

Information and communication technology's effects on employees' performance at work for employees of the Mobilis Corporation-Bechar Regional Directorate

Assouli Nacira^{1,*}

¹ Laboratory of Economic Studies and Local Development in the Southwest, university of bechar,
assouli.nacira@univ-bechar.dz

Received: 23/11/2024 ; Revised: 30/11/2024 ; Accepted: 29/01/2025

Summary:

This study aims to investigate the impact of information and communication technology on the job performance of employees at Mobilis Corporation, Bechar Regional Directorate. The research employed a descriptive and analytical methodology, distributing a questionnaire to a sample of 50 employees. The results indicated a positive effect of information and communication technology on employee performance, to varying degrees, by providing opportunities for employees to express their opinions and participate in decision-making, thereby contributing to the enhancement of their job performance.

Keywords: Information and communication technology, job performance, learning, experience, Mobilis

Jel Classification Codes : M15, M12, O15

ملخص:

يهدف هذا البحث إلى دراسة تأثير تكنولوجيا المعلومات والاتصال على الأداء الوظيفي للعاملين في مؤسسة موبيليس، المديرية الجهوية في بشار. اعتمد البحث على المنهج الوصفي والتحليلي، حيث تم توزيع استبيان على عينة مكونة من 50 موظفاً. أظهرت النتائج وجود أثر إيجابي لتكنولوجيا المعلومات والاتصال على أداء العاملين، بدرجات متفاوتة، من خلال توفير فرص للموظفين للتعبير عن آرائهم والمشاركة في اتخاذ القرارات، مما يساهم في تحسين مستوى أدائهم الوظيفي.

الكلمات المفتاحية: أداء وظيفي، تعلم، خبرة ، تكنولوجيا المعلومات والاتصال، موبيليس.

تصنيف JEL: M15, M12, O15

* Assouli Nacira, assouli.nacira@univ-bechar.dz

I- Introduction :

Instead of a scarcity of rare resources, today's economic issues stem from an overabundance of information, knowledge, and new technology. The information revolution, which involved the expansion of scientific knowledge and the subsequent diverse and rapid technological developments—especially in the fields of information and communication, including the Internet and other technologies—has greatly increased the importance of technology. The development of automated information systems and various communication technologies, along with communication satellites, mobile phones, and fast computers, has made the world, despite its geographical expanse, feel like a small town".

I.1. Research Problem:

This study seeks to explore the following major research problem:

How do the employees of Mobilis Corporation, a regional directorate in Bechar, perform their job responsibilities as a result of information and communication technology?

Related Questions

To effectively determine how information and communication technology influences work performance, the following key questions must be addressed:

- ✓ **Does technology influence employee performance?**
- ✓ **How well do employees accomplish their jobs at Mobilis Corporation due to the integration of ICT?**
- ✓ **How does employee experience affect job performance?**
- ✓ **In what ways does a worker's experience contribute to their ability to execute tasks effectively at Mobilis Corporation?**

I.2. Research hypotheses: Here are the research hypotheses

In the context of studying the impact of information and communication technology on employee performance at Mobilis Corporation, Bechar Regional Directorate, the research hypotheses are formulated as follows:

Main Hypothesis:

The use of information and communication technology leads to improved employee performance at Mobilis Corporation, Bechar Regional Directorate .

Sub-Hypotheses:

- ✓ Information and communication technology positively affects the effectiveness with which employees accomplish their tasks at Mobilis Corporation, Bechar Regional Directorate .
- ✓ There is a positive relationship between acquired scientific expertise and the work output of employees at Mobilis Corporation, Bechar Regional Directorate .
- ✓ Scientific skills, along with personal motivation, contribute to improved employee performance at Mobilis Corporation, Bechar Regional Directorate .

I.3. Research objectives:

The following points sum up the research's four main goals: - Determining the extent to which the employees of the Algeria Telecom Corporation's Regional Directorate of Bechar are able to use information and communication technology and what outcomes it produces.

