

# THE EFFECT OF USING THE ELECTRONIC ADMINISTRATION PROGRAM ON IMPROVING EMPLOYEES' PERFORMANCE IN THE ADMINISTRATION OF EDUCATION IN AL-QASSIM REGION, KINGDOM OF SAUDI ARABIA

Shakhah Ali Alfuhaid<sup>1</sup>, DR. Azahar Bin Yaakub<sup>2</sup>, Dr. Nurazmallail Bin Marni<sup>3</sup>

<sup>1</sup>Academy of Islamic Civilization, Faculty of Social Sciences and Humanities, UTM, Malaysia.,  
[drshakhah@gmail.com](mailto:drshakhah@gmail.com)

<sup>2</sup>Academy of Islamic Civilization, Faculty of Social Sciences and Humanities, UTM, Malaysia.,  
[Azhar.kl@utm.my](mailto:Azhar.kl@utm.my)

<sup>3</sup>Academy of Islamic Civilization, Faculty of Social Sciences and Humanities, UTM, Malaysia.,  
[nurazmal@utm.my](mailto:nurazmal@utm.my)

Received: 14 March 2020 Revised and Accepted: 8 July 2020

## ABSTRACT

As a result of the rapid developments and changes taking place in educational institutions, the responsibility of employees in the field of administration in these institutions has become great; To ensure the survival of these institutions, keep pace with the developments and rapid changes, and increase their ability to compete and excel in the era of knowledge and modern technology. In view of the weak performance of their employees, according to some studies (Al-Otaibi, 2019); This requires the need to activate modern electronic technology in carrying out business. Therefore, this study aims to identify the effect of using the electronic a program on improving the performance of employees in the administration of education in Al-Qassim region. The researcher adopted the descriptive approach. A questionnaire consisting of (28) items distributed in two fields is used as a basic tool for data collection. The researcher selected a stratified random sample of 25 members of the study population consisting of: (5) department heads, (6) administrators, and (14) school principals and agents who perform their work directly according to the electronic administration system. The results show that the effect of the electronic administration program's contribution in improving the administrative performance in the education department in Al-Qassim region in the fields of school resource administration and teacher affairs' administration was up to a high degree.

**KEYWORDS:** electronic administration, employee performance.

## INTRODUCTION:

Electronic administration includes the business system and the activities that are executed electronically via networks. It is the job of doing business using electronic systems and means in order to optimize the use of time, money and effort. Thus, electronic administration has been harnessed in the service of business administration and its various fields, so that it has become a basic necessity that cannot be dispensed within the function of administration, in addition to the Internet and e-mail services that facilitate communication, and obtain a lot of data and important information for administrators at the time of their need easily ( Al-Dahan et al., 2005: 25).

The electronic systems also helped directly in changing the organizational structures of government agencies, as it was necessary for these agencies to rehabilitate, train their employees, and reformulate many of the jobs that were previously conducted in the front offices into jobs supported by what was provided by communication and information technology to be implemented in the back offices in order to improve Performance, efficiency and productivity (Al-Sajan, 2010: 317).

Electronic technology has become an integral part of developing administrative performance, raising and developing the efficiency of human resource administrations in all government agencies, as well as institutions and public and private interests, in recognition of their importance and constructive and influential role in the administrative process; As the efficiency and effectiveness of human resources in institutions depends on the administration of resources for this institution. If the Human Resources administration has a highly efficient and

effective administration in its fields and its various activities of planning, attracting, selecting, appointing, and training, this will lead to the success of these institutions, and will increase the chances of their ability to compete and excel in the era of modern knowledge and technology. The success of the activities of institutions depends to a large extent on the administrations and advanced technologies and devices, which lead to activating their role by administrating their human resources efficiently. What illustrates the importance of employing information technology in the administration of the operations and activities of these institutions is the effective employment by providing administration and human cadres that can deal with information technology; And employing it to achieve the goals (Musa, 2004: 14).

The concept of general development based on the use of modern technology in the field of information and communication makes it necessary to take electronic methods as a major approach to administration in institutions to allow them to take the opportunity to move from traditional work, to further development, progress and real participation in order to achieve the consequences of using that technology such as High performance and efficiency. Therefore, the reasons that prompted the researcher to choose this study are:

- A. The Kingdom of Saudi Arabia is ranked fifth in the world among ten leading countries in the use of "digital government services", and its interest in introducing electronic transactions in all its institutions and sectors, especially educational institutions. (Makkah Newspaper, 13 Jumada Al-Thani 1435 A.H.).
- B. The urgent need to keep pace with the current global digital trends, to carry out business electronically, and to try to overcome obstacles in this orientation.
- C. The researcher's desire to effectively contribute to provide the Arab Library with a study related to the electronic administration.

