

The Impact of E-Services on the Development of Administrative Work of TVTC

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Abstract

Electronic services have continually played a huge role in the administrative functions of organizations around the world. They are important tools in advancing the functioning ability of institutions. This study was conducted to investigate the impact of electronic services on the development of administrative work of Technical and Vocational Training Corporation (TVTC) in Saudi Arabia among 108 administrators of different male and female colleges and industrial institutes all under the TVTC. The administrators included directors, managers and other executive members of management in these institutions. The researcher emailed questionnaires to the participants of the study to give their responses on the study. The study tested six hypotheses, and the results confirmed that the use of electronic services had a great impact on the development of administrative work in TVTC.

Keywords: e-services, TVTC, administration, e-government.

1 INTRODUCTION

As an institution that provides technical and vocational training to youths in the Kingdom of Saudi Arabia, TVTC is an important agency in building the future of human resources in the kingdom. The system in TVTC is divided into three sectors including technical colleges, secondary institutions and vocational centers. At the moment, there are approximately 35 technical colleges, 35 secondary institutions and 65 vocational training centers. The presence of many institutions under the TVTC creates the need for effective administrative work in order to ensure that its functions are accomplished to the required standards. Thus this triggers the need to employ today's technology for the sake of effective administrative functions in TVTC. Currently, TVTC is using technology to improve its operations in a big way; the institution is using e-services to interact effectively with its employees, trainers and the trainees. The world over, incorporation of e-services is becoming an important aspect in the running of organizations.

The Technical and Vocational Training Corporation of Saudi Arabia has applied the use of e-services in its administration. According to the TVTC Annual Report (2011), the corporation has enhanced its competency through the utilization of information technology in its

administrative functions. The integration of e-services in its administration has seen it receive notable domestic and regional awards and prizes. Among 148 government agencies, the TVTC received a prize from the Ministry of Communication and Information Technology for its capacity to transmit e-government services (TVTC Annual Report, 2011). The National Strategy for Information Technology awarded TVTC with the Raqami prize for being in 3rd position among public sector agencies. Additionally, the corporation received the Arab e-government prize for its efforts in enforcing e-services in its operations (TVTC Annual Report, 2011).

Based on the importance of e-services in the development of administrative work, conducting a research on the impact of e-services in the development of administrative work in TVTC is crucial in handling the current and future challenges. Since there has never been any other research conducted in Saudi Arabia to establish the impact of electronic services on administration work in TVTC, the research conducted proved to be of supreme importance. As a way of knowing the advantages of utilizing electronic services in administrative work, the research on TVTC is a building block in adding to the existing knowledge about electronic services in the management of organizations in the modern world. In order to get the appropriate information to validate the research, members of administrative staff in TVTC were involved in the study. Deans and directors from different centers of TVTC were actively involved in the study. Establishing the role of technology, knowing the opinion of administrators in the use of e-services and also understanding the e-services used in TVTC were significant in making the study successful.

2 LITERATURE REVIEW

The use of electronic services in administration work is not only a phenomenon of interest in Saudi Arabia, but also a significant aspect in the world over. Existing literature shows that the impact of electronic services on the functions of administrative work is great because it has the capacity to transform the running of organizations. Different scholars and specialists have expressed the importance of technology in meeting the increasing needs of the 21st century. Alshehri, Drew and Alfarraj (2012) highlight that, modern organizations are increasingly incorporating electronic services in their operations in order to improve their services and enhance organizational performance.

Government-run agencies are on the forefront in utilizing the use of electronic services in their administrative functions. The Technical Vocational and Training Corporation of Saudi Arabia is an example of a government-run agency that has embraced technology in its functions. Among 148 government agencies, the TVTC received a prize from the Ministry of Communication and Information Technology for its capacity to transmit e-government services (TVTC Annual Report, 2011). The use of electronic services by administrators enables corporations to do away with the traditional ways of accomplishing tasks and employ modern technology that not only makes work easier but also improves performance (Al-Sharif, 2003).