Understanding the nature, features, and various services of information and communication technology at the level of the institution being studied.

Determining how information and communication technology affects how well individuals perform on the job inside the business.

I.4. The significance of the research: Because Algeria Telecom Corporation plays a leading role in providing wired and wireless communications in addition to all ancillary services, it is essential that it implement development and innovation to give its services a competitive edge. The topic's significance is derived from the relevance of information and communication technology applications and the significance of performance in institutions

II- Methods and Materials:

We used a descriptive and analytical approach in this study. In order to learn more about the theoretical side of the topic and conduct field research, a questionnaire was handed out to Mobilis Corporation employees. The purpose of the questionnaire was to ascertain how information and communication technology (ICT) affects performance, career.

First component: literature on the relationship between performance and information and communication technologies

One of the hallmarks of a contemporary organization is how it makes use of information and communication technology, which enables it to provide companies with critical capabilities for carrying out their task.

Concepts related to information and communication technologies come first.

Some related ideas must be covered before the idea of information and communication technology is discussed.

Several topics related to the idea of information and communication technology were discussed, including:

A-Technology is defined as "a system of technical knowledge derived from different sciences, all of which aim at one goal, namely to develop production, diversify its means, and define the human role in it, which is a feature of the current era" (Al-Saleh, 1999, p. 554). It can also mean, "a set of serial techniques for advanced mechanized production" (MSN, 2001, p. 83).

According to Dr. Zaher Ahmed, there are three fundamental ideas that make up technology (Abdul-Wahhab, 2005, pages 82-83):

A1- Technology as a process: Technology is the methodical application of scientific knowledge or information through the presentation of a particular performance that finally results in a solution to a particular problem.

A2- Technology as a product: When scientific principles are used to produce anything, such as a machine or a raw material, the output is termed technology. Technology as a technique cannot be distinguished from it as a product since a manufacturing process accompanies the innovation process. The computer serves as the best illustration of this.

B. Defining information: According to Salamah (1998), "information is presenting people with accurate news, reliable information, and established facts that helped them form a correct

opinion on an incident or a problem, so that this Opinion objectively expresses the mentality, attitudes, and inclinations of the vast majority.

C-Definition of Communication

As stated on page 67 of BOISLANDELLE (1998), « It is the unilateral sending of messages intended to bring about a change in the habitual opinion, or the behaviour of the future.

The transmission of a message from one person to another using certain symbols is known as communication, and it serves to alter the characteristics and dimensions of perception of the energy in which the activity is generated. The dissemination of ideas with the intention of persuasion is a broad definition of communication.

D- Information and communication technology definition: According to the global definition, information and communication technology refers to any economic activities that assist in processing, storing, and transferring information electronically (Muhanna, 2005, p. 82).

Information and communication technology may be summed up from the aforementioned as a collection of tools, devices, methods, and scientific knowledge that a person uses to meet his needs.

Information and communication technology categories include:

A. Online resources: the ability to connect a large number of dealers over the Internet speeds up the delivery of services. It is also seen to be a way of bringing about significant social change and a mechanism for linking the vendor and the customer directly, without the need for intermediaries. As a result of the significant changes the Internet has brought about on three main axes In addition to having a significant impact on business and the functioning of economic.

institutions, the Internet has revolutionized the transfer of information, made it possible to collect extremely large sums of money, and resulted in a very noticeable change in the area of marketing based on gathering and analysing information(RACHEDI, 2006, pp. 21-23).

B- Intranet: "An internal network created by organizations of various sizes, the intranet is a network within an institution. This network utilizes Internet services like e-mail and Internet protocols like http and ftp, and no one from outside the institution is able to access it. Its contents are decided by the organization and often include email services. Creating discussion forums and a database of knowledge and experiences.

The key distinction between them is that the Internet is a term that refers to a vast international information network, whereas intranet is a new term called the "internal network," which is just an application of the standards and technologies provided by the Internet, but on the scale of a private network for the institution (Abed, 2017, p. 98).

