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## A STUDY ON THE EFFECTIVENESS OF SCHOOL COMMUNICATION SYSTEMS WITH PARENTS AND STUDENTS

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### ABSTRACT

Effective communication between schools, parents, and students plays a vital role in improving educational outcomes and strengthening relationships within the school community. This study focuses on analyzing the effectiveness of school communication systems with parents and students. The main objective of the study is to understand how well schools communicate important information such as academic performance, **school** activities, announcements, and student progress. The research examines different communication methods used by schools, including meetings, circulars, phone calls, emails, mobile applications, and online portals. It also evaluates the level of satisfaction among parents and students regarding the clarity, frequency, and usefulness of the information shared by the school. This study examines the effectiveness of school communication systems in strengthening the relationship between schools, parents, and students. It focuses on how various communication methods, such as digital platforms, meetings, and notices, influence student performance, parental involvement, and overall school management. The research highlights the importance of timely, clear, and consistent communication in building trust and improving educational outcomes. The findings suggest that effective communication systems play a crucial role in enhancing collaboration and ensuring better academic and behavioral development of students.

## INTRODUCTION

School communication systems play a vital role in connecting schools with parents and students, ensuring that information is shared clearly and efficiently. In recent years, the use of digital tools such as mobile apps, emails, and online portals has transformed the way schools communicate, making it faster and more accessible. Effective communication helps parents stay informed about their child's academic progress, attendance, and school activities, which in turn supports better student performance and behavior.

A strong communication system also creates a sense of partnership between teachers and parents, encouraging active involvement in a student's learning process. When communication is consistent and transparent, it builds trust and reduces misunderstandings between all stakeholders. However, despite the availability of various communication channels, challenges such as lack of access, delayed responses, and unclear messages can still affect their effectiveness.

This study aims to explore how well school communication systems function and how they impact the relationship between schools, parents, and students. It also seeks to identify the strengths and weaknesses of current communication practices and suggest ways to improve them for better educational outcomes.

Communication is a fundamental element in the education system, as it ensures the smooth flow of information between schools, parents, and students. It includes sharing important updates related to academic performance, attendance, behavior, events, and school policies. An effective communication system helps in creating a supportive learning environment where students feel guided both at school and at home. It also enables parents to actively participate in their child's education, which is essential for overall development.

With the advancement of technology, schools have adopted various communication methods such as SMS alerts, mobile applications, emails, and online learning platforms. These tools have made communication more convenient and immediate, allowing parents and students to receive real-time information. However, the effectiveness of these systems depends on factors like accessibility, clarity of information, and the frequency of communication. Not all parents may have equal access to digital tools, which can create gaps in communication.

Moreover, effective school communication is not only about delivering information but also about receiving feedback from parents and students. Two-way communication helps schools understand the needs and concerns of families, leading to better decision-making and

improved school policies. It also strengthens relationships, builds trust, and promotes transparency within the educational community.

## **OBJECTIVES OF THE STUDY**

### **PRIMARY OBJECTIVES**

To study the effectiveness of school communication systems in improving interaction between the school, parents, and students.

### **SECONDARY OBJECTIVES**

- To examine the different communication methods used by schools to communicate with parents and students.
- To analyze the level of satisfaction of parents and students with the school communication system.
- To evaluate how communication systems help in improving student academic performance and behavior.
- To identify the challenges faced by parents and students in receiving school information.
- To suggest improvements for making school communication systems more effective.

### **SCOPE OF THE STUDY:**

- The study focuses on the communication systems used by the school to interact with parents and students.
- It examines the effectiveness of communication tools such as mobile apps, SMS, emails, and meetings .
- The study also analyzes the satisfaction level of parents and students regarding the communication system .
- The findings help to identify areas for improvement in school communication.

