Abstract

E-Governance enhances the quality of transactions both within the government, as well as between the government and other parties through the delivery of cost-effective and easy-to-access automated processes. As part of a potent higher education system, which is essential for the development of society, automated processes in management and administration of public higher educational institutes is a rapidly evolving field because of its high efficiency and effectiveness. Although there is a comparatively short number of research studies reported in literature, regarding the evaluation of e-Governance implementations in university administration, it has been determined that the integration of automated processes helps to enhance the overall administration of higher education. This paper describes an evaluation study on automated processes implementation in the administration of Piraeus University of Applied Sciences, which is one of the greatest higher educational institution in Greece. The evaluation was performed after the selection of the most appropriate method for this purpose. The outcomes of this study suggest that the university as well as its academic community are highly benefitted by the automated administrative processes and the
implementation of the Integrated Information System in terms of educational management, strategy planning, distributing resources as well as organizational success. Consequently, it becomes obvious that enduring participative evaluation actions affect positively the general perception and attitude of the academic community towards automated administrative processes and are essential for the future success of the university.

References


**Index Terms**

Computer Science                                            Automated Systems

**Keywords**

e-Governance; Educational management; Integrated Information System; Automated Administrative Processes; Evaluation.