C- Extranet: This is the organization's private network, and it was created to satisfy the informational, operational, and other needs of those who interact with it.

An extranet is created by using Internet technology to link many intranets together. This allows the organization's branches to be connected as well as its business partners, research centers,

and other stakeholders quickly and efficiently. All parties utilizing the extranet must communicate using the same application software. p. 47; Al-Titi, 2009).

Moreover, "Mansell" and "Win" validated the annual report of UNESCO in 2001, summarizing the present situation as follows: There is considerable evidence that if the applications do not represent.

Applications of information and communication technology will not be successful if the unique economic and social circumstances, the experience and commitment of users and the components of the infrastructure are not combined. The technological needs of the user or their inclusion in the development process simply will not bring the expected benefits, but instead may raise new problems that cost a lot to confront. Exactly what advantages (Abdul Rahman, 2006, p. 64).

The second is the idea of worker performance:

The institution's exceptional performance in light of the economic climate today ensures its further growth.

Specifying how a work is performed: The definition of performance given by various scholars is as follows: "It is the results of a specific effort that an individual or a group has substituted in accomplishing a specific work" (Al-Gharbia, 2006, p. 52).

Additionally, it is stated "performance is the result of a certain conduct that the individual has engaged in, and this behaviour governs its favourable characteristics.

Performance is the coordinated effort to carry out tasks that include converting inputs into outputs of quality consistent with the skills, capabilities, and experiences of workers with the aid of motivating factors and an appropriate work environment to carry out this effort precisely, in the shortest time, and at the lowest cost. (Shami 2009, p. 61).

It allows for the definition of work performance as a collection of variables that affect it and affect it in a variety of ways, some of which are within the employee's control and some of which are not.

Employment performance factors: Performance is influenced by a number of factors that can either have a good or negative impact. Performance determinants are these components, which are:

A- Effort:

The physical and mental energy that a person expends to complete a task or job in order to achieve the greatest rates of providing in his line of work is referred to as effort.

B- Abilities:

Refers to the personal qualities needed to carry out the task, and these qualities do not alter quickly (Jamal, 2009, p. 87).

B- Understanding the role:

This refers to his perceptions of the actions and activities that make up his job, as well as how the task that has been entrusted to him should be carried out (Al-Jabri, 2009, p. 38).

Overall, it can be argued that the factors affecting a person's ability to execute his or her job depend on a combination of the person's effort to complete the task, the knowledge, abilities, and experience he or she possesses, as well as the degree to which they are conscious of the position they hold.

The second component: the field study of the impact of information and communication technology on the performance of human resources in the Mobilis Corporation, the regional directorate of Bechar.

This topic covers the description of the methodology used, the identification of the research sample and its tools, the analysis of the results, and the testing of the hypotheses generated by the study.

1.6. Research approach

The data were described and analysed using the descriptive and analytical method.

The research sample and the procedures used to gather and analyse the data The SPSS program was used for analysis and the questionnaire served as the method for data collecting.

A- Study population and sample: A simple randomly selected group was chosen from the study population, which consisted of all 95 workers of the institution who were spread out across the various positions. Relevance for analysis.

B- Techniques for gathering and analysing data to address the theoretical framework and primary sources through the questionnaire, secondary sources were consulted in the data collection process. The statistical analysis application version (20) was used to unload the questionnaire and examine the results. These statistical techniques were employed:

The research sample is described in terms of **percentages, frequencies, and the arithmetic mean.**

The stability of the questionnaire questions was assessed using the midterm technique and the Cronbach's alpha test.

To measure the strength of the link, use the Pearson correlation coefficient.

2-The following were the study's limitations.

A- Timeframe: The survey was conducted from February 26, 2019, to April 16, 2019.

B- Geographic boundaries: Mobilis Corporation's Regional Directorate in Bechar is where the study was carried out.

