

1.

TOPIC

**ASSESSMENT OF COMPUTER-LINKED PRE-EXAMINATION
PROCEDURES AT THE COMPUTER SERVICES DIVISION (CSD)
OF WAEC, ACCRA**

ABSTRACT

The West African Examinations Council (WAEC) scrutinizes its activities and procedures periodically so as to monitor its achievements against its goals and aspirations. The purpose of this study was, therefore, to identify and evaluate major pre-examination procedures of the Computer Services Division (CSD) in order to ascertain the continued relevance and effectiveness of the activities to their user-departments. The study employed the cross-sectional design and the convenience sampling technique to collect varied data from a sample size of fifty-two, made up of sixteen (16) management staff and thirty-six (36) CSD non-management staff. The management staff was further split into CSD management (5) and non-CSD management (11) staff. Two sets of questionnaires – one for management staff (MQ) and the other for non-management staff of CSD (SQ), and a checklist were developed, validated and administered. Qualitative methods including document analysis were used to analyze qualitative data generated. The study identified six (6) major pre-examination procedures at CSD and revealed that there was total compliance with them. Furthermore, the procedures were adjudged to be effective and still relevant in enhancing the work of the Division. However, a number of perceived challenges such as the increasing candidature as against the dwindling staff strength of CSD coupled with the use of aging and slow equipment such as the AS400, over-centralization of IT at CSD and the peculiar challenges with the Batch registration procedures were put forward by respondents. Some pragmatic suggestions worth considering were also proffered by the respondents. Finally, a number of recommendations were made. These included the acquisition of state-of-the-art equipment, involving user-departments in some non-technical IT-related tasks and the need to review the Batch and On-line registration procedures.