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The contribution of information technology in improving employees' performance of the Directorate of Youth and Sports of the Wilaya of Biskra"

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Abstract: The study aims to identify the contribution of information technology in improving the performance of employees, through a field study at the Youth and Sports Directorate of the Wilaya of Biskra, by highlighting the concept of information technology, its importance and its contribution in improving the performance of employees. This latter is considered a modern way of human resource development. Based on a sample of the employees of the Directorate of Youth and Sports in the Wilaya of Biskra, the subject of the study, we adopted the descriptive and analytical approach, relying on the questionnaire form as a research tool. The study concluded that information technology has a role in improving the performance of employees in the Directorate of Youth and Sports of the Wilaya of Biskra.

Key words: technology, information technology, employees' performance.

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1. INTRODUCTION

The process of information technology management is the management of all the resources related to information technology according to the priorities and needs of the organization to serve its development, growth and achievement of its goals, and this includes tangible resources such as computers and people, and intangible resources such as programs and data. This can be achieved through a number of basic functions of management such as recruitment, organization, budgeting, control and program development, change management, network planning and technical support. Thus, it has become clear how important is information technology and its management.

Nowadays, information technology has occupied a leading position in terms of the strategic role it plays. In fact, the strategic importance of information technology has been strengthened thanks to major driving forces such as globalization, organizational change, intense competition and the technology revolution as leading factors. This new environment has imposed on institutions to transform their work patterns from traditional forms to new ones that keep up with the global movement in informatics which resulted from the concepts of mobility and continuous development in performance. Technological development is of great importance, as nothing has affected human life since the industrial revolution as it did. In fact, it has become indispensable to the lives of people, organizations and countries. In fact, the world has witnessed an accelerating technical transformation and successive developments in the field of computer hardware and software, and this huge growing amount of information which moves easily between the countries of the world thanks to information technologies.

This is what made information technology an important tool in modern business institutions, and it requires organizations of all types and sizes to keep up with this tremendous technical progress if they were to remain in competition. The world has actually entered an advanced era that has no limits, in which information technology plays the role of the supporting this progress, which has become a distinctive feature of this era.

The development of information technology, as well as the accelerated growth of e-commerce, plays a vital role in the lives of individuals. One of the most important factors that helped institutions change their services is their orientation towards information technology through their adoption of various electronic channels (telephone, fax, internet...)

Institutions directed their attention towards relying on developments in information technology and using their capabilities to attract and invest in them,

The contribution of information technology in improving employees' performance of the Directorate of Youth and Sports of the Wilaya of Biskra and train employees to use them in order to increase their business in order to satisfy the expectations of customers that are characterized by continuous development and diversity. In addition, information technology also aims at enhancing and raising the level of performance, which is considered the cornerstone in maintaining customers, and thus maintaining the institution's position in front of competitors. People in various businesses and organizations seek to work in a shorter, more efficient and more productive time, which makes information technology an important and necessary way to attain their goals and develop their business day after day, as it has become necessary to perform multiple tasks in shorter time to meet the needs required by international and local markets as regards services and goods (www.sotor.com).

The importance of information technology stems from the support provided by institutions that help in achieving their desired goals as it has the means, tools and techniques to assist in this field. Information technology is then one of the most important challenges facing organizations today due to its strategic role in maintaining them. The use of this technology can improve the performance of employees, as it is difficult to manage institutions using traditional administrative methods. These institutions have found support thanks to the scientific and technical revolution in the field of information. It resulted in a massive growth process accompanied by new business opportunities through imposing on organizations to rethink their strategic business priorities and to make changes in the new economics of information. Drawing on this, this study seeks to tackle a research problem through answering the following main question: Does information technology contribute in improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra? In light of the what has been presented so far, the research problem revolves around the following sub-questions:

1. Do devices and equipment contribute in improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra?
2. Can the use of software contribute in improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra?

2- Study Hypotheses: In light of the questions raised in this study and guided the the research objectives, we formulated the following hypotheses:

2-1 The main hypothesis: Information technology contributes in improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra.

2-2 Sub-hypotheses:

1.Devices and equipment contribute in improving the performance the workers represented by the study sample.