3- The study's variables and model were chosen, and a unique model was created and built based on earlier literature. Among the independent factors were:

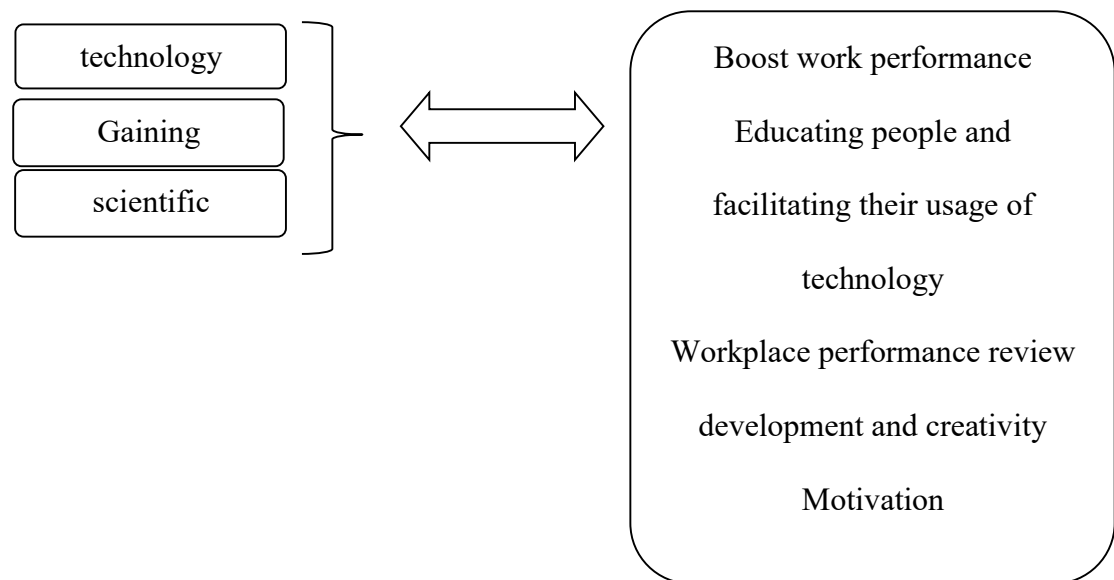
A-Technology, which includes software, communication networks, information systems, storage technologies, and the Internet.

B- Experience, which involves reliance on mental effort, creation and advancement of information and communication technologies, and use of knowledge.

C. Scientific aptitudes: These comprise training, information perception, experimentation, proper education, and the knowledge base.

The dependent variable was job performance, which encompassed training, performance evaluation, motivation, creativity, and performance improvement.

Figure (01): illustrates how the independent variables and the dependent variable are related.



Observation: : Technology in the information age is the independent variable Performance at work is the dependent variable.

Source: Built by the two academics Using the literature from previous studies.

Second: instruments for research

Data was gathered with a questionnaire, and it was then examined using statistical software.

1- Making the research instrument and its design: A questionnaire with two sections was created.

A- The first component contains the respondents' personal information, including their gender, age, level of schooling, degree held, and work history.

The following is Section B: It concerns the study's axes: the first axis, which is broken down into three dimensions—technology, learning, and experience—is concerned with the needs of information and communication technology, while the second axis is focused on worker performance on the job.

2- The stability of the study tool: The degree of consistency between the tool's contents was assessed by computing the Cronbach's Alpha amount, and the results were as follows:

Table 01 shows the internal correlation of the research variables' stability coefficient values:

the variable's name	work performance	technology	experience	Learning	The entire questionnaire
Cunbach alpha coefficient	0.8330	0.849	0.829	0.810	0.937

Source: Constructed by the two researchers using SPSS findings.

The reliability coefficient for all items is 93%, which is high and dependable in the field study, and the stability coefficients for the variables are acceptable since they are larger than the approved percentage (60%) for each.

