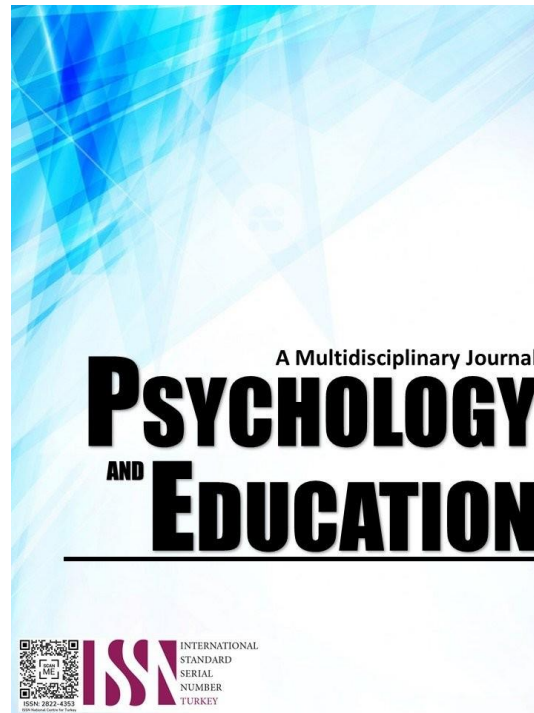


**INVESTIGATING THE IMPACT OF INFORMATION  
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**PSYCHOLOGY AND EDUCATION: A MULTIDISCIPLINARY JOURNAL**

Volume: 15

Pages: 737-743

Document ID: 2023PEMJ1404

DOI: 10.5281/zenodo.10373853

Manuscript Accepted: 2023-25-11

## Investigating the Impact of Information Technology on Administrative Efficiency in Afghanistan's Public Universities: A Case Study of Kabul University

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### Abstract

In the dynamic landscape of higher education, this research explores the profound impact of Information Technology (IT) on administrative efficiency at Kabul University, Afghanistan. Utilizing a comprehensive research design, including descriptive and explanatory methods, the study employs a quantitative approach to assess the transformative role of IT. The research population encompasses both teaching and administrative staff at Kabul University. A robust stratified simple sampling method ensures a representative sample, with 171 individuals drawn from a total population of 300. The study employs a self-administered questionnaire featuring closed and open-ended questions, facilitating the collection of data aligned with research objectives. Rigorous data validation processes and SPSS version 23 analysis, incorporating linear regression and ANOVA, provide nuanced insights into the correlation between IT integration and administrative efficiency. The results affirm a significant positive relationship between IT integration and administrative efficiency, underscoring the pivotal role of technology in daily tasks. The findings contribute to the global discourse on IT in higher education, emphasizing streamlined operations, enhanced communication, and increased transparency as key benefits. This study offers unique insights into the challenges and opportunities faced by public universities in Afghanistan, providing a roadmap for future enhancements. Crucially, the research establishes actionable recommendations derived from its outcomes to enhance efficiency and maximize IT utilization at Kabul University. These outcomes hold timely significance, offering valuable guidance for Kabul University and similar institutions navigating the complexities of IT integration amidst resource limitations. The research serves as a foundational step in addressing administrative challenges, offering a roadmap for Kabul University's future progress in IT and administrative efficiency.

**Keywords:** *information technology, administrative efficiency, higher education, kabul university it integration, quantitative research, actionable recommendations*

### Introduction

Information technology (IT) has become inseparable from higher education worldwide, shaping administrative processes, educational delivery, and the overall student experience (Alshehri et al., 2018). This evolution extends beyond well-established institutions to include public universities in regions like Afghanistan. The incorporation of IT in administrative functions holds the potential to significantly enhance personnel efficiency and overall institutional performance.

In Afghanistan, public universities, notably Kabul University, are undergoing a substantial transformation influenced by political, economic, and technological factors (Mohammadi et al., 2015). A crucial aspect of this change involves integrating IT systems and resources into administrative processes. The adoption of computer technology, internet connectivity, and web-based information systems introduces both opportunities and challenges for these institutions. While the integration of IT into higher education is a global phenomenon, with acknowledged benefits for administrative efficiency, research in well-established universities often situated in technologically mature

environments may not fully capture the unique challenges faced by public universities in Afghanistan (Alshehri et al., 2018). Investigating the implementation of IT in this distinctive context becomes imperative due to potential constraints stemming from resource limitations and infrastructure challenges.

