July 2025: Top 10 Read Articles Advanced Information Technology

International Journal of Advanced Information Technology (IJAIT)

ISSN : 2231 - 5853 [Online] ; 2231 - 6663 [Print]

https://airccse.org/journal/IJAIT/ijait.html

ARTIFICIAL INTELLIGENCE IN LAW ENFORCEMENT, A REVIEW

Suhaib Alzou'bi, Dr. Haitham Alshibly 2 , Dr. Mohammad Al-Ma’aitah3

Al-Balqa' Applied University

ABSTRACT

This research is presenting a critical review of existing methodologies and researches that deal with using AI as a tool of mining data in order to smooth and lead evidence in enforcing law. It will review as well the current situation in Jordan as possible as we can access the current available resources, where the method of mining information and using AI or soft evidence are to be addressed. The research concluded the importance of AI as supportive technology in policing, fighting crimes, cybercrimes, as models for enforcing law, but there were no cutoff evidence in using AI advanced methods in mining data in Jordan police and intelligence, simply because it was impossible mission to access the security information of such bodies.

KEYWORDS

Artificial Intelligence, Knowledge, Law Enforcement, Fraud

For More Details : https://airccse.org/journal/IJAIT/papers/4414ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2014.html

REFERENCES

[1] Ahmad, I., Kamruzzaman, J., and Habib, H., and Habibi, D. (2012). Application of artificial intelligence to improve quality of service in computer networks. Neural Comput & Applic, 21, 81– 90.

[2] Alimadad, A., Ghaseminejad, A. H., Borwein, P., Christopher, C.,Brant ingham, P., Li, J., Brantingham, P., Pollard, N., Dabbaghian-Abdoly, V., Rutherford, A., Ferguson, R., van der Waall, Alexa and Fowler, E. (2008). Using Varieties of Simulation Modeling for Criminal Justice System Analysis. Ch 19 In Liu, L. & Eck, J. Artificial Crime Analysis Systems: Using Computer Simulations and Geographic Information Systems. Premier Reference Source. USA.

[3] Al-Ma'aitah, M. A. (2013). Security Concerns in E-payment and the Law in Jordan. IJACSA International Journal of Advanced Computer Science and Applications, 4, 179-183.

[4] Azuela, J. H. S., Ritter, G., Serra J., and Cortés, U. (2006). Special Issue: Advances in Artificial Intelligence. Instituto Politécnico Nacional Centro de Investigación en Computación.

[5] Bell, P., Dean, J. and Gottschalk, P. (2010). Information Management In Law Enforcement: The Case Of Police Intelligence Strategy Implementation. International Journal of Information Management, 30, 343–349.

[6] Buscema, M., and Tastle W. J. (ED). (2013). Intelligent Data Mining in Law Enforcement Analytics; New Neural Networks Applied to Real Problems. Springer Dordrecht Heidelberg New York London.

[7] Collins, I. M., Breathnach, O., and Felle, P. (2012). Electronic Clinical Decision Support Systems Attitudes and Barriers to Use in the Oncology Setting. Ir J Med Sci, 181, 521–525.

[8] Galway, L., Charles, D., and Black, M. (2008). Machine learning in digital games: a survey. Artif Intell Rev, 29, 123–161.

[9] Gertosio, C. and Dussauchoy, A. (2004). Knowledge delivery from Industrial Databases. Journal of Intelligent Manufacturing, 15, 29-37.

[10] Grover, V., Adderley, R.and Bramer, M. (2007). Review of Current Crime Prediction Techniques. Applications and Innovations in Intelligent Systems, 14, 233-237

[11] Gonzales , A. R., Schofield , R. B., Herraiz , D. S. (2005). Intelligence-Led / Policing: The New Intelligence Architecture. Bureau of Justice Assistance. NCJ 210681.

[12] Gottschalk, P. (2008). Knowledge Management in Policing: Enforcing Law on Criminal Business Enterprises. Hindawi Publishing Corporation.

[13] Gottschalk, P. (2007). Knowledge Management Systems in Law Enforcement: Technologies and Techniques. Indea Group Inc. USA.

[14] Hegselmann, R. and Krause, U. (2002). Opinion Dynamics And Bounded Confidence Models, Analysis, And Simulation. Journal of Artificial Societies and Social Simulation (JASSS), 5, 1-33. Jordan National Information and Communications Technology Strategy (2013-2017).

[15] McCaney, K. (2010). Law enforcement using analytical tools to predict crime. http://gcn.com/articles/2010/12/22/police-predictive-analysis-software.aspx.

[16] McCarthy, J., Abrahams, B. W., Edwards, D. J., Hart, T. P. and Levin, M. I. (1985). LISP 1.5 Programmer's Manual The Computation Center and Research Laboratory of Eleotronics Massachusetts Institute of Technology. 2nd Ed.. The M. I.T. Press Massrchusetts Institute of Toohnology Cambridge, Massrchusetts. ISBN 0 262 130 1 1 4.

[17] McCarthy, J., Minsky, M. L., Rochester, N., and Shanno, C. E. (2006). A Proposal for the Dartmouth Summer Research Project on Artificial Intelligence August 31, 1955. AI Magazine , 27, 12-14.

[18] Moran, L. (2011). http://www.dailymail.co.uk/news/article-2053617/Professor-John-McCarthyFather-artificial-intelligence-dies-aged-84.html.

[19] Pierson, R. M. (2012). Can Artificial Intelligence Detect Crime Before It Happens?. http://www.lockergnome.com/news/2012/08/25/can-artificial-intelligence-detect-crime-before-ithappens/.

[20] PMSEIC Prime Minister's Science, Engineering And Innovation Council. (2000). Science, Crime Prevention & Law Enforcement. Fifth Meeting - 2 June 2000 Agenda Item 5.

[21] Popescu, V. A., Popescu, G., and Popescu, K. R. (2010). The amazing world of the InternetChalenges of the Internet Age. Information Management, 12, 13-23.

[22] Oatley, G., C., Zeleznikow, F. J. and Ewart, B.W. (2004). Matching and Predicting Crimes. In: Macintosh, A., Ellis, R. and Allen, T. (eds.), Applications and Innovations in Intelligent Systems XII. Proceedings of AI2004, The Twentyfourth SGAI International Conference on Knowledge Based Systems and Applications of Artificial Intelligence, Springer: 19-32. ISBN 1-85233-908-X.

[23] Oatley, G., Ewart, B., and Zeleznikow, F. (2006). Decision support systems for police: Lessons from the application of data mining techniques to ‘‘soft’’ forensic evidence. Artificial Intelligence and Law, 14, 35–100.

[24] Oracle ThinkQuest. (1997). The History of Artificial Intelligence. http://library.thinkquest.org/2705/history.html.

[25] Redmond, M. and Baveja, A. (2000). Aiding Strategic Decision-Making Among Police Departments Using An Artificial Intelligence Software Tool:Website.

[26] Redmond, M. and Baveja, A. (2002). Computing, Artificial Intelligence and Information Technology A data-driven software tool for enabling cooperative information sharing among police departments. European Journal of Operational Research, 141, 660–678.

[27] Reed, R. (2011).Computer Forensics for CEO’s and Managers. Eller College of Management. The University of Arizona, Website.

[28] Schmidhuber, J. (2007). 2006: Celebrating 75 years of AI- History and Outlook: the Next 25 Years. http://arxiv.org/abs/0708.4311v1v.

[29] Smith, C., McGuire, B., Huang, T., and Yang, G. (2006). The History of Artificial Intelligence. History of Computing CSEP 590A University of Washington.

