

## Users Experience Damage Applying Information and Communication Technologies (Qualitative Research)

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**Abstract:** This study, aimed to identify the user experience of the application of information and communication technology in education organization based on a phenomenological approach by qualitative approach using in-depth interviews were conducted. Research environment consists of all users of information and communication technology in education organization formed in Isfahan using snowball sampling interviews until saturation data (n = 18) continued. The current findings implemented 94 concept of “damage” ICT in education organization was achieved. It should be noted that injuries in 13 categories of “lack of security”, “lack of support and lack of timely information,” “lack of education”, “health problems”, “Personnel resistance”, “costly”, “fading social relations”, “fading of ethics”, “lack of suitable culture”, “lack of resources”, “affiliation”, “complexity” and “mismatch with the structure of the organization” were divided.

**Key words:** Technology, organization, education, information technology, information technology damages

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### INTRODUCTION

Organization as a social institution because of the fundamental objectives of the beyond everyday communication is organizational communication between people. Managers recognized that effective communication with employees and managers understand the motivations for their relationship in the success of managers in the organization’s objectives will be important role. In the 21st century, knowledge, information and communications, has created a great revolution in the universe. Corporate communications organization that is one of the most important issues with the emergence of new technologies in information has been changed in general. Studies show that in 1965, about 5% of the cost of ICT investment is allocated to organizations, this figure rose to 15% in the 1980s and early 1990s investment costs IT companies to 20% and at the end of 1990 rose to 50% of the total investment cost (Farazmand and Mashayekh, 2013).

Information technology is centers for a series of guided activities that management control, productivity, production, education and promotion of a system (including the organization or databases, etc.) plays a central location. All agencies, organizations, institutions and ministries have to communicate with each other and

transfer information. Information technology organizations is responsible for this connection in the form of advanced electronic and general overall responsibility for production, maintain, store, retrieve and transfer information in a complex network.

Information technology has transformed the way things work, economic, social and even the kind of thinking has changed (Memarzade and Sarfarazi, 2010). The constant changes in technology, professional companies, and the growing number of organizations, levels of competition for them increased. In this process of change requires up to date information available, companies and organizations has led to the use of information systems and technologies. So, that >50% of organizational investments to gain competitive advantages in the field of information and communication technologies is done (Chou and Chou, 2009).

Information technology, the convergence of electronic data processing and telecommunications which includes a number of powerful computer, communications and software technologies which will need to be created as a result of three factors. First, it is the IT industry itself strategic and highly profitable in the world. Second, the main technology in all industries and services is used. Third, the basic infrastructure is that allows all companies and firms to share in the use of human knowledge and its

transmission; reduce costs and thus lead to increased productivity and product quality. Various researches indicate the benefits of using ICT in different businesses. Empirical evidence show the positive impact of these technologies on the performance of companies, primarily in terms of productivity, profitability, market value and market share as well as between performance indicators such as process efficiency, service quality, cost efficiency and organizational flexibility and process and customer satisfaction (Melville *et al.*, 2004). ICT causes of action and reaction is effective and efficient. Now a days, information and communication technology as a strategic tool is raised. With this strategic tool, data transfer speed issue is resolved but what remain are what those who make use of this information. Continuous improvement of information technology and the use of effective organizational communication, working environment have a significant influence and performance effectiveness of administrator dramatically increases to control affairs (Memarzade and Sarfarazi, 2010).

The use of ICT has consequences for the organization. Of these, including its role the organizational hierarchy; change in administration and shifting power noted. Use of information technology leads specifically to facilitate the control and supervision of the in organizations unlike traditional infrastructure management and monitoring through an area that was considered a limitation can be extended. Working as a desk and can also track the progress of work, supervisors will enable to more effectively carry out its monitoring and control tasks and entrusting the ranks of low levels of organizational and reduce the traditional power of information technology achievements and leaderboards along with the shift in power (Sarrafzadeh, 2007). However, the use of information technology in organizations may cause damage. According to Lee, application of information technology and communication in the world today is strongly influenced social relations. Lee in his study showed that information and communication technology and its use have led to decrease social relations. It would be the impact of science and technology in creating new services stated, the same technology could be causing new risks according to the managers and it should be important and more attention, both design and use of this tool as well as other, organizational management is very important. Lack of preparation telecommunications infrastructure, technology problems, training human resources, information management, information transmission last, new platform and the use of other obstacles is government agencies to achieve the objectives of the e-service encountered.

