



The Importance of Electronic Administration in Developing Educational Administration: An Overview

Laila Mohammad Ali Daadu¹ , Mohamad Mahmood M Alaswad²

¹Computer Department, University of Gharyan, Faculty of Education-Gharyan

²Computer Department, University of Gharyan, Faculty of Education-Gharyan

Abstract:

Electronic management is considered as one of the basic components of the information system, and one of the means that has caused a great stir in our present era, as the need for it has become very urgent and necessary in various fields and sectors, especially in the management of the education sector, as it represents one of the quality standards (the use of technical means in the institution educational), therefore, the aim of this research is to closely identify its concept and explain its importance in the success of managing educational institutions in all their administrative, educational and office aspects. In this research, some basics were presented as an introduction to the topic under study to ensure clear understanding. The research also pointed out some of the challenges and obstacles facing the application of electronic management and proposed solutions to overcome these obstacles. The researchers used the descriptive approach to suit the research objective. Various sources were reviewed, including research articles, books, and reports .

The results showed that most administrations of educational institutions around us use electronic management at a low level in the administrative, educational and office aspects for various reasons, while the rest of the countries adopted this system that has been used for years in order to develop their educational system within their institutions, therefore, despite the challenges facing the institutions



educational institutions in applying electronic administration, but it is necessary to move towards digitizing its departments, even if gradually. The researchers also recommend the necessity of optimal use of information and communication technology tools and means available in educational institutions, such as the Internet and computers, to complete work and simplify its procedures, and to consider these tools as an investment for that institution and not merely an acquisition of that equipment, the goal is not to place a computer and an internet line in the office of every employee, but the first and last goal is to benefit from computer tools, networks, and information and communication technology to serve the management of educational institutions in all fields to the greatest extent possible.

Keywords: *electronic administration, educational administration, importance, obstacles and challenges.*

المخلص:

تعتبر الادارة الالكترونية من المكونات الأساسية لنظم المعلومات، ومن الوسائل التي أحدثت ضجة كبيرة في عصرنا الحاضر، حيث أصبحت الحاجة إليها ماسة جدًا ولا بد منها في مختلف المجالات والقطاعات، لا سيما في ادارة قطاع التعليم، فهي تمثل أحد معايير الجودة) استخدام الوسائل التقنية في المؤسسة التعليمية)، ولهذا فالهدف من هذا البحث هو التعرف عن قرب على مفهومها، وبيان أهميتها في نجاح إدارة المؤسسات التعليمية بكافة جوانبها الإدارية والتعليمية والمكتبية، حيث تم في هذا البحث عرض بعض الأساسيات كمقدمة للموضوع قيد الدراسة لضمان الفهم والوضوح. كما أشار البحث إلى بعض التحديات والمعوقات التي تواجه تطبيق الإدارة الإلكترونية والحلول المقترحة للتغلب على تلك المعوقات. واستخدم الباحثان المنهج الوصفي لملاءمته لهدف البحث، وقد تم مراجعة مصادر مختلفة بما في ذلك المقالات البحثية والكتب والتقارير، وأظهرت النتائج أن معظم إدارات المؤسسات التعليمية من حولنا تستخدم الإدارة الإلكترونية بمستوى منخفض في



الجوانب الإدارية والتعليمية والمكتبية لأسباب مختلفة، في حين تبنت بقية الدول هذا النظام الذي تم استخدامه منذ سنوات وذلك لتطوير نظامها التعليمي داخل مؤسساتها، وعليه فإنه وعلى الرغم من التحديات التي تواجه المؤسسات التعليمية في تطبيق الإدارة الإلكترونية، إلا أنه لا بد من التوجه إلى رقمنة اداراتها ولو تدريجيًا. كما يوصي الباحثان بضرورة الاستخدام الأمثل لأدوات ووسائل تكنولوجيا المعلومات والاتصالات المتوفرة في المؤسسات التعليمية، كالإنترنت والحاسب الآلي، لإنجاز العمل وتبسيط إجراءاته، واعتبار هذه الأدوات بمثابة استثمار لتلك المؤسسة وليس مجرد اكتساب لتلك المعدات، فالغاية ليست في وضع جهاز كمبيوتر وخط إنترنت في مكتب كل موظف، بل الهدف الأول والأخير هو الاستفادة من أدوات الكمبيوتر والشبكات وتكنولوجيا المعلومات والاتصالات بما يخدم ادارة المؤسسات التعليمية في جميع المجالات إلى أقصى حد ممكن.

الكلمات المفتاحية: الإدارة الإلكترونية، الإدارة التعليمية، الأهمية، المعوقات والتحديات.

Introduction:

Due to the tremendous technological developments that the world is witnessing today, especially in the information and communication technology sector, electronic practices have become inevitable in all sectors and in all fields as a mechanism for coexistence with the new digital life data. Among the sectors that have witnessed this development are educational institutions in various parts of the world, as education is being crucial to social and economic progress and requires many administrative services to achieve goals. The world has witnessed many challenges in the field of using technology, especially information, computer and communication technology in educational institutions, where modern management techniques have been adopted to develop the various processes of educational institutions to become information organizations.



However, converting educational administration data from paper processes into digital and electronic materials that can be exchanged via the internet and various electronic media has a significant impact on improving the management of educational institutions at a lower cost and with the required speed, despite this, some administrations of educational institutions may suffer from administrative complications, ambiguity in roles, and sometimes arbitrary practices on the part of those who have authority to exercise the administrative function, which may negatively affect job performance and thus affect the quality of work, and exclusion from competition. Whereas the successful implementation of electronic administration requires careful planning, appropriate infrastructure, training for employees, and overcoming all obstacles that may hinder its implementation.