[30] Suchánek, P.(2010). Business Intelligence As A Support Of E-Commerce Systems In Connection With Decision Making And Cross Border Online Shopping . Journal of Applied Economic Sciences, 5, 94-102.

[31] Tan, A., Quek, C., and Yow, K, C. (2008). Maximizing Winning Trades Using a Novel RSPOP Fuzzy Neural Network Intelligent Stock Trading System. Appl Intell, 29, 116–128.

[32] Townsley, M., and Johnson, S. (2008). The Need for Systematic Replication and Tests of Validity in Simulation. Ch1 In In Liu, L. & Eck, J. Artificial Crime Analysis Systems: Using Computer Simulations and Geographic Information Systems. Premier Reference Source. USA.

[33] Waltz, D. L. (1996). Artificial Intelligence: Realizing the Ultimate Promises of Computing. NEC Research Institute and the Computing Research Association, http://homes.cs.washington.edu/~lazowska/cra/ai.html.

[34] Wand, I., and Milner, R. (2009). Computing Tomorrow: Future Research Directions in Computer Science. Cambridge University Press

[35] Zeleznikow, J., Oatley, G., and Leary, R. (2005). A Methodology for Constructing Decision Support Systems for Crime Detection. R. Khosla et al. (Eds.): KESLNAI, 3684, 823-829.

[36] Zuev, A. and Fedyanin, D. (2012). Models of Opinion Control for Agents in Social Networks. Problemy Upravleniya, 2, 37–45.

Information and Communication Technology Skills' Sufficiency of Egyptian Accounting Graduates

Mohamed Elsaadani,

Arab Academy for Science & Technology & Maritime Transport, Egypt

ABSTRACT

This study aims at evaluating the sufficiency of ICT skills of fresh accounting graduates by soliciting the opinion of senior accounting professionals. A questionnaire used as the data collection method, and descriptive statistics used for analysis. The result of this research was surprisingly, as the level of the accounting graduates rated to be above average and they are very competent for current accounting profession in Egypt. The research revealed that any fresh graduate should be literate with Internet, word processing software, spreadsheet software, e-mail, commercial accounting software, and database management software. The research has several practical implications as well as a genuine value, as it provides current set of ICT skills tools needed by accounting profession in Egypt. Also, it calls accounting higher education institutions worldwide to keep investigating the requirements of the profession in order to produce graduates who are competent and up to market challenges.

KEYWORDS

Sufficiency, skills, ICT, Egypt, Accounting Graduates, HEI

For More Details : https://airccse.org/journal/IJAIT/papers/5215ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2015.html

REFERENCES

[1] Ismail, N.; Tayib, M.; Salim, B. (2005). IT Integration in Accounting Education: Are We Ready? Accountants Today, 18(7), pp. 36-39.What is Robotic Process Automation? (2021). Institute for Robotic Process Automation & Artificial Intelligence. Retreieved from https://irpaai.com/what-is-robotic- process-automation/

[2] Greenstein, M.; McKee, T. (2004). Assurance practitioners' and educators' self-perceived IT knowledge level: an empirical assessment. International Journal of Accounting Information Systems, 5(2), pp. 213-43.

[3] Lin, Z. (2008). A Factor Analysis on Knowledge and Skill Components of Accounting Education: Chinese Case. Advances in Accounting, incorporating Advances in International Accounting, 24, pp. 110-118.

[4] Celik, O; Ecer, A. (2009). Efficiency in Accounting Education: Evidence from Turkish Universities. Critical Perspectives on Accounting, 20(5), pp. 614-634.

[5] Aristovnik, A. (2012). The impact of ICT on educational performance and its efficiency in selected EU and OECD countries: a non-parametric analysis. ICICTE 2012 Proceedings, pp. 551-524.

[6] Elsaadani, M. 2014. Influence of ICTs on workforce productivity in Egyptian industrial organizations. International Journal of Advanced Information Technology (IJAIT), 4(3), pp. 1-8.

[7] Yusuf, M.; Afolabi, A. (2010). Effects of computer assisted instruction (CAI) on secondary school students' performance in biology. The Turkish Online Journal of Educational Technology, 9(1), pp. 62-69.

[8] Shaikh, Z. (2009). Usage, acceptance, adoption, and diffusion of information and communication technologies in higher education: a measurement of critical factors. Journal of Information Technology Impact (JITI), 9(2), pp. 63-80.

[9] Nneka, E; Festus, A. (2014). Integrating Information and Communication Technology (ICT) in Accounting Education Instruction in Ekiti State Universities. International Journal of Business and Social Science, 5(6).

[10] Nwosu, B.; Ogbomo, N. (2011). ICT in Education: A Catalyst for Effective use of Information. PNLA Quarterly. The Official Publication of the Pacific Northwest Library Association, pp. 1-6.

[11] Buba, M. (2011). Integrated information and communication technology in the curriculum of Business Education. Journal of Business Educational Research and Development (JOBERD), 2(10), pp. 126-132.

[12] Department for Education and Skills (DfES). (2003). Towards a unified e-learning strategy. Nottingham: DfES Publications.

[13] Reynolds, D.; Treharne, D.; Tripp, H. (2003). ICT - The hopes and the reality. British Journal of Educational Technology, 34, pp. 151–167.

[14] Bruce, C. (2004). Information literacy as a catalyst for educational change: A background paper. In Danaher, P. (Ed.), Lifelong learning: Whose responsibility and what is your contribution? The 3rd International Lifelong Learning Conference, (13–16 June 2004) (pp. 8–19). Yeppoon, Queensland: Sage.

[15] Proctor, J.; Burnett, P.; Finger, G.; Watson, G. (2006). ICT integration and teachers' confidence in using ICT for teaching and learning in Queensland state schools. Australasian Journal of Educational Technology, 22, pp. 511–530.

[16] Pearson, M.; Somekh, B. (2006). Learning transformation with technology: A question of sociocultural contexts? International Journal of Qualitative Studies in Education, 19, pp. 519–539.

[17] Pombo, L.; Smith, M.; Abelha, M.; Caixinha, H.; Costa, N. (2012). Evaluating an online e-module for Portuguese primary teachers: trainees' perceptions, Technology, Pedagogy and Education. Technology, Pedagogy and Education, 21(1), pp. 21-36.

[18] Yang, H. (2012). ICT in English schools: transforming education? Technology, Pedagogy and Education, 21(1), pp. 101-118.

[19] Papert, S. (1980). Mindstorms: Children, computers and powerful ideas. New York, NY: Basic Books.

[20] Balanskat, A.; Blamire, R.; Kefala, S. (2006). The ICT impact report: a review of studies of ICT impact on schools in Europe. Brussels: European Schoolnet.

[21] Iqbal, M.; Ahmed, M. (2010). Enhancing quality of education through e-learning: the case study of Allama Iqbal Open University. The Turkish Online Journal of Distance Education, 11(1). Retrieved January 28, 2015 from https://tojde.anadolu.edu.tr/tojde37/articles/article_5.htm

[22] UNESCO. (2013). Information and communication technology (ICT) in education in five Arab states - a comparative analysis of ICT integration and e-readiness in schools in Egypt, Jordan, Oman, Palestine and Qatar. UNESCO Institute for Statistics, Succursale Centre-Ville Montreal, Ref: UIS/2013/ICT/TD/01/REV.3.

[23] Ukpai, U. (2013). Information communication technology in accounting Education: challenges and prospects. Journal of Education and Policy Review, 5(2), pp. 1-12.

