



The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

دور تكنولوجيا المعلومات في تعزيز الأداء الإداري داخل المؤسسات الرياضية من وجهة نظر الإداريين
(دراسة ميدانية لمديرية الشباب والرياضة ولاية سوق أهراس)

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Abstract:

The objective of this study was to identify the role of information technology in enhancing administrative performance within sports institutions, to achieve this the study formulated a research problem, questions, and scientific hypotheses, and also defined the concepts and terminology, in the applied aspect a random sample of 33 administrators within the Directorate of Sports and Youth, The descriptive method was used, and a closed-ended questionnaire based on the five-point Likert scale, containing five dimensions and 28 questions, was employed the study findings were then reached information technology enhances administrative efficiency, improves employee management, strategic decision-making, reduces costs, enhances human resource management, and improves communication in sports institutions.

Keywords: Information Technology; Administrative Performance; Sports Institutions.

1. Introduction

The rapid advancement and acceleration of various life aspects have created a pressing need for individuals within societies to access continuous information to stay aligned with these developments, in the context of globalization and the emergence of a diverse and innovative knowledge society, information has become a fundamental pillar of modern life, it is now recognized as an essential and unavoidable component for individuals, organizations, and nations alike, critical administrative decisions are increasingly reliant on the accurate extraction and effective utilization of information.

The concept of e-government within sports institutions has evolved beyond being a mere aspiration or theoretical ideal it is now an integral part of ongoing development efforts, (Omar, 2024, p 124), it is an urgent necessity for the survival and continuation of modern sports structures (Benallouche, 2022, p 32), administrative work within the largest institutions varies in importance and diversity in quality of performance (Ghalmi, 2022, p 85), The need to identify innovative and advanced methods for enhancing administrative processes has become increasingly important, this shift reflects the transition of administrations from traditional manual practices to more sophisticated management skills, consequently the administration of sports institutions is now influenced by modern technological advancements, integrating contemporary methods to improve efficiency and effectiveness in various administrative transactions. (Al-Tai, 2014, p 43), and complex administration constraints all of the above have provoked various interests and issues with multiple influences and multiple roles (Talabah, 2013, p 34), the inclusion of historical administrative and functional regulations within sports institutions, along with various channels and foundational aspects of sports colleges, highlights the evolving nature of management practices, this specialized administrative sector has garnered attention for its technological advancements, effectively leveraging information technology can lead to improvements in quality, service, and productivity, with the rapid pace of technological development there is a growing focus on enhancing institutional performance through these modern methods (Belkaidom, 2013, p 4), there is no doubt that information technology has increasing importance, particularly with the concept of administrative government, the concept of electronic or administrative government has become closely related to information technology. (Ismail, 2012, p 163)

Information technology encompasses a diverse array of tools and systems that enhance the management and distribution of information within sports administration, It plays a vital role in streamlining various functions, including scheduling, resource management, performance monitoring, and communication among stakeholders by implementing IT solutions, sports organizations can operate more efficiently and effectively, resulting in improved service delivery and overall organizational performance. (Barkan, Omriou, 2023, p 341)

The integration and utilization of information technology by senior management have become crucial for effective leadership within institutions (Khalfi, 2009, p 12), additionally the rise of electronic commerce has facilitated exchanges between organizations, further emphasizing the importance of information technology in management, it serves as a vital tool that significantly contributes to enhancing operational efficiency and overall effectiveness (Al-Abadi, 2018, p 112), the framework operates within the overarching policies and objectives that drive its implementation, relying on specific criteria that serve as a foundation for guiding human behavior in a structured manner.

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

Despite the acknowledged advantages of IT numerous sports institutions encounter significant challenges in its implementation, factors such as insufficient infrastructure lack of staff training and resistance to change can impede the effective utilization of technology, the swift progression of technology innovations necessitates ongoing adaptation and education among administrative staff to remain abreast of current developments (Boutbia, Omriou, 2022, p 41), the swift progression of technology innovations requires ongoing adaptation and education among administrative staff.

