

The Use of Microsoft 365 in Organisation Information Management

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Abstract

Effective delivery of information is important to avoid misinterpretations of task performance in an organisation. To this end, an intranet web page called the *Teaching Effectiveness Support Initiative* (InSan) has been developed at Universiti Teknologi MARA Perlis Branch which serves as a delivery platform to the organisational community at both the management and implementation levels. The objective is to minimise communication gap in the delivery of information related to Teaching Effectiveness Index (TEX) which has been implemented at UiTM. TEX is the fifth pillar of UiTM Education 5.0 which was first applied to all lecturers in 2021 to measure the teaching effectiveness of lecturers through personal assessment, peers and students. The InSan SharePoint communication page is an initiative of a group of lecturers through knowledge sharing by integrating Microsoft Sharepoint, Microsoft Power Automate and Microsoft Form technologies in Microsoft 365. Survey within the organizational community has found InSan to be effective in minimising the gap in organisational communication on TEX. The results of the study found that over 80% of the staff's level satisfaction with the InSan page shows the effectiveness of the information and functionality of the page. The improvement involves processing the application form automatically in the system and being approved online have made all the affairs of lecturers easier.

Keywords: InSan, TEX, Microsoft 365, Microsoft SharePoint, Microsoft Form.

1. Introduction

A quality teaching practices especially at the university level are very important to ensure that not only every student can go through a high-quality learning process but will also be able to dignify the professionalism of a lecturer as an effective educator. Based on this importance, Universiti Teknologi MARA (UiTM) has set a goal to produce a lecturer who is highly inspirational not only to students, peers but also to the surrounding community through the fifth element of UiTM's Education 5.0.

In order to achieve this goal, UiTM has introduced a method to evaluate the teaching effectiveness of a UiTM lecturer known as the Teaching Effectiveness Index (TEX). UiTM Academic Circular (21/2021) has stipulated the implementation of TEX among lecturers for each study college, faculty, academic center and UiTM branch. TEX includes three evaluations components, namely the Student Feedback Online (SuFO) component, the Lecturer Professionalism Monitoring component (PRO-PENS) and the Teaching Evaluation Self-Assessment (TESA) component.

SuFO will evaluate the teaching of a lecturer for a course while TESA is a form of self-evaluation done by the lecturer. The PRO-PENS component stipulates that the lecturer must have their teaching evaluations by a lecturer from the same faculty or the same field. All these assessments are carried out for each semester of study. Figure 1 shows the components of TEX at UiTM.

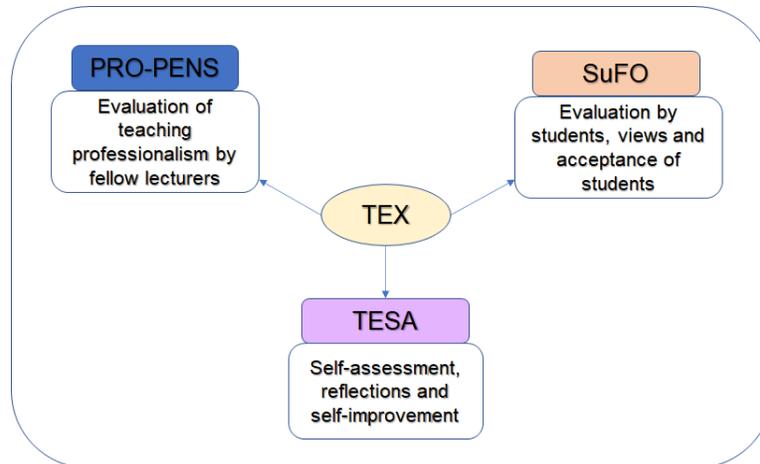


Fig 1 TEX components of UiTM
(source: Academic Circular, 2021)

2. Literature Reviews

2.1 Microsoft 365

Microsoft 365 subscribed by UiTM is a brand of computing services offered by the computing giant Microsoft Corporation. Microsoft 365 offers a variety of office applications that can be combined with the latest smart cloud services such as Microsoft SharePoint, Microsoft Power Apps, Microsoft Power OneDrive, Microsoft Yammer and many more (Microsoft Office Support, 2022). Each service offered has its own function. Microsoft SharePoint is a cloud technology service used to store and share information among communities either inside or outside an organization. This service can also be used to develop a web page as a medium of information sharing either for group use with a specific membership or to communicate among the organization's community. By using SharePoint subscription edition, it enables applications to work across data centers and SharePoint Online Microsoft 365, while keeping controlled data safe on the server (Simon B., 2022). The InSan page is an example of a communication page developed using Microsoft SharePoint integrated with Microsoft Form. At UiTM, every staff member will have a Microsoft 365 account that allows them to use various services offered by Microsoft through a limited internal network or intranet.