### **Need of the Study:**

- In the modern educational environment, effective communication between schools, parents, and students has become increasingly important.
- With the growing use of digital platforms and communication technologies, schools are adopting various systems to share information and engage stakeholders.
- Many schools implement communication tools such as mobile applications, emails, and online portals, but there may be gaps in accessibility, usability, and responsiveness

- The need for this study arises from the importance of strengthening the connection between schools and families.
- Effective communication between schools, parents, and students plays a crucial role in the overall development and academic success of learners. In today's rapidly evolving educational environment, schools are increasingly adopting various communication systems such as digital platforms, mobile applications, emails, and traditional methods like circulars and meetings. However, the actual effectiveness of these communication systems in engaging parents and supporting students remains uncertain.
- There is a growing need to examine how well these communication channels function in terms of accessibility, clarity, timeliness, and user satisfaction. Many parents may face challenges such as lack of technological awareness, language barriers, or limited access to digital tools, which can hinder effective communication. Similarly, students may not always benefit from these systems if the information shared is not relevant or engaging.
- This study is necessary to identify gaps and limitations in existing school communication systems and to understand the expectations of both parents and students. It will help determine whether current methods foster active participation, improve academic performance, and strengthen the school-home relationship.
- Furthermore, the findings of this study can provide valuable insights for educators and administrators to improve communication strategies, adopt more inclusive approaches, and implement systems that are more responsive to the needs of all stakeholders. Ultimately, the study aims to contribute to enhancing collaboration between schools, parents, and students, leading to better educational outcomes.

## **REVIEW OF LITERATURE**

**Joyce Epstein (2018)** – *School, Family, and Community Partnerships* This study explains that effective communication between schools and families improves student learning and behavior. Regular communication systems such as meetings, messages, and school portals help parents stay involved in their children's education.

**Thompson (2020)** – *The Role of School Communication in Student Success* The study highlights that proper communication between teachers and parents increases student motivation and academic performance. Digital tools like emails, mobile apps, and school portals improve information sharing

**Goodall (2016)** – *Parental Engagement to Support Children's Learning*

The research states that strong communication between schools and parents encourages parental involvement in education

**Thompson (2008)** - suggests that regular communication through meetings, emails, and phone calls improves student behavior and academic performance. The study also indicates that communication helps in reducing misunderstandings between teachers and parents.

## **RESEARCH METHODOLOGY**

The research methodology adopted for this study is descriptive in nature, as it aims to analyze the effectiveness of school communication systems with parents and students. The study focuses on understanding how different communication methods influence parental involvement, student performance, and overall school interaction.

Both primary and secondary data are used in this study. Primary data is collected through questionnaires and surveys distributed to parents, students, and teachers to gather their opinions and experiences regarding school communication systems. Secondary data is collected from journals, research articles, books, and online sources related to school communication and parental involvement.

The sampling method used is simple random sampling to ensure fair representation of respondents. A sample size of a selected number of parents, students, and teachers from schools is considered for the study. This helps in obtaining reliable and unbiased data.

The tools used for data collection include structured questionnaires with both closed-ended and open-ended questions. The collected data is analyzed using simple statistical techniques such as percentage analysis, charts, and graphs to interpret the results clearly.

The study is limited to a specific area and a selected group of respondents, which may affect the generalization of the results. However, it provides useful insights into the effectiveness of communication systems and suggests improvements for better interaction between schools, parents, and students.

## **PRIMARY DATA**

The primary data for this study is collected directly from respondents, including parents, students, and teachers, to understand their views on the effectiveness of school communication systems. The data is gathered using structured questionnaires and surveys designed to capture information about communication methods, frequency, clarity, and

satisfaction levels. The questionnaire includes questions related to the types of communication used by schools, such as meetings, phone calls, messages, and digital platforms. It also focuses on how often communication takes place, how clearly information is conveyed, and how satisfied parents and students are with the current system. In addition, primary data is collected regarding the impact of communication on student performance, parental involvement, and overall school engagement. Respondents are also asked to provide suggestions for improving communication systems. The collected primary data helps in analyzing real-time experiences and opinions, making the study more accurate and reliable in understanding the effectiveness of school communication systems.

### **SECONDARY DATA:**

The secondary data for this study is collected from various existing sources such as research articles, journals, books, educational reports, and online publications related to school communication systems. These sources provide valuable information on the role of communication between schools, parents, and students, and its impact on academic performance and parental involvement. Previous studies and literature help in understanding different types of communication methods used in schools, including traditional methods like meetings and notices, as well as modern digital tools such as emails, mobile applications, and online portals. Secondary data also highlights the advantages and challenges of these communication systems. In addition, government reports and educational websites provide insights into policies and practices followed by schools to improve communication with parents and students. These sources help in comparing different communication strategies and identifying best practices. The use of secondary data supports the study by providing a theoretical background and helps in analyzing and interpreting the primary data more effectively. It also strengthens the reliability of the research by connecting it with existing knowledge and findings.

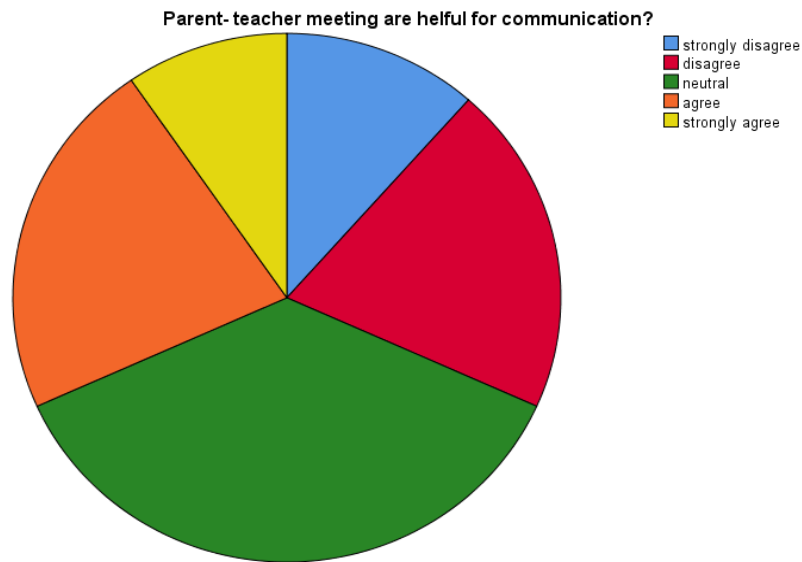
### **DATA ANALYSIS & INTERPRETATION**

#### **Percentage Analysis:**

Percentage analysis is a statistical tool used in this study to present and interpret data in a simple and understandable form. It involves converting raw data into percentages, which helps in identifying patterns, trends, and comparisons among different responses. By using percentage analysis, the study clearly shows the proportion of parents who agree, disagree, or remain neutral on various aspects such as academic quality, communication, and

infrastructure. This method makes it easier to analyze large amounts of data and draw meaningful conclusions about parent satisfaction levels. Overall, percentage analysis plays a crucial role in simplifying complex data and supporting effective decision-making.

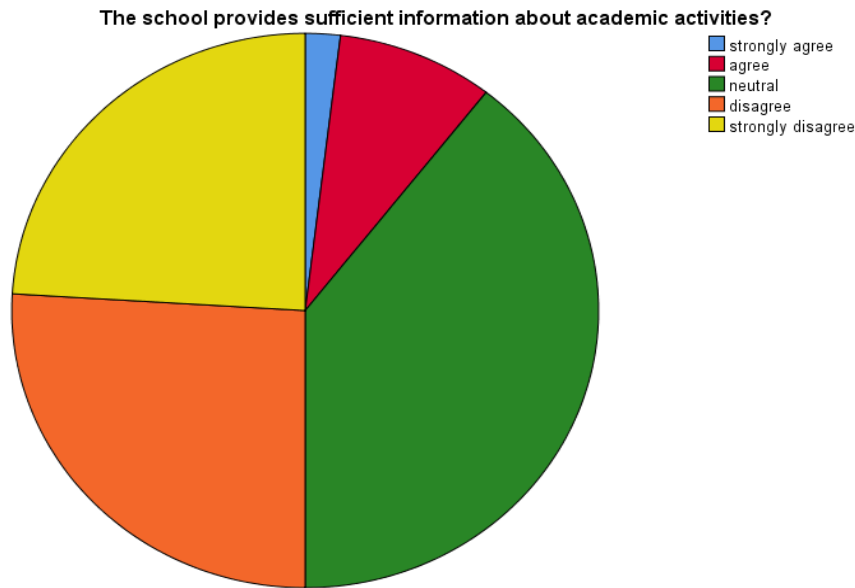
### PERCENTAGE ANALYSIS OF PARENT-TEACHERS MEETING ARE HELPFUL FOR COMMUNICATION



### INFERENCE

The data presents respondents' opinions on whether parent-teacher meetings are helpful for communication. The highest proportion of respondents is neutral (36.5%), indicating that many participants are uncertain or have mixed experiences regarding the effectiveness of these meetings. A combined 31.7% (22.1% agree + 9.6% strongly agree) of respondents have a positive perception, suggesting that nearly one-third find parent-teacher meetings helpful for communication. Similarly, 31.7% (20.2% disagree + 11.5% strongly disagree) of respondents hold a negative view, indicating dissatisfaction or perceived ineffectiveness among a comparable group.