Department of Education is one of the organizations that due to a very large extent and distribution of information and communication technologies, more used. Today, ICT plays a key role in various fields. One of the areas is the introduction of information technology is a fundamental transformation, the field of education. Education is very important in today's world in addition to the changes and draws more attention to the issue of education. Because education is one of human needs is inevitable.

However, like any other new phenomenon on, this phenomenon also has its own damage and benefits. The move is in line with the quality of the organizational tasks require the benefits and harms of this approach recognized and its solutions optimized and considered. Obviously, users of these systems are among the best references which can judge the advantages and damages caused by it. The study seeks to identify the system's user experience.

**Research goal:** Identification of the user experience damage applying information technology in education.

**Research questions:** What is user experience of the application damage of information technology in education?

**Literature review:** Tavakol and Ghazi Noori Naini in a study as a condition of release and barriers in Technology Information and Communication Technology: study the elected issue. The aim of this study was determine the application and dissemination of information and communication technology industry. In general and in selected wards in particular and based on RAI and also identify and explain the obstacles to using this technology in Iranian industry.

Methodology used in the expert group study and summarized their views of a survey of active companies through telephone interviews the other hand and verification of the results of the two methods in combination with each other. The results of both methods show that the diffusion of information technology in Iran has seriously activity levels and work readiness level is reached and the intermediate layers. Barriers are often related to macro or national barriers and challenge the more serious level of organizational challenges and the micro level. The obstacles to proper implementation of information and communication technology can be a lack of proper infrastructure, user's education and skills, innovation and updating information named.

Attafar *et al.* (2011) in a study entitled “Pathology gap alignment with organizational strategies IT strategies” to investigate the issue. In this study, the gap align IT strategies with strategies Esfahan municipality in dimensions, Management and leadership the application systems and e-Services Technical Infrastructure and4 Human resources, culture and education in the indicators of manpower skills, culture and education, has been Pathology. The population consisted of 170 managers, supervisors and experts of eight-department Isfahan municipality. The results showed that there are gaps between the optimal strategic alignment of the current situation and the situation of managers, supervisors and experts of Isfahan municipality in four dimensions: strategic alignment. So, that indicators for monitoring and enforcing governance from the first level, application systems from the second, IT architecture from the third and fourth training, strategic alignment had the highest gap.

Arbatani (2012) in a study entitled the relationship between culture and ICT and the Internet cultural harms the issue. In this study, descriptive, explain and analyze information gathered by the library was prepared, concluded that ICT in addition culture affect communities has the potential to change the culture and the Internet may be undermining some religious values.

Reza Ali Noroozi and coauthors in a study entitled pathological use of ICT in education the country to investigate the issue. The research using qualitative content analysis was conducted. Therefore, the use of ICT in the education of our milestones were examined and concluded that the most affected by the use of ICT in education-related dimensions: cultural-social, moral, emotional and cognitive.

Sun *et al.* (2010) investigate the impact of ICT on the issue of space and its effectiveness. The researchers concluded that information and communications technology have had a huge impact on organizational effectiveness and efficiency have greatly increased the day. The study concluded that the impact of ICT greatest impact on organization human resources in thirty recent years.

Zhan (2011) study entitled willingness to comply with Chinese government agencies to review information and communication technology in this issue. In this study, three organizations were Chinese. The results showed that ICT employees in these organizations have been accepted. The use of ICT has a positive effect on employee behavior and their performance has improved working conditions in Chinese facilitates the organization. Graham and Nikolova (2013) in a study whether ICT makes people happy? Examining the issue of whether ICT has a positive impact on the psyche of people or not. The

researchers concluded that after reviewing the required information and communication technology, if properly used increase people’s satisfaction with various aspects of life.