In order to keep pace with current developments, it was necessary to develop the education sector and change its approach, to benefit from information technology and adopt modern administrative methods characterized by accuracy and flexibility at all administrative levels, this includes digitizing educational administration and linking administrative tasks to national and global computer networks to achieve speed of completion and efficient high-quality performance.

Electronic administration is considered as one of the most civilized means and the main channel for modernizing administrative resources. In other words, electronic administration eliminates the need for manual data entry and repetitive tasks, which leads to faster and more accurate results. It also increases transparency and accountability, as all administrative transactions and records are stored digitally. It is easily accessible, thus reducing the chances of miscommunication and manipulation, allowing detailed reporting and analysis for decision making, resource allocation and performance evaluation, also (Shawai, 2016) referred to this in her definition of electronic management as: transforming traditional administrative



activities and services into electronic activities and services based on accuracy and speed in implementation, and also based on the use of the internet and modern means of communication to accomplish services and functions include electronic planning, electronic control and regulation.

The conclusion of the above, as we mentioned previously, is that it is no secret to anyone that administrative work in some educational institutions until now is done manually, which leads to inefficiency and delay. Hence, the importance of electronic administration lies in increasing efficiency, improving accuracy, and improving decision-making skills. Despite the challenges and obstacles that sometimes accompany it, "the transformation from traditional management to electronic management does not depend on computers, the internet, and various communication networks, even though they are essential elements in electronic management, but the transformation is primarily an administrative issue that depends on advanced administrative thought and conscious administrative leaders that target, support, and support development with full force, in order to provide the best services to beneficiaries, while maintaining the highest levels of quality and mastery in work performance". (Hamed S. , 2014).

Therefore, in this research, the researchers wanted to clarify and highlight the importance of electronic administration in developing educational administration, as it has become a matter of survival to ensure competition.

Research Problem

Due to the increasing progress in the use of modern technology and computer applications, and with the emergence of the information revolution and the occurrence of the huge technological boom in various technologies, the role of electronic management has become an indispensable and necessary requirement in the management of



educational institutions, and the importance of its application has emerged due to the positive results it achieves towards improving performance and raising competencies. This is to abandon traditional, common management methods.

Despite the interest that most countries pay to the contemporary technological revolution in the education sector, we find that its implementation in some educational institutions is still weak, and they are still floundering in the problems of traditional paper-based administration. Therefore, the problem of the research lies in highlighting the importance of integrating electronic administration with educational administration. To advance these institutions to keep pace with modern developments and achieve comprehensive quality, especially if we take in our consideration the expansion of the use of various digital technologies, which will raise administrative work to new levels, which is considered as the beginning of the organizational development of these institutions.

Research Questions

The current research answered the following questions:

- Q1: What is the conceptual framework for electronic management?
Q2: What is the importance of applying electronic management in educational institutions?
Q3: What are the requirements for implementing electronic management in different educational institutions?
Q4: What are the obstacles when applying electronic administration in educational administration?

Research Objectives

This research aims to study one of the most prominent topics that have appeared on the scientific scene, which is digital transformation, which is considered as one of the most important manifestations of globalization, and to shed light on one of its fields, which is electronic



management, and to know its actual reality in educational institutions.

The objectives of the research can be summarized in the following:

1. Opening horizons and getting to know more closely about electronic management, by highlighting its importance and the challenges and difficulties facing the management of educational institutions when implementing it.
2. Explaining some of the obstacles that prevent the implementation of electronic management within educational institutions.
3. Discussing some of the previous studies that investigated the same topic.
4. Providing some important recommendations based on the results of this research, which will further enrich this research.

Importance of the Research

The importance of this research lies in the fact that it addresses a topic that has become the real pillar for achieving the quality of educational institutions, which is the integration of electronic administration into educational administration. The importance of the research can be summarized in the following points:

1. The importance of the research lies in highlighting the importance of electronic management, which contributes to a deeper understanding of this technology.
2. The study may contribute to understand the role of electronic administration and its impact on the development of educational institutions.
3. The results of the study may be useful in shedding light on one of the most important modern administrative patterns that contribute to the development and improvement of the performance of employees and the educational system in general.
4. It may be useful in opening the way for future researchers wishing to conduct further studies in the field of electronic management.



5. Exploring the obstacles facing the implementation of electronic management. The results of the study may be useful in finding solutions to those obstacles facing its implementation.

Perhaps, after clarifying the importance of implementing electronic management within educational institutions, we will draw the attention of officials towards adopting the electronic management approach as a proven approach in managing educational systems in various Arab and foreign countries.

Reasons for Choosing the Topic

The most important reasons for choosing the topic are two main reasons:

Both researchers tend towards such topics related to technology and the Internet and their uses in the field of management, due to the nature of their work.

The second reason is relating researchers' knowledge of the importance of electronic administration and its role in developing educational administration, the reason that must be studied and learnt about closely, to help educational institutions achieve their goals on time, and with the least effort and cost.

