDUCATIONAL TECHNOLOGY IN THE COLLEGES OF EDUCATION CURRICULUM IN THE CENTRAL REGION OF GHANA<br>ABREH MIGHT KOJO                                    | 18       |
| 4.      | THE RELATIONSHIP BETWEEN THE INFORMAL AND FORMAL FINANCIAL SECTOR IN NIGERIA: A CASE STUDY OF SELECTED GROUPS IN LAGOS METROPOLIS<br>ABIOLA BABAJIDE   | 24       |
| 5.      | AN APPRAISAL OF SERVICE QUALITY MANAGEMENT IN MANAGEMENT EDUCATION INSTITUTIONS: A FACTOR ANALYSIS<br>DR. BHANWAR SINGH RAJPUROHIT, DR. RAJ KUMAR SHARMA & GOPAL SINGH LATWAL                    | 33       |
| 6.      | AN EFFECTIVE TOOL FOR BETTER SOFTWARE PRODUCT<br>DR. V.S.P. SRIVASTAV & PIYUSH PRAKASH   | 44       |
| 7.      | HUMAN RESOURCE MANAGEMENT ISSUES FOR IMPROVING THE QUALITY OF CARE IN HEALTH SECTOR: AN EMPIRICAL STUDY<br>SAJI MON M.R., N.MUTHUKRISHNAN & DR. D.S. CHAUBEY                                     | 49       |
| 8.      | THE EFFECT OF E-MARKETING AND ITS ENVIRONMENT ON THE MARKETING PERFORMANCE OF MEDIUM AND LARGE FINANCIAL SERVICE ENTERPRISES IN ETHIOPIA<br>TEMESGEN BELAYNEH ZERIHUN & DR. V. SHEKHAR           | 57       |
| 9.      | ERGONOMICS RELATED CHANGES ON TRADITIONAL BANKS IN KERALA CONSEQUENT ON CHANGES IN TECHNOLOGY AND ITS IMPACT ON EMPLOYEES<br>DR. P. M. FEROSE  | 66       |
| 10.     | MODERN FACES OF FINANCIAL CRIMES IN ELECTRONIC BANKING SYSTEM<br>VIKAS SHARMA  | 70       |
| 11.     | QUALITY OF SERVICE (QOS) BASED SCHEDULING ENVIRONMENT MODEL IN WIMAX NETWORK WITH OPNET MODELER<br>ARUN KUMAR, DR. A K GARG & ASHISH CHOPRA  | 73       |
| 12.     | A DECENTRALIZED INDEXING AND PROBING SPATIAL DATA IN P2P SYSTEM<br>T. MAHESHWARI & M. RAVINDER   | 78       |
| 13.     | CONVERGENCE TO IFRS - AN INDIAN PERSPECTIVE<br>CA SHOBANA SWAMYNATHAN & DR. SINDHU   | 81       |
| 14.     | COMPARING EFFICIENCY AND PRODUCTIVITY OF THE INDIAN AUTOMOBILE FIRMS – A MALMQUIST –META FRONTIER APPROACH<br>DR. A. VIJAYAKUMAR   | 86       |
| 15.     | EMERGING TRENDS IN KNOWLEDGE MANAGEMENT IN BANKING SECTOR<br>DR. DEEPIKA JINDAL & VIVEK BHAMBRI  | 93       |
| 16.     | A STUDY ON CONSUMER ACCEPTANCE OF M-BANKING IN TIRUCHIRAPPALLI CITY<br>S. MOHAMED ILIYAS   | 97       |
| 17.     | TECHNICAL ANALYSIS AS SHORT TERM TRADING STRATEGY IN THE INDIAN STOCK MARKET- AN EMPIRICAL EVIDENCE IN THE PUBLIC SECTOR BANKS<br>S. VASANTHA  | 102      |
| 18.     | SOFTWARE DEFECTS IDENTIFICATION, PREVENTIONS AND AMPLIFICATION IN SDLC PHASES<br>BHOJRAJ HANUMANT BARHATE  | 114      |
| 19.     | A STUDY ON TIME MANAGEMENT IN EMERGENCY DEPARTMENT THROUGH NETWORK ANALYSIS IN A CORPORATE HOSPITAL<br>DR. L. KALYAN VISWANATH REDDY & HENA CHOWKSI  | 118      |
| 20.     | MAINTAINING CENTRALIZED BANK INFORMATION FOR GETTING QUICK ACCESS OF INFORMATION OF ALL OTHER ACCOUNTS USING DENORMALIZATION OF DATABASE CONCEPT OF COMPUTER<br>AMIT NIVARGIKAR & PRIYANKA JOSHI | 124      |
| 21.     | DIGITAL OPPORTUNITIES IN NORTH INDIA: A STUDY ON DIGITAL OPPORTUNITY PARAMETERS AMONG NORTH INDIAN STATES<br>DEEP MALA SIHINT  | 126      |
| 22.     | BUSINESS ETHICS & GOVERNANCE<br>ARIF SULTAN, FATI SHAFAT & NEETU SINGH   | 131      |
| 23.     | EMPLOYEES' PERCEPTION ON TRAINING AND DEVELOPMENT (A STUDY WITH REFERENCE TO EASTERN POWER DISTRIBUTION OF AP LIMITED)<br>DR. M. RAMESH  | 134      |
| 24.     | AN OPTIMAL BROKER-BASED ARCHITECTURE FOR TRANSACTIONAL AND QUALITY DRIVEN WEB SERVICES COMPOSITION<br>KAVYA JOHNY  | 140      |
| 25.     | WEB USAGE MINING: A BOON FOR WEB DESIGNERS<br>RITIKA ARORA   | 148      |
|         | REQUEST FOR FEEDBACK   | 151      |

A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at: [Ulrich's Periodicals Directory](#) ©, [ProQuest, U.S.A.](#), [Index Copernicus Publishers Panel, Poland](#), [Open J-Gate, India](#),

