

## Obstacles to applying electronic management within sports bodies

### A Field study the multi-sport complex of the state of Bejaia

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#### Abstract:

This study aims at identifying the obstacles to the application of electronic management within sports bodies. The researcher has chosen the office of multi-sports complex of Bejaia. To reach the objectives of the study, we used the descriptive approach and the survey tool. Where the researcher distributed a survey to the study sample which is a group of administrators working in the same office who were chosen randomly estimated at 15 employees. Therefore, the study results demonstrated that there are obstacles that prevent the application of electronic management within the body that we studied.

**KEY WORDS:** management; Electronic obstacles; Sports management.

#### المخلص:

تهدف هذه الدراسة إلى التعرف على معوقات تطبيق الإدارة الإلكترونية داخل الهيئات الرياضية، وقام الباحث باختيار ديوان المركب المتعدد الرياضات لولاية بجاية من أجل الوصول إلى أهداف الدراسة قمنا باستخدام المنهج الوصفي وأداة الاستبيان، حيث قام الباحث بتوزيع استمارة استبائيته على عينة الدراسة اختيروا عشوائيا وعددهم 15 موظف وأظهرت نتائج الدراسة إلى أنه توجد معوقات تحول دون تطبيق الإدارة الإلكترونية داخل الهيئة التي قمنا بدراستها.  
الكلمات المفتاحية: الإدارة الإلكترونية، معوقات الإدارة الإلكترونية، الإدارة الرياضية.

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## **1- Introduction and research problemtic :**

The digital age we are witnessing is marked by the speed , knowledge revolution and the emergence of societies of individuals and organizations that depend on information, tools and the Internet. Therefore, this made a qualitative leap in the characteristics of the governments of this era, forcing them to change their services from manual to electronic ones and change the way they interact with citizens and companies. As a result, I found a new phenomenon called electronic management.

Electronic management and the Internet have brought about a fundamental change in the structure, values, culture and ways of doing business of all societies by using the potential of ICT as a tool in daily work

Electronic management is not only an integrated digital system that aims to transform normal administrative work from manual to electronic mode,or gives computers to government officials, or automates old practices of an electronic platform, but it also calls for a rethinking of ways to implement the functions of government institutions in order to improve operations and integration.

The introduction of information and communication technologies is a real leap in administration, as this helps to bring about a change in the method of administrative work, its effectiveness and performance. Besides, electronic management relies on informatics applications, including computer networks, to link organizational units with each other, In order to facilitate obtaining data and information which helps to take appropriate decisions, completing work, and providing services to beneficiaries efficiently, at the lowest cost and as quickly as possible.

That means bringing about reforms in the administrative structure, developing the work mechanism and keeping pace with developments, which results in a gradual treatment of all forms of administrative corruption, including bureaucracy and bribery, in addition to overcoming daily work problems with a secure, strong and compatible information infrastructure among them

In the context of the foregoing , this study attempts to answer the following main question:

What are the obstacles to applying electronic management within sports bodies?

## **2 -Hypotheses:**

### **2 -1- General hypothesis:**

There are obstacles that prevent the application of electronic management within sports bodies.

### **2- 2- Partial Hypotheses:**

2-2-1-There are technical obstacles that hinder the application of electronic management within sports bodies.

2-2- 2-There are administrative obstacles that hinder the application of electronic management within sports bodies.

2-2-3-There are financial obstacles that hinder the application of electronic management within sports bodies.

### **3- Research objectives:**

- Identifying about electronic management and its role.
- Identifying the obstacles to the application of electronic management.
- Suggesting some solutions to facilitate the application of electronic management within sports bodies.

### **4- The study importance:**

The importance of the subject emerges by revealing the requirements for applying electronic management in Algerian sports administrations and determining the existing shortcomings and challenges, in addition to identifying the most significant mechanisms and strategies that help to overcome these challenges, and how electronic management contributes to the development of sports management

### **5-The study terms:**

**Electronic management:** this term appeared in the late twentieth century, specifically in the late nineties. it was presented as a concept of public administration, before public administration scholars and experts clearly defined it. Electronic management was created by analogy with the concepts and application of e-commerce applied to citizens, in reference to the provision of government services to citizens.

