

Final Project 1
Code: MGM 496-PMG496
Project Template

Faculty of Management
Midocean University

عنوان المشروع

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

أسم الطالب

هبة نجيب ياسين احمد

233001686

مشروع تخرج- 1

كلية الإدارة- جامعة ميدأوشن

إشراف

د. عبد الرحيم نادر

عضو هيئة التدريس- كلية الإدارة- جامعة ميدأوشن

التاريخ- الفصل الدراسي الثالث 2026م

Acknowledgment

Praise be to Allah, by whose grace all good deeds are accomplished and by whose guidance goals are achieved. I thank Allah for granting me the strength and ability to complete this work. All praise is due to Him at all times. I would like to express my sincere appreciation and gratitude to my supervisor, Dr. Abdulrahim Nader, for his valuable guidance, support, and continuous encouragement throughout the preparation of this research. His advice and observations greatly contributed to the completion of this study. I would also like to thank everyone who supported me during this academic journey.

Table of Contents

1. Chapter One: general framework of the study	4
1.1. Introduction.....	5
1.2. Study Problem.....	6
1.2.1. Theoretical Gaps	6
1.2.2. Practical Gaps	6
1.3. Importance of the Study	6
1.3.1. Theoretical Importance	7
1.3.2. Practical Importance	7
1.4. Study Questions	7
1.5. Study Objectives	8
1.6. Study Hypotheses	9
1.7. Study Model	9
1.8. Research Methodology	10
1.9. Field Study	10
1.10. Proposed project outline.....	11
2. Chapter Two: Previous Studies	11
2.1. Introduction	11
2.2. Independent Variable	12
2.3. Dependent Variable	13
2.4. Relationship Between the Independent Variable and the Dependent Variable	14
2.5. Previous studies.....	15
2.6. Conclusion	17
References	18

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:

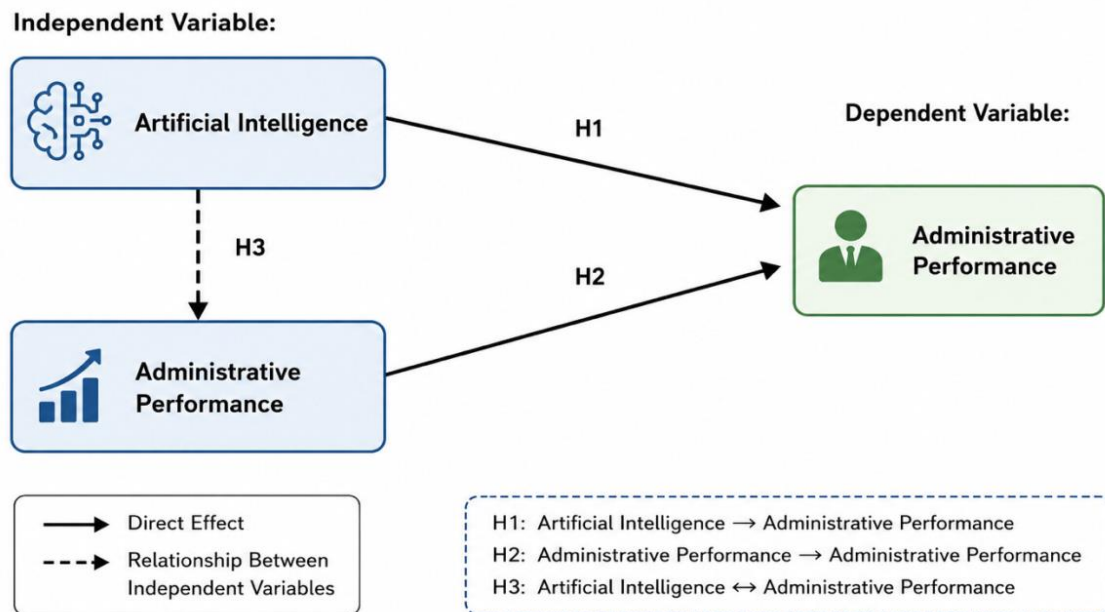
- There is a statistically significant relationship between artificial intelligence and employee productivity.
- There is a statistically significant relationship between artificial intelligence and the quality of decision-making.
- There is a statistically significant relationship between artificial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

Accordingly, 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' perceptions regarding the use of modern technologies in administrative work within Saudi organizations. The results indicated that employees generally 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 mainly 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 previous 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 new technologies.

The findings of previous 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 determine the nature of the relationship between artificial intelligence and administrative performance in Saudi organizations.

References

Ahmed, R., & Hassan, M. (2021). The Role of Artificial Intelligence Applications in Improving Administrative Efficiency in Business Organizations. *International Journal of Business Studies*, 12(3), 45–60.

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.

Khan, A., & Ali, S. (202). Digital Technologies and Employee Performance: Evidence from Organizational Settings. *International Journal of Management Research*, 14(4), 112–128.