[EBSCO Publishing, U.S.A.](#), as well as in [Cabell's Directories of Publishing Opportunities, U.S.A.](#)

Circulated all over the world & Google has verified that scholars of more than Hundred & Eighteen countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

[www.ijrcm.org.in](http://www.ijrcm.org.in)

## CHIEF PATRON

**PROF. K. K. AGGARWAL**

Chancellor, Lingaya's University, Delhi  
Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi  
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

## PATRON

**SH. RAM BHAJAN AGGARWAL**

Ex. State Minister for Home & Tourism, Government of Haryana  
Vice-President, Dadri Education Society, Charkhi Dadri  
President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

## CO-ORDINATOR

**MOHITA**

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

## ADVISORS

**DR. PRIYA RANJAN TRIVEDI**

Chancellor, The Global Open University, Nagaland

**PROF. M. S. SENAM RAJU**

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

**PROF. S. L. MAHANDRU**

Principal (Retd.), Maharaja Agrasen College, Jagadhri

## EDITOR

**PROF. R. K. SHARMA**

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

## CO-EDITOR

**MOHITA**

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

## EDITORIAL ADVISORY BOARD

**DR. RAJESH MODI**

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

**PROF. PARVEEN KUMAR**

Director, M.C.A., Meerut Institute of Engineering & Technology, Meerut, U. P.

**PROF. H. R. SHARMA**

Director, Chhatrapati Shivaji Institute of Technology, Durg, C.G.

**PROF. MANOHAR LAL**

Director & Chairman, School of Information & Computer Sciences, I.G.N.O.U., New Delhi

**PROF. ANIL K. SAINI**

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

**PROF. R. K. CHOUDHARY**

Director, Asia Pacific Institute of Information Technology, Panipat

**DR. ASHWANI KUSH**

Head, Computer Science, University College, Kurukshetra University, Kurukshetra

**DR. BHARAT BHUSHAN**

Head, Department of Computer Science &amp; Applications, Guru Nanak Khalsa College, Yamunanagar

**DR. VIJAYPAL SINGH DHAKA**

Head, Department of Computer Applications, Institute of Management Studies, Noida, U.P.

**DR. SAMBHAVNA**

Faculty, I.I.T.M., Delhi

**DR. MOHINDER CHAND**

Associate Professor, Kurukshetra University, Kurukshetra

**DR. MOHENDER KUMAR GUPTA**

Associate Professor, P. J. L. N. Government College, Faridabad

**DR. SAMBHAV GARG**

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana

**DR. SHIVAKUMAR DEENE**

Asst. Professor, Government F. G. College Chitguppa, Bidar, Karnataka

**DR. BHAVET**

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana

**ASSOCIATE EDITORS****PROF. ABHAY BANSAL**

Head, Department of Information Technology, Amity School of Engineering &amp; Technology, Amity University, Noida

**PROF. NAWAB ALI KHAN**

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

**DR. ASHOK KUMAR**

Head, Department of Electronics, D. A. V. College (Lahore), Ambala City

**ASHISH CHOPRA**

Sr. Lecturer, Doon Valley Institute of Engineering &amp; Technology, Karnal

**SAKET BHARDWAJ**

Lecturer, Haryana Engineering College, Jagadhri

**TECHNICAL ADVISORS****AMITA**

Faculty, Government M. S., Mohali

**MOHITA**

Faculty, Yamuna Institute of Engineering &amp; Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

**FINANCIAL ADVISORS****DICKIN GOYAL**

Advocate &amp; Tax Adviser, Panchkula

**NEENA**

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

**LEGAL ADVISORS****JITENDER S. CHAHAL**

Advocate, Punjab &amp; Haryana High Court, Chandigarh U.T.

**CHANDER BHUSHAN SHARMA**

Advocate &amp; Consultant, District Courts, Yamunanagar at Jagadhri

**SUPERINTENDENT****SURENDER KUMAR POONIA**

# CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Business Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email addresses: 1 or [info@ijrcm.org.in](mailto:info@ijrcm.org.in).

## GUIDELINES FOR SUBMISSION OF MANUSCRIPT

### 1. COVERING LETTER FOR SUBMISSION:

DATED: \_\_\_\_\_

THE EDITOR

IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF

(e.g. Computer/IT/Engineering/Finance/Marketing/HRM/General Management/other, please specify).

DEAR SIR/MADAM

Please find my submission of manuscript titled '\_\_\_\_\_ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication anywhere.

I affirm that all author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:

Affiliation with full address, contact numbers & Pin Code:

Residential address with Pin Code:

Mobile Number (s):

Landline Number (s):

E-mail Address:

Alternate E-mail Address:

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.

6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of the every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

**INTRODUCTION**

**REVIEW OF LITERATURE**

**NEED/IMPORTANCE OF THE STUDY**

**STATEMENT OF THE PROBLEM**

**OBJECTIVES**

**HYPOTHESES**

**RESEARCH METHODOLOGY**

**RESULTS & DISCUSSION**

**FINDINGS**

**RECOMMENDATIONS/SUGGESTIONS**

**CONCLUSIONS**

**SCOPE FOR FURTHER RESEARCH**

**ACKNOWLEDGMENTS**

**REFERENCES**

**APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed 5000 words.

10. **FIGURES & TABLES:** These should be simple, centered, separately numbered & self explained, and **titles must be above the table/figure. Sources of data should be mentioned below the table/figure.** It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per following:
  - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
  - Use (ed.) for one editor, and (ed.s) for multiple editors.
  - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
  - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
  - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
  - For titles in a language other than English, provide an English translation in parentheses.
  - The location of endnotes within the text should be indicated by superscript numbers.

**PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**

**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio," Ohio State University.

**CONTRIBUTIONS TO BOOKS**

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

**JOURNAL AND OTHER ARTICLES**

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

**CONFERENCE PAPERS**

- Garg Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19-22 June.