2. The problem

The study of information technology in sports institutions has become a significant focus in administrative sciences, focusing on its role in organizational practices, these technologies have imposed new models of administration and behavior, raising questions about work nature, personnel needs, division of labor, and job preferences, the study aims to examine the significance of technological advances in strengthening administrative performance in sports institutions performance, focusing on the research problem basic concepts and relationship between them, the integration of information technology in sports institutions is crucial for achieving goals and demonstrating development and excellence in the field of sports, the primary research inquiry of the paper is " What is the role of information technology in enhancing administrative performance within sports institutions from the perspective of administrative managers? "

2.1. The Partial Questions:

- Does the application of IT contribute to enhancing the management of processes and the performance of tasks within sports institutions?
 - Can the application of IT improve the ability of administrative managers to make appropriate decisions within sports institutions?
 - Does the employment of IT support lowering operating costs within sports institutions?
- Does the implementation of IT enhance the efficacy of human resource management within sports institutions?
 - Does the implementation of IT contribute to enhancing the communication process within sports institutions?

2.2. The Partial Hypotheses:

- The utilization of technological advances in information contributes to enhancing the management of processes and the daily tasks of employees within sports institutions.
- The application of information technology improves the ability of administrative managers to make appropriate strategic and analytical decisions within sports institutions.
 - Information technology plays a role in reducing operating costs and expenses within sports institutions.
- Information technology contributes to increasing the effectiveness of human resource management within sports institutions.
 - Information technology contributes to improving the communication process within sports institutions.

3. Study Objectives:

The study highlights the importance of modern technology in improving the communication process within sports institutions, it emphasizes its role in making the process more effective, faster, transparent, flexible, the study also seeks to provide recommendations that serve the subject matter.

4. Literary Review

4.1. First Study:

The study of the writers Abdul Rahim, Fouad, and Nazir, aimed the goal is to understand how IT functions, the goal is to enhance administrative efficiency in Algerian sports organizations, particularly those associated with the Minister of Sports and Youth, the research involved 60 administrators and workers, using a descriptive approach and a questionnaire as an information gathering tool, the study found that information technology plays a significant role in improving sports management performance in certain institutions, with computers and internet links being one of the most commonly utilized computing technologies in sports management, the findings suggest that information technology plays a crucial role in boosting the effectiveness of sports administration in Algerian sporting institutes (Salami and all, 2021)

4.2. Second Study:

In a study conducted by Abdelnour, a field study examined the influence of information technology on organizational performance quality, emphasizing human capital as a key factor in organizational success, the research employed a descriptive methodology, gathering data through a survey administered to 112 IT professionals, the investigation centered on three primary dimensions technological leadership approaches, decision-maker training initiatives, and workflow process management, statistical analysis using SPSS software demonstrated positive correlations between institutional service performance enhancement and three key factors: the adoption of rational technological leadership practices, the implementation of specialized training programs, and the application of systematic workflow management systems, the study's conclusions highlighted the significance of integrating IT implementation with human resource development to achieve superior organizational performance outcomes, this research underscores the vital connection between technological advancement and human capital development in driving institutional excellence. (Abdelnour, 2020)

4.3. Third Study:

The study of the writer Saeed, and Karima, And Hijra, seeks to discover the extent to which information and communication technology impacts performance for workers of the Mobilis Corporation's Bechar Regional Directorate, this study employed a descriptive and analytical approach, a questionnaire was distributed to a sample of 50 people, and the results indicated that technological advances are having a favorable effect on employee performance in the organization, this is achieved by enabling employees to express their opinions and involve them in decision-making processes, ultimately enhancing their overall level of performance efficiency occupation. (Rabhi and all, 2022)

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

4.4. Fourth Study:

The study of the writer Muhammad investigates the function of technology participation in redesigning the business process (RBP) within the Sudanese banking sector, it aims to establish the availability of technological programs, such as systems for decision-support, data-bases, and communication networks in banking processes, the research found significant disparities in the efficacy of banking operations in relation to the intervention, the recommendations include providing databases, networks, and email, as well as training employees on accessing and using information from any location the report shows the role of technology in enhancing banking operations in Sudan. (Mohammed, 2021)

5. Defining the concepts under investigation in the study

5.1. The definition of information technologies:

Information technology (IT) is one of the most commonly used scientific concepts today, It can be defined as the technological aspect of information systems and is often used interchangeably with the term "information systems" the need for IT arose due to the limitations of traditional manual methods in processing, storing, updating, retrieving, and delivering data to users, these methods proved insufficient, especially with the massive growth in the volume and variety of data, making the adoption of modern IT essential for effectively implementing information systems, IT is also defined as an integrated set of people, data, processes, hardware, and software components that work together to achieve organizational goals. (Abdullah Hassan, 2015, pp. 125-126)

It refers to the technology utilized for processing, transferring, and storing information electronically, it is seen as a fusion of electronic devices, system PCs, and contemporary communication methods, encompassing all devices, systems, and software involved in information dissemination. (Dawoud, 2009, p 53)

According to Laudon & Laudon, Information Technology (IT) is defined as a set of technological components, including hardware, software, and networks, used to collect, process, store, and transmit data to support administrative operations and decision-making within organizations.