Theoretical Framework and Literature Review

1. Theoretical Framework

1.1 Definitions

1.1.1 Electronic Management or E-administration

Actually, definitions of electronic management have been many and varied according to points of view, including:

Electronic management or e-administration, is a technology that uses electronic systems to streamline administrative processes in various sectors, particularly in educational institutions. It has revolutionized administrative tasks by automating them, reducing paperwork, and providing real-time access to information. It is the use of all modern technologies and their employment within institutions of



all activities in order to provide more effective services with the least effort and time possible (Khalil, 2014).

(Ghaleb, Electronic Administration, 2010) also defined it as the business system and activities that take place electronically and via networks, or it is the function of completing business using systems and means. It consists of three basic elements: computer hardware, computer software, and a communication network. These elements are managed by experts and specialists who represent the human and functional structure of the electronic management system.

Electronic management is defined as: the process of converting all traditional administrative works and services into electronic works and services that are implemented at high speed and accuracy, without the use of paper. (Al-Ahbabi, 2018)

In this context, electronic administration can be defined procedurally by researchers as: the use of electronic technologies in managing administrative processes in educational institutions with the aim of improving their quality and improving their performance.

1.1.2 Educational Institutions:

These are the institutions managed and funded by the Ministry of Education in the country, whether these institutions are of a public or private nature. It is a place where people of different ages receive education, which in turn plays a crucial role in promoting intellectual growth and knowledge acquisition, developing thinking and problem-solving skills, and adheres to specific educational standards and systems to ensure quality in the delivery of education. (Wikipedia, Internet)

1.1.3 Educational Administration

It is defined as all the functions and tasks carried out by administrators in the educational institution, and its goal is to strive towards implementing the educational system within the environment of the educational institution. It's also defined academically as a set of



methods applied by all administrative levels in the educational environment, the aim of which is to develop strategies that help achieve educational goals successfully. The meaning of education administration also extends to the coordination between various educational stakeholders, including students, teachers, and governing bodies. This aspect of the definition of educational administration ensures that all parties work collaboratively towards common educational goals.(Internet)

1.2 Advantages of Electronic Management

Electronic management is characterized by a number of features, including:

1. Enhancing the use of information and communication technology and employing it to increase the quality of work.
2. Absence of paper documents and their replacement with electronic documents.
3. Speeding up work completion, reducing working hours, and the possibility of performing work remotely.
4. Providing data and information to beneficiaries immediately.
5. Clarity in the various administrative processes within the educational institution .
6. Ease of saving and retrieving information and data, while ensuring their confidentiality.

1.3 Characteristics of Electronic Management

Electronic management has become the latest contemporary administrative trend that administrative thought has reached, because of the characteristics it possesses that distinguish it from other administrative trends, and the most important of these characteristics are the following: (Al-Hassan A.-A. A., 2010)

1. Speed and clarity.
2. Universal standards.
3. Ubiquitous.



4. Enrichment.
5. Direct supervision.
6. Confidentiality and privacy

1.4 Importance of electronic administration in improving efficiency and accuracy in educational institutions

One key benefit of electronic administration in educational institutions is the ability to streamline administrative tasks and reduce the amount of manual labour required. This not only saves time for teachers and staff but also allows them to focus more on their core responsibilities of teaching and supporting students. Furthermore, electronic administration systems can provide real-time data and analytics, allowing for better decision-making and strategic planning. This level of efficiency and accuracy can ultimately lead to improved student outcomes and overall school performance. For example, an institution using an electronic management system may be able to automatically generate final report cards for grades at the end of each semester, saving teacher's hours of time manually entering grades. Moreover, electronic management systems can also simplify communication between teachers and their students and can even reach parents, especially in some educational institutions specialized in the early stages of study, With features like online portals and messaging capabilities, parents can easily stay up to date on their children's progress and communicate with teachers about any concerns or questions they may have.

This level of transparency and accessibility can lead to a stronger partnership between parents and teachers and ultimately benefit the student's academic success. In addition, electronic management systems can also provide valuable data and analysis to help school leaders make informed decisions about resource allocation, curriculum planning, and overall institution improvement strategies. By leveraging technology in this way, educational institutions can create a



more efficient and effective learning environment for all stakeholders involved. In the same context, (Al-Arishi, The possibility of applying electronic management in the General Administration of Education in the Holy Capital (Benin), 2008) recommended the necessity of good planning to prepare workers towards the transition from traditional management to electronic management by holding the necessary training courses to educate them. The above can be summarized in the following points:

1. Improving administrative performance:

Electronic management contributes to simplify procedures and accelerate transaction processing, which leads to improve administrative performance and increase employee productivity.

2. Providing better services to students and employees:

By providing interactive and easy-to-use channels to provide administrative services, such as registration, study follow-up, and obtaining information.

3. Rationalization of spending:

Electronic management helps reduce paper burdens and saves associated costs, as well as the possibility of utilizing available resources more efficiently.

4. Enhancing transparency and accountability:

Electronic management contributes to increase transparency in administrative processes and improve accountability by documenting and tracking procedures and transactions.

5. Improving decision making:

Electronic management provides accurate and up-to-date data and information that helps decision makers make more objective and effective decisions.

For example and not limited to, the following are examples of some educational institutions that have distinguished themselves and succeeded in applying electronic management:.



1. King Saud University in Saudi Arabia:

The university has implemented an integrated electronic management system that covers various administrative activities such as registration, human resource management, finance, and student services. Accordingly, the application of this system has contributed to improve the services provided to students and increase the efficiency of administrative performance.

2. Harvard University in the United States:

The university has developed an integrated electronic platform that integrates all academic administrative processes.

