

Challenges Encountered by Primary School Heads in the Utilisation of Information Communication Technology in Administering Schools in Bulawayo Metropolitan Province, Zimbabwe

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Abstract

This study examined the challenges encountered by Primary School Heads in the utilisation of Information Communication Technology (ICT) in administering schools. The study explored the concept of Information Communication Technology as utilized by school heads in administering schools, the challenges they are encountering in the utilisation of ICT and the best ways to minimize these challenges. Focus was on Bulawayo Central Educational District in Bulawayo. A sample of seven primary school senior teachers, five deputy heads, three teacher in charge and five school head teachers were purposively selected for the study. The interpretive paradigm undergirded the adoption of the case study design, and phenomenological methodologies where the researchers used questionnaires, oral interviews, observations and document analysis to collect data. The data was qualitatively presented, analysed and discussed thematically according to the research questions. Findings of the study revealed that the majority of the administrators have a miasma understanding on how to utilize ICT in the administration of schools. Most significant conclusion of the study was that ICT was being utilized to a certain extent in schools but was being thwarted by lack of competences by school administrators and lack of relevant support from government. Finally the study recommends that if the suggested recommendations are considered, ICT will be utilized effectively and efficiently.

Keywords: Information Communication Technology; utilization; school administrators