



# Proceedings of the Informing Science + Information Technology Education Conference

*An Official Publication  
of the Informing Science Institute  
InformingScience.org*

*InformingScience.org/Publications*

July 31 - August 5 2017, Ho Chi Minh City (Saigon), Vietnam

## **TECHNOLOGY VERSUS QUALITY EDUCATION IN AN UNDERDEVELOPED REGION: A CASE STUDY OF UNISA STUDENTS IN FORMER CISKEI HOMELAND IN EASTERN CAPE [ABSTRACT]**

Agyei Fosu

Walter Sisulu University, East London,  
Eastern Cape, South Africa

[afosu@wsu.ac.za](mailto:afosu@wsu.ac.za)

### **ABSTRACT**

Aim/Purpose	This paper seeks to show how University of South Africa (UNISA) is using technology to connect lecturers, tutors and students of [UNISA] in an underdeveloped region in South Africa (SA) to reduce cost and time of travelling to access information, tutorials and help [available] in designated centers, hence making quality and higher education more accessible and less costly.
Background	This empirical study gives evidence to back the effectiveness, helpfulness and cost reduction of using technology as a medium of making quality and higher education accessible to under developed regions.
Methodology	Quantitative and purposeful sampling was deemed appropriate for the study, whereby 200 questionnaires was developed and specifically distributed to UNISA students from former Ciskei towns at East London Tutorial Center.
Contribution	The paper is about the usage of mobile technology for knowledge creation and dissemination, instruction and learning, The data generated and presented add to the knowledge base about underdeveloped countries. This data and the conclusions reached based the analysis could be of interest to researchers, university administrators, politicians, planners and policy makers in underdeveloped countries.
Findings	Evaluation of the overall effectiveness, helpfulness and cost reduction of e-tutorials show a slight advantage over the face-face tutorials.
Recommendations for Practitioners	In the quest for ways and means of making quality and higher education accessible to underdeveloped regions, no matter which medium is chosen, the periodic measurement of success in terms of effectiveness, helpfulness, and cost implication in relation to the learner cannot be over looked.
Recommendation for Researchers	More work needs to be done to check the effectiveness of technology as an efficient medium to provide access to quality and higher education to underdeveloped regional economies.

The final version of this paper will be published in the **International Journal of Community Development and Management Studies** and this link will be replaced with a link to that paper.

(CC BY-NC 4.0) This article is licensed it to you under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/). When you copy and redistribute this paper in full or in part, you need to provide proper attribution to it to ensure that others can later locate this work (and to ensure that others do not accuse you of plagiarism). You may (and we encourage you to) adapt, remix, transform, and build upon the material for any non-commercial purposes. This license does not permit you to use this material for commercial purposes.

## Technology versus Quality Education in an Under Developed Region

- Impact on Society** The results could have significant implications for raising the level of education and advancing employment equity by improving the delivery and accessibility to quality and higher education to underdeveloped regional economies.
- Future Research** The analysis of cost efficiency and effectiveness done in this work is just representative of one point of view: the student one of accessibility and cost. There is, however, need in future work to research the implications for the institutions of higher education (in terms teaching design, curriculum design, knowledge of individual learning types, need for change in and rate of change in knowledge view, learning philosophies), individual stakeholders, and the competitive repositioning of society.
- Keywords** higher education, technology, underdeveloped