There is no universally accepted definition of the government concept. However, the term “electronic management” focuses on the use of modern information and communication technology by governments, as it is applied to a full range of government functions. In this requirement, we will review some definitions of electronic management as follows

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**Electronic management is defined as:** “a process through which business and transactions are exchanged between the parties by using other physical means like the direct communication.

**It is also defined as:** "Dispense with paper transactions and replacing the electronic office through the widespread use of information technology and transforming public services into office procedures and then processing them according to pre-sequenced steps".

### **Obstacles:**

#### **1-Administrative Obstacles:**

- The concept is ambiguous, as many administrative leaders, workers, and even citizens are ignorant of the issue of electronic management.
- The absence of compatibility in the goals of electronic management, which leads to the difference in visions and the spread of chaos and conflicts over influence
- The possibility of resistance to change appearing as a result of the institution redistributing tasks and powers, increasing responsibilities and the volume of work, and fearing of the inability to keep pace with new technology.
- Electronic illiteracy among some workers due to the lack of information and computer awareness

#### **2-Technical Obstacles:**

- Low level of infrastructure for the application of electronic management.
- Lack of accurate integrated databases in sports departments.

#### **3-Financial Obstacles:**

- The lack of financial allocations needed by the training and rehabilitation processes in order to implement electronic management.
- The high cost of software and maintenance of electronic devices.
- The cost of using the Internet.

#### **Sports management:**

Sports management means service, and that whoever works in the administration serves others or performs a service through it, which is the process of carrying out work by others by planning, organizing, directing and controlling the effort of his performance. Furthermore, it is the coordination of the work elements and the sports product in

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sports bodies, by taking it out in an organized manner in order to achieve the objectives of these bodies.

De Sens Kelly Blanten and Beitel define sports management as “the skills associated with planning, organizing, directing, monitoring, budgeting, leading, and evaluating within an organization providing a service for sports or recreational physical activities.”

### **6-Field procedures for the study:**

**6-1- Study methodology:** Due to the nature of the subject, the researcher relied on the descriptive approach in his study.

**6-2- Study population:** consists of administrators of a multi-sport complex in the state of Bejaia.

**6-3- Study sample:** The study sample consisted of 15 employees of a multi-sports complex in the state of Bejaia.

#### **6-4-Study fields:**

**6-4-1: Time field:** from the beginning of June 2021 to the end of August 2021.

**6-4-2: Spatial field:** Office of the multi-sport complex of the state of Bejaia.

**6-4-3: The human field:** the administrators of the office of multi-sports complex of the state of Bejaia.

**6-5-Study tools:** the researcher relied on a set of pedagogical sources and references in collecting information and a survey addressed to administrators.

### **7-Previous studies:**

#### **7-1- The study of Said ben Mualla Al-Omari, entitled: Administrative and security requirements for the application of electronic management:**

The study aimed at determining the importance of the technological component in the public sector in light of the scientific development and modern electronic technical developments, especially information technology. It also aimed to identify the administrative and security requirements for the application of electronic management and its benefits, as well as the obstacles facing its application in public institutions.

The study reached the following results:

- There is clarity and awareness among the employees of the General institution for Ports of the concept of electronic management, and the concepts of electronic work;

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- There is a great awareness among the respondents of a number of administrative and security requirements for the application of electronic management in the public institution.

#### **7-2-Hammad Mokhtar's study entitled the impact of electronic management on public utility management and its applications in the Arab countries:**

The study aimed at identifying the impact of electronic management on the functioning and management of the public utility, as well as its impact on the performance of the public utility employees. The study concluded that the success of electronic management requires a change in how the government works and performs, how it deals with information, how officials see their jobs and interact with citizens. Furthermore, achieving electronic management also requires active participation between the government, citizens, the private sector and the public sector. The study also found that many Arab countries have not kept pace with electronic management.

#### **7-3- The study of Abdel Salam Abdellaoui entitled: Electronic management in Algeria between obstacles and future challenges:**

The study aimed at identifying the obstacles that prevent the good application of electronic management and highlight the most important challenges that lay ahead in the future, as the researcher applied his research to a sample of 25 people from various disciplines.