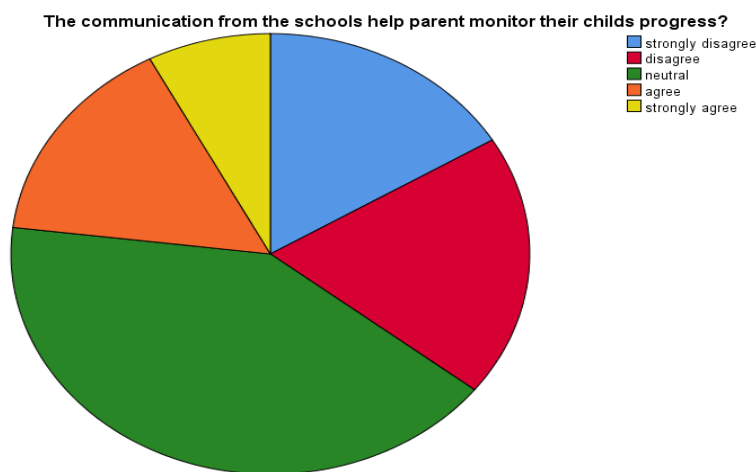
### PERCENTAGE ANALYSIS OF THE SCHOOL PROVIDES SUFFICIENT INFORMATION ABOUT ACADEMIC ACTIVITIES.



#### INFERENCE

From the table, most respondents are not convinced that the school provides sufficient information about academic activities. A large proportion is neutral (39.4%), suggesting many students are unsure or feel the information is only moderately sufficient. Negative responses are high: disagree (26.0%) + strongly disagree (24.0%) = 50.0%, meaning half of the respondents feel the information is insufficient. Positive responses are very low: agree (8.7%) + strongly agree (1.9%) = 10.6%.

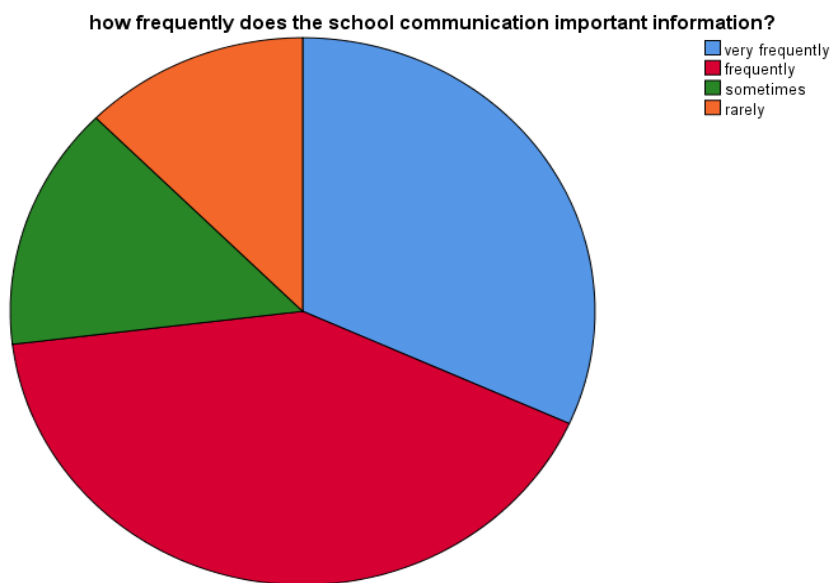
### PERCENTAGE ANALYSIS OF THE COMMUNICATION FROM THE SCHOOLS HELP PARENT TO MONITOR THEIR CHILDS PROGRESS.



### INFERENCE:

From the table on whether school communication helps parents monitor their child’s progress The largest group is neutral (41.3%), meaning many parents are unsure or see mixed effectiveness. Negative responses (disagree + strongly disagree = 35.5%) are higher than positive ones. Positive responses (agree + strongly agree = 23.1%) are relatively low.