#### **THE STUDY PROBLEM:**

The problems facing government institutions, including educational institutions, are increasing as a result of the rapid development and change taking place in these institutions. Therefore, the responsibility of employees in the field of administration has become great, in order to contribute to the survival of these institutions and keep pace with developments and rapid changes. So the necessity requires; Activating modern technology in government institutions due to the weakness in the performance of their employees according to some previous studies such as (Al-Muneef, 1437 AH), (Khallouf, 2010), and (Hamdi, 2008 CE) and because of the failure to properly exploit these technologies by employees, In addition to the need to identify the role of these technologies in improving and developing the performance of the employees in the institutions.

By looking at the study of Bin Hashem Balkhi (2014) which concluded that the contribution of the electronic administration program "Noor", which means "Light" in English, in improving administrative performance in secondary schools in Makkah Al-Mukarramah completely or individually through the fields of (student affairs administration, teacher affairs administration, Student counseling and school resource administration (it was at a high degree, and in view of the study of Muhammad Abdul Rahim Al-Mathemi (2012), which concluded that there are statistically significant differences with regard to the reality of the application of electronic administration which are attributed to academic qualification in favor of those with a master's and doctorate, and the presence of statistically significant differences with regard to the reality of the application of electronic administration due to years of experience in favor of those with more than 15 years, and the existence of statistically significant differences in relation to the reality of the application of electronic administration due to the English language in favor of those with an excellent degree.

The reality of applying electronic administration proclaim progress and development in improving administrative performance, but the extent of this improvement and its trends remain unclear. This led the researcher to formulate the study problem into the following main question:

What is the effect of using the electronic administration program on improving the performance of employees in the education administration in Al-Qassim Region? Regarding the program's contribution in the following fields:

- a. School resources administration.
- B. Teachers Affairs administration.

**OBJECTIVES OF THE STUDY:**

The main objective is to identify the effect of using the electronic administration program on improving the performance of employees in the education administration in Al- Qassim region in the following fields of administration:

- a. The administration of school resources from the point of view of its employees.
- b. Teachers' affairs administration from their point of view.

**The importance of the study:****First: The theoretical importance:**

- a. This study discusses the issue of the impact of electronic administration of all kinds and its developments on government institutions, after employing this technology in the field of administration has become a necessity. Therefore, it is imperative to identify the impact of electronic administration tools on improving the performance of government institutions, with the aim of improving the performance of these institutions.
- b. It contributes to recognize the most important obstacles that limit the use of electronic administration in the administrative field, and how to overcome those obstacles.

**Second: Practical (applied) importance:**

- a. It contributes to evaluating the most important steps that the electronic administration of a program plays from the employees' point of view to improve their performance.
- b. It establishes a scale for evaluating performance improvement, providing benefit for researchers in similar applications.
- c. concerned institutions may benefit from the results of the study and its recommendations.

**PREVIOUS STUDIES:**

**First:** Study of Al-Munif, Nouf Ali Abdullah. (1437 AH) Motives for using electronic administration in literacy schools in Makkah Al-Mukarramah from the point of view of female principals, an unpublished master's thesis, at the faculty of Education, Umm Al-Qura University. It aimed to identify the reality of using electronic administration in literacy schools in Makkah Al-Mukarramah city, in the three axis: the administration of female teachers' affairs, the administration of female students' affairs schools, and the administration of school resources from the principals' point of view.

The researcher used the descriptive survey approach, and the study data were collected through a questionnaire distributed to the study population consisting of (70) female principals of literacy schools in Makkah Al-Mukarramah.

The study reached to several results, including: the reality of using electronic administration in literacy schools in Makkah Al-Mukarramah city from the point of view of school principals was to a high degree on the tool as a whole, as well as in the axes of administrating teachers' affairs and managing female students' affairs, while it was of a medium degree in the axis of school resource administration. The differences were found due to the difference in academic qualifications in the field of administration of female students' affairs in favor of other qualifications (teachers' institute and intermediate college).

