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

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Abstract

The objectives of this study are to analyze the effect of Artificial Intelligence (AI) on the administrative performance in Saudi organizations. With the growing integration of AI in various sectors aimed at boosting efficiency and aiding decision-making, it is crucial to understand the impact of AI tools on administrative performance. The study is descriptive-analytical with questionnaire as the main tool for data collection. A total of 27 valid answers were received from the employees of different organizations in Saudi Arabia.

The results showed that there is a positive effect of Artificial Intelligence on administrative performance. The majority of the respondents reported that AI helps to improve their productivity, the quality of their work, decision-making, minimize administrative errors, speed up task completion, and communicate within their organization. The research also revealed positive correlation between the use of AI applications with overall administrative performance. The results align with previous research highlighting the importance of AI in enhancing organizational efficiency.

In light of the study results, it is recommended that organizations allocate a greater share of their budget towards the investment of AI technologies, offer lifelong employee training, create clear strategies for implementing AI, and promote the proper utilization of AI applications in administrative processes. The study draws a conclusion that the use of Artificial Intelligence has great potential to improve the administrative performance and provide sustainable support in the development of organizations in Saudi Arabia.

Keywords: Artificial Intelligence, Administrative Performance, Saudi Organizations, Productivity, Decision-Making, Administrative Efficiency.

Acknowledgment

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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.

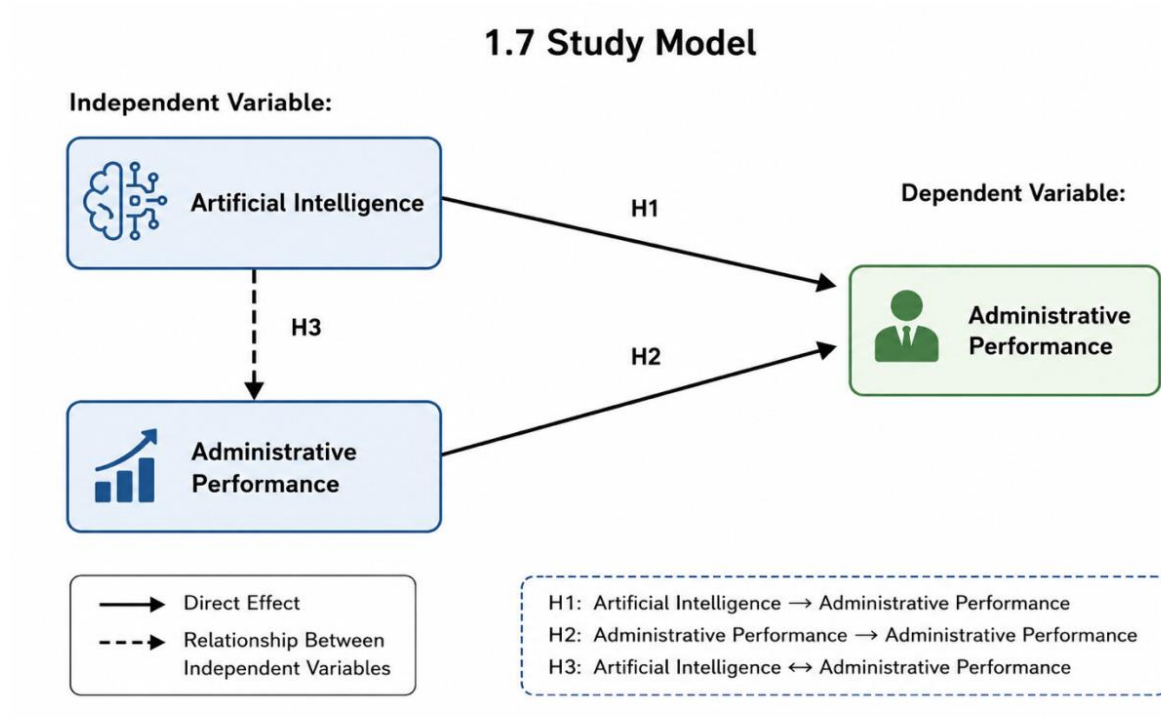
The following sub-hypotheses emerge from the main hypothesis:

- 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



1.8 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.

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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 represent 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 participate in the study.

3.6 Research instruments

A questionnaire was distributed to employees working in Saudi organizations, the questionnaire was divided into two sections according to the study.

Table 3.1 Research instruments

Study variable	Dimension variable	Number of items	Measurement tool
artificial (independent intelligence)	AI applications	5	Questionnaire
Administrative performance (dependent variable)	Productivity, quality of work, decision-making, administrative efficiency	5	Questionnaire

The first five statements in the questionnaire measure the independent variable (artificial intelligence application) and the other five measure the dependent variable (Administrative performance).