Moradhaseli and Monfared (2015) in a study as pathological development of information and communication technology explore the issue. The project aims to study the pathology of development of ICT in organizations. Collecting data in this study, a questionnaire was developed. The results showed that barriers such as organizational procedures, internal organization and content of outputs and past experience barriers to the development of ICT employees in the organization.

## MATERIALS AND METHODS

**Research method:** The study according to the original aim used qualitative methods based on the phenomenological method based on Stevick-Colaizzi-Keen pattern. The focus of phenomenological experiences of life because of these experiences that make sense for individual phenomena and the person say what is true in his life and him. This type of research show the details of the phenomena studied the phenomenon in a way that can be understood by a social agent. Participants in this study are employees of the city that most common of business through ICT in the organization do. In this study, Snow ball sampling (education staff) used. In snowball sampling of questions from each sample, the next sample can be detected and the dwindling number of samples increased (Safari, 2009). The following table shows the profile of the participants Table 1 and 2:

Table 1: Profile of respondents

Level of education	Age	Gender	Post	Work experience
Bachelor	41	Male	Expert exams	18
Bachelor	42	Male	Expert assessment and evaluation of education	20
Bachelor	40	Male	IT expert	14
Bachelor	30	Male	Researcher expert	5
Bachelor	51	Male	Research management	27
Bachelor	40	Male	Expert training guidance	20
Bachelor	41	Male	Department of administrative affairs	20
Bachelor	40	Male	IT expert	18
Master	42	Male	Expert planning smart schools	20
Master	34	Female	Automation expert	10
Bachelor	46	Male	Information systems support specialist	27
PhD	50	Male	Deputy of research	30
Master	49	Female	Department of primary	31
Bachelor	40	Male	Department of education staff	21
Master	43	Male	Expert responsible for the development of networks	26
Bachelor	45	Male	IT expert	22
Master	43	Male	IT expert	20
Master	49	Male	Head of the department of information technology	29

Table 2: The user experiences ICT damage in education department

Damage using ICT in education; User experience of the application of ICT in education department	
1 level concepts	2 level concepts
Theft of information	The lack of security
Low security	
Accessibility for all	
No password to login	
Lack of classified information	
Lack of classified information	
Login virus systems	
Forgery of documents	
Unauthorized access to information	
The absence of new writing	Lack of support and timeliness of information
The lack of accurate and updated support for systems	
The lack of information and data	
The lack of information systems	
Older focus of the program and software	
Lack of data recovery	
Lack of adequate access to modern facilities	
The lack of IT equipment in most parts of the organization	
Poor implementation of information and communication technologies	
Lack of institutionalization among users	
Lack of educationThe training is not appropriate levels of the organization	
The lack of appropriate training for users	
Lack of adequate training to users	Lack of education
Lack of specialist officers	
Lack of information and skills of employee	
Lack of training n service	
Learn deep sense of loss	
Lack of IT personnel in various categories	
Ineffective periodic in-service	
The absence of in-service training day	
Partners not justify the use of information technology	
Personnel are not familiar with IT	
Lack of specialized training for IT staff	
The low quality of training courses for staff	
Courses in exclusivity for a series of special people	
Failing to knowledge workers with new information technology systems	
Lack of knowledge of information technology	
Physical problems for the user	Physical problems
Demanding the use of information technology	
Reduced mobility in living and working environments	
Radiation hazards IT devices	
Psychological injury to personnel	
Spend a long time use of IT systems without understanding the elapsed time	
Personalisation authorities acting on information technology	Personnel resistance
The problem with using information technology for older workers	
Resistance in the application of IT personnel	
Fear to change and IT personnel	
Not using and not benefiting from information technology because of reluctance	
Not benefiting properly from IT	
Cost of information technology	Costly
The high casualty rate IT	
Most lack the internal IT equipment	
Difficulty in supplying IT equipment	
High costs and staggering in the software sector	
Low life expectancy IT equipment	
Shortage of funds for ICT in organizations	
Most of the low-quality hardware equipment	
Early amortization latest IT equipment	
Loss of relationships, human, personal and social	Fading social relations
Isolated in cooperation	
Gap and the gap between generations	
Lack of ability to communicate naturally	
Traumatic Social Affairs	
Loss of face to face communication between staff	
Less attention to aspects of emotional and psychological personnel managers	
Social damage	
Away from human and ethical aspects	Fading of ethics