2.2 Organisation Information Management

An information management system is an important software application that connects to each other for the reception, processing, dissemination and storage of data to support the control and decision-making process in an organization. This system provides a process cycle of creating, obtaining and gathering information from various forms, processing and changing the information obtained and gathered in the desired form. In general, this system is used to standardize administrative efforts, facilitate and ensure that staff members receive appropriate programs or training and help manage the administration more effectively. Along with the need for this set of components and the conveniences of

technology services, the results of the survey found that the development of information management systems using the Microsoft SharePoint platform is gaining more and more attention.

Salem & Wan (2022) proposed framework included cloud computing, online conferencing, and mobile technology as variables of IT tools. The variables of knowledge management process as knowledge sharing and knowledge application were included in the framework. Besides, this study presented organization culture as the mediator on the relationship between knowledge management process and their information technology tools.

Khumalo and Mearns (2019) discuss the use of Microsoft SharePoint in business applications which involves information management, expertise sharing, knowledge and innovation for the use of Microsoft SharePoint in business. This study found that the Microsoft SharePoint makes it easier for users to share business information and reports more consistently and effectively. Project management and project progress monitoring for an organization can be done according to the set schedule. In addition, this platform also saves time and makes it easier for users to collaborate in completing each task in line with the business strategy that has been set by each organization. Microsoft SharePoint also greatly assists users in managing business consistently and effectively to meet organizational goals and objectives.

Ahmed and Asan (2014) have used a new infrastructure that supports the storage and distribution of information in the identification and development of drugs by using Microsoft SharePoint together with the OneNote desktop application. This system that combines two Microsoft applications provides a collaborative workspace that is user-friendly, fast, simple and reduces workload and costs.

In addition, the study conducted by Buchal and Songsore (2018) is about the effectiveness of knowledge sharing among engineering students using Microsoft SharePoint as the main medium. This study was conducted on final year graduates and postgraduates in engineering. The students are assigned to complete assignments in groups using Microsoft SharePoint according to the set criteria. Evaluation is given for each assignment that has been completed by the students. In general, most students give a positive response to the medium used and this medium helps them a lot in completing the assignments given.

Microsoft Office SharePoint System (MOSS) or an information management platform was also used at the Malaysian Nuclear Agency (Jamalludin et.al, 2011). The information management among Malaysia Nuclear members is essential because that expertise, knowledge, experience and facts can be shared and benefited by various generations. The information management platform called SharePoint-Knowledge Management System (SP-KMS) was the sharing system that produces effective information management quality, more consistent document storage and also reduce the workload. The advantages compared to the previous system are that information sharing can be done for new and old generations, easy to access which can be done inside or outside the agency and access permission at any time.

The problem of high confusion or misinterpretation of information can affect the development performance of an organization. Iskandar (2014) conducted a study to design and implement a Knowledge Management System (KMS) in the Bina Nusantara organization. This system specifically facilitates the process of gathering, sharing, and documenting information to support the development of knowledge that occurs in the organization's environment. This study takes advantage of the features found in Microsoft SharePoint as a platform for the Knowledge-Management System in Bina Nusantara and makes the information and documents searching more optimal and easier.

Meanwhile, Azmi and Singh (2015) have introduced a gamification module developed in the Learning Management System (LMS) in Microsoft SharePoint. This module improves the existing system which is ready to make the teaching and learning process more interesting, interactive and exciting. This system is developed along with modules that have gamification or game elements to attract students to be more interested in online learning.

High quality teaching is the basic purpose and task of a university, as well as rooted in the university. Huang (2017) stated that the teaching evaluation is an important part of supervising and controlling the quality of teaching. UiTM is concerned about this by approving the use of TEX to observe the effectiveness of teaching through the three evaluation components namely SuFO, TESA and PRO-PENS.

