Design of Instruction Service Quality System in Accordance with the Information and Communication Technology Frameworks

International Journal of Computer Applications
Foundation of Computer Science (FCS), NY, USA

Volume 138

Number 10

Year of Publication: 2016

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10.5120/ijca2016908925

Abstract

This study aimed to identify the impact of the complementary relationship between the application of electronic environment and quality instruction, through a review of the most effective means to achieve quality assurance in line with modern items, features of the twenty-first century. The study also found a set of conclusions: an instruction institution is one of the most important phases of e-Government, in particular with regard to the dissemination of information and two-way communication. So the activation of information technology in instruction institutions is one of the most important reasons for the success of e-government project. Finally, the study showed a trace of integration between application quality instruction under information and communication technology and the success of instruction institutions.

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**Index Terms**

Computer Science

Communications

**Keywords**

Instruction Quality, Frameworks, Typologies, Modern Educational.