An Adaptive Watermarking Process in Hadamard Transform

Parvathavarthini S and Shanthakumari,

Kongu Engineering College, India

ABSTRACT

An adaptive visible/invisible watermarking scheme is done to prevent the privacy and preserving copyright protection of digital data using Hadamard transform based on the scaling factor of the image. The value of scaling factor depends on the control parameter. The scaling factor is calculated to embedded the watermark. Depend upon the control parameter the visible and invisible watermarking is determined. The proposed Hadamard transform domain method is more robust again image/signal processing attacks. Furthermore, it also shows that the proposed method confirm the efficiency through various performance analysis and experimental results.

KEYWORDS

Hadamard Transform, visible watermarking, invisible watermarking, scaling factor.

For More Details : **https://airccse.org/journal/IJAIT/papers/4214ijait01.pdf**

Volume Link : https://airccse.org/journal/IJAIT/current2014.html

REFERENCES

[1] Anthony T.S.Ho,Jun Shen,Soon Hie Tan,Alexc.Kot (2002), 'Digital image-in-image watermarking for copyright protection of satellite images using the fast Hadamard transform'. IEEE International symposium on geoscience and remote sensing, p. 3311e3.

[2] Anthony T.S.Ho,Jun Shen,Andrew K.K.Chow,Jerry Woon (2003), 'Robust digital image-in-image watermarking algorithm using the fast Hadamard transform'.International symposium on optical science and technology. International Society for Optics and Photonics. p. 76e85.

[3] Biao – Bing Huang, Shao – Xian Tang (2006), 'A contrast-sensitive visible watermarking scheme'. IEEE Transactions on Multimedia Vol.13, No.2, p.60e6.

[4] Santhi V,Arulmozhivarvarman P (2013), 'Hadamard transform based adaptive visible/invisible watermarking scheme for digital images', Information Security Technical Report Vol.01,No.001.,in press.

[5] Saraju P. Mohanty , Bhargava K.Bhargava (2008), 'Invisible watermarking based on creation and robust insertion-extraction of image adaptive watermarks'. ACM Transactions on Multimedia Computing Vol.5, No.2, and p.12:1e12:22.

[6] Ying Yang ,Xingming Sun ,Hengfu Yang ,Chan-Tsun Li,and Rong Xiao (2009), 'A contrast-sensitive reversible visible image watermarking technique'. IEEE Transactions on Circuits and Systems Vol.19 No.5, p.656e67.

[7] Zhou Wang, Alan Conrad Bovik, Hamid Rahim Sheikh,Eero p. Simoncelli (2004), 'Image Quality Assessment: from error visibility to structural similarity'. IEEE Transactions on Image Processing Vol.13, No.4, p.600e12.

Emotion Recognition from Facial Expression Based on Bezier Curve

Shruti Bansal and Pravin Nagar, Pranveer Singh Institute of Technology, India

1Department of Computer Science ,Pranveer Singh Institute of Technology, Kanpur, Uttar Pradesh

2Assistant Professor Pranveer Singh Institute of Technology, Kanpur, Uttar Pradesh

ABSTRACT

This article presents a descriptive comparative study on two methods of teaching, the Human emotions are conveyed by different medium such as behaviours, actions, poses, facial expressions and speech. Multitudinous researches have been carried out to find out the relation between these mediums and emotions. This paper proposes a system which automatically recognizes the emotion represented on a face. Thus, a Bezier curve based solution together with image processing is used in classifying the emotions. Coloured face images are given as input to the system. Then, Image processing based feature point extraction method is applied to extract a set of selected feature points. Finally, extracted features like eyes and mouth, obtained after processing is given as input to the curve algorithm to recognize the emotion contained. Experimental results show average 60% of success to analyse and recognize emotion detection.

KEYWORDS

Emotion Recognition, Feature detection, Bezier Curve.

For More Details : https://aircconline.com/ijait/V5N6/5615ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2015.html

REFERENCES

[1] Marian Stewart Bartlett, Gwen Littlewort, Ian Fasel, and Javier R. Movellan.(2003) Real time face detection and facial expression recognition: Development and applications to human computer interaction. In Proceeding of the Conference on Computer Vision and Pattern Recognition Workshop, 2003.

[2] Jeffrey F. CohnBy Ying-li Tian, Takeo Kanade. Recognizing action units for facial expression analysis. In 2000 IEEE Computer Society Conference on Computer Vision and Pattern Recognition (CVPR'00) - Volume 1, June 2000.

[3] a) Hehua Chi Lianhua Chi, b) Meng Fang a, c) Juebo Wuca FACIAL EXPRESSION RECOGNITION BASED ON CLOUD MODEL a)International School of Software, Wuhan University, Wuhan b)School of Computer Science and Technology, Huazhong c)State Key Laboratory of Information Engineering in Surveying, Mapping and Remote Sensing, Wuhan University, Wuhan

[4] Spiros V. Ioannou, Amaryllis T. Raouzaiou, Vasilis A. Tzouvaras,Theofilos P. Mailis, Kostas C. Karpouzis, Stefanos D. Kollias* Emotion recognition through facial expression analysis based on aneurofuzzy network Image, Video and Multimedia Systems Laboratory, School of Electrical and Computer Engineering, National Technical University of Athens, Zografou 15773, received 24 March 2005; accepted 27 March 2005

[5] 1Anjana R., 2Lavanya M. Facial Emotions Recognition System for Autism International Journal of Advanced Engineering Technology E-ISSN 0976-3945 Int J Adv Engg Tech/Vol. V/Issue II/AprilJune, 2014/40-43 Research Paper

[6] Ashish Lonare1, Shweta V. Jain2 A Survey on Facial Expression Analysis for Emotion Recognition Student M.tech, Department of Computer Science and Engineering, Shri Ramdeobaba College of Engineering and Management, Nagpur, India. International Journal of Advanced Research in Computer and Communication Engineering Vol. 2, Issue 12, December 2013

[7] Akanksha Manuj ,Supriya Agrawal Automated Human Facial Expression and Emotion Detection: A Review Computer Science Department, Student. NMIMS University, India. International Journal of Computer Applications (0975 – 8887) Volume 110 – No. 2, January 2015

[8] Matthew S. Ratliff Department of Computer Science University of North Carolina Wilmington, Eric Patterson Department of Computer Science University of North Carolina Wilmington .Emotion Recognition Using Facial Expressions with Active Appearance Models.

[9] M.Swathi P.A Ashoka Vardini T.Bharat Kumar Department of CSE, JNTUA Department of CSE, JNTUA Software Engineer TCS, Chennai. Facial Expression Recognition Based on Co-ordinate and Bezier Curves. International Journal of Advanced Research in Computer Science and Software Engineering Research Paper.Volume 3, Issue 9, September 2013 ISSN: 2277 128X

[10] Yong-Hwan Lee Dept. of Applied Computer Engineering Dankook University, Yongin, Korea Woori Han and Youngseop Kim Dept. of Electronics Engineering Dankook University Cheonan, Korea. Emotional Recognition from Facial Expression Analysis using Bezier Curve Fitting. 2013 16th International Conference on Network-Based Information Systems.

[11] Jadhav, Jinal B. Mashruwala, Aditi K. Nehete, Pooja A. Panjari Real Time Emotion Recognition

through Facial Expressions for Desktop Devices International Journal of Emerging Science and Engineering (IJESE) ISSN: 2319–6378, Volume-1, Issue-7, May 2013.