The operational definition of Information Technology (IT) in this study refers to the practical application of technological tools, systems, and processes such as hardware, software, networks, and databases to improve administrative performance, IT is measured by its ability to streamline processes, enhance decision-making, facilitate communication, optimize resource management, and reduce operational costs within sports institutions.

5.2. Definition of administrative performance:

It is a continuous social process that works towards the optimum exploitation of existing resources via planning, organizing, controlling, and leading, in order to achieve the set objectives. (Zaqar, 2024, p 51)

The concept of administrative signifies an organization's capacity to accomplish its goals via the efficient execution of administrative functions, this includes the quality of managerial decisions, effectiveness of organizational communication, and resource optimization, all

aimed at achieving targeted outcomes with maximum efficiency (Stephen , Coulter, 2018, p 12)

5.3. Definition of sports institution:

A sports institution is a comprehensive ecosystem encompassing both tangible and intangible assets dedicated to athletic development and excellence, it integrates physical infrastructure (such as training facilities, equipment, and venues), human capital (including athletes, coaches, and administrative staff), and organizational processes (encompassing strategic planning, operational management, and performance evaluation). (Ben Khedim, Layadi, 2024, p 482)

second: The applied aspect of the study

1. Methodological procedures for the study:

1.1. Limitations of the study:

The study's limitations are categorized into three main areas human, focusing on employees of sports institutions, particularly administrators within the Department of Sports and Youth, which may affect the generalizability of the findings. Spatially, the research was conducted in Algeria, specifically in Souk Ahras State, limiting the applicability of results to other cultural or geographic contexts. Finally, temporally, data collection occurred in September 2024, which may influence the relevance of the findings over time.

1.2. Curriculum:

The aim of the study is to analyze the role of IT, in boosting managerial effectiveness within sports organizations from the perspective of administrators, the approach followed and appropriate is the descriptive and analytical methodology that involves examining the subject from a descriptive perspective, which is the appropriate method for studying current facts related to a cleanliness, situation, individuals, events, or certain situations.

1.3. Study community:

The total group of individuals whoever the researcher wishes to conduct his study on, who are administrative workers within sports institutions.

1.4. Study variables:

The independent variable in the paper is "information technology" and dependent variable: "administrative performance".

1.5. Sample:

A simple random sample was used, we distributed the questionnaire to workers in the Administration of Sport and Youth and its branches located in the region of Souk Ahras, the study sample consisted of 33 individuals.

1.6. Research tools and techniques:

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

A closed-ended questionnaire was employed, utilizing a five point Likert for data collection, and the questionnaire axes were determined according to the following:

- The first and fourth axis contains five questions.
- The second and third and fifth axis contains six questions.

2. Psychometric properties of the measurement tool:

The measurement tool underwent comprehensive validation procedures to ensure its scientific reliability and validity, initially content validity was established through expert validation, where the questionnaire was submitted to a panel of specialized arbitrators at the University of Souk Ahras, the responses and recommendations were incorporated into the final version of the instrument, subsequently the self-validity coefficient was calculated using the square root of the reliability coefficient, with a reliability coefficient of 0.91, the calculation yielded a self-validity score of 0.95 ($\sqrt{0.91}$), demonstrating the instrument's strong capability to measure its intended constructs, to assess the survey's reliability alpha Cronbach value (α) had been used, the analysis revealed an (α) value of 0.91, substantially exceeding the accepted threshold of 0.6, this high alpha coefficient indicates robust internal consistency among the questionnaire items and confirms the instrument's reliability for data collection purposes. these comprehensive psychometric analyses collectively validate the measurement tool's scientific credibility and its appropriateness for the research objectives.