The study recommends: localizing training in schools, making use of communication technologies and electronic networks in remote training within schools, integrating electronic communication within the unified educational administration program "Noor", and designing a communication application for the program that allows it to be used on Windows, Apple Macintosh, Android, Windows Phone and iOS systems, And activating the characteristics of transferring Emirati teachers, enabling the follow-up of transfers by female teachers electronically, and organizing student activities electronically.

**Second:** Balkhi study, Ali Ibn Hashem. (2014 AD) The Contribution of the Electronic Administration Program "Noor" in Improving Administrative Performance in Secondary Schools in the City of Makkah Al-Mukarramah, Unpublished Master Thesis, Faculty of Education, Umm Al-Qura University. The study aimed to identify the degree of contribution of the electronic Administration program "Noor" in improving administrative performance in secondary schools in the city of Makkah from the point of view of principals, and the extent of the existence of statistically significant differences between principals in their evaluation of the contribution degree.

The researcher used the descriptive survey approach, and data were collected through a questionnaire that was distributed to the study population consisting of all government and private secondary school principals in Makkah Al-Mukarramah city, who were numbered (90) principles.

The study concluded multiple results, including: The contribution of the electronic Administration program "Noor" has resulted in improving the administrative performance in secondary schools in Makkah Al-Mukarramah completely in the fields of: (student affairs administration, teacher affairs administration, student counseling, and school resource administration) with a high degree. The study showed that there are statistically significant differences in the field of student affairs administration due to the variable (experience) in favor of principals whose experiences range from five years to less than ten years. The study recommended the necessity of activating the role of the electronic administration program "Noor" in following up student activities, And the parents following up of their children, through warning messages to the system, as well as addressing the program's deficiencies in preparing study schedules, forming work teams, and activating its role in the field of training and professional development for employees and teachers.

**Third:** The study of Al-Mutahmi, Muhammad Abdul Rahim. (2012 AD) The Reality of the implementation of Electronic Administration in the administration of Education for Directors of Information Technology Departments and their Assistants in the Kingdom of Saudi Arabia, an unpublished Master Thesis, at the Faculty of Education, Umm Al-Qura University. It aimed to determine the degree of importance of applying electronic Administration in the administration of education in the Kingdom of Saudi Arabia, and the extent of its applicability in the areas of: infrastructure, administrative services, educational services, services of beneficiaries.

As well as defining the most prominent obstacles to their application, and revealing the strategies used in information technology to implement electronic Administration in those departments. The researcher used the descriptive survey approach and used the questionnaire as a tool to collect data for the study sample consisting of (115) managers in IT departments.

The researcher came up with several conclusions, including: the existence of statistically significant differences in the reality of applying the electronic Administration, attributed to the scientific qualification in favor of those with BA and PHD degree, and the existence of statistically significant differences in relation to the reality of the implementation of electronic administration due to years of experience in favor of those with more than 15 years, and the existence of statistically significant differences related to the reality of implementing the electronic administration due to the English language in favor of those with an excellent degree. The study recommended the necessity of instructing the concerned authorities to implement electronic administration in all fields of work, provide support to employees, create the appropriate environment to achieve electronic administration, focusing on activating the websites of each educational administration, and providing all services as much as possible, and the importance of holding training courses and specialized seminars In the field of electronic administration applications for all employees, And the necessity of conducting English language courses for employees in the field of information technology in education departments.

**Fourth:** Khallouf study, Iman Hassan Mustafa. (2010 AD) The reality of applying electronic administration in secondary government schools in the West Bank from the point of view of principles and female principles, an unpublished master's thesis, in the Department of Educational Administration, College of Graduate Studies, An-Najah University, Nablus, Palestine. It aimed to identify the reality of applying electronic administration in government secondary schools in the West Bank, from the point of view of male and female principals, and to show the impact of study variables (gender, administrative experience, academic qualification, field of specialization, geographical location, governorate location, and the number of training courses in the field of electronic administration. (In the reality of implementing the electronic administration. The researcher used the descriptive approach, and to achieve the goal of the study, the researcher prepared a questionnaire based on theoretical literature.

The researcher came up with several conclusions, including: There is a low level of implementing the electronic administration in secondary governmental schools in the West Bank, from the point of view of principals and

female principals. The existence of statistically significant differences at the level of significance (0.05) in the reality of implementing the electronic administration in secondary governmental schools in the West Bank.

