

CHAPTER VI

SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1 SUMMARY

The present study focused on the awareness level of higher education students and the availability of e-services in Libyan universities. The awareness level of e-services of students in Libya universities and the impact of e-services availability on the successful adoption of e-services within Libyan universities were very high. The resources available in Libya, the infrastructure (the availability) and the knowledge required to utilize the e-services project on a larger scale is inadequate. It is shown from the results of the data collected that many factors are needed to be taken control of. The foremost actions that Libya should undertake include the betterment of its national technological infrastructure, the availability of the internet to the students on a larger scale and the teamwork of all stakeholders in implementing and designing the e-services. The study focuses on making the students aware of the e-services and providing them with the infrastructure as the survey indicates these being the critical hindrances in the way of adoption of the e-services in higher education in the Libyan universities. Thus, it plays a major role in the success of the adoption of e-services in the universities of Libya.

For the adoption and implementation of e-services to be successful and for more and more students to increasingly take part in it, the main thing to be promoted is the education which in turn will bring awareness as concluded by the survey. It has been further confirmed by the field studies that to implement e-services in Libya universities the major factor is the availability of the appropriate infrastructure. Technology and the country's infrastructure is the main problem in the adoption of e-services as economic problems distract the initiatives being taken for the e-services.

6.2 CONCLUSION

The awareness level of e-services of students and the impact of e-services availability on the successful adoption of e-services within Libyan universities were very high .

The students' users of the e-services will increase if the government improves the infrastructure as it will be easy and cheap to access the internet for the students. Thus, it can be concluded that the adoption of e-services is greatly influenced by the level of awareness and the availability of e-services.

6.3 RECOMMENDATION

The results of the research and the findings stated in this study suggest the following advices:

1- Efforts should be made by the government to improve the education system so as to develop awareness regarding the use of e-services. The improvement can be carried out through educational institutions where they offer training courses on computers, the internet and knowledge on e- services. Moreover, sending the student abroad may contribute to the improvement in the use and the way of adoption the new technologies. The students should be motivated to develop better understanding skills and then implementing them on the new technologies. As the local students share similar culture and are able to better understand people thus they should be trained so that they develop an era of expertise on e-services.

2- To achieve targets on a larger scale for the Libyan higher education sector, the improvements should be made in the new and existing technologies. Increased access to the internet all the time at every place, larger availability of computers and cheap training courses falling under the student's income will contribute greatly in the availability of the new technologies.

3-Do not create a whole new project in fact take help from those regions or countries which have worked upon similar projects and became successful. Moreover, visiting the government of those countries and having an official meeting them will be a cheaper way of getting ideas.

4- To support e-services initiatives in higher education, e-leaders should be consulted. These e-leaders will guide in developing political support from the government, will own the project publicly, introduce changes and resources and give their time adequately.