Third, evaluate the survey's findings

1. Analysis of the sample's individual data The following findings demonstrate how the research sample was diagnosed after acquiring the personal data of the sample, which is distinguished by a number of characteristics:

A- The sample was distributed according to gender: The sample's distribution by gender produced the following results:

Table (02): Respondent gender distribution

Gender	Repetition	Percentage
Male	27	62.8%
Female	16	.37.2%
Total	43	100%

Males make up the majority (62.8%) of the research group, with the remaining participants making up around 37.2%. Due to the field exit nature of employment at Algeria Telecom Corporation's Bechar division, there are less women working

Source: Based on the SPSS questionnaire's results and compiled by the two researchers.

B- Distribution of responders by age: The distribution of respondents by age is displayed in the table below

Table 03: shows the respondents' age distribution.

The Mobilis company, Bechar District, employs the largest proportion of people between the ages of 31 and 40, or (55.8%), who are young adults with average experience and background. The lowest proportion is made up of people over the age of 50.

Age /years	percentage	repetition
From18 to 30	23.3%	10
From31to 40	55.8%	24
from41 to 50	18.6%	8
More than 50	2.3%	1
Total	%100	43

Source: Based on the SPSS questionnaire's results and compiled by the two researchers.

B- Sample distribution according to scientific level: These were the outcomes:

Table 04: Respondent distribution by academic level

Scientific level	percentage	Repetition
middle school	7.3%	3
Secondary school	25.6%	11
University	67,1%	29
total	100%	43

The vast majority of respondents, or 60% of all employees, had a college degree, which is indicative of the institution's emphasis on technology and innovation

Source: created by the two researchers using the SPSS questionnaire findings

D: Distribution of sample participants by years

Experience: The distribution of the research sample by seniority is shown in the following table:

Table (05): Respondents' years of experience are distributed

Along with the group (from 5 to 10 years) with a rate of (32.6%), the intermediate category (from 11 to 15 years) is where the majority of respondents fall. This proportion shows consistency in the work flow within Algeria Telecom Company Mobilis Bechar , and from it, it can be inferred that the element of experience is regarded as one of the corporation's key assets.

Experience /years	percentage	repetition
Less than 5	20.9%	9
From 5to 10	32.6%	14
From11 to15	34.9%	15
From15to 20	9.3%	4
More than 20	2.3%	1
Total	100%	43

Source: SPSS questionnaire findings

- Examining the characteristics of the study sample, followed by an analysis of the research sample's responses

A- Reviewing the respondents' responses about the work performance aspects The analysis's findings are as follows

Table(06) :The arithmetic average of each paragraph in the "Performance" field

number	Query expression	The extent of the reaction	the average deviation	arithmetic average
01	Information and communication technology utilization has enhanced	Agree	0.824	4.19

	employee performance in the company.			
02	The organization has access to modern technological tools for monitoring and assessing employee performance.	Agree	0.701	4.28
03	The organization considers how people are formed in terms of their technological aptitude when drawing them in.	Agree	0.952	3.63
04	generally average	Agree	0.791	3.8

Source: created by the two researchers using the SPSS questionnaire findings

We can see from the table that the values of the arithmetic means for the job performance items reflect the workers' approval of those things. The standard deviation, which reflects how data are distributed around the arithmetic mean, was (0.791) less than 1, which shows that the researchers' responses were focused and did not vary much.