BACKUP STORAGE BLOCK-LEVEL DEDUPLICATION WITH DDUMBFS AND BACULA

Heitor Faria1 , Jacir Luiz Bordim2 and Priscila Solis Barreto3
1MSc in Applied Computing (MScAC), Brazil 123Department of Computer Science (CIC), University of Brasilia (UnB), Brazil

ABSTRACT

Data deduplication is not only becoming an essential backup system component, because it reduces storage space requirements, but also a critical one, since the performance of all the backup operation depends on storage throughput. This paper is focused on the backup data volume ratio of deduplication when stored in file systems with this feature, and how a newly developed volume format can improve it. Bacula backup software is currently the third most popular backup software worldwide and it's also open source, therefore selected to this performance analysis study. Corresponding to the results, it is possible to verify that the proposed Bacula aligned backup format brings gains of 82%, even for a workload that emulates a relatively small backup policy and with minimum impact on backup or restore times.

KEYWORD

Backup volume, deduplication format, file system, data reduction

For More Details : https://aircconline.com/ijait/V7N4/7417ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2017.html

REFERENCES

[1] "Technology Research | Gartner Inc." [Online]. Available: http://www.gartner.com/technology/home.jsp

[2] Pushan Rinnen and D. Russel, "Challenging Common Practices for Backup Retention," Gartner, Inc., USA, Tech. Rep. G00278794, Jul. 2015.

[3] M. Fu, D. Feng, Y. Hua, X. He, Z. Chen, W. Xia, Y. Zhang, and Y. Tan, "Design Tradeoffs for Data Deduplication Performance in Backup Workloads." in FAST, 2015, pp. 331–344. [Online]. Available: https://www.usenix.org/sites/default/files/conference /protected-files/fast15 slides fu.pdf

[4] W. Xia, H. Jiang, D. Feng, and L. Tian, "Combining Deduplication and Delta Compression to Achieve Low-Overhead Data Reduction on Backup Datasets." IEEE, Mar. 2014, pp. 203–212. [Online]. Available: http://ieeexplore.ieee.org/document/ 6824428/

[5] K. Sibbald, "Creating a universally deduplicatable archive volume," Patent, 2016, classificao internacional G06F17/30; Classificao cooperativa G06F17/30156, G06F17/30073, G06F17/30194. [Online]. Available: http://www.google.com/patents/ US2016005516

[6] "Bacula | Open Source Backup, Enterprise ready, Network Backup Tool for Linux, Unix, Mac, and Windows." [Online]. Available: http://blog.bacula.org/

[7] "ddumbfss homepage ddumbfs 1.1 documentation." [Online]. Available: http://www.magiksys.net/ddumbfs/

[8] "ZBackup." [Online]. Available: http://zbackup.org/

[9] A. Muthitacharoen, B. Chen, and D. Mazieres, "A low-bandwidth network file system," in ACM SIGOPS Operating Systems Review, vol. 35. ACM, 2001, pp. 174–187. [Online]. Available: http://dl.acm.org/citation.cfm?id=502052

[10] C. Constantinescu, J. Glider, and D. Chambliss, "Mixing Deduplication and Compression on Active Data Sets." IEEE, Mar. 2011, pp. 393–402. [Online]. Available: http://ieeexplore.ieee.org/document/5749497/

[11] B. Zhu, K. Li, and R. H. Patterson, "Avoiding the Disk Bottleneck in the Data Domain Deduplication File System." in Fast, vol. 8, 2008, pp. 1–14. [Online]. Available: https://www.usenix.org/legacy/events/fast08/tech/full papers/zhu/zhu html/

[12] W. Grant, "Characteristics of Backup Workloads in Production Systems," 2012.

[13] "Google Trends: Arcserve, Bacula, Netbackup popularity search worldwide," 2016, 1. [Online]. Available: https://www.google.com.br/trends/explore?date=all&q=arcserve, bacula,netbackup

[14] K. Sibbald, "Main Reference," 2011. [Online]. Available: http://www.bacula.org/7.4.xmanuals/en/main/Main Reference.html

[15] A. Wildani, E. L. Miller, and O. Rodeh, "Hands: A heuristically arranged non-backup inline deduplication system," in Data Engineering (ICDE), 2013 IEEE 29th International Conference on. IEEE, 2013, pp. 446–457. [Online]. Available: http://ieeexplore.ieee.org/abstract/document/6544846/

[16] X. Zhang, Z. Tan, and S. Fan, "NSBS: Design of a Network Storage Backup System," World Academy of Science, Engineering and Technology, International Journal of Electrical, Computer, Energetic, Electronic and Communication Engineering, vol. 9, no. 11, pp. 1245–1254, 2015.

[Online]. Available: http://www.waset.org/ publications/10002702

[17] “lessfs - data deduplication for less.” [Online]. Available: https://sourceforge.net/ projects/lessfs/

[18] “Opendedup-SDFS,” 2016. [Online]. Available: https://github.com/opendedup/sdfs

[19] C. Ungureanu, B. Atkin, A. Aranya, S. Gokhale, S. Rago, G. Calkowski, C. Dubnicki, and A. Bohra, “HydraFS: A High-Throughput File System for the HYDRAstor Content-Addressable Storage System.” in FAST, vol. 10, 2010, pp. 225–239. [Online]. Available: https://www.usenix.org/legacy/events/fast10/tech/full papers/ungureanu.pdf

[20] S. Quinlan and S. Dorward, “Venti: A New Approach to Archival Storage.” in FAST, vol. 2, 2002, pp.89–101. [Online]. Available: https://www.usenix.org/legacy/events/ fast02/quinlan/quinlan html/

[21] “Tar - GNU Project - Free Software Foundation.” [Online]. Available: https://www.gnu.org/software/tar/

[22] R. Jain, The Art of Computer Systems Performance Analysis: Techniques for Experimental Design, Measurement, Simulation, and Modeling. Wiley, 1990,google-Books-ID: eOR0kJjgMqkC.

[23] “Best open source network data backup and recovery software.” [Online]. Available: https://www.baculasystems.com/

[24] “Data Recovery Customers,” 2017. [Online]. Available: https://www.baculasystems .com/customers/success-stories

TRADITIONAL VERSUS BLENDED LEARNING METHOD: A COMPARATIVE STUDY ON ITS EFFECTIVENESS IN BUSINESS COMMUNICATION COURSE

Fahad AlShahrani1 and Gilbert M. Talaue2

1Assistant Professor of English Language and Director of e- Learning Center, Royal Commission of Jubail, Jubail Industrial City, Kingdom of Saudi Arabia

2Assistant Professor of Business Administration, Jubail University College, Jubail Industrial City, Kingdom of Saudi Arabia

ABSTRACT

This article presents a descriptive comparative study on two methods of teaching, the traditional and blended learning pedagogical approach in a Business Communication course. Forty-four (44) students from the two controlled groups were enrolled in the course for the first semester of school year 2017-2018 participated in the study. The findings indicated that respondents' performance in ENGL118 (English Composition) had an effect on their performance in BUS261(Business Communication) and there was a significant positive relationship between year level and final grade in BUS261. Therefore, it was concluded that the year level and grade in ENGL118 have correlationson student'sperformance in BUS261. The results of the assessments of the two groups were compared and indicated a significant difference in the results which was influenced by respondents' year level and mode of conducting assessments. It is further concluded, that if the characteristics of both groups were the same, blended would have been more effective than the traditional method.This study recommends adopting the blended pedagogical approach not only in BUS261 course but also to other courses as applicable.

KEYWORDS

Flipped Class, Blended Learning, BlackBoard, Business Communication, Teaching Pedagogy

For More Details : https://aircconline.com/ijait/V8N6/8618ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2018.html

REFERENCES

[1] Alammary, A., Sheard, J., & Carbone, A. (2014). Blended learning in higher education: Three different design approaches. Australasian Journal of Educational Technology, 30(4). https://ajet.org.au/index.php/AJET/article/view/693/1061

[2] Allen E., & Seaman J. (2011). Going the Distance: Online educator in the United States. (Survey). Babson Survey Research Group.