### PERCENTAGE ANALYSIS OF HOW FREQUENTLY DOES THE SCHOOL COMMUNICATION IMPORTANT INFORMATION.



### INFERENCE

Most respondents (73%) say the school communicates important information frequently or very frequently, showing that communication is generally regular and active. A smaller group (26.9%) report that communication happens only sometimes or rarely, indicating some gaps in consistency.

### REGRESSION

Regression is a statistical technique used to analyze the relationship between a dependent variable and one or more independent variables. It helps in understanding how changes in one variable affect another. In this study, regression can be used to examine how school communication systems (independent variable) influence outcomes such as student performance or parental involvement (dependent variables). There are different types of regression used in research. **Simple regression** involves one independent variable, while **multiple regression** includes two or more independent variables, such as communication

frequency, communication clarity, and mode of communication. This allows researchers to study the combined effect of multiple factors

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.178	.451		4.829	.000
	The school provides sufficient information about academic activities?	-.039	.107	-.035	-.363	.717
	The school inform parents about students academic performance regularly?	.283	.090	.300	3.149	.002

a. Dependent Variable: The communication from the schools help parent monitor their childs progress?

### Null Hypothesis (H<sub>0</sub>):

The school providing sufficient information about academic activities has no significant effect on parents' ability to monitor their children's progress.

### Alternative Hypothesis (H<sub>1</sub>):

The school providing sufficient information about academic activities has a significant effect on parents' ability to monitor their children's progress.

## INFERENCE

Regularly informing parents about students' academic performance has a significant positive impact on their ability to monitor their children's progress. As communication increases, parents' monitoring ability improves.  $B = -0.039$ ,  $p = 0.717 (> 0.05)$ . This variable is not statistically significant.

## Correlation

Correlation analysis is used to measure the strength and direction of the relationship between school communication systems and parents' ability to monitor their children's progress. It shows whether the variables are positively related, negatively related, or have no relationship. If the correlation value is positive, it means that better communication from schools is associated with improved parental involvement and student monitoring. If the value is negative, it indicates an inverse relationship. A significance value (p-value) is also considered to test the reliability of the relationship. If the p-value is less than 0.05, the correlation is considered statistically significant.

		which communicati on method do you find most effective ?	The school communicati on system is reliable and trust worthy?
which communication method do you find most effective ?	Pearson Correlation	1	-.067
	Sig. (2-tailed)		.497
	N	104	104
The school communication system is reliable and trust worthy?	Pearson Correlation	-.067	1
	Sig. (2-tailed)	.497	
	N	104	104

**Null Hypothesis (H<sub>0</sub>):**

There is no significant relationship between the communication method students find most effective and their perception of the school communication system's reliability and trustworthiness.

$$(\rho = 0)$$

**Alternative Hypothesis (H<sub>1</sub>):**

There is a significant relationship between the communication method students find most effective and their perception of the school communication system's reliability and trustworthiness.

$$(\rho \neq 0)$$

**INFERENCE**

The correlation ( $r = -0.067$ ) indicates a very weak negative relationship between the preferred communication method and perceptions of reliability and trustworthiness. This relationship is so small that it is practically negligible. The p-value (0.497) is greater than 0.05, meaning the result is not statistically significant.

**Correlation**

Correlation analysis is used to measure the strength and direction of the relationship between school communication systems and parents' ability to monitor their children's progress. It shows whether the variables are positively related, negatively related, or have no relationship. In this study, correlation analysis helps to understand how different aspects of communication, such as frequency of updates and clarity of information, are related to parents' ability to track their children's academic progress.

### Correlations

		Parents are informed about school events and program in advance ?	How satisfied are you with the school communication system?
Parents are informed about school events and program in advance ?	Pearson Correlation	1	.117
	Sig. (2-tailed)		.238
	N	104	104
How satisfied are you with the school communication system?	Pearson Correlation	.117	1
	Sig. (2-tailed)	.238	
	N	104	104

#### Null Hypothesis (H<sub>0</sub>):

There is no significant relationship between how well parents are informed in advance about school events/programs and their satisfaction with the school communication system.

$$(\rho = 0)$$

#### Alternative Hypothesis (H<sub>1</sub>):

There is a significant relationship between how well parents are informed in advance about school events/programs and their satisfaction with the school communication system.

$$(\rho \neq 0)$$

#### Inference

The Pearson correlation ( $r = 0.117$ ) between *parents being informed in advance* and *satisfaction with the school communication system* is very weak and positive. The p-value (Sig. = 0.238) is greater than 0.05, which means the relationship is not statistically significant. Sample size ( $N = 104$ ) is adequate, but still no meaningful relationship is detected.