The application of electronic administration in secondary government schools in the West Bank, from the point of view of principles and female principles, due to the variable of gender, in favor of males, variable academic qualification, in favor of master's holders or higher, to the variable of geographical location, in favor of the city, and to the variable of the number of training courses in the field of electronic administration, in favor of those who have trained one or more training courses in the field of electronic administration. The researcher recommended speeding up the training of administrators in particular, and teachers in general, on the use of electronic administration in administrative and technical school work, and the necessity for schools to have access to the Internet connection, in order to facilitate the circulation of information, the directorate and the ministry, and work to establish internal networks in schools.

Fifthly: the study of al-Qurashi, Abeer bint Safar Abdul-Ghani. (1430 AH) Electronic Administration in Secondary Education Schools for Girls in Makkah Al-Mukarramah, an unpublished master's thesis, at the Faculty of Arts and Sciences, Umm Al-Qura University. It aimed to identify the necessary equipment for the implementation of electronic administration in secondary education schools for girls in Makkah Al-Mukarramah, and to know the differences of statistical significance about the availability of material equipment and human competencies needed to implement electronic administration due to the following variables: (type of school, nature of current work, age, academic qualification, type of qualification Years of experience, training courses).

The study adopted the descriptive and analytical approach, and distributed a questionnaire to identify the opinions of female principals and administrators about the possibility of applying electronic administration in secondary education schools for girls in Makkah Al-Mukarramah, and the study community included all the female public and private secondary school principals in Makkah Al-Mukarramah city, and their number reached (130) individuals.

The study came up with several conclusions, including: The lack of the following issues in public schools: a special e-mail for each of the school's employees, the institutional memory system programs for administrating the school's resources electronically, the programs for the electronic archiving data, the allocation of funds for the maintenance of computers. While the female principals and administrators of high schools for girls believe; It provides the necessary physical equipment to implement electronic administration more than its peers in governmental secondary schools.

The study recommended: the necessity of providing the necessary physical equipment to implement electronic administration, allocating funds for the provision and maintenance of electronic devices, holding training courses for school personnel on computers and the Internet, qualifying school administrators and teaching them how to use electronic administration.

The current study agrees with previous studies in that it discusses the effect of electronic administration of a program in improving the performance of administrative employees in educational institutions, and also agrees with it through the use of the descriptive and analytical approach, and it agrees with it in using the questionnaire as a tool to collect study data and the method of selecting the sample in a random way, as well as in the statistical methods that are in use.

However, it differs in that it deals with a new topic, which is "the effect of the use of the electronic administration program on improving the performance of employees in the education administration in Al-Qassim region from the employees' point of view", as there is no study, according to the knowledge of the researcher, that linked the variable of improving performance and job satisfaction among employees and the impact of this on improving the administrative performance of the employees.

#### **STUDY APPROACH:**

The researcher used a descriptive research method, which is consistent with the nature of the study as it uses the questionnaire as a basic tool in collecting the required data.

Study population: The study population consists of all female department heads, administrators, school principals and agents working in the Education administration in Al- Qassim region.

**THE STUDY SAMPLE:**

A random sample of 25 individuals was chosen from the study population, consisting of: (5) department heads, (6) administrators, and (14) female school principals and agents who perform their work directly according to the electronic administration system of the "Noor" program. Educational experiences and academic qualifications varied among them, between bachelors, masters and doctorates degree holders.

**STUDY TOOL:**

To achieve the objective of the study and answer its questions, the researcher constructed a questionnaire to collect information and data related to the study. This is due to its relevance to the study and its methodology. The study tool relies on a review of theoretical literature and previous studies in the field of electronic administration, such as the study of Al-Munif (1437 AH), the Balkhi study (2014), the study of Al-Mathami (2012), the study of Khallouf (2010), and the study of Al-Qurashi (1430) . As well as reviewing the work guides of the electronic administration program "Noor" which is approved by the Ministry of Education, in addition to the pilot study that the researcher conducted. In light of this, the questionnaire axes were prepared and its paragraphs were defined, which contributed to the building of the tool, which in its final form consisted of the following axes:

**First:** Personal data: about the respondents. The data related to the study variables includes academic qualification, years of administrative experience, and training courses.