**UNPUBLISHED DISSERTATIONS AND THESES**

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

**ONLINE RESOURCES**

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

**WEBSITE**

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on December 17, 2011 <http://epw.in/user/viewabstract.jsp>



## PREPARING PRE-SERVICE TEACHERS TO INTEGRATE EDUCATIONAL TECHNOLOGY IN THE COLLEGES OF EDUCATION CURRICULUM IN THE CENTRAL REGION OF GHANA

**ABREH MIGHT KOJO**  
**SENIOR RESEARCH ASSISTANT**  
**OUTREACH PROGRAMME UNIT, INSTITUTE OF EDUCATION**  
**UNIVERSITY OF CAPE COAST**  
**CAPE COAST, GHANA**

### ABSTRACT

*The enclave of education through educational technology continues to raid the whole wide world with its attendant benefits. If how 21<sup>st</sup> century classroom pre-service teachers in the colleges of education teach with educational technology is our bother then how teacher educators prepare pre-service to teach with technology should be the utmost concern. Recent changes in basic qualifications for teacher educators to teach in Ghanaian colleges of education as well as the acceptable qualification for teachers who wish to teach at the basic school level has necessitated an assessment of teacher know-how on technology integration. This study used survey method to explore 128 out of 140 teacher educators' (tutors) opinion on how they go about integrating educational technology in their pre-service teacher preparation. The findings of the study suggest that little or nothing is being done to teach pre-service teacher candidates how to integrate technology in their classroom practices. It was consequently recommended that policy makers, researchers, curricula developers and other policy publics must take advantage of the high awareness of the usefulness of educational technology to proliferate this ubiquitous tool to education's advantage.*

### KEYWORDS

Educational Technology, Integration, Pre-service Teachers, Teacher Educators

### INTRODUCTION

The use of computer technology and the internet in education, especially in the teaching and learning process has resulted in academic improvements globally (Butzin, 2000; Sivin-Kachala & Bialo, 2000). As a result, there is an emerging concern for training teacher educators who have no background in Educational Technologies (ET) in developing countries (Cawthera, 2003), such as Ghana, to learn from countries that have already taken the lead in integrating educational technology into teaching and learning. An examination of the use of computer technology in Ghanaian schools indicates that computers and the internet for educational purposes are used more in urban than rural secondary schools (Parthermore, 2003).

The term *educational technology*, also referred to as learning technology is the study and ethical practice of facilitating learning and improving performance by creating, and managing appropriate technological processes and resources (Laurillard, 1993). The term educational technology is often associated with instructional technology theory and practice. While instructional technology covers the processes and systems of learning and instruction, educational technology includes other systems used in the process of developing the human capability to use technology in teaching. Laurillard further stressed that educational technology includes, software, hardware, as well as internet applications and resources. Other technologies commonly available to the mass of the population like television and mobile phones are also counted among educational technology tools.

Teacher preparation in the 21<sup>st</sup> century has never been demanding like it is today, because according to Gold (1996), it has sought to engage stakeholders involved in teacher preparation in the world to develop strategies to aid technology use in the classrooms. The level of impact of educational technology on an educational system depends on the context and the stage of educational development, readiness of the economy and availability of seasoned literature in the local context besides other factors (Yackulic & Noonan, 2001).

Addo (2001) agreed with the argument that that ICT is changing how we work, play, learn, travel and govern. Addo further concurred that throughout the world, information and communication technologies are generating a new industrial revolution already as significant and far-reaching as those of the past. Addo further stated "It is a revolution based on information, which is itself the expression of human knowledge. Technological progress now enables us to process, store, retrieve and communicate information in whatever form it may take, unconstrained by distance, time and volume." (p. 144).

### BACKGROUND

Teaching is one of the most challenging professions in the society where knowledge is expanding rapidly and modern technologies are demanding teachers to learn how to use educational technologies in teaching. According to Jonassen (1999), while new technologies increase teachers' training needs, they also offer part of the solution to quality teacher production for the 21<sup>st</sup> century classroom. Information and Communication Technology (ICT) has the potential of providing more flexible and effective ways of professional development for teachers, improve pre- and in-service teacher training, and connect teachers to the global teacher community. The teacher quantity is important to all meaning persons but teacher quality is not just important but also considered essential.

Pupils learn better with the use of educational technology (Haughey & Anderson, 1998; Shutte, 1999). The extent of flexibility, accessibility, increasing communications and interactions in terms of teaching and learning that educational technologies afford make them desirable in preparing quality teachers in the various sub-sectors of the technical and vocational training programmes for Ghana. Today, educational technology has contributed to the teaching and learning efforts and the advantages that come along with it are further strengthened by the contributions of these tools in effective teacher training programmes (Reynolds, 1989).

Advances in computer technology together with the increasing complexity of an evolving global society have had an enormous effect on education and have produced serious contemplation of some manner of educational reform. Of course, it is difficult to talk about educational change without inviting resistance. The education system in Ghana in the first one and half decades after independence had been described as one of the best in Africa (Akyeampong, 2004; World Bank, 2004). However, Akyeampong further points out that in the 1970s the education system began to slip slowly into decline and prompting several commissions of inquiry, notably the Dzobo Education Review of 1973 (formed to determine the causes and way forward for recovery). Thus, the subsequent restructuring that has plagued education ever since are bound to be the source of today's educational cynicism (Akyeampong, 2001; Kelceoglu, 2006).

At the planning stage for integration of educational technology and other eLearning tools in teacher preparation, priority is given to strategizing, initiating, sustaining, monitoring and evaluation. Haddad (2002) was of the view that work sharing and work scheduling needs to be done which could only happen if the key role of all the players in the integration (implementation) process are identified and noted. There are unanticipated changes in knowledge, methodologies, pedagogical issues, students, school culture – all of which a teacher is bound to deal with alone. Haddad further relates that educational technology can break the professional isolation by permitting, among educators, communication, and exchange of information, chat rooms, bulletin boards, discussion forums, and virtual conferences.