2.Software contributes in improving the performance of the workers represented by the study sample.

3- Objectives of the study:

This study mainly aims to study the impact of information technology on improving the performance of workers through a field study in the Directorate of Youth and Sports in the Wilaya of Biskra. Among the goals that we will work to achieve are the following:

* Shedding light on the concept of information technology and its importance at the enterprise level, and the extent of its contribution in improving the performance of employees as a modern method and one of the methods of human resources development.

*Identifying the extent to which the institution under study applies information technology.

*Highlighting the performance level of employees in the institution under study.

*Analyzing the impact of information technology on the effectiveness of employees' performance.

*Finding out the nature of the relationship between information technology and employee performance.

*Providing recommendations and suggestions that help the organization under study to effectively adopt information technology.

4- The importance of the study: The importance of this study lies in the fact of it addressing an important aspect of the development of human resources, using digital information technology in the design and management of management programs under knowledge economy in which creativity, innovation and intelligent use of information play a decisive role in the excellence and leadership of institutions. The study also identifies information technology as a contemporary concept and as one of the functions of management, to bring about significant and important changes manifested in increasing the speed of achievement and improving performance. Institutions are also encouraged to adopt information technology for the constant development of their human resources to keep up with technical developments. The study importance also in its potential contribution in enriching the library with the targeted theme and in motivating researchers to conduct research and other studies dealing with different aspects of information technology.

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5- Defining concepts and terms: is the art used in producing and distributing products and services.

5-1 Technology: is therefore a science because it focuses on scientific methods. It is also an art because skillful experiences are used to make sure that technology serves the needs of organization and society.

5-2 Information technology: is the artistic methods and processes which the institution uses to turn inputs (resources, knowledge, energy, capital) into outputs represented by goods and services.

Another definition: They are all modern technologies that are used to convert data in its various forms into information, and communicate it through various communication devices. (Bohafis and Bahnas, 2017, p. 51)

5-3 Employee performance: It is the behavior by which an individual's ability to contribute to the achievement of the organization's goals is measured.

6- Literature review: this study was preceded by a number of studies that were related in one way or another to the subject of our research, these are as follows:

6-1 The first study: the study of researchers Ben-Miri Mustafa and Falaq Ali in 2019, entitled "Information and Communication Technology and its Role in Improving the Performance of Workers", a case study of the professors of the University of Medea, Faculty of Economics, Commercial and Management Sciences,

The study aimed to identify the impact of information and communication technology as a tool that allows collecting, storing, processing and transferring information in improving the performance of workers in higher education institutions. The researchers adopted the descriptive analytical approach, relying on the questionnaire as a research tool, and they concluded that information and communication technology has an important and effective role in improving and developing the performance of employees in the institution under study. The study also found:

- Information and communication technology leads to obtaining the best results by the university professor and less time.

-The use of information and communication technology improves the performance level of professors by facilitating the process of storing information and processing of texts quickly.

6-2 The second study: the study of Chadli Chawki entitled "The impact of the use of information and communication technology on the performance of small and medium organizations: a case study of small and medium organizations in the Wilaya of Algiers", a research submitted to obtain a master's degree in

management sciences, University of Ouargla, in 2008. In which he dealt with the assessment of the intensity of and ways of using information technology with a focus on the technology associated with the Internet used by organizations using a set of indicators. The obtained following results: this technology varies in intensity according to the size of the organizations, and has an important and effective impact on improving its performance.

6-3 The third study: Inas Hannaoui's study under the title "The Role of Information Technology in Time Management for UNRWA School Principals in Gaza Governorates and Ways to Activate it", an unpublished Master's Thesis, College of Education, Islamic University, Palestine, in 2011. This study aimed to identify the role of information technology in the time management of UNRWA school managers in Gaza governorates, as well as identifying whether there were any differences in the study in question according to the educational level variable (educational region, gender, years of service, access to computer courses). The study population consisted of managers of UNRWA schools in Gaza governorates. To achieve the goal of the study, the researcher used the descriptive analytical approach.