3. Tests of Normality:

Table (1): Tests or normality

	Kolmogorov-Smirnov ^a			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
First Axis	,139	33	,107	,957	33	,219
Second Axis	,145	33	,076	,965	33	,365
Third Axis	,126	33	,200*	,954	33	,170
Fourth Axis	,108	33	,091	,944	33	,093
Fifth Axis	,144	33	,082	,932	33	,083

Source: Results content based on SPSS V 22 results

We observe that for all the questionnaire dimensions, the Sig value is greater a significance value of 0.05 in both the tests of Shapiro Wilk and Kolmogorov Smirnov the normality tests indicate that the data for all five axes follow a normal distribution.

Third: Analysis and Interpretation of Questionnaire Results

1. The agreement scores of the respondents to the questionnaire:

Table (2): The degree of approval according to the five-point Likart scale

Categories	Strongly Disagree	Disagree	neutral	Agree	Strongly Agree
Degree of approval	1 (1- 1.80)	2 (1.81- 2.59)	3 (2.60- 3.4)	4 (3.41-4.20)	5 (5-4.21)

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Source: Results content based on SPSS V 22 results

2. Analysis and Interpretation of Demographic Data:

2.1 Distribution of Sample by Gender

Table (3): Distribution of Sample by Gender

Gender	Repetition	(%)
Male	24	72
Female	9	28
Total	33	100%

Source: Results content based on SPSS V 22 results

An analysis of the data presented in Table (3) illustrates The gender-based allocation of participants within the research cohort, Out of a total of 33 respondents, 24 are male, representing 72.7% of the sample, while 9 are female, accounting for 27.3%, this indicates a significant gender disparity, with males comprising the majority of participants, the imbalance in gender representation may reflect the actual workforce composition within the sports institutions studied, such a distribution suggests that administrative roles in these institutions are predominantly occupied by men, this disparity could influence the study's findings, as male perspectives are more heavily represented, potentially limiting insights into the experiences and contributions of female administrative managers.

2.2 Distribution of Sample by Age

Table (4): Age Distribution of Respondents

Age Category	Repetition	(%)
Less than 30	9	27.3
30-50	20	60.6
Over 50	4	12.1
Total	33	100%

Source: Results content based on SPSS V 22 results

The distribution of respondents by age groups is displayed in Table (4) where the majority of respondents (60.6%) are aged between 30 and 50 years, indicating that middle-aged individuals dominate administrative roles in the sports institutions of Souk Ahras, younger participants under 30 represent 27.3% of the sample, suggesting a notable presence of early-career professionals, while only 12.1% are over 50 years old, reflecting lower involvement of older individuals, this distribution highlights that administrative positions are largely held by individuals in their most productive working years, balancing experience and adaptability.

2.3 Distribution of Sample by Educational Qualification

Table (5): Distribution of Sample by Educational Qualification

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The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

Educational Qualification	Repetition	(%)
Secondary or Less	8	24.2
University Degree	23	69.7
Postgraduate Studies	2	6.1
Total	33	100%

Source: Results content based on SPSS V 22 results

Table (5) presents the segmentation of research participants in relation to educational qualifications, the majority of respondents 23 participants (69.7%), hold a university degree, indicating that higher education is a key factor for occupying administrative roles within the sports institutions of Souk Ahras, participants with a qualification of secondary education or below account for 8 individuals (24.2%), reflecting a smaller yet significant proportion of the sample, Meanwhile only 2 respondents (6.1%) have pursued postgraduate studies, showing limited representation of highly advanced qualifications.

2.4 Distribution of Sample by Years of Experience

Table (6): Distribution of Sample by Years of Experience

Years of Experience	Repetition	(%)
Less than 5 years	9	25.0
5-10 years	14	50.0
More than 10 years	10	25.0
Total	33	100%

Source: Results content based on SPSS V 22 results

Table (6) illustrates the segmentation of research participants in relation to experience, the largest segment of respondents consists of 14 participants (50%) who have between 5 to 10 years of experience, indicating that the majority are mid-career professionals, participants with less than 5 years and those with over 10 years of experience are equally represented, each comprising 25% of the sample (9 and 10 participants, respectively) , this allocation demonstrates a diverse representation encompassing professionals at various career stages, from novices to seasoned experts, with a notable emphasis on mid-career professionals, this trend may suggest that the sector favors candidates with moderate levels of experience for administrative roles