3.7 Types of data

- **Primary data:** Collected directly from employees through questionnaire.
- **Secondary data:** Collected from books, journals, articles, websites, and previous 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: data analysis and results

4.1 Introduction

This chapter shows the analysis and interpretation of the data gathered from the questionnaire. The questionnaire was sent to the employees, and some individuals of various job positions and educational background, to study the effect of Artificial Intelligence (AI) on administrative performance. There were 27 valid responses which were analyzed. The data is reported as percentages and in chart form created in Google Forms. The results are presented in two parts: (1) respondent's demographics and (2) analysis of the question items.

4.2 Demographic analysis

The mean age is the same as that of all respondents (4.1). The mean age is equal to that of all respondents (4.1).

4.2.1 Gender

There were 27 respondents for the survey. Of this, 59.3% were male and 40.7% were female. This means that the majority of the people in the study were male.

4.2.2 Age

The Respondents were from various age groups. The youngest population (44.4%) was those aged under 25 years. 22.2% of the participants were aged 45 years and over, 18.5% were aged between 35 and 44 years, and 14.8% were aged between 25 and 34 years.

4.2.3 Educational Qualification

81.5% of the respondents had a Bachelor's degree. 11.1% of the high school graduates responded and 7.4% of the respondents had a Diploma. No one had a Master's degree.

4.2.4 Years of Experience

In terms of work experience, 48.1% responded that they had more than 10 years experience, 44.4% responded that they had less than 5 years experience and 7.4% responded that they had between 5 to 10 years experience.

4.2.5 Job Position

The respondents were from various job positions. The managements (26.9%) were the largest group followed by administrative employees (23.1%). Students accounted for about 11.5% of the respondents, and supervisors for about 7.7%, with various other supervisors being directors, receptionists, chiefs, unemployed and job seekers, respectively.

4.3 Hypothesis testing of relationship between variables

The relationship between variables and hypothesis testing are relevant to 4.3. The relationship between variables, and hypothesis testing are relevant to 4.3.

Main Hypothesis (H1)

H2: AI helps optimize administrative tasks. H2b: AI enhances administrative efficiency.

According to the results of the questionnaire, most of the respondents observed that Artificial Intelligence is having a positive impact on administrative performance, either agreeing or strongly agreeing. All of the statements in the questionnaire were answered positively, such as productivity, work quality, communication, decision-making, work speed, reduction of routine administrative tasks, and reduction of administrative errors. Such findings suggest that there is a positive correlation between the use of Artificial Intelligence and the administrative performance.

Thus, the primary hypothesis is approved, and it shows the positive impact of Artificial Intelligence on administration performance.

Relationship Between Variables:

The descriptive analysis shows that there is a positive relationship between the independent variable (Artificial Intelligence) and the dependent variables (Administrative Performance). The more respondents agreed with the use of AI applications, the more they agreed on the benefit of AI in productivity, communication, decision-making, work quality, work speed, and reduction of administrative errors. This relationship indicates that, the more AI is adopted, the more effective the administration will be.

4.4 Descriptive statistics of the research variables

Based on the descriptive analysis of the questions and their answers, it was observed that respondents largely have positive perceptions on the role of Artificial Intelligence in administrative performance.

AI Applications in Organizations. AI Applications in Organizations.

The majority of respondents reported high levels of adoption of AI applications across their organizations, suggesting growing uptake of AI technologies in administrative tasks.

The elimination or automation of routine administrative tasks. Automation or elimination of routine administrative tasks.

Most respondents acknowledged that AI can help cut down on routine administrative workloads and free up employees to devote more time and attention to more meaningful and productive tasks.

Increase in Work Speed

The efficiency of AI technologies was reflected by most respondents strongly agreeing that Artificial Intelligence makes administrative tasks faster.

Decision-Making

The results show that respondents feel that AI helps improve organizational decision-making by providing factual information and aiding managers in making decisions.

Employee Training

While the majority of respondents said they provide employees with adequate AI training, a significant proportion chose the “neutral” answer, indicating a need for further training initiatives may be required.

Productivity

The majority of respondents felt that AI enhances employee productivity by allowing them to work fewer hours while doing a job more efficiently.

Work Quality

The answers show how AI can help to enhance the quality of work, as it makes it more accurate and decreases the risk of human error.

Communication and Coordination

Most of the respondents felt that Artificial Intelligence is better at communicating and coordinating within an organization, which helps them to collaborate effectively among themselves.

Minimization of Administration Errors

The majority of the respondents felt that AI assists in minimizing administrative mistakes by automating and improving accuracy.