6-4 Fourth study: Bashir Kaoudja's study in 2013; a research submitted to obtain a master's degree in economic sciences, University of Ouargla, entitled "The Role of Information and Communication Technology in Improving Internal Communication in Algerian Public Hospital Institutions," which aimed to highlight the role and impact of information technology in the Algerian public hospitals. The study concluded that it is necessary for hospitals to work on searching for appropriate information and communication technology means and techniques. This can only be achieved by providing and implementing a sophisticated infrastructure of information networks that are easy to access and at a reasonable cost to operate on a large scale in hospitals.

6-5 Commenting on the studies: Most of the previous studies that we presented are relevant to our research theme, especially those dealing with the topic of the role of information technology in improving the performance of workers. These studies also helped us a lot in obtaining an accurate scientific and analytical approach, which enabled us to draw the outlines of our research plan in terms of:

- Collecting as many references that are useful to us as possible;
- Preparing the theoretical framework for our study, as well as choosing the most appropriate tool for collecting research data;

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- Formulating the study hypotheses, reviewing the research methods used by those studies, and the methods of analysis they used;
- There are several studies which dealt with one of this study variables separately, whether information technology or employee performance;
- Most of the previous studies adopted the descriptive approach, and the questionnaire as a research tool to test hypotheses.

7-Pilot study:

In order to test the psychometric properties of the questionnaire, the researchers conducted an pilot study on a sample of 10 employees from the Directorate of Youth and Sports in the Wilaya of Biskra, and redistributed the questionnaire on the same sample after three weeks seeking a number of objectives including:

- Ensuring the validity and reliability of the questionnaire;
- Identifying the difficulties and situations that the researcher may encounter, and thus avoiding them in the future;
- Knowing the average time required to answer the questionnaire, and thus developing an action plan for distributing, collecting and unloading them.

8- Research Methodology:

In our research, we relied on the analytical descriptive approach, which is appropriate for such studies. It is the in-depth descriptive approach, in which we describe the various scientific phenomena and problems, and solve the problems and questions following a scientific approach, then the collected data is analyzed and explained according to the obtained results. Comparisons between phenomena to highlight similarities and differences can also be used.

9- Research population: If the definition of the research population is the collection of individuals, events or things who are the subject of the research problem, the research population must include the following:

- To include all individuals of the original population.
- Taking into account not to repeat individuals or part of the research sample. (Al-Shafii, 1999, p. 45)

Our research population is represented in all the 43 employees who work in the Directorate of Youth and Sports in the Wilaya of Biskra except the 10 employees subjects of the pilot study.

10-Study sample: The sample is seen as a part of the whole or some of the population, and is an attempt to reach generalizations for a specific phenomenon (Bouhoush, Al-Dhneibet, 1999, p. 64), and considering the questionnaires distributed (33 forms) from which 30 were returned (03 were not statistically

analyzed due to defects). We relied on the comprehensive inventory sampling method (comprehensive survey)

It is the method that is characterized by the comprehensive study of all the research individuals that make up the population, where the data is obtained from all members of the population without leaving out any individual, and among the advantages of a comprehensive inventory:

- 1- The results obtained in this way are accurate.
- 2- The use of this method allows the researcher to avoid making a generalization error (Abdel baset, Muhammad Al-Hassan, 1980, p. 437).

11- Research Tool: Considering that the study relied entirely on the questionnaire in collecting the primary data, the questionnaire will be defined first, and then the content of the questionnaire used in the current study will be clarified. (Ibrahim, 1995, p. 185)

Questionnaire: It is a formulation of a set of questions prepared in advance for the respondent to record his answer by testing one of the specified alternatives. (Qadi, 1981, p. 210). It is a set of interconnected questions in a systematic way, and the questionnaire is also defined as a set of related questions on a particular topic, which is formatted, sent to concerned subjects by mail or handed, in order to obtain answers to the questions contained therein, and by means of which new facts about the subject can be reached after verifying the accepted information, but it is not supported by facts (Al-Akash, 1986, p. 210). It is also defined as a tool for collecting data related to the subject of research specific through the form being filled out by the respondent (Sidi Ahmed, 1997, p. 314).