The main objective of this study is to develop a communication website for TEX information management using Microsoft 365 at UiTM Perlis branch. The purpose of this development is to ensure that the implementation of TEX achieves the goals set by UiTM. A website known as the Teaching Effectiveness Support Initiative (InSan) will centralize all information related to TEX. In addition, this website will also detail the actions of TEX components, especially the PRO-PENS, so that the implementation at the branch level runs smoothly. Furthermore, it will reduce a communication gap that have potential to trigger organizational conflicts especially a gap between lecturers and management.

3. Methodology

The InSan website developed through Microsoft SharePoint communication pages have been divided into three main sections. The first part is related to TEX information and its components, second part is about the development of

educational technology and the third part is about the sharing of lecturers' materials. The browser of this page also provides feedback for any improvement suggestions through a form developed by using the Microsoft Form. This website also allows selected documents to be downloaded by students and lecturers.

The design of the InSan website uses a tool available from Microsoft 365 with the concept of Central Learning as shown in Figure 2.

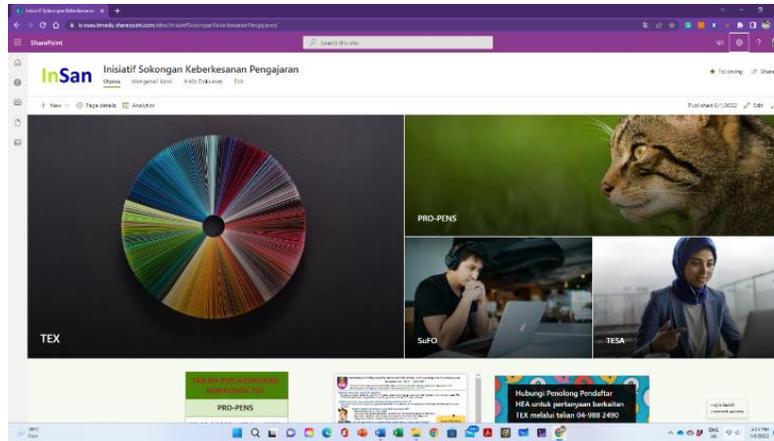


Fig. 2 Centered learning concept page design

The main feature included in this design is that it has several large squares that can immediately draw the browser's attention to the preferred information link. In addition to this design, there are also several page concepts that can be used as shown in Figure 3. The page provider is allowed to modify the page according to the needs of use.

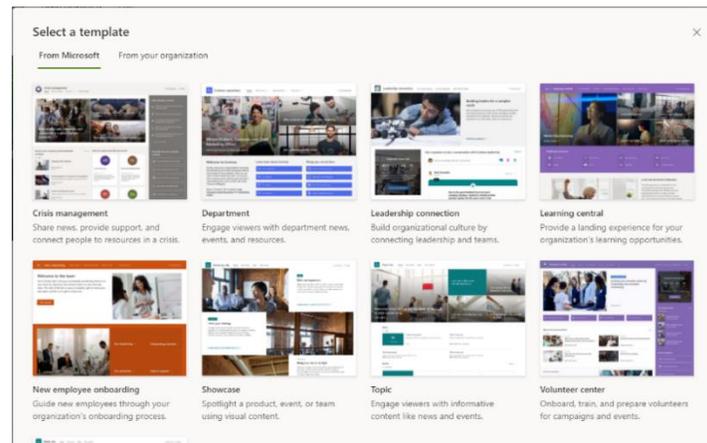


Fig. 3 Page Design options provided by Microsoft

Then, pages about TEX, PRO-PENS, SuFO and TESA are created. Figure 4 to Figure 7 are details of the page information.