3. Discussing the study hypotheses

3.1. Discussing the results of the first hypothesis of the study

Table (7): Results of the statistical analysis for the first axis

first axis	SMA	standard deviation	Difference in (X) and (U= 18)	T- calculated	DF	sig	Statistical Decision

	20,15	2,15	2.15	13,657	32	,0000	Statistical Function
"The critical T value is 1.697 at a significance level of 0.05"							

Source: Results content based on SPSS V 22 results

The first hypothesis of the study speaks about the importance of applying IT to improve the management of operations and the performance of daily tasks for employees within sports institutions, we see in Table N (7) that the calculated T value is (13,657), we also note The observed T-statistic exceeds the critical value Extracted from the t-distribution table (1.697) and also the probability value, the error is (0000), the Sig value is less than (0.05), as a result, this is evidence of the existence of statistically significant disparities in the group of participants replies, the first axis of the study, as well as that the value of the arithmetic mean of the sample members responses regarding the phrases on the first axis of the questionnaire is greater from the hypothesized mean ($20.15 > 18$), in addition to that, the study sample members responded that they (agreed), with an arithmetic mean equal to (20.15) and a standard deviation of (2.15), all of this indicates agreement, the sample members agreed that the utilization of IT contributes to improving the management of operations and the performance of daily tasks for employees within sports institutions, It is consistent with the findings of Salami 's study. (Salami, 2021)

3.2. Discussing the results of the second hypothesis of the study

Table (8): Results of the statistical analysis for the second axis

second axis	SMA	standard deviation	Difference in (X) and (U= 18)	T-calculated	DF	sig	Statistical Decision
	25.3	1.74	7.3	24.10	32	,0000	Statistical Function
"The critical T value is 1.697 at a significance level of 0.05"							

Source: Results content based on SPSS V 22 results

The second hypothesis of the study speaks about the application of information technology improving the ability of administrative managers to make appropriate strategic and analytical decisions within sports institutions, we see in table N (8) that the calculated T value is (24.10), we also note The observed T-statistic exceeds the critical value Extracted from the t-distribution table (1.697) and also the value of the probability of error is (0000), the Sig value is less than (0.05), as a result, this is evidence of the existence of statistically significant disparities in the group of participants replies, the second axis of the study, as well as that the value of the arithmetic mean of the sample members responses regarding the phrases on the second axis of the questionnaire is greater from the hypothesized mean ($25.3 > 18$), Furthermore, the participants in the study responded that they (agree), with an arithmetic mean equal to (25.3) and a standard deviation of (1.74), and all of this indicates With the agreement and support of the sample members, the application of information technology improves the ability of administrative managers to make appropriate strategic and analytical decisions within sports institutions, it aligned with the findings of Tarshani's study. (Tarshani, 2014)

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

3.3. Discussing the results of the third hypothesis of the study

Table (9): Results of the statistical analysis for the third axis

third axis	SMA	standard deviation	Difference in (X) and (U= 18)	T-calculated	DF	sig	Statistical Decision
	20,15	2.95	5.3	10.318	32	,0000	Statistical Function
"The critical T value is 1.697 at a significance level of 0.05"							

Source: Results content based on SPSS V 22 results

The third hypothesis of the study speaks about the fact that information technology plays a role in reducing costs and operational expenses within sports institutions, we see in Table N (9) that the calculated T value is (10.318), we also note the observed T-statistic exceeds the critical value derived from the t-distribution table, (1.697) and also the error probability value It is (0000), the Sig value is less than (0.05), as a result, this is evidence of the existence of statistically significant disparities in the group of participants replies, the third axis of the study, as well as that the value of the arithmetic mean of the sample members responses regarding the phrases on the third axis of the questionnaire is greater from the hypothesized mean (23.30 > 18), in addition to that the study sample members responded that they (agreed), with an arithmetic mean equal to (23.30) and a standard deviation of (2.95), all of this indicates the agreement of the individuals the sample is that the application of information technology plays a role in reducing costs and expenses within sports institutions , it aligned with the findings of Hassan's study (Hassan, 2022)

3.4. Discussing the results of the fourth hypothesis of the study

Table (10): Results of the statistical analysis for the fourth axis

fourth axis	SMA	standard deviation	Difference in (X) and (U= 18)	T-calculated	DF	sig	Statistical Decision
	20.18	2.04	2.18	14,606	32	,0000	Statistical Function
"The critical T value is 1.697 at a significance level of 0.05"							