B- Analyzing the sample members' responses (the independent variable)

B1- Examining the sample's responses (technology): It was determined through examination of the respondents' responses that:

Table Number (07) The mathematical mean for each paragraph in the category of "Technology"

Number	the average deviation	arithmetic average	Questionnaire expression	The extent of the reaction
01	1.199	3.12	The company uses a variety of technology to perform its managerial duties.	Neutral
02	0.931	3.88	The many departments within the company work utilizing technical tools.	Agree
03	0.831	3.98	The use of technology is uncomplicated.	Agree
04	1.029	3.81	The organization has cutting-edge information technology.	Agree

05	4.19	4.19	Information gathering is made easier by technology.	Agree	Source: created by the two researchers
06	0.961	3.93	The organization benefits from contemporary internet communication techniques..	Agree	
07	0.844	4.05	Utilizing the Internet is necessary for the institution's operations.	Agree	
Generally average	0.687	3.85	Agree		

using the SPSS questionnaire findings

There is agreement among the respondents on the items on this axis, as evidenced by the fact that the arithmetic mean for all technological items equals 3.85. The standard deviation, which reflects the distribution of data around the arithmetic mean, has a value of less than 1 (0.687%), indicating a concentration of researchers' replies as opposed to being distributed.

B2: Reviewing the sample's responses (learning) The next outcomes were attained:

Table (08):shows the mathematical average for each sentence in the "Learning" domain.

Number	questionnaire phrase	arithmetic average	the average deviation	The extent of the reaction
01	I have the education necessary to do my tasks.	4.10	0.958	Agree
02	Training is crucial in my line of work.	4.33	0.837	Agree
03	The workers' experiences serve to help them develop their cognitive skill.	3.81	1.097	Agree
04	employee adept at technology	3.63	1.134	Agree
05	the potential for continuously updating the information	3.12	1.138	Agree
	Genrally avreage	3.8		Agree

Source: created by the two researchers using the SPSS questionnaire findings

The fact that the arithmetic mean of all technology items is identical to 3.8 indicates that the sample's participants agree on the items on this axis. The standard deviation, which represents how data are distributed around the arithmetic mean, had a value of (0.791) less than 1, which denotes the concentration and lack of dispersion of the researchers' responses.

B3- Examining the sample's responses (expertise): The following conclusions were made as a consequence of the statistical analysis of the data:

Table (09): The average score for each paragraph in the "Experience" column.

Number	questionnaire phrase	arithmetic average	the average deviation	The extent of the reaction
01	I can employ experience when necessary	3.95	0.999	Agree
02	I seek to develop my knowledge and abilities	4.21	0.833	Agree
03	I rely on my mental and physical abilities to perform my duties	4.02	1.012	Agree
04	By relying on my qualifications, I can produce new knowledge	4.12	0.851	Agree
05	I have the experience and skill to do my job	4.07	0.699	Agree
	Genrally avreage	4.0744	0.699	Agree

Source: created by the two researchers using the SPSS questionnaire findings

With regard to the standard deviation, which expresses the distribution of data around the arithmetic mean and where its value was (0.699) less Out of 1, which indicates that the researchers' answers are concentrated, it can be seen that the arithmetic mean of all experience items is equal to 4.0747. This indicates that the sample members agree on the items of this axis and explains the effective role of the experience component within the organization.

3. The relationship between the factors under study: The relationship between the dependent variable (functional performance) and the independent variable (media and communication technologies) is shown in the following table.

Table (15): The variables' arithmetic averages

class	number	morality	Pearson coefficient
technology	43	0.000	0.683
learning	43	0.000	0.619

experience	43	0.000	0.642
------------	----	-------	--------------

Source: created by the two researchers using the SPSS questionnaire findings

At the significance level of 0.01

The correlation coefficient between technology, one of the components of information and communication technology, and functional performance is equal to (0.683), which indicates that there is a substantial relationship between the two variables at the significance level of 0.01. Additionally, learning and functional performance have a correlation coefficient of (0.619), which shows that there is a strong correlation between learning and performance. The chart also shows that there is a substantial association between experience and work performance at the level of significance 0.01 with a correlation coefficient of (0.642) between experience and job performance.

III- Results and discussion :

Testing hypotheses and questionnaire findings

1. Testing the primary hypothesis, namely the association between information and communication technology and the productivity of Mobilis Corporation, the regional directorate of Bechar, employees.

-H0: The impact of information and communication technology on employees' performance on the job at the Mobilis Corporation, a regional directorate of Bechar, is not statistically significant.

-H1: Information and communication technology use and work performance among staff members of Mobilis Corporation, a regional directorate of Bechar, are significantly correlated.

Correlation coefficients will be tested for this, as seen in the following graph:

Table 16 : the correlation between Algeria Telecom's performance and information and communication technologies.

Sample	correlation coefficient R	coefficient of determinationR2	Corrected coefficient of determination R2-
The impact of technology on performance	0.755	0.570	0.537

Source: created by the two researchers using the SPSS questionnaire findings

Correlation coefficient between information and communication technology (the independent variable) and performance (the dependent variable).

According to the previously mentioned table, the correlation coefficient R reached a strong value of (0.755), the coefficient of determination R2 reached a value of (0.570), and the corrected coefficient of determination R2 reached a value of -(0.537), indicating that the independent variables (technology, learning, and experience) were able to account for (57% of the changes that occurred in the dependent variable), with the remaining changes being the result of other factors.

Additionally, it was discovered that there is a clear correlation between information and communication technology and work performance at Algiers Telecom Corporation, Bechar, as well as a very significant influence.

Likewise as it demonstrates the values of the analysis of variance between the model's variables, the researchers' attempt to determine the Fisher F test's level of explanatory power is based on the values of the analysis of variance for the model under study:

Table 17 : the disparity between information and communication technology use and work

sample	Sum of squares	Degree of freedom	Mean of squares	Fisher coefficient	Moral (sig.)
coefficient value	11.996	3	3.999	17.254	0.000
Error	9.038	39			
total	21.034	42			

Source: created by the two researchers using the SPSS questionnaire findings

At a statistical significance level of 0.01, the model is valid.

In this table, we can see that the relative (F) coefficient is equal to 17.254, and that this value is statistically significant at the level of significance (0.000). The values of the analysis of variance are what allow us to know the explanatory power of the model as a whole through the F statistic in the area of information and communication technology on job performance. This results in Algiers Telecom Corporation, Bechar rejecting the null hypothesis and accepting the alternative hypothesis that "there is an impact of information and communication technology on the job performance of workers in Mobilis Telecom Algiers, Regional Directorate of Bechar."

The regression equation was derived from the following table using the earlier findings:

Table (18): The association of the variables.

Static variable		Independent	Variables	
the performance	Static limit	experience	learning	technology
Coefficient value	0.362	0.382	0.010	0.483
T test values	0.734	2.392	0.059	3.215
moral	0.467	0.022	0.953	0.003

Source: created by the two researchers using the SPSS questionnaire findings

At the 0.01 level of significance, the model is statistically relevant. The value of the constant variable, the regression coefficients, and their statistical significance for the independent variables on the dependent variable can all be seen in the table above. The independent variable (technology) was determined to be statistically significant by the t-test at a significant level of 0.01, and the variable (experience) was determined to be statistically significant. t-test (at a significant level of 0.01), but the learning variable did not have a significant effect in the multiple regression model, and in accordance with economic theory, experience and technology are directly related to job performance, whereas education is meaningless. According to statistics, the technology coefficient was (0.483), which is the same as the logic of economic theory and denotes that every rise in technology by an extra unit would result in a gain in performance by an additional 0.483.

In terms of learning, the variable was identical to the economic theory, where it was (0.010), meaning that every one unit increase in learning will result in a one unit increase in performance. Finally, in terms of experience, the variable was identical to the economic theory, where it was

(0.382), meaning that every one unit increase in experience will result in a one unit increase in performance. The technology variable.

Followed by the experience variable, and the learning parameter, appear to be the two factors with the highest statistical significance among the three....

As the model is written as follows:

$$Y = 0.362 + 0.483 X_1 + 0.382 X_2$$

Y: the constant variable (performance), 0.326: static limit , X1 is the independent variable technology, X2: is the independent variable of experience.