The questionnaire for this study was divided into three axes. The first part was related to demographic variables (gender, age group, educational level, years of experience), while the second part was devoted to the independent variable devices, equipment and software. Measurement indicators), software (five indicators). The second part was related to the job performance variable, which contained fourteen measurement indicators

In this study, the Likert categorical scale was relied on. This latter is used to a large extent in the field of measuring trends, as it expresses the degree of agreement of a respondent to a item expressing his /her orientation as regards an issue.,1 strongly agree,2 disagree, 3 neutral, 4 agree, and 5 strongly agree.

12-Psychometric properties of the search tool:

12.1 Questionnaire validity: is the condition that the test actually measures the phenomenon that it was designed to measure. This feature is one of the most important transactions for any scale or test, as it is one of the conditions for

The contribution of information technology in improving employees' performance of the Directorate of Youth and Sports of the Wilaya of Biskra determining the validity of the test (Allawi, Ratib, 1999, p. 224). The validity of the questionnaire also means making sure that it will measure what was prepared for.

As Al-Tariri (1997) states that the measurement tool is valid to the extent that the conclusions based on it are appropriate, meaningful and useful, and this means that we mean the validity of the degree's interpretation of the level of the characteristic, feature or ability to be measured. It had to do with the extent of the usefulness of the measurement tool in making decisions related to a purpose or specific purposes. That is why it is considered one of the most important characteristics of good metrics at all (Abdel-Fattah, 2003, p. 13).

12-2 The veracity of the arbitrators:

To ensure the validity of the study tool, we used the validity of arbitrators as a tool to ensure that the questionnaire measures what it was prepared for. We distributed copies of the questionnaire to a group of professors from our institute (03 professors) to judge the clarity of the questionnaire's items and their adequacy and suitability for the proposed themes. We then benefited from their recommendations and directives to modify or delete the wording of the phrases, as well as deleting some personal characteristics and adding and modifying others.

Relying on the observations and directions made by the arbitrators, we made the amendments agreed upon by most of the arbitrators, and thus the phrases were rearranged, some of them were deleted and the wording of others changed according to the arbitrators' opinions.

12-3 Scale stability: We tested the questionnaire's stability through

Internal consistency method: The processing and calculations were done thanks to the SPSS statistical program, where the stability coefficient of the scale was calculated using the internal consistency method applying Cronbach's alpha coefficient. The reliability coefficient of the scale as a whole was 0.775, which indicates that the questionnaire has a high degree of stability.

13- Limitations of the study:

Human obstacles: include the employees of the Directorate of Youth and Sports in the Wilaya of Biskra.

Time limitations: we conducted the theoretical part in the period from the beginning of October to the end of December and the practical part in the period from February 12 to March 05, 2019 when the 33 questionnaires were distributed.

Setting related obstacles: The study was conducted in the Wilaya of Biskra, in the Directorate of Youth and Sports

14-Statistical analysis and processing methods:

In order to identify the role of information technology in improving the performance of workers in the Directorate of Youth and Sports of the Wilaya of Biskra, in question, the questionnaire method was used by asking a set of questions to the employees in the Directorate under study, which are commensurate with the dimensions of the variables that we discussed in the previous partss. Besides, the SPSS software (version20) was used as well as the necessary statistical tools to analyze the results of the questionnaire (Shafiq Al-Atoum, 2008, p. 67). In this study, we will depend on the following methods:

1. Arithmetic Mean: It is one of the most important and most widely used measures of central tendency in describing data or homogeneous frequency distributions due to its good properties. (Tohme, 2009, p. 230)
2. Standard Deviation: It is one of the best and most accurate measures of absolute dispersion. It is indirectly affected by outliers because it depends upon finding the arithmetic mean. (Tohme, 2009, p. 232)
3. Percentage.

Arithmetic mean, standard deviation, frequencies, and approval ratios:

The first part: devices and equipment

Table No (01): Frequencies, percentages, and arithmetic averages for devices and equipment indicators

Relative importance	standard deviation	Arithmetic mean	Frequency, percentage						Parts ofequipment and tools paragraph
			Strongly agree	agree	neutral	disagree	Strongly Disagree	the scale	
neutral	1.712	2.77	4	14	0	7	5	frequency	1.Your workplace has modern computers
			13.33	46.66	0	23.33	16.66	percentage	
Strongly agree	0.630	4.56	11	19	0	0	0	frequency	2.The presence of a number of computers in the Directorate
			36.66	63.33	0	0	0	percentage	
disagree	1.143	2.22	2	5	6	8	9	frequency	3.Benefit from sufficient

