

**ROLE OF MAHARASHTRA KNOWLEDGE CORPORATION LIMITED (MKCL) IN  
DEGREE COLLEGE ADMINISTRATION**

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**ABSTRACT**

In digital administration, traditional office practices are transformed into digital processes. Digitization makes the office more efficient, transparent and effective. Maharashtra Knowledge Corporation Limited (MKCL) fulfilled the need for a common platform for the academic benefit of the students and for the convenience of the college administration. It is promoted by the Department of Higher and Technical Education as a step towards digital administration. Digital University develop by them to fulfill digital administration's goal. MKCL has also worked closely with a number of universities in Maharashtra and elsewhere to establish the framework. It has caused a fundamental change in the educational administration. In this research paper, the researchers have taken a brief review of the role of MKCL in degree college administration.

*Keywords : College Administration, Digital Administration, MKCL, Digital Technology*

**INTRODUCTION**

Academics and Administration are two pillars of any college. Academics are the activity of teaching and learning, whereas administration is the process of organising and supervising various college functions. It executes various policies as well as makes those policies effective for smooth functioning in the colleges. Administration is a wide field with various branches, and each branch of administration requires special skills. The main function of college administration is to manage their key customers, i.e., students. For the ease of the students as well as for the organization, many colleges have introduced the ERP system through which smooth, easy, perfect and speedy work can be done. It is the need of today's era to take a step towards digital administration.

Maharashtra Department of Higher and Technical Education established the Maharashtra Knowledge Corporation Limited was established under the Companies Act, 1956. It began operations in April 2002, covering the whole state of Maharashtra, and has evolved into a high-tech and high-touch effort centred on design over the following two decades, improvement and spread of innovative digital Learning and Governance. MKCL today provides direct student facilitation services to 18 universities, more than 6000 educational institutions and more than two million students each year through its Digital University and Digital College software frameworks. Digital University's footprint has now also been established in Gujarat and Haryana.

Many students change colleges during their studies. Many times, it was difficult to keep track of these students as there were no online unique policies to handle the students' related important issues like admission and examination. Till 2006-07, this work was handled through offline procedures with so many hurdles and documentation. In 2007-08, the University of Mumbai introduced an online digital administrative procedure with the coordination of MKCL for general aided colleges and in 2010-11, it was also started for self-financed courses.

**OBJECTIVES**

- To know the role of MKCL in Degree College Administration
- To know the opinions of administrative staff about the MKCL's work.

**COLLEGE ADMINISTRATION AND MKCL**

MKCL has introduced the concept of a "Digital University." It is developed by a good idea and offers intact and complete remedies to universities using digital technology for effective university

management. It has developed this system in co-operation with different universities within Maharashtra state and outside the state in order to bring about a ideal change in education. Digital University is a software framework for managing the lifecycles of millions of students, hundreds of institutions, and tens of thousands of courses/credits in a unified manner. The life-cycle management of digitally empowered students is at the heart of this system. It provides millions of students with low-cost eServices at all stages of their university careers, from online admissions to degree awarding and job placement aid. It is an integrated and seamless educational eGovernance framework.

The framework is standard and generic, yet so flexible and configurable that it caters to the requirements of every university and college. The Digital University system has completely change the traditional process for the benefit of students, universities and colleges and the resulting set of inclusive functionalities has emerged to facilitate the student's educational cycle management in universities and its affiliated colleges.

MKCL is involved in number of activities of deucational administration through digital university such as programme definition, college affiliation, admission, enrollment, and legibility, pre and post examination work, result processing, MIS, Transfer Certificate, etc.

## DU and Integrated frame work

### Student-College-University Administrative Life Cycle Management



Thus, Digital University provides e-suidha to the students as well as to the colleges, from admissions to convocation.

### RESEARCH METHODOLOGY

For the purpose of this research, the following research methodology was adopted.