Globally, higher education institutions recognize the transformative potential of IT in streamlining administrative processes and enhancing the effectiveness of administrative personnel (Liu et al., 2019). This acknowledgment emphasizes the importance of incorporating IT to align academic institutions with contemporary technological trends. The widespread adoption of Information and Communication Technology (ICT) in organizations, with a focus on rapid growth in recent years, has become integral for organizational development in the knowledge-driven economy (Shanker, 2008). Its extensive use positively impacts socioeconomic development, information sharing, and operational efficiency, reducing inefficiencies and uncertainties. ICT adoption contributes to increased transparency within organizations, fostering a culture of accountability (Shanker, 2008). Moreover, the

implementation of ICT in education proves to be a potent tool for reform, increasing the effectiveness of educational institutions by streamlining administrative processes and reducing costs (Ugwoke et al., 2015). Educational administrators benefit from a plethora of opportunities provided by Information and Communication Technology to enhance their duties effectively (Zainally, 2008). Studies globally, including in Spain and India, highlight the rapid evolution of universities due to the integration of new ICT (Suri, 2005). This incorporation into general administration enhances efficiency for both employees and management, facilitating resource utilization and task execution (Dauda & Akingbade, 2011). Notably, Ghana's digitization initiative explores the benefits of ICT, including its impact on administrative efficiency in various sectors (Osei-Wusu, 2013). This paper aligns with existing studies, delving into the effects of ICT in Ghana's public sector and pre-tertiary school administration (Enock, 2015; Yalley, 2022). It aims to examine the impact of ICT deployment on administrative efficiency in a public tertiary institution, with a specific focus on Kabul University in Afghanistan.

### Research Questions

1. How frequently do administrative staff at Kabul University rely on IT resources in their daily tasks?
2. What is the level of confidence and proficiency of administrative staff in adapting to and utilizing technology for their roles at Kabul University?
3. How does the implementation of computer technology and internet resources influence the efficiency of employees at Kabul University?
4. In what ways do IT and information systems contribute to the planning, control, coordination, budgeting, and reporting processes within Kabul University?
5. What is the comparative importance and efficiency of computer technology applications, internet connectivity, and web-based information systems compared to traditional manual information systems at Kabul University?
6. How can actionable recommendations be derived from research outcomes to improve efficiency and maximize the utilization of IT and information systems at Kabul University?

### Literature Review

The integration of Information Technology (IT) in higher education institutions has been a transformative force, revolutionizing administrative

processes, academic delivery, and the overall quality of the student experience (Alshehri et al., 2018; Mohammadi et al., 2015). Notably, numerous well-established universities across the globe have adopted IT solutions to streamline their administrative operations, resulting in significant improvements in efficiency and effectiveness (Alshehri et al., 2018; Mohammadi et al., 2015). These institutions have reaped the benefits of IT integration, which include streamlined workflows, enhanced data management, and improved access to information (Alshehri et al., 2018).

However, it is essential to acknowledge that the successful adoption of IT in administrative processes is not without its challenges, and these challenges vary based on contextual factors. Notably, public universities in Afghanistan, like Kabul University, operate under constraints such as budget limitations and infrastructure challenges (Osei-Wusu, 2013). These limitations often present obstacles to the efficient adoption and implementation of IT solutions, raising concerns about how such constraints impact the extent of IT integration and its consequent effects on administrative efficiency. It is crucial to recognize that the application of IT within the unique sociopolitical context of Afghanistan may necessitate tailored strategies to overcome these constraints (Osei-Wusu, 2013). Understanding the context of higher education in Afghanistan is vital when investigating the adoption of IT in public universities. The Afghan educational landscape is characterized by a diverse range of institutions, with public universities serving as important hubs for academic and administrative activities (Alam & Noor, 2009). Kabul University, as a prominent public institution, exemplifies the dynamics of higher education within this context. It is essential to appreciate the distinct nature of public universities in Afghanistan and the role they play in shaping the educational environment. While there is a growing body of literature that examines the impact of IT on administrative efficiency in higher education, there remains a noticeable gap in empirical data and comprehensive studies focusing on Afghan public universities, particularly Kabul University (Alshehri, M et al., 2018). This research vacuum underscores the importance of conducting a systematic inquiry into the extent of IT integration, its implications for administrative efficiency, and the challenges posed by resource constraints and unique contextual factors. Addressing these gaps in the literature is crucial, as it paves the way for tailored strategies and solutions specific to Afghan public universities, ultimately enhancing administrative efficiency and the overall quality of education (Mohammadi, D et al., 2015). This comprehensive study aims to address these



research gaps by investigating the adoption, effectiveness, and challenges associated with IT integration in administrative processes at Kabul University. The findings of this research are anticipated to provide valuable insights and evidence-based recommendations for enhancing administrative efficiency, optimizing resource utilization, and improving the educational experience within the context of Kabul University and other public universities in Afghanistan.