[3] Aslam, S. (n.d.). A Comparative Study of Blended Learning versus Traditional Teaching in Middle School Science. International Conference: The Future of Education. https://conference.pixelonline.net/FOE/files/foe/ed0005/FP/1718-SOE1072-FP-FOE5.pdf

[4] Al-Azawei, A., Parslow P., & Lundqvist K. (2017). Investigating the effect of learning styles in a blended e-learning system: An extension of the technology acceptance model (TAM). Australasian Journal of Educational Technology, 33(2). https://ajet.org.au/index.php/AJET/article/view/2741/1406

[5] BlackBoardLearn (n.d.) Retrieved on 20/2/2018 from http://www.blackboard.com/index.html

[6] Bliuc, A. G. (2007). Research focus and methodological choices in studies into. In Internet and Higher Education, 10, 31-244

[7] Crawford, R., Jenkins, L. (2017). Blended learning and team teaching: Adapting pedagogy in response to the changing digital tertiary environment. Australasian Journal of Educational Technology, 33(2). https://ajet.org.au/index.php/AJET/article/view/2924/1414

[8] Statistics How to (n.d). Retrieved from https://www.statisticshowto.datasciencecentral.com/probability-and-statistics/find-sample-size/

[9] Fadde, P. J., & Phu Vu. (2014). Blended Online Learning: Benefits, Challenges,and Misconceptions. In P. Lowenthal, C. S. York, and J. C. Richardson (Eds.), Online Learning: Common Misconceptions, Benefits,and Challenges (pp. 33– 48). New York: Nova.

[10] Fung, JL., Quek, CL. (2016). Modeling relationships between students' academic achievement and community of inquiry in an online learning environment for a blended course. Australasian Journal of Educational Technology, 32(4). https://ajet.org.au/index.php/AJET/article/view/2500/1375

[11] Graham, C. R. (2005). Blended learning systems: definition, current trends, and future definitions. In C. J. Bonk & C. R. Graham (Eds.), Handbook of blended learning: Global perspectives, local design. (pp. 3 – 21). San Francisco, CA: Pfeiffer Publishing.

[12] Heinrich, E. & Milne, J. (2012). Pathways for improving support for the electronics management and marking of assignments. Australasian Journal of Educational Technology, 28(2), 279-294. https://ajet.org.au/index.php/AJET/article/view/874/152

[13] Heinrich, E., Milne, J. D. & Moore, M. (2009). An investigation into e-tool use for formative assignment assessment - status and recommendations. Educational Technology & Society, 12(4), 176- 192. http://www.ifets.info/journals/12_4/16.pdf

[14] Heinze, A., Procter, C. (2004). "Reflections on the Use of Blended Learning". Education in a Changing Environment. University of Salford, Salford, Education Development

[15] Jubail University College (2018). About Jubail University College. Retrieved on 20/2/2018 from http://www.ucj.edu.sa/en/about/Pages/About-Jubail-University-College.aspx

[16] Khan, A., et. al (2012). Study of Blended Learning Process in Education. I.J.Modern Education and Computer Science, 9, 23-29, DOI: 10.5815/ijmecs.2012.09.03

[17] Medina, L.C. (2018). Blended learning: Deficits and prospects in higher education. Australasian Journal of Educational Technology, 34(1). https://ajet.org.au/index.php/AJET/article/view/3100/1460

[18] Montgomery, A., Hayward, D., et. al (2015). Blending for student engagement: Lessons learned for MOOCs and beyond. Australasian Journal of Educational Technology, 31(6). https://ajet.org.au/index.php/AJET/article/view/1869/1321

[19] Murphy, R., et. al (2014). Blended Learning Report. Michael & Susan Dell Foundation in Partnership with SRI International.

[20] Nazarenko, A. (2015). Blended Learning vs Traditional Learning: What Works? (A Case Study Research). The XXVI Annual International Academic Conference, Language,and Culture, 27-30, October 2015. Propecia – Social and Behavioral Science 200 (2015) 77-82. https:// https://www.sciencedirect.com/science/article/pii/S1877042815046662

[21] O'Flaherty, J., & Phillips, C. (2015). The use of flipped classrooms in higher education: A scoping review. The Internet and Higher Education, 25, 85-95.

[22] Omiola, M., et. al (2012). Effects of Blended Learning and Individualized Instructional Strategies on the Cognitive Learning Outcomes in Basic Technology. British Journal of Science Vol. 6 (1) 38-44.

[23] Ryback, D., & Sanders, J. (1980). Humanistic versus traditional teaching styles and student satisfaction. Journal of Humanistic Psychology, 20(87), 87-90

[24] Sarka, A., Semradova, I. (2016). Evaluation of Blended Learning. Future Academy's Multidisciplinary Conference.Propecia – Social and Behavioral Science 217 (2016) 551-557. https:// https://www.sciencedirect.com/science/article/pii/S1877042815046662

[25] Saunders, M., Lewis, P., Thornhill, A. (2012). Research Methods for Business Students. Pearson, UK. [26] Shih, W., Tsai, C. (2017). Students' perception of the flipped classroom approach to facilitating online project-based learning in marketing

research course. Australasian Journal of Educational Technology, 33(5). https://ajet.org.au/index.php/AJET/article/view/2884/1436

[27] Simon, D., Jackson, K., & Maxwell, K. (2013). Traditional Versus Online Instruction: Faculty Resources Impact Strategies for Course Delivery. Business Education & Accreditation. Vol. 5, November 1. ftp://ftp.repec.org/opt/ReDIF/RePEc/ibf/beaccr/bea-v5n1-2013/BEA-V5N1-2013-9.pdf.

[28] Staker, H. & Horn, M. (2012). Classifying K-12 blended learning. Clayton Christensen Institute for Disruptive Innovation: San Mateo, CA

[29] Strauss, Valerie (3 June 2012). "The flip: Turning a classroom upside down". Washington Post.

[30] Talaue, G. (2017). Research Writing Handbook: A Guide for Basic Research. Scholar's Press. Germany.

[31] Tayfour, A., Siraj, M (2017), "Analysis of Factors Affecting Student Evaluation of Teaching Effectiveness in Saudi Higher Education: The Case of Jubail University College." American Journal of Educational Research, vol. 5, no. 5 (2017): 464-475. doi: 10.12691/education-5-5-2.

THE IMPACT OF SOCIAL MEDIA ON ACADEMIC PERFORMANCE OF SELECTED COLLEGE STUDENTS

Gilbert M. Talaue1 , Ali AlSaad2 , Naif AlRushaidan3 , Alwaleed AlHugail4 , Saad AlFahhad5

1Assistant Professor, 2,3 Business Administration Student-Researcher, 4,5Management Information System Student-Researcher

Business Administration Department, Jubail University College, Jubail Industrial City, Kingdom of Saudi Arabia

ABSTRACT

The purpose of this article is to assess the impact of social media on academic performance of selected college students. In this article, the authors raise the actual impact of daily communication of youth in social media. Descriptive research design was utilized to gain accurate profile of situation.Sixty (60) Business Administration and Management Information System students who are actively using social media are the respondents of the study. It was conducted during the summer semester of academic year 2017- 2018.Summing-up,social networks becomes an integral part of the students' full life, took up most of their free time.Undoubtedly, in social networks, there are also things useful for the development of the students. In addition, communication with peers through social networks can help a student socialize, find new friends, discuss with them issues related to studies. Thus, it can be concluded that social media have a dual impact on student achievement, and it is necessary to approach adolescents' use of social networks with ultimate responsibility.