Overall Administrative Performance

The strongest agreement was for the final statement, which suggests respondents feel that, overall, AI has positive effects on administrative performance.

4.5 Hypothesis testing and discussion of findings

The findings and discussion will be presented in the following section. The findings and the discussion will be presented in the next section.

The results of the study support the research hypothesis that Artificial Intelligence positively affects administrative performance. The vast majority of the respondents reported that AI increases productivity, work quality, task completion, communication and coordination, minimizes administrative errors, and helps in making better decisions.

The results are in line with the previous studies mentioned in Chapter Two that resulted in the following conclusions: Artificial Intelligence can help organizations become more efficient, cut down on costs, make better services, and improve administrative decision making.

While a few respondents marked neutral answers on employee training and implementation of AI, the overall data shows high support to the use of AI technologies in the organizations. Thus, the study verifies that the use of Artificial Intelligence technology and employee training programs are the key investment areas of organizations for improving administrative performance.

4.6 Conclusion

In this chapter, the statistical analysis of the questionnaire data was shown, which were gathered from 27 participants. The demographic analysis revealed that they belong to different gender groups, age groups, educational levels, years of experience and job positions.

The descriptive analysis showed that most of the respondents had positive perceptions on the applications of Artificial Intelligence in administrative performance. The results showed that AI helps to enhance productivity, quality of work, communication, decision making and efficiency of the job, along with minimizing administrative mistakes and repetitive administrative tasks.

The results of this study are in line with the principal research hypothesis and show that Artificial Intelligence has a significant positive effect on administrative performance. The results of these findings can be key to the recommendations and conclusions in Chapter Five.

Chapter Five: Conclusions, Recommendations, and Research limitations

5.1 Research limitations and future limitations

Research Limitations

There are some limitations of this study that should be taken into consideration when interpreting the findings.

Firstly, the study was based on a relatively small number of respondents (27), and so the findings might not be generalizable. Secondly, the data were gathered with questionnaires without any interviews or observations. Third, the study had no industry or organizational specificity, so it only addressed the general impact of Artificial Intelligence on administrative performance. Lastly, the time constraint for the research limited the opportunity to gather data from a larger and more varied sample.

Future Studies

Future researchers are encouraged to repeat the study by increasing the number of participants in different organizations and in different sectors to increase the generalizability of the findings. Further studies could also focus on the impact of Artificial Intelligence on organizational performance, employee satisfaction, and innovation over time. Additionally, scholars could explore how companies overcome these challenges when adopting AI technologies and assess the success of employee training initiatives regarding Artificial Intelligence.

5.2 Recommendations

Based upon the results of this research, the following recommendations are suggested:

1. Artificial Intelligence technologies should be increased by organizations in administrative processes to increase efficiency and organizational performance.
2. Regular training sessions should be offered to make sure that employees have the requisite expertise to effectively utilize AI tools.
3. Managers should promote the use of AI tools in everyday administrative work to optimize the productivity and ease the burden of routine tasks of the employees.
4. Advanced AI applications should be adopted to aid decision-making, communication and minimize administrative errors within organizations.
5. AI systems should be continually assessed to support their effectiveness for the organization and work quality.
6. There is a need to raise awareness of AI in universities and training institutions via educational programs and professional workshops.
7. Organizations should have clear strategies for implementing AI technologies and ensure that employees are supported technically all the time.

5.3 Conclusion

To assess the effect of Artificial Intelligence in Administrative Performance was the primary aim of this study. The study revealed that Artificial Intelligence has a positive impact on Administrative Performance based on the analysis of the responses to the questionnaires used in this study were received from 27 participants.

The results showed that a majority of respondents were of the opinion that AI helps with increased productivity, better quality of work, faster administrative tasks completion, better communication and coordination, decreased error in administrative tasks, and better decision making. While neutral responses were obtained from some participants about employee training and the level of implementation of AI, the overall findings suggest that AI has a significant impact on the performance of the organizations.

Thus, the study concludes that AI technologies could have a significant impact on the administrative performance by making the administration more efficient, accurate, and better outcomes for the organization. Organizations are urged to invest in AI technologies and employee training to reap the full benefits of digital transformation and ensure sustainable organizational success.

Survey:

final project survey:

You are kindly invited to participate in this questionnaire which is a part of my graduation project for my bachelors degree in business administration for the topic (The Impact of artificial intelligence on administrative performance: An applied study in Saudi organizations).

<https://docs.google.com/forms/d/e/1FAIpQLSf-Yq8L4E1jl4hDxkmAKryaCrwseWzWFsBeoY7c5dXcKlyw7Q/viewform?usp=publish-editor>