Source: Results content based on SPSS V 22 results

The fourth hypothesis of the study posits that information technology plays a significant role in enhancing the effectiveness of human resources management within sports institutions , we see in Table N (10) that the calculated T value is (14,606), we also note The observed T-statistic exceeds the critical value Extracted from the t-distribution table (1.697), and also the error probability value is (,0000), the Sig value is less than (0.05), as a result, this is evidence of the existence of statistically significant disparities in the group of participants replies, the fourth axis of the study, as well as that the value of the arithmetic mean of the sample members responses regarding the phrases on the fourth axis of the questionnaire is greater from the hypothesized mean (20.18 > 18), in addition to that the study sample members answered that they (agreed), with an arithmetic mean equal to (20.18) and a standard

deviation of (2.04), all of this indicates that the sample members agree that Information technology enhances the effectiveness of human resources management within sports institutions, it is consistent with the findings of Al-Ma'ani's study. (Al-Ma'ani, 2020)

3.5. Discussing the results of the fifth hypothesis of the study

Table (11): Results of the statistical analysis for the fifth axis

fifth axis	SMA	standard deviation	Difference in (X) and (U= 18)	T-calculated	DF	sig	Statistical Decision
	25.15	2.14	7.15	19,217	32	,0000	Statistical Function
"The critical T value is 1.697 at a significance level of 0.05"							

Source: Results content based on SPSS V 22 results

The fifth hypothesis of the study speaks about the fact that information technology contributes to improving the communication process within sports institutions, we see in Table N (11) that the calculated T value is (19,217), we also note that it is greater than the tabulated T value (1.697), and also the error probability value is (,0000), the Sig value is less than (0.05), as a result, this is evidence of the existence of statistically significant disparities in the group of participants replies, the fifth axis of the study, as well as that the value of the arithmetic mean of the sample members responses regarding the phrases on the fifth axis of the questionnaire is greater from the hypothesized mean (25,15>18), Furthermore the participants in the study responded that they (agree), with an arithmetic mean equal to (25.15) and a standard deviation of (2.14), all of this indicates that the sample members agree that information technology it contributes to improving the communication process within sports institutions, it is consistent with the findings of Medles's study (Medles, 2018), this indicates that there is a major role for modern technology in making the communication process more effective, through modern technology applications and devices, sports institutions can improve the methods of communicating with teams, coaches, employees, and stakeholders...., with modern technology, the necessary instructions and directions can be given quickly and easily, and the study by Khenafif. (khenafif, 2020)

Conclusion

Information technology plays a vital role in modern organizational settings, significantly impacting administrative efficiency and effectiveness, the utilization of IT contributes to improving the management of processes and daily tasks of employees within sports institutions, the application of IT improves the ability of administrative managers to make appropriate strategic and analytical decisions within sports institutions, IT plays a role in reducing operating costs and expenses within sports institutions, IT contributes to increasing the effectiveness of human resource management within sports institutions (Gaiez, 2021, p 185), IT contributes to improving the communication process within sports institutions. (Ould Mohamed, 2011,p 5)

Recommendations

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

1. Make the most of technology to streamline operations boost efficiency and productivity and promote teamwork among staff.
2. Use data and analytics from technology to help managers in making strategic decisions.
3. Introduce tech solutions to save time enhance process efficiency and cut down on errors and waste leading to costs.
4. Employ tech tools for smoother human resource planning processes like recruitment training payroll management and attendance tracking.
5. Use technology for communication between management and employees well as with the public.
6. Cultivate a culture by exploring tech solutions for continuous improvement and staying competitive.
7. Conduct training programs to equip all staff with the skills needed to use new technology solutions.
8. Ensure data security measures to safeguard information in compliance with regulations.
9. Collaborate with institutions for research insights and innovative tech applications in sports.