The basis of educational technologies that apply in schools in the 21<sup>st</sup> century in Ghana hangs on two policy documents. The two policies that were identified to affect the design, development, utilization, management, and evaluation of educational technology according to the Ministry of Education (2009) are:

1. the ICT for education policy and
2. ICT for Accelerated Development (ICT4AD).

The methodology courses at the College of Education institutions in Central Region of Ghana have Introduction to ICT as a course. The course on introduction to ICT touches on fundamentals in computing as it relates to knowledge and its application to Microsoft Word and Excel. The content of this course does not focus on integration of technology in teaching and learning at the College of Education level in Ghana (Course Syllabus, 2005). Since technology is

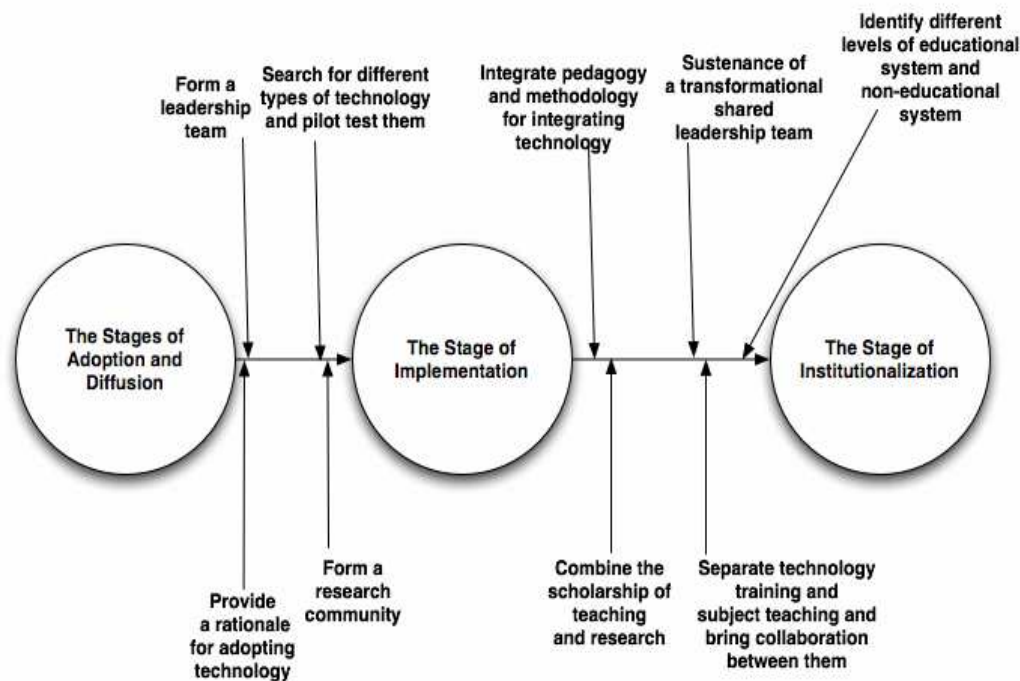
The commitment of Ghana at integrating educational has been expressed in a report to UNESCO (Benneh, 2006). Benneh, the national coordinator of the Teacher Training Initiative for Sub-Saharan Africa (TTISSA) programme, highlighted strategies as the assigned reasons why Ghana Education Service (GES) through the Teacher Education Division should be particular about integrating technology as:

1. New breed of teachers could be produced; that is e – teachers who are well – vested in electronic teaching and learning approaches.
2. New technologies syllabuses can be drawn for teacher professional development
3. A regional online teacher resource base and offline net work for teacher training institutions could be established to share teacher – developed education course wares and innovative pedagogies.
4. Country specific ICT pedagogies and models of different learning environments and teacher – developed e – lesson plans and educational software could be achieved.
5. ICTs as pedagogical tools and educational resources could be used to link pre-service teacher training and in-service teacher professional development.
6. More trained teachers in ICT pedagogies should be produced from colleges to take advantage of e-learning (p. 9-10).

Benneh (2006) stated on the occasion of inauguration of TTISSA that, “(a) More curriculum specialists and technicians need to be trained to provide the range of skills necessary for quality IT-based teaching materials, (b) Educational facilities in schools and community libraries should be made available, (c) There should be a total commitment from governments, communities and other stakeholders in education to support ICT-enhanced Open Distance Learning (ODL) programmes for teachers, (d) There should be Higher Education research support in the use of ICTs in teaching and learning at all educational levels, (e) ICT forms part of TTC (CoE) curriculum. The infrastructure will continually be deployed until each institution has enough of such facilities. Training of curriculum leaders is ICT education is on-going” (p. 9-10).

Notably, the concerns and strategies enumerated by Benneh (2006) did not deviate from ICT4AD policy which spelled out the general strategy of government integrating technology but rather she selected as her focal agenda the teacher preparation aspect. Other researchers point to strategies and actions that could lead to successful ends in integrating teaching technology in the Ghanaian context (Mangasi, 2007, Yidana, 2007). This study, however, is aimed at breaking the grounds for posterity in terms of technology adoption at the Colleges of education in Ghana. The suggested model for educational technology integration follows the framework Figure 1 proposed by Pi-Sue (2004).