KEYWORDS

social network, social media,Saudi Arabia, impact of electronic technology, social media effect

For More Details : https://aircconline.com/ijait/V8N5/8518ijait03.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2018.html

REFERENCES

[1] Abousaber, I., Oueder, M. (2018). A Study on the Impact of Social Media Usage on Student Academic Performance: University of Tabuk an Example. American Scientific Research Journal for Engineering, Technology, and Sciences (ASJETS), 40(1), pp. 77-88

[2] Alwagait, E., Shahzad, B. (2014). Impact of social media usage on students' academic performance in Saudi Arabia, Computers in Human Behavior, http://dx.doi.org/10/1016/j.chb.2014.09.028

[3] Amin, Z., Mansoor, A,.et.al (2016).Impact of Social Media of Student's Academic Performance.International Journal Business and Management Invention, 5(4), pp. 22-29

[4] Asemah, S., Okpanachi, R. (2013). Influence of social media on the academic performance of the undergraduate students of Kogi State University, Anyigba, Nigeria, Research on Humanities and Social Sciences, 3(12), pp. 90-96

[5] East, S. (2016). Teens: This is how social media affects your brain. CNN.Retrieved from https://edition.cnn.com/2016/07/12/health/social-media-brain/index.html.

[6] Ellen, S. (2017). Slovin's Formula Sampling Techniques. Sciencing. Retrieved from https://sciencing.com/slovins-formula-sampling-techniques-5475547.html

[7] Jubail University College (2018).About Jubail University College. Retrieved on 20/2/2018 from http://www.ucj.edu.sa/en/about/Pages/About-Jubail-University-College.aspx

[8] Kolan, B., Dzandza, P. (2018). Effect of social media on academic performance of students in Ghanian Universities: A case study of University of Ghana, Legon, Library Philosophy and Practice (e-journal), https://digitalcommons.unl.edu/libphilprac/1637

[9] Landry, T. (2014). How Social Media Has Changed Us: The Good and The Bad. Retrieved from https://returnonnow.com/2014/09/how-social-media-has-changed-us-the-good-and-the-bad/

[10] Mensah, S., Nizam I. (2016). The impact of social media on students' academic performance – a case of Malaysia Tertiary Institution. International Journal of Education, Learning and Training, 1(1), pp. 14-21

[11] Newspoll. (2013). Like, Post, Share Young Australians' Experience of Social Media. Australian Communications And Media Authority. Retrieved from https://www.acma.gov.au/- /media/mediacomms/Report/pdf/Like-post-share-Young-Australians-experience-of-social-mediaQuantitative-research-report.pdf?la=en.

[12] Owusu-Acheaw, M., Larson, A. (2015). Use of social media and its impact on academic performance of tertiary institution students: A study of students of Koforidua Polytechnic, Ghana, Journal of Education and Practice, 6(6), pp. 94-101

[13] Research into the online behaviour and attitudes of Australians in relation to movie and TV piracy (2013). Intellectual Property Awareness Foundation. Retrieved from https://www.aph.gov.au/DocumentStore.ashx?id=1bff7481-b92a-4bc7-a2e7

[14] Reuters. (2009). Study: Facebook, Twitter Use At Work Costs Big Bucks.Retrieved from https://www.reuters.com/article/urnidgns852573c4006938800025765b00619aidUS399557440920091026.

INFLUENCE OF ICTS ON WORKFORCE PRODUCTIVITY IN EGYPTIAN INDUSTRIAL ORGANIZATIONS

Dr. Mohamed Elsaadani, PhD
Assistant Professor, the Arab Academy for Science & Technology & Maritime Transport

ABSTRACT

Present study aims to investigate the influence of ICTs dimensions (Information Technology (IT), Management Information System (MIS), Office automation (OA), Intranet and Internet) on workforce productivity for a group of industrial organizations in Alexandria - Egypt. The population of the study was managers and staff members working in different areas related to ICTs in the selected industrial organizations at various managerial levels. Descriptive-statistical combined research study was conducted. The selection of the participating industrial organization done using simple random sampling technique. Data collection done using questionnaires. In order to check the validity of the study instrument expert comments were used and the reliability of the questions calculated as 79% using Cronbach's Alpha coefficient. The analysis of instrument data done using single variable t-test, Friedman and variance analysis. The study findings revealed that the specified dimensions of ICTs positively affect workforce productivity of industrial organizations in Alexandria - Egypt.

KEYWORDS

ICTs, Workforce Productivity, Egypt, Industrial Organizations

For More Details : https://airccse.org/journal/IJAIT/papers/4314ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2014.html

REFERENCES

[1] Ellram, L. et al. (1999). Retail logistics. International Journal of Physical Distribution & Logistics Management, 29(7/8), pp. 477-494.

[2] Brown, J. et al. (2005). Supply chain management and the evolution of the 'Big Middle'. Journal of Retailing, 81(2), pp. 97-105.

[3] Bridges, E. & Freytag, P. (2009). When do firms invest in offensive and/or defensive marketing? Journal of Business Research, 62(7), pp. 745-749.

[4] Melville, N. et al. (2004). Information technology and organizational performance: an integrative model of IT business value. MIS Quarterly, 28(2), pp. 283-322.

[5] Tsai, W. & Tang, L. (2012). A model of the adoption of radio frequency identification technology: the case of logistics service firms. Journal of Engineering and Technology Management, 29(1), pp. 131- 151.

[6] Phuong, T. (2008). Internet use, Customer Relationships and loyalty in the Vietnamese travel industry. Asia Pacific Journal of Marketing and Logistics, 20, pp. 190-210.

[7] UNCTAD, (2004). E-Commerce and Development Report. [Online]. United Nations Conference on Trade and Development. Retrieved December 17, 2013, from http://unctad.org/en/Docs/ ecdr2004overview_en.pdf.

[8] Battisti, G. & Iona, A. (2009). The UK productivity gap in the service sector: do management practices matter? International Journal of Productivity and Performance Management, 58(8), pp. 727-747.

[9] Lin, W. (2009). The business value of information technology as measured by technical efficiency: Evidence from country-level data. Decision Support Systems, 46(4), pp. 865-874.

[10] Fuentelsaz, L. et al. (2009). The effects of new technologies on productivity: An intra-firm diffusionbased assessment. Research Policy, 38(7), pp. 1172-1180.

[11] Zain, M. et al. (2005). The relationship between information technology acceptance and organizational agility in Malaysia. Information & Management, 42(6), pp. 829-839.

[12] Davis, B. (2001). An Emerging Issue: Knowledge Worker Productivity and Information Technology. Information Science Conference, Krokow - Poland.

[13] Pilat, D. & Schreyer P. (2004). The OECD Productivity Database: An Overview. International Productivity Monito, OECD, 8, Spring.

[14] Boswoth, B. & Triplett, J. (2000). Productivity in the Services Sector. American Economic Association (AEA), January 7-9, Boston - Mass.

[15] Jorgenson, D. & Stiroh, K. (2000). Raising the speed limit: US Economic growth in the Information Age. Brookings Papers on Economic Activity, 1, pp. 125-211.

[16] Oliner, S. & Sichel, D. (2000). The Resurgence of Growth in the Late 1990´s: Is Information Technology the Story? Journal of Economic Perspectives, 14(4), pp. 3-22.

[17] Mas, M. & Quesada, J. (2005). ICT and Economic Growth: A Quantification of Productivity Growth in Spain 1985-2002. OECD Statistics Working Papers, 4, OECD Publishing. Doi: 10.1787/527376367825.

[18] Laudon, K. & Laudon, J. (2005). Management Information System: Managing the Digital Firm. 9th ed. Prentice Hall, USA.

[19] Pavic, S. et al. (2007). Could e-business create a competitive advantage in UK SMEs? Benchmarking: An International Journal, 14(3), pp. 320-351.

[20] Gichoya, D. (2005). Factors Affecting the Successful Implementation of ICT Projects in Government. The Electronic Journal of e-Government, 3(4), pp 175-184.

[21] Brady, M. et al. (2008). Researching the role of information communication technology (ICT) in contemporary marketing practices. Journal of Business & Industrial Marketing, 23(2), pp. 108-114.

[22] Deeter-Schmelz, D. & Kennedy, K. (2004). Buyer-seller relationships and information sources in an e-commerce world. Journal of Business & Industrial Marketing, 19(3), pp. 188-196.

[23] Geiger, S. & Turley, D. (2005). Personal selling as knowledge-based activity: communities of practice in the sales force. Irish Journal of Management, 26(1), pp. 61-71.

[24] Li, E. (1995). Marketing information systems in US companies: a longitudinal analysis. Information and Management, 28(1), pp. 13-31.

[25] Martin, L. & Matlay, H. (2001). Blanket approaches to promoting ICT in small firms: some lessons from the DTI ladder adoption model in the UK. Internet Research: Electronic Networking Applications and Policy, 11(5), pp. 399-410.

[26] Grandon, E. & Pearson, J. (2004). Electronic commerce adoption: an empirical study of small and medium US business. Information and Management, 42(1), pp. 197-216.

[27] Srensena, C. et al., (2010). Conceptual model of a future farm management information system. Computers and Electronics in Agriculture, 72, pp. 37–47.

[28] Zafiropoulos, C. et al. (2006). Research in Brief: the internet practices analysis from Greece. International Journal of Contemporary Hospitality Management, 18(2), pp. 156-163.

[29] Abereijo, I. et al. (2009). Technological innovation sources and institutional supports for manufacturing small and medium enterprises in Nigeria. Journal of Technology Management and Innovation, 4(2), pp. 82-89.

[30] Flor, M. & Oltra, M. (2005). The influence of firms' technological capabilities on export performance in supplier-dominated industries: the case of ceramic tiles firms. R&D Management, 35(3), pp. 333- 347.

[31] Jones, M. & Crack, D. (2001). High-technology firms' perceptions of their international competitiveness. Strategic Change, 10(3), pp. 129-138.

[32] Lo´pez, J. & Garcı´a, R. (2005). Technology and export behavior: a resource-based view approach. International Business Review, 14(5), pp. 539-557.

[33] Powell, T. & Dent-Micallef, A. (1997). Information technology as competitive advantage: the role of human, business, and technology resources. Strategic Management Journal, 18(5), pp. 375-405.

[34] Zeng, S. et al. (2008). Competitive priorities of manufacturing firms for internationalization: an empirical research. Measuring Business Excellence, 12(3), pp. 44-55.

[35] Jesús C. et al. (2012). Effect of ITC on the international competitiveness of firms. Management

Decision, 50(6), pp. 1045–1061.

[36] Black, S. & Lynch, L. (2004). What's driving the new economy? The benefits of workplace innovation. The Economic Journal, 114(493), pp. 97-116.

[37] Lee, Y. et al. (2011). The impact of service R&D on the performance of Korean information communication technology small and medium enterprises. Journal of Engineering and Technology Management, 28(1-2), pp. 77-92.

[38] Boothby, D. & Dufour, A. (2010). Technology adoption, training and productivity performance. Jianmin Tang Research Policy, 39, pp. 650–661.

[39] Yang, K. et al. (2007). Adoption of information and communication technology. Industrial Management & Data Systems, 107(9), pp. 1257-1275.

[40] Law, R. & Jogaratnam, G. (2005). A study of hotel information technology applications. International Journal of Contemporary Hospitality Management, 17(2/3), pp. 170-180.

[41] Karadag, E. & Dumanoglu, S. (2009). The productivity and competency of information technology in upscale hotels - the perception of hotel managers in Turkey. International Journal of Contemporary Hospitality Management, 21(4), pp. 479-490.

[42] Drucker, P. (1999). Knowledge Worker Productivity: the Biggest Challenge. California Management Review, 41(2), pp. 79-85.

[43] Jayaram, J. et al. (2000). The effects of information system infrastructure and process improvements on supply-chain time performance. International Journal of Physical Distribution and Logistics Management, 30(3/4), pp. 314-30.

[44] Olson, J. & Boyer, K. (2003). Factors influencing the utilization of internet purchasing in small organizations. Journal of Operations Management, 21(2), pp. 225-245.

CRITICAL SUCCESS FACTORS FOR INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY IMPLEMENTATION IN PUBLIC SERVICE ORGANIZATIONS: AN EXPLORATORY STUDY

Tayfour Abdalla Mohammed

Department of Business Administration, Jubail University College, Jubail Industrial City, Kingdom of Saudi Arabia

Abstract

In recent years, market competitions and internal efficiency requirements derived many Information Technology (IT) functions to shift their paradigms from IT asset management to IT service management (ITSM). Consequently, a growing number of public and private organizations are implementing the ITIL (IT Infrastructure Library) "best practice" as a framework for improving IT service management processes. This paper presents an exploratory in-depth case study of two public service organizations in the kingdom of Saudi Arabia deemed successfully implemented ITIL V3 processes. The case studies identify several critical success factors (CSF) associated with ITIL implementation success. These CSF are then compared with factors identified in the literature to shed light on success factors and challenges to offer a learning experience for organizations currently undergoing or planning ITIL implementation.

Keywords

ITIL, IT Service Management, critical success factors, Saudi Arabia, project, process.

For More Details : https://aircconline.com/ijait/V8N2/8218ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2018.html

REFERENCES

[1] Saudi Vision 2030 available at: www.vision2030.gov.sa

[2] Tayfour A. Mohammed. (2008), "The Art of Existence and the Regimes of IS-enabled Customer Service Rationalization: A Study of IT Service Management in the UK Higher Education", in proceedings ofICIS 2008, 2008, Paris, France.

[3] J.Beachboard,S. Conger, S. D. Galup, A. Hernandez, J. Probst, and R. Venkataraman. "AMCIS 2007 Panel on IT Service Management: IT Service Management in the IT Curriculum", Communications of the Association for Information Systems, 2007, Vol. (20), pp. 555-566.

[4] Mauricio Marrone, Francis Gacenga,Aileen Cater-Steel and Lutz Kolbe. "IT Service Management: A Cross-national Study of ITIL Adoption," Communications of the Association for Information Systems: 2014, Vol. 34, Article 49. Available at: http://aisel.aisnet.org/cais/vol34/iss1/49

[5] Z. Binders and A. Romanovs. "ITIL Self-assessment Approach for Small and Medium Digital Agencies" Information Technology and Management Science, 2014, Vol. (17), PP. 138-143.

[6] L. Lema, J. Calvo-Manzano, R. Colomo-Palacios and M. Arcilla. "ITIL in small to medium-sized enterprises software companies: towards an implementation sequence", Journal of Software Evolution and Process, 2015, Vol. (27), PP. 528-538.

[7] S. Karkoskova1 and G. Feuerlicht. (2015), "Extending MBI Model using ITIL and COBIT Processes", Journal of Systems Integration, 2015, Vol. (4), PP. 29-44.