This system helped facilitate registration and academic planning procedures for students, and improved communication between administration, students, and professors.

3. Oxford University in the United Kingdom:

The University of Oxford implemented an electronic management system to organize and archive administrative documents, which helped improve information management and accelerate administrative decision-making.

1.5 Justifications for Using Electronic Administration within Educational Institutions

If we look at the importance of using electronic management, the justifications for its use will become clear to us. The justifications can be summarized as follows:

1. Reducing the cost of administrative procedures and related operations.
2. Replacing the paper archive with the electronic archive system due to the latter flexibility in dealing with documents.
3. Taking care to make the principle of equality the basis of work.
4. Working to raise the efficiency and skill of available human resources to link the desired goals of electronic management to performance and application .



5. The need to standardize data at the enterprise level.
6. Increasing competition between institutions and the necessity of having mechanisms for excellence within every institution that seeks to compete. (Al-Salmi A. A., 2008)
7. Managing files instead of saving them, reviewing the content of the document instead of writing it, emailing instead of outgoing and incoming, and discover problems instead of following up. (Al-Salmi A. , 2006)

1.6 Areas of Application of Electronic Management in Educational Institutions

1. Academic records management, where electronic management can be used for document and organizing academic records such as the academic records of students, faculty members and administrative staff. Electronic systems can facilitate the management of these records and save time and effort. (McLeod, 2014)
2. Electronic applications can include e-learning platforms, recorded lectures and online academic interaction (Picciano, 2017)
3. Research and project management, where electronic management systems can be used to facilitate the management of research and academic projects, including management of resources, schedules, and collaboration between researchers. Electronic tools can contribute to improve organization, collaboration, and information sharing. (Kivunja, 2015)

1.7 Requirements for Electronic Management Application

The application of electronic management, requires an integrated combination of essential elements that exchange functions and roles in the context of developing the electronic transformation process of the institution, it is not only a ready-made recipe or imported experience that can be transferred and applied, but rather it is a complex process that includes an integrated system of technical, informational, material, human and other components. Therefore, several and



integrated requirements must be available for its application. Accordingly, the following figure shows these requirements:



Figure 1: Requirements for electronic management

At the heart of these components are knowledge creators of experts and specialists who represent the structure and human and functional requirements of the electronic management system. (Al-Hassan H. M., 2010)

1.8 Challenges and Obstacles of Implementing Electronic Management

It is obvious that any project undertaken is accompanied by some obstacles, whether in poor planning or random implementation, and among those obstacles that may accompany electronic management are the following (Samir, 2009):

1. Fuzzy vision of electronic management and lack of understanding of its objectives .



2. Lack of security regulations and legislation or laxity in their application .
3. Lack of financial resources and difficulty of providing cash .
4. Adherence to centralization and resistance to administrative change by some employees and stakeholders.
5. The negative view of the concept of electronic management in terms of its reduction in the use of the human being .
6. The existence of a digital divide between people who are specialized in the field of technology and others who do not understand anything about its advantages.
7. The problem of accessibility for those who do not have reliable access to the Internet.
8. Data privacy and security concerns.

Moreover, it is no secret that whenever there are requirements for the application, the absence or non-availability of any of these requirements is considered as one of the obstacles that prevent implementation. Among the factors that hinder the application of electronic management in educational institutions, as some researchers believe, are as the following:

1. **Administrative (organizational) Obstacles:** they are as follows: (Ashour A. K., 2010)
 - The educational administration's lack of electronic management programs, which hinders determining the time needed to begin implementing electronic services and information.
 - The lack of computer knowledge among administrators who have the decision to introduce this technology within educational institutions.
 - Weak media awareness programs accompanying the implementation of electronic management.



- The lack of a clear vision among decision makers of the importance of information and communication technology. (Radwan, 2001)
2. **Technical Obstacles:** the obstacles are as follows:
- Difficulties and problems in operating computers in educational institutions.
 - Obsolescence of computer hardware and software used in the educational institution, if any.
 - Weak infrastructure of many educational institutions. (Aburas, 1994)
3. **Human Obstacles:** human obstacles are individuals, whether they work within the educational institution or deal with it. Among these obstacles are the following:
- Weak cultural awareness of information technology and its importance in improving the quality of work, due to the lack of training programs in this field.
 - Scarcity of providing financial incentives, which encourages innovation.
 - Poor knowledge of computer technologies for some workers in educational administration.
 - Weak confidence in protecting the confidentiality and security of personal information and transactions.
 - Negative attitudes towards electronic management among some, and rejection of modernization and change. (Jabr, 2002)
4. **The financial barriers:** are as follows:
- The cost of using the World Wide Web.
 - The lack of financial resources allocated to the infrastructure necessary to implement electronic management.
 - High cost of software and electronic devices. (Mufti, 2004)
5. **Security Obstacles** are as follows:



- There are some fears among those dealing with the departments regarding hacking attempts.
- There is no monitoring software to prevent these intrusions. (Al-Qahwash, 2020)

As an example and not limited to, the following are examples of some educational institutions that faced a different set of obstacles and challenges when implementing electronic management:

1. University of California in the United States:

This university faced challenges in implementing a unified electronic administrative system due to the presence of many diverse systems at the campus level. There were also difficulties in unifying data and information and implementing electronic management processes in an integrated manner.

2. Cairo University in Egypt:

This university faced challenges in the technological infrastructure, as there was a lack of the infrastructure necessary to effectively implement electronic administration, and there were also difficulties in training employees and academics to use electronic systems and technologies.