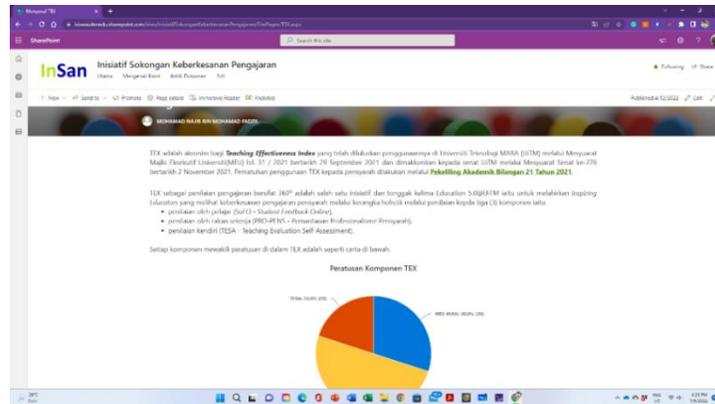


Fig. 4 TEX page contents

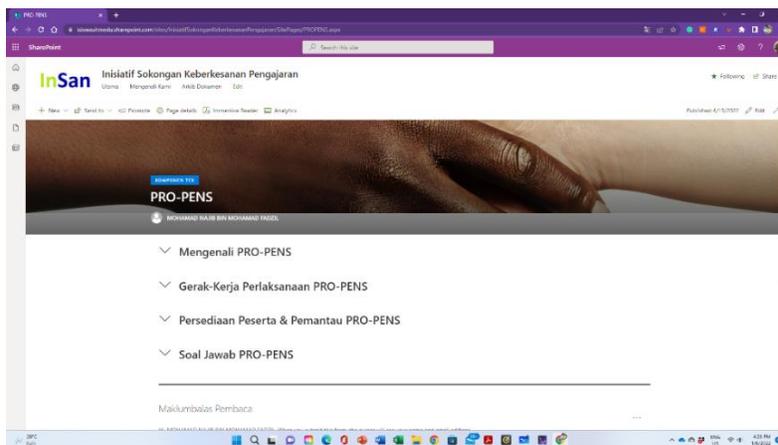


Fig. 5 PRO-PENS page contents

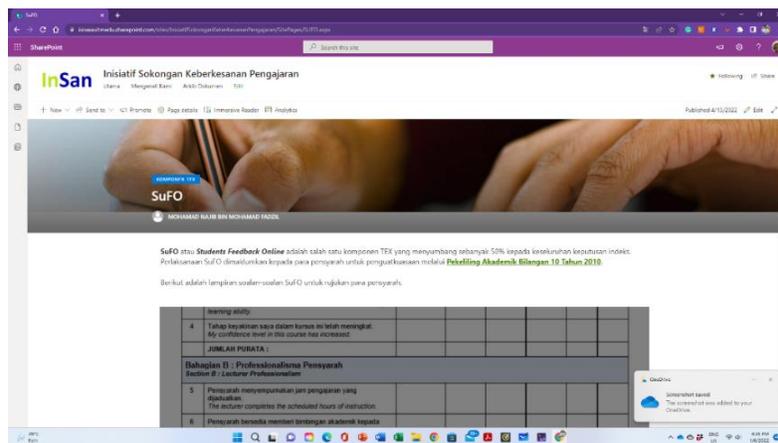


Fig. 6 SuFO page contents

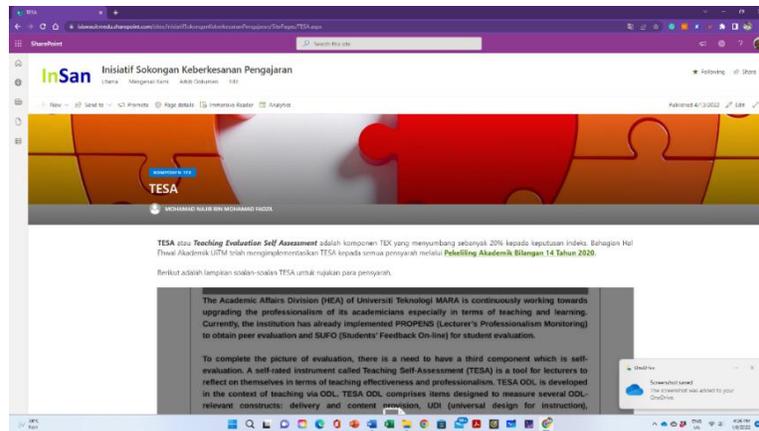


Fig. 7 TESA page contents

The page also provides gadget-friendly navigation with a screen display that adapts to the gadget either through a computer screen, smartphone or tab. Figure 8 and Figure 9 show the screen displays of different gadgets.