#### FINDINGS

1. The study reveals that school communication systems play an important role in connecting parents, students, and teachers. It was found that regular communication from schools, especially updates about students' academic performance, has a significant positive impact on parents' ability to monitor their children's progress.
2. The analysis shows that not all communication factors are equally effective. While providing sufficient information about academic activities did not show a significant impact, regular and timely updates to parents were found to be highly effective. This

indicates that consistency in communication is more important than just the amount of information shared.

3. Correlation results indicate that there is only a weak relationship between the type of communication method used and the perceived reliability of the system. This suggests that the effectiveness of communication depends more on the quality and clarity of information rather than the medium used.
4. Further findings show a weak positive relationship between informing parents in advance about school events and their satisfaction with the communication system. Although the relationship is not strongly significant, it indicates that advance communication can improve satisfaction to some extent.
5. Overall, the study finds that effective school communication systems improve parental involvement, enhance student monitoring, and support better academic outcomes. However, there is still a need to improve clarity, consistency, and accessibility of communication to make the system more effective.
6. The study clearly indicates that effective communication between schools and parents plays a crucial role in enhancing students' academic progress and overall development. Parents who receive regular updates about their children's performance are more involved in monitoring and supporting their learning activities. This increased involvement positively influences students' behavior, attendance, and academic achievement.
7. It is also found that the frequency and consistency of communication are more important than the mode of communication. Whether the information is shared through meetings, messages, or digital platforms, what matters most is that the communication is timely, clear, and understandable. Irregular or unclear communication reduces its effectiveness and may lead to misunderstandings.
8. The study highlights that digital communication tools have improved the speed and convenience of sharing information. However, not all parents are equally comfortable with digital platforms, which may create gaps in communication. This suggests the need for schools to use a combination of both traditional and modern communication methods to ensure inclusiveness.

## **SUGGESTIONS**

Schools should ensure that communication with parents and students is regular, timely, and well-structured. Providing frequent updates about academic performance, attendance, and activities helps parents stay actively involved in their child's education.

It is important for schools to maintain clarity and accuracy in all communication. Information should be simple, understandable, and free from confusion so that parents can easily follow and respond when needed.

Schools should adopt a balanced approach by using both traditional methods like parent-teacher meetings and modern digital tools such as mobile apps, emails, and messages. This ensures that all parents, regardless of their access to technology, are effectively reached.

Encouraging two-way communication is essential. Schools should create opportunities for parents and students to share feedback, raise concerns, and ask questions. This helps in building trust and improving relationships.

Advance communication about school events, exams, and activities should be given importance. Informing parents in advance allows them to plan better and increases their participation in school-related activities.

Schools should also provide guidance or training to parents on using digital communication platforms, especially for those who are not familiar with technology. This will reduce communication gaps.

Finally, schools should regularly review and improve their communication systems based on feedback and performance. Continuous evaluation will help in making the communication process more effective and beneficial for both parents and students

## **CONCLUSION**

The study concludes that school communication systems play a vital role in strengthening the relationship between schools, parents, and students. Effective communication, especially regular and timely updates about students' academic performance, significantly improves parental involvement and helps parents monitor their children's progress more effectively.

The findings show that the quality, clarity, and consistency of communication are more important than the method used. While digital tools have made communication faster and more convenient, a combination of both traditional and modern methods is necessary to ensure that all parents are included.

Although some aspects of communication show strong positive impacts, others have only a weak or insignificant relationship, indicating the need for improvement in certain areas. The

study also highlights the importance of two-way communication in building trust and enhancing cooperation between schools and families.

Overall, improving school communication systems can lead to better student performance, increased parental participation, and a more effective educational environment. Continuous evaluation and adoption of better communication strategies are essential for achieving these outcomes.

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