Table 2: Continue

Damage using ICT in education; User experience of the application of ICT in education department	
1 level concepts	2 level concepts
Respect between boss and subordinate loss	
Fading of ethics in the organization	
Exchanging unauthorized files in the organization	
Improper use of information technology across the organization	Lack of proper culture
Lack of progress in line with the organization's culture and cyber culture	
Along with the growth of corporate culture cyberculture	
Inappropriate behavior patterns	
Lack of appropriate information technology in organizations	Lack of sources and facilities

In this study, data collection through in-depth interviews was conducted. Researcher's depth interview as the overall strategy or from among several methods available as a method of data collection used the day. Data analysis in this research is based on Stevick-Colaizzi-Keen. In this way, the beginning of personal experience with the phenomenon under study is described. Then it creates a list of words and phrases. Then realize meaningful phrases and sentences from an interview or other data sources in relation to how the participants have experienced subject, finds and continue this meaningful phrases and sentences listed and each of them is given the same value and tried on the list include non-recurring and non-overlapping phrases (Creswell, 2007).

Then, the researcher to change and interpret meaningful sentences and phrases listed and grouping them into meaningful units or larger units of information called the themes and topics. The next step is writing descriptive of what the participants in the study have experienced in relation to the phenomenon. The description as described under construction or tissue called (what happened) and contains examples of the phenomenon is literal. The following description of how these experiences occurred, offered. This section describes the structure as called and research and environment in which to experience the phenomenon. The researchers studied the phenomenon of cross composite by combining the description of the structure to construct or tissue writes. This text is essence or nature experience and the highest phenomenological study. This requires writing a long paragraph in which the reader is told that study participants experienced what the participant's experience how it is achieved (Creswell, 2007). After transcribing the interviews in this study validity of the audio file and edit it, interviews were returned to individual participants read it again and add or remove material. The contents of the interviews on several occasions to provide supervisor and the experts' comments on how targeted the interview was applied.

## RESULTS AND DISCUSSION

Today's IT organizations has considered as one of the most important organizational functions (Venkatesh *et al.*, 2012). At the beginning of the third millennium, information technology in different spheres of human life is subject to change. With the increasing development of information and communication technology in the world and the increasing dependence of industries and activities to this industry, most countries automatically to this industry were becoming and increasing the percentage of people from the community who are associated in some way with these technologies grows. With rapid growth of these technologies by business and everyday activities, how to communicate with others, access to information and in general all aspects of human life have been enormous changes. In the last three decades of technological development, particularly in the fields of communication, increased communication is in human society. Human development in the areas of telecommunications, thanks stunning advances in the field of computer science and hardware and software and knowledge of information technology and communications. Modern communications and satellite communications equipment and Internet geographic boundaries weak and a new cultural and human communication and human communities are offered. Although, these advances in science and technology has provided many facilities for humankind, at the same time create new problems for humanity. Some of these problems could undermine the emotional relations and human and moral, social and cultural anomalies pointed out. This convergence is different in different societies. Today, many people use the Internet or an intranet use to exchange messages or other activities. The technology eliminated distance of time and place and put a lot of power in human hands. Although, this technology has been expanded facilitate communication and progress but the advantage for the offender to endanger human security through the misuse of information, destruction of information. In addition, insecurity in people's living and working space is created.

Expensive pursue different goals through a computer network that targets different aspects of human life such as political, economic, security, social and the attacks. The organization is also not an exception injuries and a lot of good experience.

### CONCLUSION

Today, the training and retraining as an essential tool for facing the problems of the world today has become complex and changing. Alignment with current world changes, transforming organizations into agile organizations, avoid long the organizational structure and accelerate the tasks of the quality of education is required to use information and communication technology.

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