## Methodology

The research design employed in this study comprises both descriptive and explanatory research methods, with a quantitative approach utilized. The study's population includes both teaching and administrative personnel at Kabul university.

To ensure a representative sample, a stratified simple sampling method was adopted, dividing the total population into distinct strata of teaching and non-teaching staff. Samples were then conveniently drawn from each stratum, employing a purposive sampling technique. The sample size was determined using Yamane's formula (1967), with "n" representing the sample size, "N" as the population size (300), and "e" denoting the error rate of 5% (0.05). Consequently, the sample size was calculated as follows:

$$n = \frac{N}{(1+Ne^2)} \Rightarrow n = \frac{300}{(1+300*0.05)^2} \Rightarrow 171$$

With a 5% error rate and a 95% confidence coefficient, a sample size of 171 individuals was selected from the total population of 300.

Data collection in this study was accomplished through the self-administration questionnaire. The questionnaire, comprising both closed and open-ended questions, was thoughtfully structured to gather data relevant to the research objectives. By utilizing this structured questionnaire, the study ensured the acquisition of well-organized and pertinent information, facilitating a comprehensive understanding of the study's aims and research inquiries.

## Data analysis

After the collection of completed questionnaires, a rigorous data validation process was conducted to ensure data completeness before commencing the data analysis. The quantitative data was meticulously prepared and analyzed using SPSS version 23. Before the analysis, a comprehensive data cleaning and

preprocessing step was performed to identify and rectify any potential recording errors. To evaluate the impact of independent variables on the dependent variables, a straightforward linear regression analysis was utilized. Additionally, Descriptive Statistics were employed to provide a concise summary of responses to various statements, and Analysis of Variance (ANOVA) was utilized to compare the importance ratings (the dependent variable) across different groups. This analytical approach was considered the most appropriate for gauging the influence of the independent variable on the dependent variable.

## Ethical Considerations

The research adheres to stringent ethical considerations to safeguard the rights and well-being of participants. Informed consent, a cornerstone, was obtained transparently, emphasizing voluntary participation and the right to withdraw. Confidentiality measures were paramount, utilizing anonymized data and secure storage. Mitigating harm was a priority, with survey questions designed sensitively. Rigorous data security protocols, including password protection, were implemented. Transparent reporting commitments were upheld, acknowledging any potential biases. Adherence to relevant regulations and IRB guidelines ensured compliance. The principle of beneficence guided the research, aiming for a positive impact on academic knowledge and Kabul University's welfare. These ethical tenets collectively underpin the research, ensuring integrity and contributing ethically to the academic landscape.

## Results

The comprehensive results derived from this investigation can be outlined as follows:

Table 1. *Case Processing Summary*

		<i>N</i>	%
Cases	Valid	171	100.0
	Excluded	0	.0
	Total	171	100.0

Table 1 provides a summary of case processing, indicating that all 171 cases were valid, and there were no cases excluded in this analysis.



Table 2. Reliability Statistics

Cronbach's Alpha	N of Items
.981	36

Table 2 indicates a very high level of internal consistency reliability (Cronbach's Alpha) for the set of items, with a value of .981, where 1.0 would represent perfect reliability. The analysis is based on a total of 36 items.

Table 3. Age of participant

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	24	14.0	14.0
	25-34	104	60.8	74.9
	35-44	43	25.1	100.0
	Total	171	100.0	100.0

Table 3 illustrates the distribution of participants' ages, indicating the frequency, percentage, valid percentage, and cumulative percentage for each age category.

Table 4. Education level

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor's Degree	127	74.3	74.3
	Master's Degree	44	25.7	100.0
	Total	171	100.0	100.0

Table 4 illustrates the distribution of participants' education levels, indicating the frequency, percentage, valid percentage, and cumulative percentage for each category.