The findings indicated that the alternative hypothesis that there is an effect of technology on performance was accepted in relation to both the experience variable and the technology variable. This is because the organization effectively used programs, cutting-edge methods of communication, and databases. The alternative hypothesis was accepted after the testing of the hypothesis, while the null hypothesis was rejected. The value of experience is demonstrated by the growth of workers' experiences and the use of newly learned skills, which suggests that performance at Algeria Telecom Corporation, Bechar is significantly impacted. Workers' skills and knowledge in the sector of work.

IV- Conclusion:

Through our examination of the issue of information and communication technology and its effects on work performance, it became readily apparent to us that technology is crucial to enhancing the performance and growth of institutions through employee education and training as well as the provision of information required for the operation and growth of businesses. And through the experiences of employees and the cumulative knowledge and experiences that the institution has accrued, as well as the storage of knowledge and experiences that the institution has gone through, technology in addition to information networks, training, and ongoing development in order to increase knowledge and develop competencies through contemporary technology in management, production, and communication in the institution's best interest.

1- Results:

Based on the theoretical framework and the field research, we can state the following findings:

- The human element is regarded as the foundational component of all operations and activities carried out by the organization to achieve its objectives since it is the primary factor that determines whether the organization will succeed or fail.
- The findings revealed large arithmetic means and standard deviations for all technology-related questions, indicating the significant and prominent role that information and communication technology plays in the creation of services.
- The study demonstrated that, in addition to the link between learning and performance, there is a substantial and statistically significant association between the variables of technology and experience and their relationship to performance.
- The availability of Mobilis Corporation's devices, tools, and communication channels (telephone, fax, etc.) at the necessary level encouraged contact among all of the company's workers.
- Mobilis Corporation aims to keep its position as a market leader by offering the finest services, taking location and time into consideration, and paying attention to client feedback.
- The fact that young individuals with expertise and academic credentials make up the majority of the Mobilis Telecom Algeria Corporation's workforce, Bechar, shows that the company values competence.

2- Recommendations:

- Information and communication technology will unavoidably receive more attention as a result of its significant role in the development of services for numerous institutions.

Due to its reliance on qualitative methods for understanding the environment (public relations, questionnaires, institutional leaders' intuition, etc.), technological foresight is the solution for Algerian institutions because it enables them to define a clear future vision in light of the turmoil in the Algerian environment in general and the economic one in particular.

V- References

1. Abdel-Rahman, A. (2006). Media and alternative globalization. Al-Arabi for Publishing and Distribution.
2. Al-Saleh, M. (1999). The comprehensive dictionary: Dictionary of social sciences terminology, English-Arabic. Dar Alam Al-Kutub.
3. Musen, M. (2001). Economic management of institutions. Sahel Publications.
4. Abdel-Wahhab, M. (2005). The use of communication technology in radio and television production. Modern University Office.
5. Salama, A.-H. M. (1998). Communication and technology in education (2nd ed.). Dar Al-Fikr for Printing, Publishing and Distribution.
6. Muhanna, M. N. (2009). Information and communications technology. Alexandria Book Center.
7. Al-Titi, K. M. I. (2005). Fundamentals of project management and information technology. Al-Hamid Publishing House.
8. Kamal, A. (2017). Information and communication technology and its effect on Algerian society's values (Master's thesis, [Institution Name]).
9. Jamal, M. (2009). The scope of the use of electronic management in the GUT Agency and the employment of refugees in the Gaza Regional Office and its contribution to performance improvement (Master's thesis, Islamic University of Gaza, Palestine).
10. Al-Ja'bari, A. (2009). The role of administrative creativity in improving functional performance in the Palestinian local authorities: An applied study on Khalil Electricity Company (Master's thesis, Hebron University, Palestine).
11. Mahede de Boislandelle, H. (1998). Dictionnaire de gestion économique. Paris, France : Éditions.
12. Rachedi, A. (2006). L'impact des TIC sur l'entreprise (Master's thesis, Université de Saida).