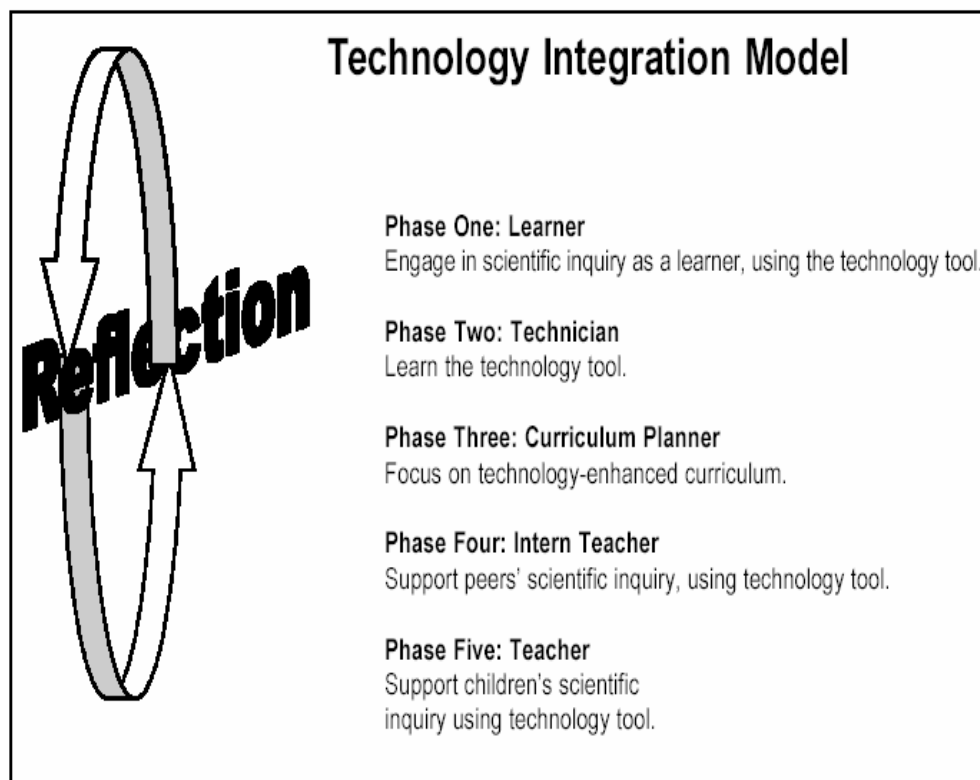
FIGURE 1: FRAMEWORK FOR INTEGRATING TECHNOLOGY IN EDUCATIONAL SETTINGS



Source: Adopted from Pi-Sui (2004: 153).

The comprehensive framework designed by Pi-Sue (2004) supports an educational system grounded in educational technology. In a related strategy, Pi-Sue reflects on a simplified model for the adoption of educational technology. Figure 2 shows the reflection model for educational technology integration proposed by Pi-Sue (2004).

FIGURE 2: TECHNOLOGY INTEGRATION: THE REFLECTIVE MODEL



Source: Adopted from Pi-Sui (2004, p 81).

### STATEMENT OF THE PROBLEM

The recent change of minimum requirement for teachers from certificate in teaching to Diploma in Basic Education has increased the depth of details of taught courses in the Ghanaian Colleges of education (Abreh, 2010). The Republic of Ghana produced an ICT for Accelerated Development and ICT for education policies to provide direction for ICT integration in school curriculum. Despite the new provision that the changes in teacher education and training provides there has not been corresponding strategies that provide detail on what integration model that the system provides. In an attempt to understand the variables that work for and those that work against development of models of technology integration, it has become crucial to explore how pre-service teachers in Ghanaian Colleges of education are prepared to make use of these ubiquitous tool for quality education delivery to take place.

### METHOD

The study employed descriptive survey research. The survey design was considered apparent for a couple of reasons. In the first place, exploratory data was sought from respondents who work closely with Colleges of education curriculum. Secondly, since the study used descriptive survey the study is unable to uncover other related details in unparallel ways. The research data collection tools were basically questionnaire and interviews. Questionnaires have the potential to collect original data from study participants and additional value of eliciting data through face to face mode. Also, interviews were employed to probe and garner data that collaborate the information collected through questionnaire.

In all, 128 of the 140 tutors in the Central Region colleges participated in the study. The opinions of these total participants were sought on some variables that are believed to impact on the curriculum's permissiveness for educational technology integration. Additionally, six (6) tutors were selected from the three colleges (two tutors per college) who are known for integrating technology in their teaching. The data gathered has been summarized under Table 1. Descriptive research involves describing an issue, event, or situation (Gall, Borg, & Gall, 1996), however ethical considerations requires that actual names of study subject are not exposed and as such, pseudonym were employed to introduce the responses gathered from the interviewees.

### RESULTS AND DISCUSSIONS

The Research Question dwelt on how the curriculum for pre-service teachers' preparation permits the integration of educational technology at the Colleges of education level in the Central Region of Ghana. Table 1 depicts the use of educational technology in their professional practice by 127 of the 128 tutors in the Central Region colleges.

**TABLE 1: RESPONDENTS' USE OF EDUCATIONAL TECHNOLOGIES**

| Rate of Use            | Number of respondents (N) | Percentages (%) |
|------------------------|---------------------------|-----------------|
| Very Often             | 17                        | 13.4            |
| Often                  | 33                        | 26.0            |
| Not Often              | 54                        | 42.5            |
| I do not use it at all | 23                        | 18.1            |
| <b>Total</b>           | <b>127</b>                | <b>100.0</b>    |