**Second:** The questionnaire consisted in its final form of (28) paragraphs, which were distributed into two main fields as follows:

1. The first field: the field of school resources administration. It contains (14) items, which are represented in the questionnaire by numbers (1-14).
2. The second field: the field of administrating teachers' affairs. It includes (14) paragraphs, which are represented in the questionnaire by paragraphs (15-28).

Five-point Likert scale is used to determine the response scores on the paragraphs and axes of the questionnaire. So that the weighted score (5) is given to the responses of the study population members on the paragraphs for the degree of response "very high", the degree (4) for the responses of the members of the study population on the paragraphs for the degree of "high" response, the degree (3) for the responses of the members of the study population on the paragraphs for the degree of "medium response", the degree (2) For the responses of members of the study population on the paragraphs to the degree of "weak" response and the degree (1) to responses on the paragraphs to the degree of "very weak" response.

Accordingly, the following criterion is used to judge the degree of response to each paragraph and area of the questionnaire: Where the score was determined by calculating the difference between the highest value (5) and the lowest value (1); Then divide the result by (5) levels; The result of the division was (0.8), which is the length of the category. Accordingly, the results are interpreted according to the following criteria:

1. If the arithmetic mean of the responses (from 4.2 or more); The degree of response is (very high).
2. If the arithmetic mean of the responses is from 3.4 to less than 4.2; The degree of response is (high).
3. If the arithmetic mean of the responses is from 2.6 to less than 3.4; The degree of response is (medium).
4. If the arithmetic mean of the responses is from 1.8 to less than 2.6; The degree of response is (weak).
5. If the arithmetic mean of the responses is less than 1.8; The degree of response is (very weak).

The following is the calculation of validity and reliability of the tool:

**(1) Tool validity:**

The tool validity is calculated in two ways:

**First** - the ostensible validity of the tool:

To verify the validity of the content of the study tool, and to ensure that it serves the objectives of the study, it was presented in its initial form to a group of referees from the teachers in several universities as well as a number of employees and specialists in the educational administration program "Noor" at the Ministry of Education. They were asked to ensure the comprehensiveness of the paragraphs of the questionnaire, their harmony with the axes, their coverage of all axes and dimensions of the study, ensure the integrity and clarity of the language and its non-repetition, and to propose amendments to or deletion of the paragraphs. After the restoration of the questionnaires and in light of the instructions given by the referees, the researcher made the amendments agreed upon by more than (80%) of The referees either amended the wording or replaced some paragraphs, or deleted some of them, until the questionnaire was released in its final form.

The researcher considered this to be an ostensible validity of the tool, and the tool was ready to verify the validity of consistency and reliability.

**Second** - The internal consistency validity of the tool:

To verify the validity of the internal consistency of the questionnaire, the researcher applied it to an exploratory sample consisting of (11) administrators and school agents in the Education administration in Al Qassim region. Then the correlation coefficients were calculated between the paragraphs and their axes, and between the axes and each other, and between them and the tool as a whole, which indicates that all paragraphs in the four axes have a statistically significant correlation at the levels of significance (0.01) and (0.05). The correlation coefficients ranged between ( 0.442-0.898) which are statistically significant values that reassure the validity of internal consistency. In light of this, the number of the paragraphs of the final questionnaire became (28) paragraphs.

**(2) Tool reliability:**

To verify the reliability of the study tool, it was applied to an pilot sample consisting of (11) administrators and school agents in the Education administration in Al Qassim region, and then the reliability coefficients for the paragraphs and axes of the tool and for the tool as a whole were calculated by the method of Alpha Cronbach, where it was found that the study tool has acceptable levels of reliability for the objectives of this study. The values of the reliability ty coefficients on the tool fields ranged between (97. - 98.), the reliability coefficient for the tool as a whole reached (97.), which is a reassuring value for applying the tool on the study population.

### **STUDY APPLICATION PROCEDURES:**

The researcher followed the following steps and procedures to achieve the objectives of the study:

1. She conducted a pilot study to identify the most important advantages and disadvantages of the electronic administration program and make use of them in building the study tool.
2. She constructed the study tool after reviewing the theoretical literature and previous studies on the topic of electronic administration and the guides of the electronic administration program after applying the pilot tool of the study.
3. She applied the tool of the study to a survey sample; To check the validity and reliability properties of the tool.
4. She applied the tool to the study population and entered the data into the statistical analysis program (spss); Then drew conclusions and answered the study questions.
5. She drew conclusions and discussed them and formulated recommendations.

