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The Impact of artificial intelligence on administrative performance: An applied study in Saudi organizations

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Chapter One: General Framework of the Study

Artificial intelligence has become one of the most significant developments influencing organizations in recent years. Many organizations have begun applying artificial intelligence to improve administrative processes, increase efficiency, and support decision-making. The growing dependence on technology has encouraged organizations to adopt modern tools that help employees perform their duties more effectively. The use of artificial intelligence in management is not intended to replace employees; rather, it aims to support administrative work by simplifying routine tasks, organizing information, and improving communication within organizations. As a result, interest in studying the connection between artificial intelligence and administrative performance has grown.

This study aims to examine the effect of artificial intelligence on administrative performance in Saudi organizations. It seeks to determine how far artificial intelligence contributes to improving work quality, productivity, and decision-making. The study also aims to provide recommendations that may assist organizations in benefiting from modern technologies to enhance administrative performance. The study adopts a descriptive-analytical approach and uses a questionnaire as the main tool for collecting data from employees working in Saudi organizations.

1.1 Introduction

Organizations today operate in an environment marked by rapid technological change. These changes have led many organizations to search for innovative ways to improve performance and maintain competitiveness. Artificial intelligence is regarded as one of the modern technologies that can help achieve these goals. Its applications can support administrative functions by facilitating data analysis, reducing repetitive tasks, and assisting managers in making better decisions. Therefore, understanding the link between artificial intelligence and administrative performance has become an important subject of study.

In Saudi Arabia, interest in digital transformation has grown remarkably in recent years. Studying the role of artificial intelligence in improving administrative performance may thus provide useful insights for organizations aiming to raise their efficiency and effectiveness.

1.2 Study Problem

Despite the increasing use of technology in organizations, there remains limited understanding of the impact of artificial intelligence on administrative performance in Saudi organizations. Some organizations have started implementing artificial intelligence applications, while others still question their effectiveness and potential benefits. This situation makes it necessary to examine whether artificial intelligence contributes to improving administrative performance and to identify which aspects of performance are most affected by its use.

1.2.1 Theoretical Gaps

Although earlier studies have examined artificial intelligence in various fields, few Arabic studies have focused on its role in improving administrative performance within Saudi organizations. Moreover, many studies have concentrated on technical aspects rather than administrative outcomes.

1.2.2 Practical Gaps

Many organizations encounter challenges in adopting new technologies and integrating them into administrative practices. There is a need to assess employees' perceptions regarding the use of artificial intelligence and its effect on their work performance. Accordingly, this study seeks to answer the following main question: What is the impact of artificial intelligence on administrative performance in Saudi organizations?

1.3 Importance of the Study

The importance of this study arises from the growing interest in artificial intelligence and its expanding role in organizational environments. Understanding how artificial intelligence affects administrative performance can benefit both researchers and practitioners.

1.3.1 Theoretical Importance

The study contributes to enriching the literature related to artificial intelligence and administrative performance.

It provides a clearer understanding of the relationship between technology adoption and workplace outcomes.

It may also serve as a reference for future research in the field of management.

1.3.2 Practical Importance

The study may help organizations recognize the potential advantages of using artificial intelligence.

It offers recommendations that assist managers in improving administrative practices.

It contributes to promoting the effective use of modern technologies within organizations.

1.4 Study Questions

The study seeks to answer the following questions:

1. To what extent are artificial intelligence applications used in Saudi organizations?

2. What is the impact of artificial intelligence on administrative performance?
3. Does artificial intelligence contribute to improving employees' productivity?
4. What role does artificial intelligence play in supporting decision-making?
5. What challenges do organizations face when adopting artificial intelligence applications?

1.5 Study Objectives

This study aims to:

- Identify the extent of artificial intelligence use in Saudi organizations.
- Examine the impact of artificial intelligence on administrative performance.
- Determine the role of artificial intelligence in improving productivity.

- Explore the contribution of artificial intelligence to decision-making processes.
- Provide recommendations that support the effective use of artificial intelligence in organizations.

1.6 Study Hypotheses

The study is based on the following main hypothesis:

There is a statistically significant effect of artificial intelligence on administrative performance in Saudi organizations.