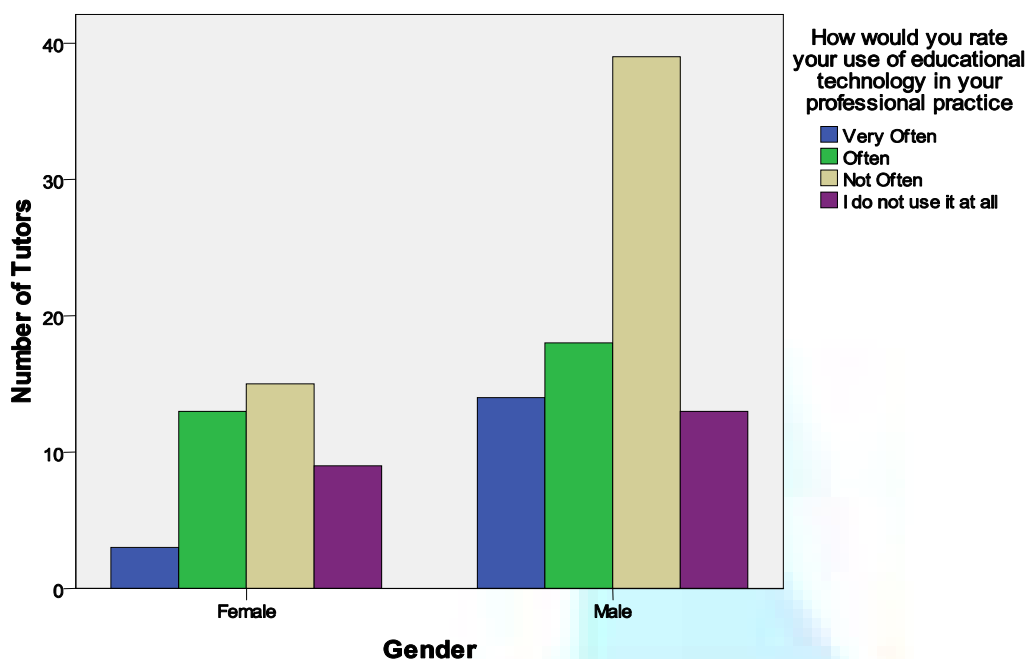
Source: Field Data, 2010

Most (42.5%) respondents rated themselves as those who do not use educational technologies often. Furthermore, 60.6% stated that they either did not use ET often or not at all. Nonetheless, it could be inferred from the Table 13 that a cumulative proportion (81.9%) of the respondents use educational technologies although at different rate of usage. The use of educational technology was also reported on by age, and sex.

The Figure 3 shows the use of educational technology by teacher educators in Central Region Colleges of education by gender. Among the male users of educational technology those who fell in the "often" and "not often" categories outweighed those in the "very often" category. A similar pattern emerged for the females but the proportion of female tutors in the region was less compared to their male counterpart. Overall, the males were more frequent users in terms of user strength compared to females.



FIGURE 3: GENDER AND EXTENT OF USE OF EDUCATIONAL TECHNOLOGY



The appendix reports how pre-service teachers are prepared to integrate technology in their teaching. The teacher educators reported varying degree of agreement on whether they model technology use to the teacher trainees. However, the study exposed that at least more than half (52%) the number of study participants agreed that they use educational technology in the day-to-day modeling of technology integration.

Besides modeling, the tutors related in item 2 of the Appendix that they show trainees how to use educational technologies. The majority of the tutors (48.0%) "disagreed" about putting in such efforts. Nevertheless, 55 (43.3%) "agreed" that they engage their trainees on how to use and a further 11 (8.7%) registered their indecision on the item. That item was followed by yet another (Item 3) on whether they model a positive attitude towards the use of educational technology in the teaching endeavour. Most of the respondents 80 (64.0%) "agreed" that they model positive attitude toward use of educational technology, also 33 (25.8%) "disagreed" that they model positive attitude whereas the remaining 12 (9.6%) said that they are "undecided".

The tutors were asked whether they feel competent to model use of educational technology to their trainees. Item 4 revealed that 40 (32.3%) tutors "disagreed" about their competence in modeling educational technology use to their trainees. Secondly, 65 (52.4%) "agreed" that they feel competent to model use of educational technology to their trainees while the remaining 19 (15.3%) were "not sure to agree" or "disagree".

Item 5 also revealed the perceptions of the tutors on the extent of adequacy that the training teachers receive is to enable them integrate educational technology during their practice. Most (53.5%) tutors "agreed" while the proportion who "disagreed" were 33.1% and the remainder of the 127 respondents (13.3%) said that they were "undecided" over the issue of adequacy of the training to aid educational technology integration in schools. reveal

Item 6 reflects the tutors' perceptions that students are taught how to use educational technology. Almost  $\frac{3}{4}$  "disagree" with this statement in contrast to their report regarding their own teaching of educational technology previously reported in Item 2 of the Appendix. Item 7 supports respondents' use of methodology classes to integrate technology. Apart from the respondents who "disagreed" (representing 19.7%) and the 19 (15.0%) who were "undecided" the rest, 83 (65.4%) of the 127 respondents indicated their agreement with the use of methodology classes to expose students to ways in which educational technology can be used as teaching tools.

One explanation for this seeming inconsistency between Items 2 and 6 may lie in the responses to Item 8 which shows that most tutors (61.1%) "agreed" that there were courses designed specifically to teach trainees how to integrate educational technology in their classes. However, the remaining respondents were not in agreement that their colleges have specific courses designed to teach trainees how to use educational technology in their classes. These represent 22.2% who "disagreed" and 16.7% who were "undecided".

Item 10 made it evident that students generally are not required to use projectors for class presentations. Whereas, 74 (58.7%) "disagreed", 23 (18.3%) indicated that they were "undecided" and a further 29 (23.0%) "agreed" that they require their students to use projectors for classroom presentation. In Item 11 respondents said that they encourage their trainee teachers to use educational technology in the form of the internet (e.g., e-mail, blog) to communicate with tutors and peers. The majority of the respondents, 77 (61.1%) "agreed" that they encourage their teachers to communicate by means of internet technologies. In Item 12, 38 (29.9%) of the respondents "agreed" that during teaching practice they require teachers to use computer to prepare lessons, whereas 24 (18.9%) were "undecided", but, 65 (51.2%) representing the biggest proportion of respondents "disagreed". Further, in Item 13, 67 (52.8%) respondents did not ask teachers to use computers to complete classroom related activities like record keeping. Also, 24 (18.9%) tutors were "undecided" and the 36 (28.3%) tutors said that they "agree" that during teaching practice, they ask their students to use computers to complete classroom related activities (e.g., keep records, presentations)

Six faculties at the Colleges of education in Central Region were engaged on a structured interview which revealed that the integration of educational technology into the teaching curriculum is not mandatory, as it is not grounded in the syllabus. However, five out the six interviewees (80%) pointed out that, they are very much prepared to integrate educational technology in the teaching and learning process in the college. Despite the assertion of the five, Alice related the extent to which she integrates technology in teaching, she says,

*I present lessons with PowerPoint and also teach students [trainees] how to go online to harvest resources for their lessons (personal communication, 5<sup>th</sup> April, 2010).*

Felix, Charles and Dan related that they integrate only educational technologies with which they are familiar. Moreover, apart from Alice, the remaining five tutors told the researcher that they are aware of the software to use depending on the study objectives. Alice, however, indicated that, she goes to the internet to look for the type of software to use. All the interviewees were able to give evidence of how to conduct a search on the internet.