He used the survey as a tool for collecting information. The study reached a number of conclusions, the most important are:

- The necessity to increase the role of digital information and communications.
- Increasing corporate spending on research and development in information and communication technology
- Increasing the role of information and communication technology in improving the productivity of the individual.
- The spread of the phenomenon of remotely managed organizations, as a result of the use of a local, wide and global computer network, and an increase in alliances between organizations, customers and suppliers is expected.
- Increasing reliance on smart systems programs to support collective decisions using decision rooms.

#### **8-Scientific bases for the study tools:**

**8-1-The validity of the survey:** it was presented to five arbitrators with competence in order to consider the suitability of the survey to

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what it was developed for. The arbitrators agreed by more than 90% with some minor modifications to the form.

### The survey reliability:

**8-2-Alpha Korenbach method:** The reliability was calculated using the Alpha Korenbach equation through the **SPSS** statistical program.

**Statistical treatment:** The researcher employed in this study: Pearson correlation coefficient, Korenbach's alpha coefficient, arithmetic mean and relative weight. We relied on the SPSS statistical package.

The criteria adopted in the study was shown in the following table:

**Table (01):** shows the weight of the answers according to the Triple Likert scale

<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>
(03)	(02)	(01)

**Table (02):** shows the direction of the answers according to the arithmetic mean

<b>Opinion</b>	<b>Arithmetic mean</b>
Agree	From 2,34 to 3,00
Neutral	From 1,67 to 2,33
Disagree	From 1,00 to 1,66

### 1-Technical obstacles to the application of electronic management:

**Table No. (3):** shows the results related to the technical obstacles to the application of electronic management:

<b>Expressions</b>	<b>Answers</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>arithmetic mean</b>	<b>Standard deviation</b>
<b>Expression 01:</b> Unavailability of a strong infrastructure for the implementation of electronic management	Frequencies	15	00	00	3,00	0,000
	Percentage	100%	00%	00%		

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<b>Expression 02:</b> Lack of integrated accurate databases	Frequencies	08	06	01	2,46	0,639
	Percentage	53,3%	40%	6,7%		
<b>Expression 03:</b> Weak follow-up and development of the software applied within the sports administration	Frequencies	11	01	03	2,66	0,723
	Percentage	73,3%	6,7%	20%		
<b>Expression 04:</b> Rapid change in information technology and the difficulty of keeping pace with it in sports departments	Frequencies	14	00	01	2,86	0,516
	Percentage	93,3%	00%	6,7%		
<b>Expression 05:</b> The ease of penetration of the Internet in sports departments	Frequencies	12	00	03	2,60	0,828
	Percentage	80%	00%	20%		
<b>Expression 06:</b> The lack of integrated databases in sports departments	Frequencies	04	02	03	1,66	0,899
	Percentage	26,7%	13,3%	60%		
<b>Expression</b>	Frequencies	08	06	01	2,46	0,639



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<b>07:</b> Some equipment supplier companies abandon technical support for sports organizations	Percentage	53,3%	40%	6,7%		
<b>Expression 08:</b> There is a shortage of good Arabic language software that matches the administrative work in the sports organization.	Frequencies	04	07	04	2,00-+	0,755
	Percentage	26,7%	46,7%	26,7%		
<b>Expression 09:</b> Lack of a security system to protect the database of sports management transactions	Frequencies	05	05	05	2,00	0,755
	Percentage	33,3%	33,3%	33,3%		
<b>Statement 10:</b> The lack of a security system to protect the database of sports management transactions	Frequencies	09	00	06	2,20	1,014

**Presentation, analysis and discussion of the results of the expressions of the first section:**

**Expression No. (1): The lack of a strong infrastructure for the application of electronic management**

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### **• Presentation, analysis and discussion of the results of statement No. (1):**

According to the above table, the arithmetic mean of individuals' answers to this expression was 3.00 with a standard deviation of 0.000, as the mean value falls within the scope of approval, meaning that the poor level of infrastructure is one of the main technical obstacles that hinder the application of electronic management within sports bodies

### **Expression No. (02): The lack of accurate integrated databases in sports departments.**

#### **• Presentation, analysis and discussion of the results of expression No. (02):**

Through the previous table, we see that this expression has a mean of 2.46 and a standard deviation of 0.639 for the total answers, where this value falls in the area of approval, which means, the lack of accurate integrated databases contribute to the non-application of electronic management.

### **Expression No. (03): Weak follow-up and development of the software applied within the sports administration**

#### **• Presentation, analysis and discussion of the results of expression No. (03):**

Through the data in the above table, we note that the arithmetic mean of the answers in this statement was 2.66, with a standard deviation of 0.723, where the mean value of this expression is largely in the area of agreement. Thus, we conclude that there is no follow-up and development of the software applied within the sports departments, even at an average rate.

### **Expression No. (04): Rapid change in information technology and the difficulty of keeping pace with it in sports departments**

#### **Presentation, analysis and discussion of the results of expression No. (04):**

Referring to the data in the table above, we see that the arithmetic mean of individuals' answers to this expression was 2.86 and a standard deviation of 0.516, Thus, we conclude that there is a difficulty for sports management to keep pace with the speed of change in information technology.

**Expression No. (05): Ease of penetration of the Internet in sports departments**

**• Presentation, analysis and discussion of the results of expression No. (05):**

According to the data obtained and mentioned in the above table, it becomes clear to us that the arithmetic mean of the answers in this expression was 2.60 and a standard deviation of 0.828, where the mean value of the expression falls within the scope of approval.

Thus, we conclude that the lack of protection programs contributes to the ease of penetration of the Internet in sports departments

**Expression No. (06): The lack of integrated databases in sports departments.**

**• Presentation, analysis and discussion of the results of expression No. (06):**

Returning to the above table, we note that the arithmetic mean of the individuals' answers to this expression was 1.66 and the standard deviation was 0.899, as this value falls within the "disagree" field, meaning they answered negatively to this expression.

Thus, we conclude that there is a lack of guidelines explaining the mechanisms of applying electronic management in sports management

**Expression No. (07): Some equipment supplier companies give up technical support for sports organizations**

**• Presentation, analysis and discussion of the results of expression No. (07):**

Through the previous table, we note that this expression has a mean of 2.46 and a standard deviation of 0.639 for the sum of the answers, where this value falls in the area of approval, meaning that the employees agree to this expression. Thus, we conclude that some equipment supplier companies provide technical support to sports departments

**Expression No. (08): The scarcity of good Arabic-language software that matches the administrative work in the sports organization**

**• Presentation, analysis and discussion of the results of expression No. (08):**

Returning to the restricted data in the previous table, we find that the arithmetic mean of the individuals' answers to the eighth expression is 2.00 and a standard deviation of 0.755, as the value of this mean falls within the field of neutrality, as the majority of individuals answered neutrally, while others were divided between agree and disagree.

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Thus, we conclude that most employees are conservative about the scarcity of Arabic language software that is suitable for administrative work in sports bodies.

### **Expression No. (09): The lack of sufficient computers available in sports administrations**

#### **Presentation, analysis and discussion of the results of expression No. (09):**

Referring to the data in the table above, we see that the arithmetic mean of the individuals' answer to this expression was 2.00 and the standard deviation was 0.516, where the value of this mean indicates the division of individuals between agree, neutral and disagree.

Thus, we conclude that the adequacy of the computers available in sports departments is not weak in the sense that they comply with the requirements of the application.

### **Expression No. (10): The lack of a security system to protect the database of sports administration transactions**

#### **• Presentation, analysis and discussion of the results of expression No. (10):**

The arithmetic mean of the individuals' answer to this expression was 2.20, and the standard deviation was 1,014. Referring to the arithmetic mean of the answer, we note that most employees agree that there is a lack of a security system to protect the database of administrative transactions.