### **STATISTICAL PROCESSORS:**

The researcher used the social statistical software package (SPSS) in analyzing the data, and statistical methods were used:

- 1- To calculate the validity of internal consistency, the Pearson correlation coefficient was used, and the Cronbach's alpha coefficient was used to calculate the reliability.

2- To answer the study questions from the field (first to fourth), arithmetic means and standard deviations were used to describe the responses of the study population.

3- To answer the fifth question of the study and to calculate the differences between the study population about the tool axes, Analysis of variance (ANOVA) was used.

## **PRESENTATION AND DISCUSSION OF THE RESULTS OF THE STUDY**

This study aimed to identify the degree of the electronic administration program's contribution to improving the administrative performance of the female administrators and school agents in the Education administration in Al- Qassim Region, from the principals' point of view in the following areas (Teachers' Affairs Administration - School Resources administration). The questionnaire is used as a tool of the study. After all procedures, whether related to preparing the study tool or application, were completed, the data was tabulated and analyzed, and the results were arranged according to the questions, with their explanation and discussion.

The researcher used a criterion to judge the responses. So that the paragraphs whose averages range between (4.2-5) are judged to be very high; the paragraphs whose averages range between (3.4-4.2) are high, the score is medium if the average ranges between (2.6-3.4), the degree of response is weak if the average ranges between (1.8-2.6), and finally the response is very weak if the average is less than (1.8).

## **PRESENTATION AND DISCUSSION OF THE RESULTS OF THE MAIN QUESTION:**

What is the effect of using the electronic administration program on improving the performance of employees in the education administration in Al-Qassim Region? About the program's contribution in the following fields:

a. School resources administration.

B. Teachers Affairs administration.

To answer this question, the arithmetic means and standard deviations for each field were used.

### **First: Student Affairs Administration**

The results show that the degree of overall approval of the statements of the axis of the contribution of the "Noor" program in the field of the administration of the school's resources was (high). Where the general arithmetic average for this in the field of resource administration has reached (3.5836). This rate is at a high level, it means "I strongly agree", with a standard deviation of (0.78), which is a value less than one, which means that members of the study population are homogeneous in their assessment of the degree of the contribution of the Noor Program in the field of school resource administration in education administration in Al- Qassim region. The results also show that the degrees of the study population's responses to the paragraphs of the school resource administration field varied. It ranged between very high, high and medium, with arithmetic averages ranging between (3,740 to 3,440), i.e. with a high average, and the average score for this fourth axis was (3.5836), which is also high with standard deviations that ranged between (0.64) and (1.19). The paragraph "Providing the principal and officials with detailed reports about the school" came first, with a mean score of (3.740), it represents the biggest impact of the contribution of the "Noor" program in improving the performance of employees in the field of resource administration. The paragraphs "Diagnosing the Status of Resources in the School" and "Monitoring the Status of the School Building" came in the last two ranks from the sample's point of view, with arithmetic averages (3.341 and 3,440), which represent the least contribution to the program's impact on improving the performance of workers in the field of resource administration.

The researcher explained the previous results; The Noor program has an important impact in improving the performance of employees in the field of resource administration, as it has precisely contributed to providing the principal and officials with detailed reports about the school.

The researcher attributed the effective impact of the Noor program in improving the performance of employees in the field of resource administration to the ability of the program to carefully observe and follow up all the interactions going on in the school, in order to provide the principal and all school officials with all detailed



reports of what happens in terms of work, interactions and procedures within the school. This is also related to the program's ability to arrange and organize records, which is considered a very important process for any institution to keep all records and arrange them in a way that is easy to deal with when preparing detailed reports about the school.

The researcher also attributed the previous results to what distinguishes the Noor program which is its ability to provide the principal and officials with detailed reports about the school, issue statistical data about school resources, and convey resource data to the principal and officials.

These results are consistent with the results of Balkhi study, (2014) "The contribution of the electronic administration program "Noor" to improving administrative performance in secondary schools in Makkah Al-Mukarramah". These results are also consistent with the results of Al-Ghamdi's study (2009) "the reality of applying electronic administration in boys' schools in industrial city of Yanbu and the degree of its contribution to improving administrative work from the point of view of principals and agents". These results are in agreement with the results of a study by Barrett (2001. Barrett 2001) on the use of managers in Texas of administration information systems. Also, with the results of the study of Abu Khalaf (2001). These results agree on the importance of electronic administration in improving the performance of resources with the results of a study by Cross (Crouse, 2004) on the School of Technology in that the majority of school principals use a computer connected to the local network for administrative work in daily work. It disagrees with the results of the study of (Al-Munif, 1437 AH).