The interviewees said that it was not crucial at the time they received training at the university on the use of computers and the internet for communication. The tutors further pointed out that it was not critical to use computers for conducting assignments and class presentations. The interview responses provided activities that interviewees make use of the computer. The common use of computers was for surfing the internet, storage of data files, secretarial duties and research purposes. However, other uses include social uses (like watching TV, videos, music), presentation of lessons, and lesson note preparation.

It could be inferred from the data in the Appendix and the structured interviews conducted on the six tutors that educational technology is not getting the attention it deserves because is not mandatory in the teacher training syllabi. Studies conducted by renowned educational technologist seem to suggest that

there are enormous benefits to could be gleaned from using educational technology in the 21<sup>st</sup> century classrooms which by extension means using technology in educating and training of the teachers who occupy these classrooms (Baylor & Ritchie, 2002, and Di Benedetto, 2005; Russell, Bebell, O'Dwyer, & O'Connor, 2003:).

## CONCLUSIONS

The role of teacher educators in preparing teachers to be functional in the 21<sup>st</sup> century classrooms cannot be overemphasized. Especially, the situation exposed by the data gathered from teacher educators in the Central Region makes it parameters of which areas in pre-service teacher preparation needs much attention using the educational technology lense. The findings of this study imply that little or nothing is done to teach teacher candidates how to integrate technology in classroom practice. The fact that respondents were giving conflicting responses only indicates much needs to done in translating the awareness that these teacher educators have (Abreh, 2010) into useful modeling and other user strategies that could best fit the needs of the teacher educators at first stage and pre-service teachers at the ultimate stage.

## RECOMMENDATIONS

It was consequently recommended that policy makers, researchers, curricula developers and other policy publics must take advantage of the high awareness of the usefulness of educational technology to proliferate this ubiquitous tool to education's advantage. Further, pre-service teachers could better be prepared to integrate technology if their teacher educators themselves are groomed through content knowledge and practice in the use of such technologies in their teaching. A systemic model for teacher professional development in the use of educational technology should be designed and implemented.

## REFERENCES

- Abreh, M. K. (2010). *Exploratory study on integration of educational technology in the curriculum of colleges of education in the Central Region of Ghana*. Unpublished master of philosophy thesis submitted to University of Cape Coast, Cape Coast, Ghana.
- Addo, H. (2001). Utilizing information and communication technology for education and development: Issues and challenges for developing countries. *IFLA Journal*, 27(3), 143 – 151.
- Akyeampong, K. (2004). Whole school development in Ghana. Viewed on February 10<sup>th</sup> 2010, [http://portal.unesco.org/education/fr/files/36659/11007860313Akyeampong,Whole\\_School\\_Development\\_in\\_Ghana,\\_25\\_May.doc/Akyeampong,%2BWhole%2BSchool%2BDevelopment%2Bin%2BGhana,%2B25%BMay.doc](http://portal.unesco.org/education/fr/files/36659/11007860313Akyeampong,Whole_School_Development_in_Ghana,_25_May.doc/Akyeampong,%2BWhole%2BSchool%2BDevelopment%2Bin%2BGhana,%2B25%BMay.doc)
- Akyeampong, K. (2001). *Teacher training in Ghana: Does it count? Multi-Site Teacher Education Research (MUSTER) Project Country Report 1*. Sussex: Sussex Center for International Education.
- Baylor, A. L., & Ritchie, D. (2002). What factors facilitate teacher skill, teacher morale, and perceived student learning in technology-using classrooms? *Computers and Education*, 39, 395-414.
- Benneh, M. (2006, March). *Particular Issues on Teacher Education and Training in Ghana*. Paper presented at First Meeting of National Coordinators for UNESCO's Teacher Training Initiative for Sub-Saharan Africa Breda, Dakar, Senegal.
- Butzin, S. M. (2000). Project child: A decade of success for young children. *Technology Horizons in Education Journal*, 27 (11), 90 - 95.
- Cawthera, A. (2003). *Computers in secondary schools in developing countries: Costs and other issues*. Retrieved March, 2009 from <http://imfundo.digitalbrain.com/>
- Course Syllabus (2005). *Course structure for diploma in basic education*. Cape Coast: Institute of Education
- Di Benedetto, O. (2005). *Does Technology Influence Teaching Practices in the Classroom?* Paper presented at the National Educational Computing Conference 2005 Conference Philadelphia, PA. Retrieved June 1, 2006 from website [http://web.uoregon.edu/ISTE/uploads/NECC2005/KEY\\_6820721/DiBenedetto\\_NECC\\_aper\\_RP.pdf](http://web.uoregon.edu/ISTE/uploads/NECC2005/KEY_6820721/DiBenedetto_NECC_aper_RP.pdf)
- Gall, M. D., Borg, W. R., & Gall, J. P. (1996). *Educational research: An introduction*. White Plains, NY: Longman
- Gold, Y. (1996). Beginning teacher support: attrition, mentoring, and instruction. In J. P. Sikula, T. J. Buttery & E. Guyton (Eds.), *Handbook of Research on Teacher Education* (2<sup>nd</sup> ed., pp. 548-592). New York, NY: McMillan Publishing Company.
- Haddad, W. D. (2002). *Technology and teacher education: Making the connection*. Viewed March 23<sup>rd</sup> 2009, from [http://www.techknowledge.org/tkl\\_active\\_pages2/CurrentArticles/main.asp?IssueNumber=18&FileType=PDF&ArticleID=434](http://www.techknowledge.org/tkl_active_pages2/CurrentArticles/main.asp?IssueNumber=18&FileType=PDF&ArticleID=434)
- Haughey, M., & Anderson, T. (1998). *Networked learning: the pedagogy of the internet*. Toronto: McGraw-Hill.
- Jonassen, D. (1999). Designing constructivist learning environments. In C. Reigeluth (Ed.), *Instructional design theories and models: A new paradigm of instructional theory* (Vol. II, pp. 215-239). Mahwah, NJ: Lawrence Erlbaum Associates.
- Kelceoglu, I. (2006). *An exploratory study of first year elementary teachers' utilization of technology*. Unpublished Master's thesis, Ohio State University, Columbus.
- Laurillard, D. (1993). *Rethinking University Teaching*. London: Routledge
- Mangesi, K. (2007). *ICT in education in Ghana: Survey of ICT and education in Africa: Ghana country report*. Retrieved on 2<sup>nd</sup> March, 2009 from [www.infodev.org/en/Document.406.pdf](http://www.infodev.org/en/Document.406.pdf)
- Ministry of Education (2009). *The Ghana education strategic plan for 2010 to 2020*. Accra: Ministry of Education.
- Parthemore, J. (2003). A secondary school computer lab in rural Brong Ahafo: A case study reflection on the future of secondary school computer literacy and computer-based distance education in Ghana. Retrieved on October 20, 2003, from <http://www.wess.edu.gh/lab/reports/paper.pdf>
- Pi-Sui, H. (2004). *A case study of the change process of integrating technology into an elementary science methods course from 1997 to 2003*. Unpublished doctoral thesis, The Pennsylvania State University, Williamsport.
- Reynolds, M. C. (1989). *Knowledge Base for the Beginning Teacher*. Toronto: Permagon Press.
- Russell, M., Bebell, D., O'Dwyer, L., & O'Connor, K. (2003). Examining teacher technology use: Implications for pre-service and in-service teacher preparation. *Journal of Teacher Education*, 54(4), 297 - 310.
- Schutte, J. G. (1999). Virtual Teaching in Higher Education: The New Intellectual Superhighway or Just another Traffic Jam? *California State University Electronic Journal of Sociology May*, 23 – 45.
- Sivin-Kachala, J., & Bialo, E. (2000). *Year 2000 research report on the effectiveness of technology in schools*. Washington: Software and Information Industry Association.
- World Bank (2004). *Improving Primary Education in Ghana: An impact evaluation*. Washington: The World Bank
- Yackulic, R.A., & Noonan, B.W. (2001). Quality Indicators for Teacher Training in Canada. Paper presented at 2001 Pan-Canadian Education Research Agenda Symposium Teacher Education/Educator Training: Current Trends and Future Directions from May 22-23, 2001 Quebec City: Laval University press
- Yidana, I. (2007). *Faculty perceptions of technology integration in the teacher education curriculum: A survey of two Ghanaian universities*. Unpublished doctoral thesis, Ohio State University, Columbus.