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e								ncy	training courses in the fields of computers
			6.7	16.66	20	26.7	30	percentage	
agree	1.116	3.93	11	4	11	3	1	frequency	Using modern technology to improve the performance of the directorate's employees
			36.66	13.33	36.66	10	3.33	percentage	
agree	0.960	3.51	4	11	11	4	0	frequency	Improving the directorate's links with its clients through the use of modern technology
			13.33	36.66	36.66	13.33	0	percentage	
agree	1.219	2.09	12	5	3	10	0	frequency	Update old devices periodically
			40	16.66	10	33.33	0	percentage	
agree	1.322	3.64	10	7	8	5	0	frequency	Using modern technology enables you to be creative in the way you do your tasks
			33.33	23.33	26.66	16.66	0	percentage	
agree	1.161	3.24	Parts: hardware and Equipment						

In general, the axis of devices and equipment has an arithmetic mean of 3.24, a standard deviation of 1.161, and a coefficient of variation estimated at 37.40%. This percentage is less than 50%, which means that the answers of the study sample do agree, and if the value of the arithmetic mean of this axis is compared with the values in the above table, we find that the Directorate is following a policy of keeping up with technological and informational developments. We conclude, therefore, that the Directorate uses of modern information and communication technology.

The second part: software

Table No (02): Frequencies, percentages and arithmetic averages of software indicators

Relative importance	standard deviation	Arithmetic mean	Frequency, percentage						Part of Software paragraph
			Strongly agree	agree	neutral	disagree	Strongly Disagree	the scale	
agree	0.661	3.43	5	12	10	3	0	frequency	The directorate in which you work has software that provides sufficient work capabilities
			16.66	40	33.33	10	0	percentage	
agree	0.850	3.63	4	15	10	1	0	frequency	The information provided by the software helps in collecting the strengths and weaknesses of the alternatives available to get the work done
			13.3	50	33.33	3.33	0	percentage	
agree	0.969	3.50	4	18	4	0	4	frequency	The databases in the directorate in which you work reduce duplication of data and information
			3.3	43.3	40	6.7	6.7	percentage	
agree	0.762	3.53	4	18	4	0	4	frequency	Modern databases collect, prepare and store files
			13.3	60	13.3	0	13.3	percentage	
agree	0.966	3.26	5	14	9	1	1	percentage	Use of information security techniques such as encryption software and electronic signature
			16.66	46.66	30	3.33	3.33	percentage	
agree	0.84	3.47	Part: Software						

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As regards to the general average of the arithmetic averages and standard deviations of the five items that determine the role of software in improving the performance of workers, it had a positive role although the percentage is small. The arithmetic mean recorded was 3.47, which reflects the degree of relative approval and consensus of the sample members, as indicated by the standard deviation, which was estimated at 0.84, which measures the amount of dispersion of employee responses.

Presentation, analysis and discussion of the first hypothesis: "Devices and equipment contribute to improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra"

As shown in Table No. (03) above, devices and equipment have a role in improving the competitiveness of workers, and they also improve the quality of services provided. Questions (7), (5) and (4) obtained an agreeable trend by the directorate's employees as long as their found arithmetic averages were 3.863, 4.002 and 3.70, respectively, as well as their standard deviations of 1.178, 0.9000, and 1.112, respectively. The decrease in the arithmetic mean related to improving the directorate's relationship with customers through modern technology is due to the lack of modern information technologies for the directorate, and it came in first place from the item that states that there are a number of computers in the directorate with an average of 4.37 and a standard deviation of 0.490. The reason for this is due to the Directorate's use of computers is an absolute necessity.

It has become clearer, in the light of these results, that the devices and equipments contribute in improving the performance of the directorate through making available and in sufficient quantities modern equipment, that is, making sure that the directorate's offices are highly equipped with computers which are updated periodically as well as training and qualifying the directorate's employees on the good use of these devices. This is what the study of Shadly Shaouki entitled "The impact of the use of information and communication technology on the performance of small and medium organizations" concluded. He found that the sum of this technology varies in its intensity according to the size of the organizations, and that this technology has an important and effective impact on improving its performance. Based on the results of our study, and in comparison with the results of previous studies, we can confirm the validity of the first hypothesis.