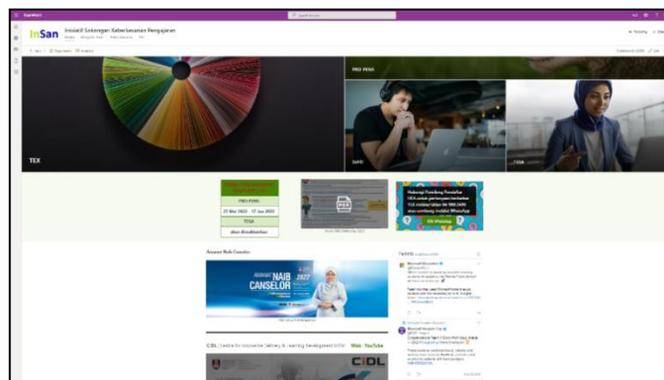


Fig. 8 Laptop screen display

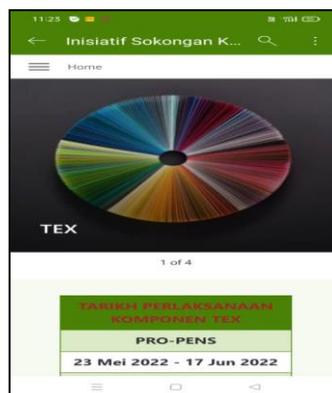


Fig. 9 Smartphone screen display

4. Results and Discussion

A survey of the acceptability of the InSan website was launched to staffs which included lecturers and Heads of Study Centers (KPP) of the faculty at UiTM Perlis Branch. This survey form was distributed to assess the level of staffs satisfaction and acceptance of the Teaching Effectiveness Support Initiative (InSan) website. InSan is a SharePoint page developed as an alternative medium to share information specifically related to the Teaching Effectiveness Index (TEX) and its components (PRO-PENS, SuFo and TESA) as well as a medium for lecturers to share their teaching materials.

Table 1 shows the six criteria proposed in the questionnaire to find out the level of acceptability and satisfaction of the InSan web page. The first criterion is about the website information that is user-friendly and easy to understand. The second criterion is information that is relevant and meets the requirements of TEX. The third criterion is a clear and useful information is provided regarding SuFo, TESA and PRO-PENS. The fourth criterion is to save the time searching and safe to use. The fifth criterion is to minimize TEX governance, internal and external conflicts of the department or organisation. The sixth criterion concerns an attractive and systematic layer design. The percentage of satisfaction results from the survey is also displayed in Table 1.

Table 1: Criteria and satisfaction percentages of InSan page

<i>Criteria</i>	<i>Percentage</i>
First	85%
Second	86%
Third	86%
Fourth	85%
Fifth	82%
Sixth	85%

Figure 10 shows the response from UiTM Perlis staff to the InSan web page. From the survey conducted, it was found that over 80% of the level satisfaction and acceptance of all the proposed criteria. The first criterion got 85% satisfaction level, the second criterion got 86% satisfaction level, the third criterion got 86% satisfaction level, the fourth criterion got 85% satisfaction level, the fifth criterion got 82% satisfaction level and the sixth criterion got 85% satisfaction level. The highest level of satisfaction belongs to the second and third criterion showing that the developed InSan page have channel relevant information and meet the requirements of TEX, as well as provide a clear and useful information. On average, more than 80% satisfaction level received for all criteria shows that the most staff are satisfied with the InSan web page.

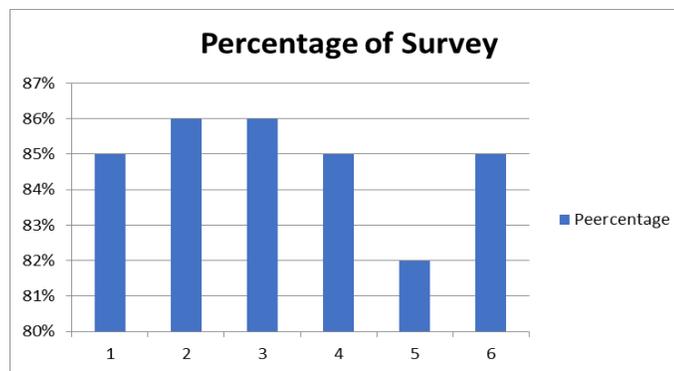


Fig. 10 Percentage of InSan web page survey

5. Conclusion

Overall, the results of this study have assessed the acceptability of UiTM staffs towards the InSan website with the selection of over 80% satisfaction level. It means that the information in the InSan page is relevant, meets the TEX requirements, user friendly, easy to understand and has an attractive and organized design. The provided information about SuFO, TESA and PRO-PENS is useful and clear. This web page has saved the search time, easy to access and safe. It's also minimizing TEX governance and reduces internal and external conflicts of departments and organisations. A suggested improvement is to include an application form to be monitored by PRO-PENS which is a new criterion added in this section. Next, the form will automatically process by the system and approved online which will facilitate every application of the lecturers.

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6. About the author

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