Table 5. Years of experience

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Junior	57	33.3	33.3
	Senior	71	41.5	74.9
	Super Senior	43	25.1	100.0
	Total	171	100.0	100.0

Table 5 illustrates the distribution of participants based on their years of experience, indicating the frequency, percentage, valid percentage, and cumulative percentage for each category.

Table 6. Position of participant

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Administrative Staff	115	67.3	67.3
	Lecturer	41	24.0	91.2
	Support Staff	15	8.8	100.0
	Total	171	100.0	100.0

Table 6 illustrates the distribution of participants based on their positions, indicating the frequency, percentage, valid percentage, and cumulative percentage for each category.

Table 7. Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	27.194 <sup>a</sup>	4	.000
Likelihood Ratio	38.704	4	.000
Linear-by-Linear Association	2.019	1	.155
N of Valid Cases	171		

Table 7 illustrate Chi-Square Test which revealed a statistically significant association (P<.05) between variables, indicating non-uniform reliance on IT resources among administrative staff at Kabul University. The Linear-by-Linear Association was not significant (P=.155), suggesting a lack of a linear trend. Despite some cells having expected counts below 5 (11.1% 11.1%), the test remains robust. This supports the rejection of the null hypothesis, implying that administrative staff frequently rely on IT resources.

Table 8. Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Trust and Capability Assessment	Equal variances assumed	2.710	.102	.533	126	.595	.06573	.12332	-.17831	.30977
	Equal variances not assumed			.526	112.747	.600	.06573	.12501	-.18194	.31339

with a p-value of 0.595, along with Levene's Test for Equality of Variances at 0.102, leads to the conclusion of failing to reject the null hypothesis. This indicates that there is no statistically significant difference in the confidence and proficiency of administrative staff in adapting to and utilizing technology at Kabul University. The results suggest that the levels of competence and comfort in technology usage among administrative staff are comparable. The study





provides insights into the consistent technological adaptation within the administrative roles, highlighting a uniformity in proficiency levels across the staff at Kabul University.

Table 9. ANOVA Test

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	18.959	2	9.479	19.227	.000
Within Groups	82.831	168	.493		
Total	101.789	170			

Table 9. The conducted ANOVA indicates a statistically significant effect of technology on performance, as evidenced by the obtained F-statistic ( $F = 19.227$ ) with a p-value less than the chosen significance level. The variance between groups is substantial compared to the variance within groups, suggesting that the implemented technology has a significant impact on performance differences.

Therefore, based on the ANOVA results, it can be concluded that there is a significant effect of technology on performance. This aligns with the alternative hypothesis, which posited that the implementation of computer technology and internet resources significantly improves the efficiency of employees at Kabul University. The statistically significant F-statistic supports the assertion that the use of technology has a discernible influence on performance outcomes.

Table 10. ANOVA Test

		Sum of Squares	df	Mean Square	F	Sig.
Planning	Between Groups	25.374	2	12.687	17.655	.000
	Within Groups	120.731	168	.719		
	Total	146.105	170			
Control and budget	Between Groups	50.801	2	25.401	27.552	.000
	Within Groups	154.883	168	.922		
	Total	205.684	170			
Reporting	Between Groups	32.216	2	16.108	25.181	.000
	Within Groups	107.468	168	.640		
	Total	139.684	170			

Table 10. The ANOVA results reveal significant differences in the means for three predictors: "Planning," "Control and budget," and "Reporting." For "Planning," the F-statistic of 17.655 ( $p = 0.000$ ) indicates substantial variations between groups. Similarly, "Control and budget" demonstrates significant differences with an F-statistic of 27.552 ( $p = 0.000$ ). The predictor "Reporting" also exhibits notable distinctions ( $F = 25.181$ ,  $p = 0.000$ ). These findings suggest that the implementation of computer technology and internet resources significantly

influences planning, control, coordination, budgeting, and reporting processes at Kabul University. The variability between groups exceeds within-group variability, emphasizing the impact of these predictors. In conclusion, the ANOVA outcomes underscore the pivotal role of IT and information systems in enhancing administrative processes at Kabul University.