## APPENDIX

## RESPONDENTS' BY HOW THEY PREPARE PRE-SERVICE TEACHERS TO INTEGRATE EDUCATIONAL TECHNOLOGY

| Preparing Pre-Service Teachers to Integrate Educational Technology   | Response type         |                     |                    |
|--|-----------------------|---------------------|--------------------|
|  | Disagreement<br>N (%) | Indecision<br>N (%) | Agreement<br>N (%) |
| 1) In my teaching, I model ways in which educational technologies can be used as teaching tools  | 49 (38.6)             | 12 (9.4)            | 66 (52.0)          |
| 2) I show my students how to use educational technology in their classes   | 61 (48.0)             | 11 (8.7)            | 55 (43.3)          |
| 3) I model a positive attitude towards the use of educational technology   | 33 (25.8)             | 12 (9.6)            | 80 (64.0)          |
| 4) I feel competent to model the use of educational technology to my students  | 40 (32.3)             | 19 (15.3)           | 65 (52.4)          |
| 5) The training students receive at my college adequately prepares them to teach with educational technology during their practice as teachers | 42 (33.1)             | 17 (13.3)           | 68 (53.5)          |
| 6) Students in my college are taught how to teach using educational technologies   | 21 (16.5)             | 12 (9.4)            | 94 (74.0)          |
| 7) Methodology classes expose students to ways in which educational technology can be used as teaching tools                                   | 25 (19.7)             | 19 (15.0)           | 83 (65.4)          |
| 8) At my college, there are courses specifically designed to teach students how to integrate educational technology in their classes           | 28 (22.2)             | 21 (16.7)           | 77 (61.1)          |
| 9) I require my students to make use of computers to complete course assignments   | 34 (27.2)             | 12 (9.6)            | 79 (63.2)          |
| 10) My students are required to use projectors for class presentations   | 74 (58.7)             | 23 (18.3)           | 29 (23.0)          |
| 11) I encourage my students to use the internet (e.g., e-mail, blog) to communicate with tutors and peers.                                     | 33 (26.6)             | 14 (11.3)           | 77 (62.1)          |
| 12) During teaching practice, I require my students to use computers to prepare their lessons  | 65 (51.2)             | 24 (18.9)           | 38 (29.9)          |
| 13) During teaching practice, I ask my students to use computers to complete classroom related activities (e.g., keep records, presentations)  | 67 (52.8)             | 24 (18.9)           | 36 (28.3)          |

## **REQUEST FOR FEEDBACK**

**Dear Readers**

At the very outset, International Journal of Research in Computer Application and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **infoijrcm@gmail.com** or **info@ijrcm.org.in** for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail **infoijrcm@gmail.com**.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

**Academically yours**

Sd/-

**Co-ordinator**