Presentation, analysis and discussion of the second hypothesis: Software contributes in improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra.

Through Table No. (02) above, it is clear that software has a positive role in developing the capabilities of employees and for a better understanding of existing technologies, and thus leads to the possibility of performing their tasks quickly and flexibly. The arithmetic mean of 3.47 and the standard deviation of 0.84 reflects this finding. According to the same table always, we see that the software uses information security techniques such as encryption and electronic signature for protection against embezzlement and other issues. Findings indicated an arithmetic mean of 3.26 and a standard deviation of 0.966, meaning that the software has a role in preserving the directorate's archive through its databases. This is in line with the finding of the researcher Bashir Kawaja in his study Entitled "The Role of Information and Communication Technology in Improving Internal Communication in Algerian Public Hospital Organizations", hospitals have to work on searching for appropriate means and techniques for the subject of the study's theme. This has also been confirmed by (Issa Al-Hadi, 2017, p. 103) in his study entitled "The Role of Information Technology in Serving Sports for People with Special Needs". This latter it confirmed that Arab countries have witnessed in the last decade of the twenty-first century a great shift towards interest in the ICT sector and the software industry, which is considered suitable for marginalized groups in society, and works to integrate them into it due to the ease of making it available and training on it. This proves the validity of the second hypothesis.

On the other hand, and as indicated by Table No. (2) above, we find that item No. 8 "is available in the directorate in which the software that leads to the provision of sufficient capabilities in the work is available" and item No. 12 "the use of information security techniques such as encryption software and electronic signature" and all the items of the software part came in an agree direction and with a high frequency.

Through the results obtained in Table No. (1) and Table No. (2), we conclude that improving the performance of workers can only be achieved by providing most of the work conditions, such as means and techniques, as well as the efforts of workers and others. This means that improving the performance of workers has a role in the quality of the data and the desired results. This finding is in line with that found by researchers Ben-Miri Mustafa and Falaq Ali in their study "Information and Communication Technology and its Role in Improving the Performance of Workers", in which they concluded that information and communication technology has an important and effective role in improving and developing the performance of workers in the institution under study. The

The contribution of information technology in improving employees' performance of the Directorate of Youth and Sports of the Wilaya of Biskra researchers also concluded that information and communication technology leads to obtaining the best effort for the university professors in the shortest time possible, and the use of information and communication technology leads to improving the level of performance of professors by facilitating the process of storing information and allowing for a quick processing of texts. This proves the validity of the hypotheses.

Therefore, as long as we have proven the validity of the first hypothesis, and the validity of the second hypothesis, this indicates the validity of the general hypothesis (the main), which states: "Information technology contributes to improving the performance of workers in the Directorate of Youth and Sports in the Wilaya of Biskra."

General conclusions:

1. The study proved that there is a significant lack of programs available to workers (employees) of the Directorate of Youth and Sports in the Wilaya of Biskra, and this is due to the lack of reliance on clear policies to enhance the skills of workers, as well as the lack of will to improve the performance level of workers.

2. The members of the study population were academically qualified (university), with some of them obtaining various training certificates. This percentage reached 57% of the research sample, while those who hold postgraduate studies represent only 13%, and this indicates that the level of educational attainment is good in the Directorate of Youth and Sports.

3. The percentage of the middle age group reached 52%, and this represents that the majority of them keep up with the developments of the age of information technology.

4. The average university attainment rate is 57%, and this indicates that the majority of them keep up with modern developments in terms of data (information) and information technology.

It turns out that there are several obstacles that limit the improvement of the performance of clients, the most important of them are:

- Absence of updating the old devices.
- The information system is not being updated with the latest versions.
- Absence of sufficient training courses in the fields of computers.

The study showed that there are important factors that limit the level of workers, the most important of which according to the opinion of the respondents are mostly:

- Self-reliance in getting things done.

- The lack of good sources on which to rely to determine the functional needs.
- Lack of clarity about the objectives of the programs, if any.
- Inability to adapt and complete work in emergency situations.

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