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The appendices

Table (12): results of the statistical processing of all questionnaire items (Frequencies, SMA, standard deviation, Percentage, Sample Direction, To arrange)

Test Phrase	Frequencies and Percentages	Strongly Disagree	Disagree	neutral	Agree	Strongly Agree	SMA	standard deviation	Percentage	Sample Direction	To arrange
Phrase (1)	f	0	5	4	10	14	4	1.09	80	Agree	3
	%	0	15.2	12.1	30.3	42.4					
Phrase (2)	f	0	4	2	14	13	4.09	0.98	81.8	Agree	2
	%	0	12.1	6.1	42.4	39.4					
Phrase (3)	f	1	2	4	18	8	3.91	0.94	78.2	Agree	5
	%	3	6.1	12.1	54.5	24.2					
Phrase (4)	f	1	2	4	10	16	4.15	1.06	83	Agree	1
	%	3	6.1	12.1	30.3	48.5					
Phrase (5)	f	2	2	3	13	13	4	1.15	80	Agree	4
	%	6.1	6.1	9.1	39.4	39.4					
Phrase (6)	f	0	1	2	14	16	4.36	0.74	87.2	Strongly Agree	2
	%	0	3	6.1	42.4	48.4					
Phrase (7)	f	0	3	4	14	12	4.06	0.93	81.2	Agree	5
	%	0	9.1	12.1	42.4	36.4					
Phrase (8)	f	1	2	3	13	14	4.12	1.02	82.4	Agree	4
	%	3	6.1	9.1	39.4	42.4					
Phrase (9)	f	0	3	2	14	14	4.18	0.92	83.6	Agree	3
	%	0	9.1	6.1	42.4	42.4					
Phrase (10)	f	0	1	2	8	22	4.55	0.75	91	Strongly Agree	1
	%	0	3	6.1	24.2	66.7					
Phrase (11)	f	2	1	4	13	13	4.03	1.1	80.6	Agree	6
	%	6.1	3	12.1	39.4	39.4					
Phrase (12)	f	1	2	5	11	14	4.06	1.06	81.2	Agree	5
	%	3	6.1	15.2	33.3	42.4					
Phrase (13)	f	0	5	2	7	19	4.21	1.11	84.2	Strongly Agree	2
	%	0	15.2	6.1	21.2	57.6					
Phrase (14)	f	8	13	4	4	4	2.48	1.32	50	Disagree	6
	%	24.2	39.4	12.1	12.1	12.1					
Phrase (15)	f	0	1	5	14	13	4.18	0.8	83.6	Agree	3
	%	0	3	15.2	42.4	39.4					
Phrase (16)	f	2	1	1	10	19	4.3	1.1	86	Strongly Agree	1
	%	6.1	3	3	30.3	57.6					
Phrase (17)	f	0	3	4	14	12	4.06	0.93	81.2	Agree	4
	%	0	9.1	12.1	42.4	36.4					
Phrase (18)	f	3	2	4	16	8	3.73	1.18	74.6	Agree	5
	%	9.1	6.1	12.1	48.5	24.2					
Phrase (19)	f	2	1	4	11	15	4.09	1.13	81.8	Agree	3
	%	6.1	3	12.1	33.3	45.5					
Phrase (20)	f	2	1	6	12	12	3.94	1.11	78.8	Agree	4
	%	6.1	3	18.2	36.4	36.4					
Phrase (21)	f	0	1	1	17	14	4.33	0.69	86.6	Strongly	

The Role of Information Technology in Enhancing Administrative Performance within Sports Institutions from the Perspective of Administrative Managers (A Field Study of Souk Ahras City's Sports and Youth Directorate)

	%	0	3	3	51.5	42.4				Agree	1
Phrase (22)	f	0	1	4	19	9	4.09	0.72	81.8	Agree	2
	%	0	3	12.1	57.6	17.3					
Phrase (23)	f	0	1	2	19	11	4.21	0.7	84.2	Strongly Agree	2
	%	0	3	6.1	57.6	33.3					
Phrase (24)	f	2	2	3	19	7	3.82	1.04	76.4	Agree	6
	%	6.1	6.1	9.1	57.6	21.2					
Phrase (25)	f	1	2	3	16	11	4.03	0.98	80.6	Agree	5
	%	3	6.1	9.1	48.5	33.3					
Phrase (26)	f	0	1	1	5	26	4.7	0.68	94	Strongly Agree	1
	%	0	3	3	15.2	78.8					
Phrase (27)	f	2	1	3	9	18	4.21	1.14	84.2	Strongly Agree	3
	%	6.1	3	9.1	27.3	54.5					
Phrase (28)	f	0	2	3	15	13	4.18	0.85	83.6	Agree	4
	%	0	6.1	9.1	45.5	39.4					

Source: Results content based on SPSS V 22 results