[8] J. Iden and T. R. Eikebrokk. "The impact of senior management involvement, organizational commitment and group efficacy on ITIL implementation benefits", Information Systems and EBusiness Management, 2015, Vol. (13), PP. 527–552.

[9] M. S. Benqatla, D. Chikhaoui and B. Bounabat. "IT Governance in Actor-Network Mode of Collaboration: Cost Management Process Based on Game Theory", International Journal of Computer Science Issues, 2016, Vol.13 (1), PP. 42-46.

[10] S. Sebaaoui and M. Lamrini. "Implementation of ITIL in a Moroccan company: the case of incident management process", International Journal of Computer Science Issues, 2012, Vol. 9 (4), PP. 30-36.

[11] N. Ahmad, T.N.Amer, F. Qutaifan and A. Alhilali. "Technology adoption model and a road map to successful implementation of ITIL", Journal of Enterprise Information Management, 2013, Vol. 26 (5), PP. 553 – 576.

[12] N. Ahmad and Z. Shamsudin. "Systematic Approach to Successful Implementation of ITIL", in Proceeding of Computer Science,(2013), Vol. 19, PP. 237-244.

[13] M. Nicho and B. AI Mourad. "Success Factors for Integrated ITIL Deployment: An it Governance Classification", Journal of Information Technology Case and Application Research, 2012, Vol.14 (1), PP. 25-54.

[14] M .M AlShamy, E. Elfakharany and M. Abd ElAziem. "Information Technology Service Management (ITSM) Implementation Methodology Based on Information Technology Infrastructure Library Ver.3 (ITIL V3)"International Journal of Business Research and Management, 2012, Vol. 3 (3), PP. 113-132.

[15] CAI (2008), "ITIL V3 Application Support", available at: www.compaid.com.

[16] W. G. Tan, A. Cater-Steel and M. Toleman. “Implementing IT Service Management: a Case Study Focusing on Critical Success Factors”, The Journal of Computer Information Systems, 2009, Vol. 50(2), PP. 1-12.

[17] Pink Elephant (2011) “Definitive ITIL 2011 & 2007 Edition Process & Function Lists” available at https://www.pinkelephant.com/.

[18] H. Gil-Gómez, R. Oltra-Badenes, and W. Adarme-Jaimes Wilson. (2014), “Service quality management based on the application of the ITIL standard”, Dyna, 2014, Vol. 81(186), pp. 51-56.

[19] Tayfour A. Mohammed. “The Dynamics of Implementing Business Process Innovation with IT: Insights from an IT Service Management Field Study”, Journal of Management and Business Research, 2011, Vol. 1(1), pp. 47-65.

[20] A.J.Keel,M. A. Orr, R. R. Hernandez, E. A. Patrocinio and J. Bouchard. “From a Technology Oriented to a Service-Oriented Approach to IT Management”, IBM Systems Journal, 2007, Vol. 46(3), pp. 549- 564.

[21] P. C. Chan, S. R. Durant, V. M. Gall, and M.S. Raisinghani. “Aligning Six Sigma and ITIL to Improve IT Service Management”, International Journal of E-Services and Mobile Applications, 2009, Vol.1 (2), pp. 62-82.

Beginner Adult ESL Education in the Age of Technology

Abdulaziz Aljabre, Frederick, Maryland, USA

ABSTRACT

The interconnectedness of technology and education is visible in all disciplines, especially in language learning. English as a Second Language (ESL) has long made use of technology to create meaning and deepen understanding for English Language Learners. Technology is also used as a means to further learning through language programs and multimodal assignments. However, adult refugee and immigrant students at community colleges often have had little to no exposure to technology. Yet, these students face the challenge of acclimating to life as a student, while learning a new language. Instructors of ESL can help these students with their language needs and development as students by introducing technology instruction into the curriculum. It is the author's claim that technology instruction should be incorporated into ESL instruction at the beginner level. This paper outlines the need for technology in ESL instruction and provides a paradigm for carrying out such instruction.

KEYWORDS

Technology, English as a Second Language, Adult Education, Community Colleges, English Language Learners

For More Details : https://airccse.org/journal/IJAIT/papers/2112ijait01.pdf

Volume Link : https://airccse.org/journal/IJAIT/current2012.html

REFERENCES

[1] Crump, B. & McIlroy, A., (2003) "The digital divide: Why the 'don't-wants-tos' wont Compute: Lessons from a New Zealand ICT Project", First Monday, Vol. 8, No. 12, Retrieved from http://firstmonday.org/ issues/issue812/crump/index.html (accessed January 5, 2012).

[2] Carey, S, (2001) "Principles and practice of using interactive international technology for ESL", Selected Papers from the Tenth International Symposium on English Teaching, Taipei, ROC, pp 21– 29.

[3] Hayward, N. M. & Tuzi, F., (2003) "Confessions of a technophobe and a technophile: the changing perspectives of technology in ESL", TESOL Journal, Vol. 12, No. 1, pp 3-8.

[4] Hegelheimer, V. & Fisher, D., (2006) "Grammar, writing, and technology: A sample technologysupported approach to teaching grammar and improving writing for ESL learners", CAILCO Journal, Vol. 23, No. 2, pp 257-259.

[5] Claybourne, T., (1999) "The status of foreign language and technology", Media and Methods, Vol. 36, pp 6-7.

[6] West, G.B., (1999, Summer) "Teaching and technology in higher education: Changes and challenges", Adult Learner, pp 16-18.

[7] Howell, S. L., Laws, R. D., Williams, P. B. & Lindsay, N. K., (2006) Trends affecting higher education and distance learning, In M. Beaudoin (Ed.), Perspectives on higher education in the digital age. (pp. 227-245). New York, Nova Science Publisher.

[8] Kane, T. J. & Rouse, C.E., (1999, Winter) "The community college: Educating students at the margin between college and work", The Journal of Economic Perspectives, Vol. 13, No. 1, pp 63-84. [9] Crandall, J., & Sheppard, K., (2004) Adult ESL and the community college, Working Paper 7. New York: Council for Advancement of Adult Literacy.

[10] Levine, J. S., (2007) Nontraditional students and community colleges: The conflict of justice and neoliberalism, New York, Palgrave Macmillan.

[11] McBrien, J.L., (2005) "Educational needs and barriers for refugee students in the United States: A review of literature", Review of Educational Research, Vol. 75, No. 3, pp 329-364.

[12] Canning-Wilson, C., (1999) "Using pictures in EFL and ESL classrooms", (ERIC Document Reproduction Service No. ED445526)

[13] Burt, M., Peyton, J. K., & Van Duzer, C., (2005) How should adult ESL reading instruction differ from ABE reading instruction? Washington, DC: Center for Applied Linguistics. Retrieved from http://www.cal.org/caela/esl_resources/ briefs/readingdif.html

[14] Kasper, L.F., (2000) "New technologies, new literacies: Focus discipline research and ESL learning communities", Language Learning & Technology, Vol. 4, No. 2, pp 105-128.

[15] Shin, D.S. & Cimasko, T., (2008) "Multimodal composition in a college ESL class: New tools, traditional norms", Computers and Composition, Vol. 25, No. 4, pp 367-395.

[16] Fraiberg, S., (2001) "Composition 2.0: Toward a multilingual and multimodal framework", CCC, Vol. 62, No. 1, pp 100-126.

[17] Little, D., (2002) "The European language portfolio: structure, origins, implementation and challenges", Language Teaching, Vol 35, pp 182-189.

[18] Kohonen, V. & Pajukanta, U., (2001) "The European language portfolio – making language

learning more visible through student reflection", Auckland: ICEL 6 Conference proceedings (in press).