The following sub-hypotheses emerge from the main hypothesis:

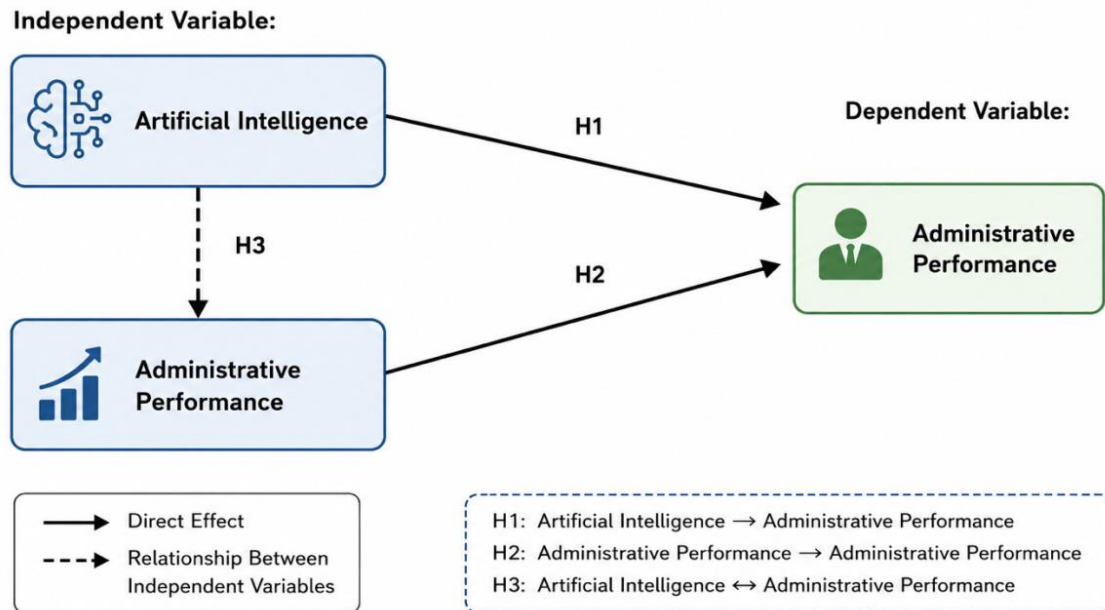
- There is a statistically significant relationship between artificial intelligence and employee productivity.
- There is a statistically significant relationship between artificial intelligence and the quality of decision-making.
- There is a statistically significant relationship between artificial intelligence and administrative efficiency.

1.7 Study Model

Independent Variable: Artificial Intelligence

Dependent Variable: Administrative Performance

1.7 Study Model



1.8 Research Methodology

The study uses the descriptive-analytical approach to investigate the impact of artificial intelligence on administrative performance in Saudi organizations. A questionnaire will be used to collect data from employees working in different organizations. The collected data will be analyzed using appropriate statistical methods to obtain accurate results and meaningful recommendations.

1.9 Field Study

Subject Boundaries: The study focuses on artificial intelligence and its impact on administrative performance.

Human Boundaries: The study is limited to employees working in Saudi organizations.

Spatial Boundaries: The study will be conducted in the Kingdom of Saudi Arabia.

Time Boundaries: The study will be conducted during the academic year 2025–2026.

Study Population: The study population consists of employees working in Saudi organizations from different sectors.

1.10 Proposed Project Outline

The research is organized into the following chapters:

Chapter One: General Framework of the Study.

Chapter Two: Previous Studies and Theoretical Background.

Chapter Three: Research Methodology and Data Analysis.

Chapter Two: Previous Studies

2.1 Introduction

Previous studies play an important role in scientific research because they give researchers a clearer view of what has already been discussed about the research topic. They also help in identifying research gaps and support the development of the current study.

This chapter reviews several studies related to artificial intelligence and administrative performance. It also presents the theoretical background of the study variables and explains how they are connected.

2.2 Independent Variable

Artificial Intelligence

Artificial intelligence is one of the modern technologies that organizations use to improve work processes and support administrative activities. It refers to the use of computer systems and digital applications that assist employees and managers in performing tasks more efficiently.

In the administrative field, artificial intelligence can contribute to:

- Supporting decision-making processes.
- Organizing and analyzing information.
- Reducing the time needed to complete routine tasks.
- Improving communication and coordination within organizations.
- Increasing the speed and accuracy of administrative work.
- Assisting managers in planning and monitoring activities.

The importance of artificial intelligence lies in its ability to improve organizational efficiency and help employees carry out their responsibilities effectively.

2.3 Dependent Variable

Administrative Performance

Administrative performance refers to how well employees and managers accomplish their duties efficiently and effectively to achieve organizational objectives.

Administrative performance can be measured through several indicators, including:

- Productivity.
- Quality of work.
- Speed of task completion.
- Accuracy in performing duties.
- Decision-making effectiveness.
- Commitment to organizational goals.