Lack of strategic planning is one of the factors that have made it hard for corporations to fully implement the use of electronic services in their administrative functions. If an institution is not ready to incorporate technological services in its mainstream administrative functions, it is not possible to reap the fruits of technology in the modern age. Particularly in most Arabic countries where traditional practices take precedence over management functions, incorporating electronic services in organizations seems to be a slow process (Gargeya and Brady, 2005). Therefore, it is evident that electronic services are important in the development of administrative work, but it needs effective planning and execution to make it possible.

3 DESIGNS AND METHODOLOGY

The research question that guided this research stated: To what extent has the introduction of e-service in TVTC affected development of administrative work, and if so how? A mixed methods approach was used as the research design in the study. The research instrument used in the research was questionnaires; the questionnaires were sent to the respondents through email in order to cut the cost and also for efficiency purposes. A total of 108 questionnaires were sent to administrators in industrial institutions and colleges under TVTC in Saudi Arabia. Out of the 108 questionnaires distributed, 60 questionnaires were emailed to administrators in industrial institutes, 30 questionnaires to male colleges and the rest to female colleges. From the total questionnaires distributed, the researcher received a hundred forms returned. After review, 19 forms were incomplete and 13 forms were complete but had exaggerated, biased and misleading responses. As a result, the researcher could only use 68 forms which were duly filled, unbiased and effective for the research. As earlier mentioned, the researcher developed a questionnaire to guide and help gather data for this research. The questionnaire was designed into two parts. The first part focused on the administrator's perception of the introduction and use of electronic services in the development of administrative work at TVTC. The second part captured the respondents' biographical information such as education background and experience. In addition, the researcher threw in a few questions into the questionnaire to assess the objectivity and unbiased opinion of the respondent.

4 FINDINGS

After the analysis of the data, it was found out that 76.8% of the respondents agreed that electronic services ensured the completion of tasks within the normal working hours. This shows that members of staff are able to handle the work load effectively through the use of electronic services. Making work easier for the staff makes administrative work effective. Among the administrators who participated in the study, 68% of them pointed out that, electronic services enhanced their accuracy in administrative functions. With the emphasis of electronic services in TVTC, administrators are able to facilitate efficiency in their different departments. In other words, tasks can be completed with minimal chances of errors.

Moreover, 58.5% of the respondents felt that the use of electronic services was contributing greatly in improving relationships between different departments in their colleges. It is apparent that the use of electronic services in TVTC is improving administrative functions in respect to integrating the efforts of the different levels of employees and administrators. Of importance still, 57.5% of the respondents pointed out that there was a relationship between the use of electronic services and the ability to cut costs in administrative functions. The incorporation of technology in TVTC has eliminated manual operations in the offices, which used to increase financial costs, and has introduced electronic services as means of cutting the cost. The study also found out that 55% of the respondents attributed the eradication of backlog of files in the offices to the use of electronic services.

Indeed, the study was successful, and it revealed that electronic services have enabled TVTC to improve its administrative functions greatly. Thus, electronic services should be fully introduced in organizations in order to facilitate effective administrative work. Future research will be vital in expanding the existing knowledge, and enable organizations to improve their administrative functions. TVTC is certainly an example of how electronic services can facilitate effective administrative work in institutions.

5 CONCLUSIONS

The research finds out that the use of electronic services is helped TVTC units to improve, and the impact of such services is significant to the growth and development of administrative work. It is apparent that greater outcomes are witnessed in TVTC units when the institutions choose to include electronic services in their daily routine, compared to when they fail to use them. Collecting data from administrators from different TVTC units enhanced the reliability of the data, since they had sufficient information to provide concerning the study. The study revealed that the use of electronic services in TVTC units was crucial in making administrative work easier. This implies that administrators in those units supported the usage of electronic services. Additionally, the study found out that the development of administrative work in the units was attributed to the introduction and usage of electronic services. The ability of electronic services to increase efficiency in the management of human resource in TVTC colleges is very important. The study found out that effective administration of employees improved the relationship between them and the management.

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