3. Peking University in China:

This university faced challenges in securing administrative information data, as there were issues related to privacy and data protection, and there were also difficulties in applying electronic management to all administrative and academic activities in an integrated manner.

(Al-Dulaij, 2005) also indicated that there are obstacles that prevent the application of electronic administration at the secondary level from the point of view of school administration supervisors in Makkah Al-Mukarramah, including: weak financial allocations to purchase advanced equipment, lack of human resources, in addition



to the shortcomings in holding training courses in the field of electronic management.

2. Literature Review

Giving the importance of the topic addressed by the researchers in this research, we are going to discuss, in this part, some studies supporting it, including:

Study (Suhaibani, 2009)

Study Summary:

The study addressed the possibility of applying electronic administration in the General Administration of Education for Girls in the city of Riyadh. The study used the descriptive approach and the questionnaire as a tool for collecting data. The study resulted in the availability of the requirements for applying electronic administration in the General Administration of Education for Girls in the city of Riyadh, and recommended spreading the culture of electronic management, planning and providing training courses for management workers after implementing the incentive system.

Study (Al-Hasanat, 2011)

Study Summary:

The study aimed to identify the theoretical foundations of the concept of electronic administration, the requirements for its application in Palestinian universities, and to reveal the obstacles to the implementation of electronic administration in the administrations of Palestinian universities in the Gaza Strip. The study concluded that there is no unified definition of management electronic management, but it aims to provide services electronically, which leads to improved performance, speed of implementation, and reduced cost, and the most obstacles to apply electronic management are financial obstacles, followed by human obstacles, organizational obstacles, then technical obstacles.

Study (Aisha Al-Husseini, Shatha Al-Khayal, 2013)



Study Summary:

This study aimed to measure the impact of applying electronic management on the development of administrative work and the performance of female deanship employees at King Abdulaziz University, and to identify the obstacles they face and evaluate the extent of their effectiveness on its current systems. The most important results of this study were the presence of a strong positive impact of the implementation of electronic management systems on the development of administrative work and on performance female deanship employees at King Abdulaziz University.

Study (Suleiman, 2015)

Study Summary:

Aimed to identify the challenges facing general secondary education schools in the Canal cities, which led to the necessity of applying electronic management. The most important result of the study was the presence of several problems facing the implementation of electronic management in those schools, the most important of which is the weak availability of the required numbers of qualified people for electronic management, due to the lack of financial incentives allocated to encourage administrators to join training programs in the field of electronic management.

Study (Shawai, 2016)

Study Summary:

The study aimed to identify the concept of electronic management, explain its importance and its ability to positively influence management functions, and identify the relationship between the implementation of electronic management and the development and improvement of job performance. Among the results of this study was that electronic management is a new type of management that has brought about profound changes in the management environment in various social organizations, and that this type has brought about a



major transformation in traditional management functions in terms of planning, organization, leadership and control.

Study (Hamed S. S., 2017)

Study Summary:

The study aimed to identify the possibility of applying electronic management in the colleges of education at the University of Benghazi, the results of the study include the following:

1. Working to provide the financial, human, organizational and technical resources necessary to implement electronic management within the college.
2. Working to issue decisions and laws that ensure the implementation of electronic management within the college.

Study (Bassachi, Hoda, and Salam, Abdel Razzaq, 2019)

Study Summary:

Conducted a study in Algeria, which aimed to know more about electronic management and its relationship to the development of administrative work. The results of the study showed that the implementation of electronic management differs from one university to another, as some universities still rely on paper in some areas of administrative work despite the availability of the necessary capabilities to apply it electronically.

Study (Salah Abdel Salam Daou, Salama Muftah Al-Misrati, 2021)

Study Summary:

The idea of this study was giving a perception of the concept of electronic management and the importance of its implementation in Libyan higher education institutions, leading to identify the most important strategies that can be applied to achieve this quality. This study presented a theoretical framework by relying on the inductive and deductive approach, which includes analyzing the features of the current situation of electronic management and its role in improving the level of quality by presenting the most



important Arab and foreign experiences in this field. The results of this study referred to the electronic management is being a basic requirement in all countries that attempt to upgrade the educational system, in addition to the possibility of implementing all transactions electronically through the extensive use of information and communication technology.

Study (Hamouda, 2023)

Study Summary:

This study aims to explore the level of use of electronic management by the administration of higher education institutions in its administrative, educational, and office aspects, and to evaluate its role in developing higher education institutions. The study was conducted on students of the Faculty of Economics and Political Science at the University of Misrata, and an electronic questionnaire containing (26) items related to the research variables was distributed. (124) questionnaires were analyzed, and through statistical analyses, results were reached, the most important of which is that the management of the educational institution studied uses electronic management at a low level in the administrative, educational, and office aspects. The study also showed a statistically significant relationship between electronic management and the development of higher education institutions.

Comment on Previous Studies

The researchers benefited from previous studies in identifying important aspects of scientific research, such as the theoretical framework and scientific methodology. The current research agreed with most previous studies on the importance of employing electronic administration in developing the education system in general, and its management in particular, as everyone agreed that it contributes to develop and improve administrative work in educational institutions despite some obstacles that may face its implementation. While the



current research differed from previous studies in its main goal, which is to try to cover as much information as possible about the importance and reality of applying electronic management, monitoring its obstacles, and determining the requirements for its implementation in educational administration. Hence, this research complements previous studies, especially with its findings, recommendations, and proposals to achieving the leadership and quality that all educational institutions aspire to.

Conclusion and Research Results

In conclusion, the researchers emphasize that electronic administration is playing a crucial role in developing educational administration, and this is supported by the results of this study and of course together with the previous ones included and mentioned in this research, as it has been proven beyond doubt that it contributes to increase efficiency and improve the decision-making process, enhance collaboration, and overall organizational effectiveness. Therefore, it is necessary for educational institutions to adopt a digital strategy and adopt the application of electronic management if they want to achieve their goals and remain competitive in the current digital era.

Research Recommendations

Through the results of this research, the researchers recommend several things, including:

1. Promoting the concepts of electronic administration as a work method that would raise the level of educational administration.
2. Adopting training programs as a means of raising the efficiency of all employees in the educational administration.
3. Providing the necessary financial support to implement electronic management.
4. Contracting with specialized companies to ensure the quality and maintenance of electronic devices.



5. Ensuring the security and protection of electronic information in a way that enhances the desire to implement electronic management.
6. Learning about the successful practices of electronic management in some international countries.
7. Distinguishing and rewarding management decisions that push towards facilitating the implementation of electronic management.
8. Forming a specialized organizational unit responsible for managing and supervising the follow-up of the implementation of electronic management within the institution concerned.

Suggestions

1. Conducting studies on the same title that address what was not addressed by the researchers in this research.
2. Conducting a comparative study between public and private education institutions in terms of their application of electronic management.
3. Providing rewards to increase the desire to apply this technique .
4. In order to obtain clearer results, the researchers suggest conducting the questionnaire methodology on a specific institution, and presenting it to achieve direct results in a more realistic way.
5. Benefitting from the experiences of educational institutions that have implemented this technology to improve the quality of educational administration there.

References

- Abdel-Tawab Abdallah, Marwa Mustafa, Hikmat Imad El-Din. (2022). The role of electronic management in developing the quality of performance in Al-Azhar primary institutes.4.*
- Aburas, A. S. (1994). Computer-aided education. Educational Documentation Journal, Ministry of Education, Riyadh, No. 35, p. 45.*
- Aisha Al-Husseini, Shatha Al-Khayal. (2013). The impact of applying electronic management systems on job performance. Scientific*



Journal for the Colleges of Commerce Sector, Al-Azhar University, Issue 10, Egypt.

Al-Ahbabi, N. M. (2018). The Impact of Electronic Management in Public Facilities Management. New University Publishing House, Alexandria, p. 15.

Al-Ammar, A. S. (2008). Traditional management and electronic transformation. King Fahad National Library, Riyadh.

Al-Arishi, M. (2008). The possibility of applying electronic management in the General Administration of Education in the Holy Capital (Benin). College of Education, Umm Al-Qura University, Mecca, Kingdom of Saudi Arabia.

Al-Arishi, M. (2008). The possibility of applying electronic management in the General Administration of Education in the Holy Capital (Benin). Unpublished master's thesis. College of Education, Umm Al-Qura University, Mecca, Saudi Arabia.

Al-Awad, A. M.-H. (2010). Electronic management, concepts, features, elements (documentary study). The First World Conference on Electronic Management, Libya, Tripoli.

Al-Ayat, J. I. (2015). E-management. Arabic edition, Dar Al Majd for Publishing and Distribution, Amman.

Al-Baadani, F. (2013). A proposed vision for developing administrative performance in Yemeni universities according to information and communications technology. International Conference on Information and Communications Technology and Performance Development in Educational Institutions, Amman, Jordan.

Al-Dais, Abdul Karim and Mohsen, Nasser. (2018). Requirements for implementing electronic management at Sana'a Community College in the Republic of Yemen from the point of view of academic leaders and administrators. Al-Jami' Journal of



Psychological Studies and Educational Sciences, Issue (8), Sana'a, Republic of Yemen.

Al-Dulaij, F. A. (2005). A future vision for implementing electronic administration at the secondary stage from the point of view of school administration supervisors in Mecca, unpublished master's thesis,. College of Education, Umm Al-Qura University, Mecca, Saudi Arabia.

Al-Halaibeh, G. H. (2013). The Impact of Incentives on Improving the Performance of Employees in Public Sector Institutions in Jordan. Master's Thesis, Business Administration, Middle East University, Jordan.

Al-Hasanat, S. A. (2011). Obstacles to implementing electronic administration in Palestinian universities, unpublished master's thesis. Institute of Arab Research and Studies, Department of Educational Studies, Cairo.

Al-Hassan, A.-A. A. (2010). Electronic management, concepts, features, elements (documentary study). First World Conference on Electronic Management. Libya, Tripoli.

Al-Hassan, H. b. (n.d.). E-management between theory and practice. International Conference on Administrative Development towards distinguished performance in the government sector, Riyadh.

Al-Hassan, H. M. (2010). Electronic Management - Concepts, Characteristics, Requirements. Dar Al-Warraq for Publishing and Distribution, Jordan, pp. 69-72.

Al-Masoud, K. (2008). The material and human requirements for applying electronic management in government schools from the point of view of school principals and agents in Al-Rass Governorate. Unpublished master's thesis, College of Education, Umm Al-Qura University, Mecca, Kingdom of Saudi Arabia.

Al-Omari, S. B. (2003-2004). Administrative and Security Requirements for Implementing Electronic Management, Master's



Thesis in Administrative Sciences. Naif Arab Academy for Security Sciences, Saudi Arabia.

Al-Qahtani, M. b. (n.d.). Application of electronic management in the General Administration of Education in the Asir region. Field study, Department of Educational Administration and Supervision - College of Education, King Khalid University.

Al-Qahwash, S. A. (2020). Obstacles to implementing electronic management in the College of Arts, Sabratha University. College of Arts Journal, Issue 29, p. 158.

Al-Qazzaz, B. M.-S. (2015). The Role of Electronic Administration in Combating Administrative Corruption. 1st edition, Dar Al-Fikr Al-Jami'i, Alexandria.

Al-Raqai, K. A.-M. (2017). A proposed vision for the requirements for applying electronic administration in secondary education schools in Libya according to the contemporary global transformations. Libyan International Journal, University of Benghazi, College of Education, Al-Marj, Issue 27.

Al-Sahli, F. (2009). The role of organizational culture in activating electronic management applications in the Emirate of Riyadh, unpublished master's thesis, Naif Arab University for Security Sciences, Riyadh, Saudi Arabia.

Al-Salmi, A. (2006). Electronic management. Wael Publishing House, Amman.

Al-Salmi, A. A. (2008). E-management. Wael Publishing House, Jordan, p. 39.

Al-Taish, M. A. (2016). The relationship of electronic management and organizational culture to job performance, a descriptive and analytical study," Master's thesis. Maulana Malik Ibrahim State Islamic University, Malang, Indonesia.

Al-Tammam, A. (2007). Electronic administration as an approach to administrative development: an applied study on technical colleges



- from the point of view of members of the educational and training staff. Doctoral dissertation (unpublished), Umm Al-Qura University, Mecca, Kingdom of Saudi Arabia.*
- Amer, T. A. (2007). *Electronic management is contemporary models. Dar Al-Sahab for Publishing and Distribution.*
- Amira, b. M. (2020). *The impact of electronic management on job performance, Mohamed Boudiaf University, M'sila.*
- Ashour, A. K. (2010). *The role of electronic administration in rationalizing public service in the United States of America and Algeria. A dissertation to obtain a master's degree in political science and international relations, Constantine Mentouri University, pp. 12-38.*
- Ashour, F. (2019). *Electronic management between determinism and the challenges of global competition. Remah Journal of Research and Studies, Issue (28), Center for Research and Development of Human Resources, Remah, Algeria.*
- Bakir, A. H. (2006). *The Comprehensive Concept of Implementing Electronic Management. Opinions on the Gulf Magazine, No. 23. Gulf Research Centre, UAE.*
- Bassachi, Hoda, and Salam, Abdel Razzaq. (2019). *electronic management and its relationship to developing administrative work, "a case study from universities in Algeria. North African Economics Journal, 15(21), pp. 455-476.*
- Bouhoush, A. (2006). *Modern management theories in the twenty-first century. Dar Al-Gharb Al-Islami, Beirut.*
- Ghaleb, Y. S. (2010). *Electronic Administration. Dar Al-Yazouri: Amman, p. 25.*
- Ghoneim, A. M. (2004). *Electronic Management: Prospects of the Present and Aspirations for the Future.*
- Hamdi, M. b. (2008). *Difficulties facing the use of electronic administration in managing secondary schools for boys in the city*



of Mecca, unpublished master's thesis, College of Education, Umm Al-Qura University, Mecca.

Hamed, S. S. (2017). *A proposed vision for applying electronic administration in colleges of education, University of Benghazi, a field study applied to the College of Education in Qamins.*

Hamouda, U. A.-S. (2023). *The role of electronic administration in developing higher education institutions. an applied study from the point of view of students of the Faculty of Economics and Political Science - Faculty of Economics, Misurata University.*

Heba Saghairia, Marwa Bakhlouf. (2021). *The effect of relying on electronic management elements in improving employee performance, a field study, "Bank of Agriculture and Rural Development," Faculty of Economic, Commercial, and Management Sciences, Guelma.*

Hoda Abbas Qanbar, Maysoon Adnan Hamid. (2014). *Obstacles to applying electronic management in university libraries, the Universities of Baghdad and Al-Mustansiriya as a model. Al-Ustad Magazine, Issue 210, Volume Two.*

Ibrahim, K. M. (2010). *Electronic Administration. 1st edition, University House, Egypt.*

Iskandar, N. (2014). *The availability of requirements for implementing electronic management at Ibb University from the point of view of academic and administrative leaders, unpublished master's thesis, Ibb University, Yemen.*

Jabr, M. S. (2002). *The upcoming electronic wave, "E-Government". Al-Adari Magazine, Institute of Public Administration, Muscat, Issue 91, pp. 201-202.*

Kamel, M. (2011). *Electronic management. Dar Raslin.*

Khalil, N. S. (2014). *Management of Educational Institutions in the Early Third Millennium. Dar Al-Fajr for Publishing and Distribution, Cairo, p. 105.*



- Khamis, Abdel Moneim Abu Niran, and Ahmed Suwaisi. (2017). *Obstacles to the application of electronic administration at Sebha University from the point of view of faculty members. Journal of Human Sciences, Volume (16), Issue (2), Faculty of Economics, Sebha University, Libya.*
- Kivunja, C. (2015). *Teaching students to learn and to work well with 21st century skills: Unpacking the career and life skills domain of the new learning paradigm. International Journal of Higher Education, 4(1), pp. 1-11.*
- Mazhar Shaaban Al-Ani, Shawqi Naji Jawad. (2014). *Electronic Administration. 1st edition, House of Culture, Amman, Jordan.*
- McLeod, J. &. (2014). *Records management in academic institutions: The use of electronic management systems. Journal of Academic Librarianship, pp. 336-344.*
- Moati, A. H. (2006). *A proposed vision for the role of electronic administration in improving administrative work in colleges of education in Egypt, "an evaluation study. Journal of the Faculty of Education, Zagazig University, Volume 23, Issue Two, July.*
- Mufti, M. H. (2004). *Electronic management and its applications. Arab Journal, Riyadh, 2004, No. 89, p. 23.*
- Muhammad A. Al-Titi, Lamis Yousef Al-Zeer, Muhammad Abu Khairan. (2021). *The role of electronic management in improving the performance of public school principals in Bethlehem Governorate.*
- Muhammad N. Fawrah, Sumaya bint Abdulaziz, Qamrina bint Sharum, Abdulkarim Abu Shawish. (n.d.). *The impact of electronic administration requirements on improving the quality of academic service at Al-Aqsa University in Gaza - Palestine.*
- Musa Abdel Nasser, Muhammad Qureshi. (2011). *The contribution of electronic administration to the development of administrative work in higher education institutions. Al-Baheth Magazine, No. 09.*



- Najm, A. N. (2009). *Electronic Management, Strategy, Functions and Problems. first edition, Dar Al-Bazouri for Publishing and Distribution, Amman, Jordan.*
- Najm, N. A. (2004). *Strategic electronic management. Dar Al-Marikh, Riyadh, Saudi Arabia.*
- Picciano, A. G. (2017). *Theories and frameworks for online education: Seeking an integrated model. Online Learning Journal, 21(3), pp. 166-190.*
- Qaddouri, S. (2010). *Electronic management and its capabilities in achieving comprehensive quality. Al-Mansour magazine.*
- Qadri, S. (2018-2019). *The digitization of public administration and its impact on job satisfaction, a case study of the municipality of Maqra, M'sila." A memorandum to obtain a professional master's degree, specializing in corporate business administration, Faculty of Economic.*
- Radwan, R. (2001). *Management and the New Global Variables. the Second Administrative Forum of the Saudi Management Association, Riyadh, p. 1.*
- Salah Abdel Salam Daou, S. M. Al-Misrati. (2021). *Electronic administration as an approach to improving the quality of higher education institutions in Libya: A theoretical study of the pioneering Arab and foreign experiences in this field. Sebha University Journal of Pure and Applied Sciences.*
- Samir, A. M. (2009). *Electronic Management. Dar Al Masirah for Publishing and Distribution, Amman, Jordan, p. 73.*
- Shalabi, J. (2011). *The reality of electronic management at the Islamic University and its impact on organizational development, unpublished master's thesis, Faculty of Commerce, Islamic University, Gaza.*



- Shathan, A. A. (2011). *Requirements for implementing electronic management in education departments. Field research at the General Administration of Education in Asir "Benin"*.
- Shawai, A. M. (2016). *Electronic management and its impact on developing job performance. University of Babylon, College of Arts, p. 3390.*
- Sneineh, A. T. (2002). *Electronic management of pre-university schools in the Hashemite Kingdom of Jordan from the point of view of school principals, a field study. Journal of the Faculty of Education, Al-Azhar University, Issue (110), August.*
- Sri Hartati 1*, Sumarto2, Diding Nurdin 3 , Asep Suryana. (2023). *Taking Up the Challenges Faced by Higher Education Institutions in Technology to Create Smart Campus, Department of Educational Administration, Universitas Pendidikan Indonesia, Bandung, Indonesia,. pp. 671-683.*
- Soleimani, M. (2020). *Challenges of Electronic Administration between Reality and Aspirations. Adrar University, Future Journal of Legal and Political Studies, Volume Four, Issue Two.*
- Suhaibani, N. b. (2009). *The possibility of applying electronic administration in the General Administration of Education for Girls in the city of Riyadh from the point of view of educational leaders, unpublished master's thesis. Imam Muhammad bin Saud Islamic University.*
- Suleiman, H. H. (2015). *Alternative scenarios to support the application of electronic management in general secondary education schools in the Canal cities. Journal of the Future of Arab Education, 22(93), 69-168.*
- Sweilem, M. (n.d.). *The reality of applying electronic management in public general education schools for boys in Al-Dalam Governorate in the Kingdom of Saudi Arabia. Journal of Educational and Psychological Sciences, 4(8), pp. 121-142.*



- Tamim, N. A. (2010). The role of electronic administration in improving the performance of school administration at the secondary level from the point of view of school principals and deputies. Master's thesis (unpublished). Imam Muhammad bin Saud Islamic University, College of Social Sciences, Department of Educational Administration and Planning. Riyadh.*
- Tayseer A. Y. Al-Sarihi, Safaa A. A. Badi. (n.d.). A proposed model for implementing electronic administration in Yemeni universities, Department of Educational Fundamentals and Administration - College of Education - Ibb University.*
- Yassin, S. (2020). Electronic Management. Al-Yazouri Publishing House, Amman, Jordan.*
- Younis, M. M. (2016). The shift towards electronic management in educational institutions to keep pace with the challenges of the digital age, Menoufia University, Faculty of Education.*