Administrative performance is one of the key factors that determine organizational success. Improving performance helps achieve higher levels of efficiency and competitiveness.

2.4 Relationship Between the Independent Variable and the Dependent Variable

The Relationship Between Artificial Intelligence and Administrative Performance

The use of artificial intelligence in organizations has gained increasing attention because of its potential to improve administrative performance. Artificial intelligence applications can help employees perform routine tasks faster and more accurately, allowing them to focus on more important responsibilities.

In addition, artificial intelligence may assist managers by providing useful information that supports decision-making. It can also help improve communication, reduce errors, and raise productivity.

Employees working in environments that effectively use modern technologies may experience greater efficiency in completing tasks and achieving work goals. Therefore, the use of artificial intelligence may positively affect various aspects of administrative performance.

However, successful implementation depends on factors such as employee acceptance, proper training, and organizational readiness.

Without these factors, organizations may face difficulties in obtaining the expected benefits from artificial intelligence applications.

So, this study aims to examine whether artificial intelligence has a significant impact on administrative performance in Saudi organizations.

2.5 Previous Studies

Study One

Ahmed and Hassan (2021) examined the role of artificial intelligence applications in improving administrative efficiency in business organizations. The study used a descriptive approach and distributed questionnaires to employees working in different sectors. The findings showed that artificial intelligence contributed positively to improving productivity and reducing the time required to complete tasks.

Study Two

Alharbi (2022) investigated employees' beliefs on the use of modern technologies in administrative work within Saudi organizations. The results showed that employees had positive attitudes toward technological applications and believed that such tools supported work quality and effectiveness

Study Three

Khan and Ali (202) explored the relationship between digital technologies and employee performance. The study found that

organizations adopting advanced technologies achieved higher efficiency and employee satisfaction compared with those relying on traditional methods.

Study Four

Alotaibi (2023) examined the impact of artificial intelligence on decision-making processes in the Saudi business environment. The study concluded that artificial intelligence tools helped managers access information more quickly and improved the quality of administrative decisions.

2.6 Conclusion

This chapter reviewed the theoretical background related to artificial intelligence and administrative performance. It also discussed the relationship between the two variables and summarized the findings of earlier studies in this field.

The review suggests that artificial intelligence may contribute positively to improving administrative performance by enhancing productivity, supporting decision-making, and increasing efficiency. However, the extent of this impact may differ according to organizational conditions and employees' readiness to adopt modern technologies.

The findings of earlier studies form a foundation for the current research and support the development of the study hypotheses. The following chapters will focus on collecting and analyzing data to decide the nature of the relationship between artificial intelligence and administrative performance in Saudi organizations.

References

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Alharbi, S. (2022). Employees' Perceptions of Modern Technology and Administrative Effectiveness in Saudi Organizations. *Journal of Administrative Sciences*, 18(2), 88–103.

Alotaibi, N. (2023). The Impact of Artificial Intelligence on Decision-Making Processes in the Saudi Business Environment. *Arab Journal of Management Studies*, 9(1), 55–70.

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Chapter Three: Research Methodology

3.1 Introduction

This chapter explains how we did our study. It covers the approach we took how we collected data, who we studied and the tools we used to analyze the data. Our goal here is to make it clear how we did the study to achieve what we wanted to.

3.2 Research Approach

Our study uses an approach. This approach is good because it lets us describe how Artificial Intelligence (AI) is used in organizations now and analyze how it affects how well they perform. AI helps organizations. We want to see how.

3.3 Operational definitions for research variables

To ensure a clear understanding the variables used in this study, the following operational definitions are provided.

- **Artificial Intelligence (Independent Variable):**
The extent to which organizations use AI applications and tools to support administrative work. It is measured through employees' responses to items related to the use of AI in tasks such as data analysis, automation, decision support, and communication.

- **Administrative Performance (Dependent Variable):**
The level at which employees accomplish their administrative duties effectively and efficiently. It is measured through employees' responses to items related to productivity, quality of work, accuracy, speed of task completion, decision-making effectiveness, and achievement of organizational goals.

3.4 Data Collection Method

We used a questionnaire to collect data. The questionnaire was designed to get information from employees in organizations about what they think of AI and how it affects their work. We asked employees to rate statements using a scale: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

3.5 Study Population and Sample

The people we studied are employees in Saudi organizations various sectors. We picked a group of employees to stand for all employees. Our sample includes people from different job levels to get a variety of responses.