## **2: Administrative Obstacles to the Application of Electronic Management:**

**Table No. (4):** Arithmetic averages of the sample members' estimates of the second axis phrases

Expressions	Answers	Agre	Neutral	Disagre	arthmeti c mean	Standard deviation
<b>expression 11:</b> Routine procedures delay the transition process towards the application of electronic management in sports management	Frequencies	12	00	03	2,60	0,828
	Percentage	80%	00%	20%		
<b>expression 12:</b> The lack of training courses for employees of sports	Frequencies	01	01	03	2,53	0,899
	Percentage	73,3%	6,7%	20%		

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administrations prevents the move towards the application of electronic management						
<b>expression 13:</b> Weak coordination between administrative units in sports management	Frequencies	08	02	05	2,20	0,941
	Percentage	53,3 %	13,7%	33,3%		
<b>Expression 14:</b> Lack of awareness of the importance of applying electronic management in sports management	Frequencies	15	00	00	3,00	0,000
	Percentage	100 %	00%	00%		
<b>expression 15:</b> Lack of both types of motivation (physical/moral) to use electronic technologies in sports administrations	Frequencies	11	01	03	2,53	0,899
	Percentage	3,3%	6,7%	20%		
<b>expression 16:</b> Lack of proper planning for the transformation process towards electronic management in sports administrations	Frequencies	09	04	02	2,46	0,743
	Percentage	0%	26,7%	13,3%		
<b>expression 17:</b> The lack of participation of the employees of the sports administrations in the planning of the electronic management project	Frequencies	04	04	07	1,80	0,861
	Percentage	6,3%	26,7%	46,7%		
<b>expression 18:</b> The lack of response of	Frequencies	09	02	04	2,33	0,899

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sports management to the demands of change towards the application of electronic management	Percentage	0%	13,3%	26,7%		
<b>expression 19:</b> The ambiguity of the future vision for the application of electronic management in sports administrations	Frequencies		02	05	2,20	0,941
	Percentage	53,3%	13,3%	33,3%		
<b>Expression 20:</b> The current organizational structures in sports administrations are incompatible with electronic management .applications	Frequencies	15	00	00	3,00	0,000
	Percentage	00%	00%	00%		

**Presentation, analysis and discussion of the results of the statements of the second section:**

**Expression No. (11): Routine procedures delay the transition process towards the application of electronic management in sports management**

**• Presentation, analysis and discussion of the results of expression No. (11):**

• The arithmetic mean of the total employees' answers about the expression (11) was 2.60, and the standard deviation was 0.828, where the mean value falls within the scope of approval, because the majority of employees answer "agree", as shown in the previous table. From this, we conclude that most employees see that routine procedures delay the transition process towards applying electronic management in sports management

**Expression No. (12): The lack of training courses for employees of sports administrations prevents moving towards the application of electronic management**

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### **Presentation, analysis and discussion of the results of expression No. (12):**

The arithmetic mean of the individuals' answer to this expression was 2.53 with a standard deviation of 0.899, and the value of this mean falls within the range of agreement.

We conclude that most employees see that there is a lack of training courses for employees of sports departments, which prevents them from moving towards the application of electronic management

### **Expression No. (13): Weak coordination between administrative units in sports management**

#### **• Presentation, analysis and discussion of the results of expression No. (13):**

The arithmetic mean of the total individuals' answer in this expression was estimated at 2.20 and its standard deviation was 0.941, which indicates that the mean values fall on the field of neutrality as there was no agreement among employees on this expression. Thus, we conclude that poor coordination between administrative units may contribute to the failure to apply electronic management within sports bodies

### **Expression No. (14): Lack of awareness of the importance of applying electronic management in sports management.**

#### **Presentation, analysis and discussion of the results of expression No. (14):**

The arithmetic mean of individuals' answer to this expression was 3.00 and with a standard deviation of 0.000, meaning that the employees answered "agree" as shown in the table. Thus, we conclude that all employees in the sample see that there is a weakness in the awareness of the importance of applying electronic management in sports management

### **Expression No. (15): Lack of both types of motivation (physical/moral) to use electronic technologies in sports administrations.**

#### **Presentation, analysis and discussion of the results of expression No. (15):**

The arithmetic mean of individuals' answers to this expression was 2.53 with a standard deviation of 0.899, and the value of this mean falls within the agreed area, which was previously established.

Thus, we conclude that most employees believe that the lack of motivation of both types contributes to the lack of use of electronic technologies in sports departments

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**Expression No. (16): The lack of proper planning for the transformation process towards electronic management in sports administrations.**

**Presentation, analysis and discussion of the results of expression No. (16):**

The value of the arithmetic mean of the individuals' answers to this expression is 2.46 and its standard deviation is 0.743. This value also falls within the area of approval, meaning that most employees agree with this statement.

Thus, we conclude that there is a lack of proper planning for the transformation process towards electronic management in sports administrations.

**Expression No. (17): Lack of participation of employees of sports departments in planning the electronic management project**

**• Presentation, analysis and discussion of the results of expression No. (17):**

The arithmetic mean of the individuals' answers in these expressions reached 1.80 with a standard deviation of 0.861, and the mean value is in the field of disagreement with this expression.

Thus, we conclude that most of the employees in the court see that most of the sports administration employees participate in planning the electronic management project

**Expression No. (18): The lack of response of the sports administration to the demands of change towards the application of electronic management.**

**Presentation, analysis and discussion of the results of expression No. (18):**

The arithmetic mean of the total answers of individuals about the expression is estimated at 2.33 and a standard deviation of 0.899, where this value of the mean falls within the field of neutrality, where employees were divided between agree and disagree, and a lesser part answered with neutrality. Thus, we conclude that there is little slowness in the sports administration's response to the demands of change towards the application of electronic management

**Expression No. (19): The ambiguity of the future vision for the application of electronic management in sports administrations**

**• Presentation, analysis and discussion of the results of expression No. (19):**

The arithmetic mean of the total answers of individuals in this expression was estimated at 2.20 and its standard deviation was 0.941, which indicates that the mean values fall in the field of neutrality, as



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there was no agreement among employees on this expression. Thus, we conclude that there are different views of the employees that there is ambiguity in the future vision of the application of electronic management in sports departments

**Expression No. (20): The current organizational structures in sports departments are not compatible with electronic management applications**

• **Presentation, analysis and discussion of the results of expression No. (20):**

The arithmetic mean of the individuals' answers to this expression was 3.00 and with a standard deviation of 0.000 meaning that all employees answered, "Agree" as shown in the table.

Thus, we conclude that all employees in the sample see that the current organizational structures in sports departments are not compatible with electronic management applications

### **Conclusion:**

This study attempted to answer the question: "What are the most prominent obstacles facing the application of electronic management within sports bodies", which aimed at identifying the most significant obstacles (administrative, technical, financial) facing the application of electronic management within sports bodies, Therefore, in our study, we reached results from both theoretical and applied parts. The following are the most important:

Through the theoretical study of our subject, we conclude that electronic management is borne by a number of challenges and obstacles that may affect the strategy of its application. In turn, the institution that would like to adopt the electronic management model must have a high degree of adaptation to the rapid changes that govern the electronic work environment. As it offers many opportunities and advantages, however the concern for information security remains one of the most significant things to focus on and to ensure that the electronic administration institution is protected from any intrusions

From this basis, electronic management is a social service tool that contributes to building a strong society, and a means of interaction with higher performance and lower cost. Furthermore, it is a means of controlling the technical systems with the capabilities of automatic analysis and review, in real time the activities that take place on the site.

### **Future suggestions:**

1) The necessity for the bodies to provide support and endorsement for the project of applying electronic management because of its role

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in saving time, effort and costs and achieving the goals with the required efficiency and effectiveness.

2) Working to educate all employees and make them aware of the importance of applying electronic management and the importance of the desired results behind its application and its positive repercussions on both the authority and the employees.

3) Work must be done to develop the organizational culture, provide several training programs for employees, and develop the current technical systems that do not comply with the requirements of the application of electronic management

4) The necessity of working to hold continuous meetings with administrators to identify the most significant obstacles facing each administration in the process of applying electronic management and the mechanisms to overcome these obstacles and to educate them in particular about how to overcome the problems they face.

5) Providing the appropriate infrastructure for the application of electronic management by providing all the human, technical and financial capabilities necessary to support the use of electronic management applications for all administrative work and services provided by the sports body.

6) The necessity to support the creativity and innovation activities of working individuals in a way that contributes to creating an encouraging environment that contributes to the rapid transition towards the application of electronic management.

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