### **Second: The field of the administration of teachers' affairs**

The results show that the overall approval of the statements of the axis of the contribution of the "Noor" program in the field of teacher affairs as a whole was (high). Where the general average for this field was (3.6) with a standard deviation of (0.71), which is a value less than one, which means that the study community members are homogeneous in their assessment of the degree of the contribution of the "Noor" program in the field of teacher affairs administration in the education administration in Al- Qassim region. It is also evident from the results that the degrees of the study population's responses to the paragraphs of the field of the administration of teachers' affairs varied. It ranged between high and medium, with arithmetic averages ranging between (3.15) and (4.04), and with standard deviations that ranged between (0.86) and (1.12).

The results show that there are seven items in this field that have a (high) rank, which is represented by the paragraphs with ranks (9.2.4.5.6.7.1). The highest is the paragraph "the easily entry of test results by the teachers" with an average of (4.04); Then the paragraph "controlling teacher registration processes for grades" with an average of (3.89); Then the paragraph of "Monitoring the Professional growth of Teachers", with an average of (3.78).

These results confirm what Parry and others (2007) indicated that many researchers and specialists assert that technology increases the efficiency of human resource administration processes, and positively affects the interaction of employees through communication processes between them, in addition to developing and changing work procedures and skills required, whether for the human resources administration or for all members of the organization.

The researcher attributed the total degree in this field as a high degree to the activation of most of the features of the Al-Noor program in the field of teacher affairs administration and teachers' benefit from them, it has become easier for the teacher to monitor and control results in a way that saves time and effort. The program is also an active information base about teachers, which facilitates follow-up and supervision processes. It is also an inventory of the school's needs for teachers, these features constitute a positive change in the administration of teachers' affairs.

The results of this field are consistent with the results of the study of Al-Munif (1437 AH) and the study of Balkhi (2014) and Al-Mutahmi (2012), which all indicated that the importance and contribution of electronic administration, its applications and uses for computers were high or appropriate and positive in the fields of school administration. It differs with the study of Khallouf (2010), which showed a weak or moderate importance for electronic administration applications in schools.

## RESULTS, RECOMMENDATIONS AND PROPOSALS

### First: Results

The study sought to identify the degree to which the electronic administration program "Noor" has contributed to improving administrative performance in the education administration in Al Qassim region. To achieve the objective of the study, a questionnaire was prepared consisting of (28) items distributed in two main fields: the administration of school resources and the administration of teachers' affairs.

It reached a number of results that are being reviewed with presenting the recommendations.

First: Results:

The study reached the following results:

- The contribution of the electronic administration program to improving the administrative performance of the education administration in Al- Qassim region in the field of school resource administration was a high.
- The contribution of the electronic administration program to improving the administrative performance of the education administration in Al- Qassim region in the field of teacher affairs' administration was high.
- The fields of contribution of the electronic administration program "Noor" in improving administrative performance in the education administration in Al Qassim region were ranked according to averages as follows: School resources administration; Then the administration of Teachers' affairs.

### Second: Recommendations:

In light of the previous results, the researcher recommends the following:

- The researcher recommends the necessity of the activation of the electronic administration program "Noor" in the field of school resource administration to contribute to organizing and following up the available resources and making the best of them in providing some services to the student and achieving the general objectives of the education administration in Al-Qassim region.
- The researcher recommends making temporary use of ready-made programs in organizing school resources, and linking them electronically with the "Noor" program in order to enable the implementation of the following operations: following up the budget, building, preparing detailed school reports, and issuing statistics related to reality, until all operations are completed of administrating resources in schools, in a way that unifies electronic administration in schools under the electronic administration program "Noor".
- The researcher recommends the necessity of activating the electronic administration program "Noor" in preparing study schedules, forming work teams, and the professional development process. It appeared in a medium degree in that process, the researcher attributes that to the need to train teachers, educational supervisors and principals on the applications of the electronic administration program "Noor" and the methods of using it to enable it to be applied in a correct way. and this may contribute to the professional growth of teachers, this may contribute to solving problems of class schedules and distributing them electronically to teachers.
- The results in the field of teacher affairs administration showed that the processes of providing detailed performance reports, organizing work teams, reports on training needs of teachers and monitoring their professional growth were at a medium average. Therefore, the researcher recommends, in the field of teacher affairs administration, providing detailed performance reports on teachers and their needs and professional growth through direct links on each school principal's page, activating the administrative frameworks related to work teams and automatically distributing teachers to them, and the possibility of modification based on the teachers' desires later.
- The researcher recommends adding the field of electronic training in the electronic administration program "Noor", whether through links or videos on the system page, or via the direct line of the program (online service) in the fields that the program provides for work within the school, to act as a feedback.