**Primary Data:** The researchers have circulated the questionnaire to the ten leading colleges of Mumbai University.

**Secondary Data:** Secondary data has been collected through websites.

### DATA INTERPRETATION & ANALYSIS

In view of understanding the need and extent of the role of MKCL in Degree College Administration, the researchers have also collected and analyzed the primary data.

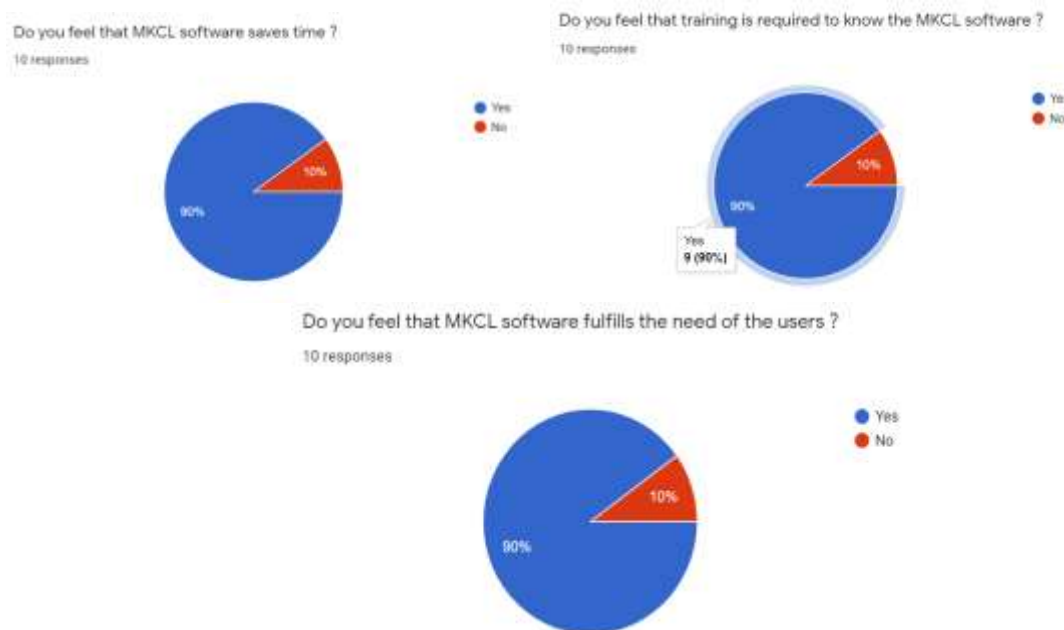
Primary data was collected with the help of a Google form devised from the ten colleges of Mumbai University. The responses were collected and are analyzed in this study. The following are the main observations and opinions expressed by the respondents:

1. All 100% of respondents are of the opinion that MKCL software is useful for admission, enrolment and examination work and it is user-friendly software. It was observed that the respondents think that the software not only helps in the admission and enrolment processes but also eases the load during the examination process. While during the exam, the student and the staff are already stressed and tense about the examination and they still have to go to their respective colleges/universities to fill out forms and pay fees, etc., whereas if the same procedure is conducted online, it will not only save their time and give them an ample amount of time to study but also ease the process of pre and post examination. According to the respondents, the software is user-friendly but still based on a personal experience. We can still make it much easier to use by adding some elements. Apart from this, software is a boon to the digital world.



2. The software has brought ease to the users' lives. They can complete all the college formalities just by sitting at their homes. A majority of the respondents feel that MKCL software saves time and allows them to use the remaining time to do some other work. Whereas previously, they had to go to the university to do the work offline and complete the procedure by standing in a long queue. Though the software is very useful, it requires training to know how to use MKCL software. 90% of users think that training is required for its regular use and smooth functioning. Another set of respondents felt that MKCL fulfils the needs of users, i.e., the right information is given to the college without any delay or error.

The responses received by the users has been recorded and shown in the pie charts below.