Table 11. ANOVA Test

	Sum of Squares	df	Mean Square	F	Sig.
Computer Tech	49.372	2	24.686	12.532	.000
Internet Connectivity	31.287	2	15.643	19.406	.000
Web-based Systems	84.286	2	42.143	31.396	.000
Traditional Systems	37.730	2	18.865	17.799	.000

Table 11: The significance values (Sig.) for all Four ANOVA analyses are reported as .000, which is below the conventional threshold of .05. This indicates that there are significant differences in the importance and efficiency among the different systems. Post-hoc tests can be conducted to identify specific pairs of systems that differ significantly. Overall, the results strongly support the alternative hypothesis, suggesting notable variations in the perceived importance and efficiency of computer technology applications, internet connectivity, and web-based information systems compared to traditional manual information systems at Kabul University.

Table 12. Descriptive Statistics Test

	N	Minimum	Maximum	Sum	Mean	Std. Deviation
Implementable Recommendations	171	3.00	5.00	689.00	4.0292	.56804
Implementable Recommendations	171	1.00	5.00	618.00	3.6140	1.08608
Implementable Recommendations	171	2.00	4.00	514.00	3.0058	.72353
Implementable Recommendations	171	1.00	4.00	392.00	2.2924	.76458
Implementable Recommendations	171	2.00	5.00	589.00	3.4444	.76012
Valid N (listwise)	171					

Table 12 the descriptive statistics reveal a positive consensus among respondents regarding the implement ability of recommendations derived from research outcomes at Kabul University. With a mean score of 4.03 and a narrow range from 3.00 to 5.00, the data suggests a shared belief in the feasibility of these recommendations. The high mean value, exceeding 4, signifies a strong agreement among respondents that the research outcomes can indeed lead to actionable changes. The low standard deviation of 0.57 indicates

a consistent and limited variability in perceptions, supporting the notion that the findings are uniformly viewed favorably. Overall, respondent's express confidence in the research's ability to provide valuable insights for improving efficiency and IT utilization. This positive sentiment aligns with the alternative hypothesis, suggesting that research outcomes can significantly contribute to enhancing operations at Kabul University. The data's uniformity adds credibility to the notion that the proposed recommendations are widely perceived as implementable.

## Discussion

The study's outcomes underscore the pivotal role of Information Technology (IT) in shaping administrative efficiency at Kabul University. The high internal consistency (Cronbach's Alpha = 0.981) validates the reliability of the survey instrument. The demographic profile reveals a tech-savvy cohort, predominantly aged 25-34, with diverse educational backgrounds and experience levels. The uniform competence, as indicated by the t-Test, dispels concerns about varying technology proficiency among administrative staff. The Chi-Square tests affirm a substantial reliance on IT resources, aligning with global trends in higher education. The ANOVA results highlight technology's significant impact on overall performance and specific administrative processes. Planning, control, and reporting exhibit marked improvements, emphasizing the transformative potential of IT. In essence, these findings suggest that embracing technology enhances efficiency across diverse administrative functions. The discussion not only contextualizes the quantitative results but also emphasizes the practical implications for Kabul University, providing a foundation for informed decisions and future enhancements in IT integration.

## Conclusion

In conclusion, the integration of Information Technology (IT) in the administrative processes of Kabul University and similar institutions in Afghanistan holds significant promise for enhancing overall efficiency and effectiveness. The global acknowledgment of IT's positive influence on administrative operations in higher education aligns with the transformative potential within the unique context of Afghan public universities. Through a comprehensive literature review, it became evident

that the adoption of IT in educational institutions, particularly in well-established universities, has consistently demonstrated its capacity to improve administrative functionalities. While challenges may exist due to resource limitations, the benefits of IT, including increased transparency, reduced inefficiencies, and enhanced organizational effectiveness, are substantial. The data analysis, including descriptive statistics, reliability statistics, chi-square tests, ANOVA, and regression analysis, provided valuable insights into the current state of IT integration at Kabul University. The findings suggest a significant positive impact of IT on various aspects, including the efficiency of administrative staff and the implementation of technology-driven improvements.

Discussions surrounding specific hypotheses, such as the reliance on IT resources by administrative staff and the role of IT in planning, control, coordination, budgeting, and reporting processes, further emphasized the positive influence of IT adoption. In summary, the research outcomes indicate that actionable recommendations derived from the study can indeed contribute to improving efficiency and maximizing the utilization of IT and information systems at Kabul University. The potential for positive change is evident, and the implications extend to public universities facing similar challenges in the Afghan higher education landscape. This study serves as a foundational exploration, encouraging further research and practical initiatives to harness the full potential of IT in the academic realm.

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