## REFERENCES

- [1] Abu Ammouna, Yusef (2009): The reality of administrating human resources electronically in the regular Palestinian universities in the Gaza Strip, unpublished master's thesis, Islamic University, Gaza, Palestine.
- [2] Balkhi, Ali bin Hashem (2014): The contribution of the electronic administration program "Noor" in improving administrative performance in secondary schools in the city of Makkah Al-Mukarramah, an unpublished master's thesis, College of Education, Department of Educational Administration and Planning, Umm Al-Qura University, Saudi Arabia.
- [3] Harb, Statement (2001 AD): The reality of technology and the need to raise the level of administrative performance in productive projects, Damascus University Journal, Volume (17), Issue (1), pp. 255-270.
- [4] Hamdi, Musa bin Abdullah Muhammad (2008 AD): Difficulties facing the use of electronic administration in the administration of secondary schools for boys in Makkah Al-Mukarramah from the point of view of school principals and their agents, unpublished master's thesis, Umm Al-Qura University, Makkah Al-Mukarramah.
- [5] Khallouf, Iman (2010 AD): The reality of applying electronic administration in secondary schools in the West Bank from the point of view of principals and administrators, an unpublished Master Thesis, Islamic University, Gaza, Palestine.
- [6] Al-Dahan, Umaima, Salem, Fouad Al-Sheikh, Ramadan, Ziyad, Makhamrah, Mohsen (2005 AD): Modern administration Concepts, Amman, Jordan Book Center.
- [7] Al-Sijan, Bandar Asaad (2010 AD): The behavioral dimensions determining the adoption of e-government systems among public sector employees in the Kingdom of Saudi Arabia, Journal of the Institute of Public Administration, Issue Three, Volume Fifty, Riyadh: Institute of Public Administration.
- [8] Attia, Amr (2006 AD): The Electronic School, New Thought for the Development of School Administration, Egypt, Education Coordination Office at the Ministry of Education.
- [9] Al-Qurashi, Abeer Bint Safar Abdul-Ghani (1430 AH): Electronic Administration in Secondary Education Schools for Girls in Makkah Al-Mukarramah, an unpublished master's thesis, at the College of Arts and Sciences, Umm Al-Qura University, Saudi Arabia.
- [10] Musa, Abdullah Farghali Ali (2007 AD), Information Technology and its Role in Traditional and Electronic Marketing, 1st Edition, Cairo: Etrek for Publishing and Distribution.
- [11] Al-Mutahmi, Muhammad Abdul Rahim (2012 AD): The reality of the application of electronic administration in the administration of education and for managers of departments of information technology and their assistants in the Kingdom of Saudi Arabia, an unpublished master's thesis, College of Education, Department of Curricula, Methods and Teaching Methods, Umm Al-Qura University, Saudi Arabia.
- [12] Al-Munif, Nouf Ali Abdullah (1437 AH): The motives of using electronic administration in literacy schools in Makkah Al-Mukarramah from the point of view of principals, an unpublished master's thesis, at the College of Education, Umm Al-Qura University, Saudi Arabia.
- [13] Al-Otaibi, Abdullah bin Nayef Al-Daili (2019): Assessing the efforts of the local administration in comprehensive development in the Kingdom of Saudi Arabia: Dawadmi Governorate as an example. Thesis (Master) - Naif Arab University for Security Sciences, College of Strategic Sciences, Department of Strategic Studies, Specialization in Strategic Studies, Kingdom of Saudi Arabia.

## FOREIGN REFERENCES

- [1] Parry, McGee, John and James, F. Cox (2007): E-Government Solutions, Products, and Profits, New York: Irwin Professional Publishing.