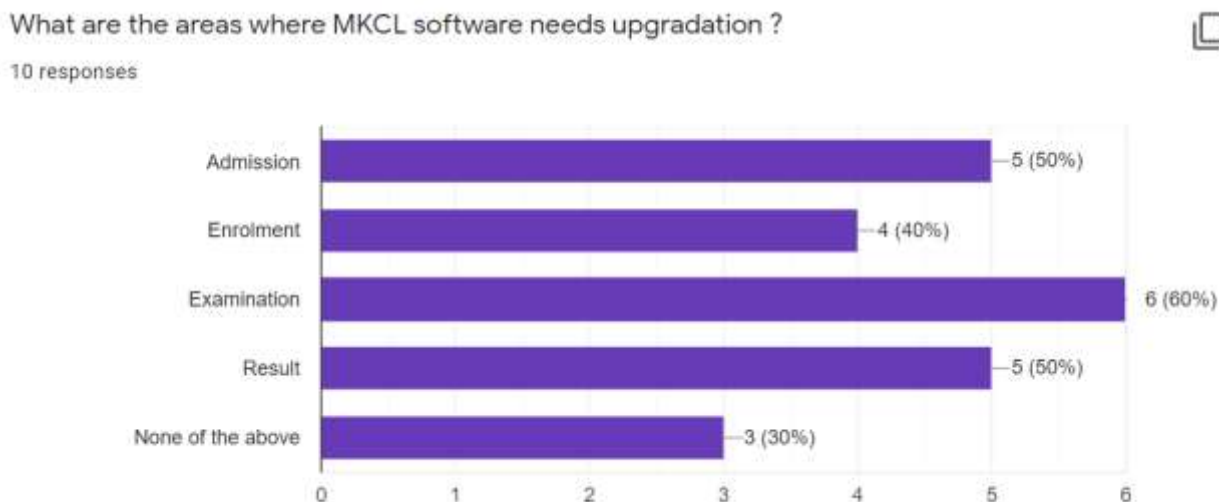


3. As MKCL Software has eased down the procedure and made things easier in terms of examination and admission procedure. But there are also some technical glitches in the software which make it difficult for them to revert back as early as possible, making it difficult for the user to get in-depth information on the concerned query. Though the majority

of respondents feel that MKCL software is useful, 80% of respondents commented that their queries are not solved immediately as MKCL staff are not approachable and so they expressed that if MKCL started a mobile app, it may be helpful for administration and might be much more efficient for use and handy as it will give staff as well as students easy access to the app while solving all the queries with just a tap. Hence, though MKCL's software has been a boon, an app for the same shall prove to be much more beneficial.



4. As discussed earlier, MKCL software has been beneficial to the respondents, but the software required some gradation and when asked to the respondents which category required an update, the respondents expressed that there was a need for some upgradation in the software. 50% of the respondents suggested for the admission procedure, 40% for the enrolment procedure, 50% for results and 60% for examinations. They are as follows:



### CONCLUSION

From the above research, the researchers concluded that MKCL software is very useful and easy to use. It saves time and satisfies the needs of the users. Training is required to know the MKCL software. Although the users are happy with the software, they feel that their queries are not solved immediately because MKCL staffs are not directly connected to them and there is not a special helpline desk or number to handle their queries. If MKCL initiated a mobile app, it would be helpful for users. Similarly, there is a need for upgrading the software through which work can be done more effectively and can be used hassle-free by the respondents.

The respondents think that the use of software makes their admission and examination procedures more hassle-free and diverse; it has improved the daily work of resolving the queries by the staff, makes their administration more efficient and enhances their quality of work. In all, the respondents had a more positive view of technology and agreed that it enhanced the process of digital administration. It had a beneficial impact on routine work and regular updates.

Results have shown that the staffs who are regular users of software have confidence in using it and have found its utilization useful for their regular work. Based on the findings, the researchers concluded that a digital university is the most important step towards digital administration. Regular practice and training will make the digital administration more precise, which will result in accuracy, transparency and efficiency. Staff needs to be acquainted with the digital administration to show competency in it.

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