- **Population:** All employees working in Saudi organizations.
- **Sample:** A selected group of employees from different sectors and job levels.
- **Sampling Technique:** we used convenience sampling, where the questionnaire was distributed to employees who were easily accessible and willing to take part in the study.

3.6 Data Analysis Method

We analyzed the data using simple statistical methods like:

- Frequencies and percentages
- Means (averages)
- Standard deviation

These methods help us understand the responses and find the relationship between Artificial Intelligence Applications and Administrative Performance.

3.7 Types of data

- **Primary data:** Collected directly from employees through questionnaire.
- **Secondary data:** Collected from books, journals, articles, websites, and earlier studies related to artificial intelligence and administrative performance.

3.8 Summary

This chapter explained how we did our study, including the research design, data collection and analysis methods. It also described who we studied the sample and the limitations.

Chapter Four: Results and Discussion

4.1 Introduction

This chapter presents the results of our study. We discuss them based on our research questions. We explain the results in a way.

4.2 General Results of the Study

The questionnaire responses show that most employees think positively of AI in work. We found that AI is being used more and more in organizations to help with tasks and improve work efficiency. AI is helpful.

4.3 Results Related to Administrative Performance

Our findings suggest that Administrative Performance is positively affected by AI. Employees reported improvements in:

- Speed of completing tasks
- Quality of work
- Accuracy in performance

- Ability to manage workload

This shows that AI helps employees do their jobs effectively. AI is good for work.

4.4 Results Related to Decision Making

The results also show that AI supports decision-making by giving access to information and helping managers make choices. Many participants agreed that decisions are easier and more accurate with AI tools.

4.5 Discussion of Results

Our results match studies that found a relationship between technology use and employee performance. AI helps reduce work allowing employees to focus on important tasks. It also improves communication. Reduces errors in administrative processes.

However we also found some challenges, such as:

- Lack of training in some organizations
- Understanding of AI tools

- Resistance to change in some workplaces

These challenges may reduce the benefits of AI.

4.6 Summary of Hypotheses

Our study results support the hypothesis:

There is a positive and significant effect of AI on Administrative Performance in Saudi organizations.

All sub-hypotheses are also generally supported based on the responses we collected.

4.7 Recommendations

This chapter discussed the findings of our study. The results indicate that AI has an effect on Administrative Performance in improving productivity, decision-making and work quality.

The next section will present the conclusion and recommendations of the study.

General Recommendations

Our study aimed to examine the impact of AI on Administrative Performance in organizations. The findings show that AI plays a role in

improving work efficiency and supporting employees in completing their tasks.

Recommendations

Based on the results we recommend the following:

- Increase awareness of AI in organizations
- Provide training programs for employees
- Encourage the use of AI technologies in work
- Improve digital infrastructure in organizations
- Support employees during the transition, to AI-based systems

Chapter Five: Conclusions, Recommendations, Limitations and References

5.1 Introduction

This chapter is about the results of the study on artificial intelligence. It talks about what we found out what we think Saudi organizations should do what the study could not do and the people we got information from.

The main goal of this chapter is to tell you about the conclusions we drew from our research on intelligence.

5.2 Conclusions

From what we found out we can say the following things about intelligence:

- Artificial intelligence is being used more and more in Saudi organizations to help with office work.
- Using intelligence makes the work faster and better.
- Most employees think artificial intelligence is a thing to have at work.

- Artificial intelligence helps people make decisions by giving them the right information quickly.
- Artificial intelligence also helps reduce tasks so employees can focus on more important things.
- *. Some organizations still have problems like not having enough training or people not knowing enough about artificial intelligence.

Overall our study shows that artificial intelligence is good for the work done in organizations.

5.3 Recommendations

Based on what we found out we think Saudi organizations should do the following things:

- Use intelligence more in their office work.
- Give employees training on how to use tools and artificial intelligence.
- Tell people more about how good artificial intelligence's why it is important.

- Help organizations build digital systems.
- Encourage employees to get used to technology.
- Make plans for how to use intelligence in their work.

5.4 Study Limitations

Our study has some limitations:

- We only looked at organizations.
- We did not have time to talk to many people.
- We only looked at how artificial intelligence affects office work, not areas.
- Some people did not want to talk to us so we did not get all the information we needed.

5.5 Suggestions for Future Research

In the future people could study intelligence in areas like education, healthcare or money.

1. They could compare how different organizations use intelligence.
2. They could look at how ready employeesre to use artificial intelligence.
3. They could also look deeper into the problems of changing to systems.

5.6 References

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Survey: