# FACTORS INFLUENCING UAE SECONDARY SCHOOL TEACHERS INTENTION TO USE EDUCATION 4.0

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A thesis submitted in fulfillment of the requirement for the award of the Degree of Master of Technology Management

Faculty of Technology Management and Business Universiti Tun Hussein Onn Malaysia

SEPTEMBER 2023

# To Almighty Allah, who gave me strength and wisdom to complete this work,



#### ACKNOWLEDGEMENT

I humbly extend my gratitude to my supervisor Associate Professor Dr. Abd Rahman Ahmad, whose helpfulness and commitment to my advancement and success facilitated to make the journey somewhat manageable. My thanks and gratitude extend to my committee members for their guidance through the research process. I also thank my examiners committee members whose support and guidance I genuinely appreciate. I would like to also thank my entire family for their support throughout the years and understanding while allowing me the time and space needed to complete this academic journey. I would like also to acknowledge with much appreciation the crucial role of staff of Universiti Tun Hussein Onn Malaysia (UTHM) and Faculty of Technology Management & Business for their support, and providing access all required and necessary information to complete this research work throughout my journey. I would not have completed this journey had it not been for your encouragement and support over the years.



#### ABSTRACT

In today's world, the fast and successful development of information technology in terms of education 4.0 has become an important aspect for secondary school education. With the emergence of the covid-19 outbreak, many secondary education institutions have shifted their teaching and assessment online. However, literature about education reform efforts in the UAE revealed remarkably limited research on the subject. Thus, to fill in this gap, this current research focuses on investigating the intention to use education 4.0 among secondary school teachers in the UAE. This study employs a quantitative research approach by using a questionnaire of 5-point Likert scale to collect the data. The sample of the study is composed of 15 secondary schools from K-12 grade in Al Ain, UAE. The sample of 437 secondary school teachers were analyzed using the Statistical Packages for Social Science (SPSS) Statistics. For the first objective, the finding showed that the level of the intention to use education 4.0 among UAE secondary school teachers was significantly high. Similarly, the overall mean score for the respondent's level of performance expectancy, effort expectancy, social influence, and facilitating conditions towards education 4.0 is equally significant which explain the willingness of teachers to use education 4.0. On the other hand, the regression results to answer the rest of the objectives revealed a significant positive relationship between performance expectancy, effort expectancy, social influence, facilitating condition and the intention to use education 4.0. The study contributed to the theory and practice of technology adoption in secondary education institutions in a developing country context. In addition, the outcomes of this research can be used to improve teaching experiences for educational managers, educators, and school administrators to effectively plan and implement appropriate learning environment that adequately integrates intention to use education 4.0 systems for teachers to benefit from. Furthermore, the implications of the findings are that the researcher established that most research on technology acceptance using the UTUAT model has been based in western and developed nations. This study has thus provided empirical grounds for comparing this study's findings with those reported from the western context about middle east countries.



### ABSTRAK

Dalam konteks pembangunan teknologi maklumat yang pantas pada masa kini, Pendidikan 4.0 telah menjadi satu perkara yang amat penting dalam pendidikan di sekolah menengah. Pendamik Covid-19, telah mengubah kaedah pengajaran dan pembelajaran di sekolah kepada pengajaran dan penilajan atas talian. Walau bagaimanapun, kajian lepas tentang usaha pembaharuan pendidikan di UAE mendedahkan penyelidikan yang sangat terhad. Dalam usaha untuk melengkapi jurang maklumat, penyelidikan ini telah memberi fokus untuk mengkaji hasrat penggunaan Pendidikan 4.0 di kalangan guru sekolah menengah di UAE. Kajian ini menggunakan pendekatan kaedah kuantitatif dengan menggunakan soal selidik berskala Likert 5 mata untuk mengumpul data. Sampel kajian adalah terdiri daripada guru-guru di 15 sekolah menengah dari Gred K-12 di Al Ain, UAE. Sebanyak 437 guru sekolah menengah telah terlibat dalam kajian ini dan data kajian telah dianalisis menggunakan Statistik Pakej Statistik untuk Sains Sosial (SPSS). Dapatan kajian mendapati tahap hasrat menggunakan Pendidikan 4.0 dalam kalangan guru sekolah menengah di UAE adalah tinggi secara signifikan. Begitu juga bagi skor min keseluruhan untuk tahap jangkaan prestasi responden, jangkaan usaha, pengaruh sosial, dan keadaan memudahkan ke arah pendidikan 4.0 adalah sama signifikan yang menjelaskan kesanggupan guru menggunakan Pendidikan 4.0. Sebaliknya, dapatan daripada statisik regresi bagi menjawab objektif kajian yang lain menunjukkan hubungan positif yang signifikan antara jangkaan prestasi, jangkaan usaha, pengaruh sosial, keadaan memudahkan dan niat untuk menggunakan Pendidikan 4.0. Sehubungan itu, dapatan kajian ini menyumbang kepada teori dan amalan penggunaan teknologi di institusi pendidikan menengah dalam konteks negara membangun. Di samping itu, hasil penyelidikan ini boleh digunakan untuk menambah baik pengalaman pengajaran bagi pengurus pendidikan, pendidik, dan pentadbir sekolah untuk merancang dan melaksanakan persekitaran pembelajaran yang kondusif secara berkesan yang mampu mengintegrasikan hasrat untuk menggunakan sistem Pendidikan 4.0 secara secukupnya untuk memberi manfaat kepada guru. Tambahan pula, implikasi daripada dapatan kajian mendapati bahawa kebanyakan penyelidikan mengenai penerimaan teknologi menggunakan model UTUAT tertumpu di negara maju. Kajian ini telah menyediakan asas empirikal untuk membandingkan penemuan kajian ini dalam konteks negara barat dan timur tengah.



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# LIST OF ABBREVIATIONS

AI	-	Artificial Intelligence
CCT	-	Collective Cognition Theory
CA	-	Cronbach's alpha
НСТ	-	Higher College of Technology
IR	-	Industrial Revolution
ICT	-	information and communication technology
IUMT	-	Intention to Use Mobile Training
KHDA	-	Knowledge Human Development Authority
MoU	-	memorandum of understanding
MoE	-	Ministry of Education
MoIAT	-	Ministry of Industry and Advanced Technology
MTI	-	Mobile Training Infrastructure
OECD	-	nomic Cooperation and Development
PRISMA	-	Preferred reporting items for systematic reviews and meta-
		analyses
SPSS	_	Statistical Package for Social science
SCMT	-	Support to Change to Mobile Training
TAM	-	Technology Acceptance Model
TRA	-	The theory of reasoned action
TPB	-	Theory of Planned Behaviour
TUP	-	Training Unit Professionalism
UTAUT	-	Unified theory of acceptance and use of technology
UAE	-	United Arab Emirates
UTHM	-	Universiti Tun Hussein Onn Malaysia

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#### **CHAPTER 1**

#### INTRODUCTION

#### 1.1 Introduction

At a time when the coronavirus pandemic (covid-19) is revolutionizing the way educational institutions deliver teaching and learning to learners, there is now more focus on education 4.0 as a solution to sustainable education (Maatuk *et al.*, 2021; Chakravarti, 2020). In such way, education 4.0 has become a requirement for addressing the challenges highlighted by information technology growth and the desire for increased access to knowledge (Aljarrah *et al.*, 2022; Mahmoud, 2022). The impact of information and communication technology (ICT) on learning is being studied extensively (Maatuk et al., 2021). As such, more educational institutions are beginning to nurture the use of electronic learning (i.e. education 4.0) among their students and staff. However, the new norms of learning, especially in the context of the pandemic that has hit countries worldwide have caused online learning to grow faster (Abel *et al.*, 2022). This fast growth of online learning is driven by the circulation of Education 4.0, which is the direction of many countries around the world (Chakravarti, 2020).

Secondary education institutions have shifted their teaching and assessment online (Maatuk et al., 2021) although even before the global outbreak, some institutions were already aligning with the latest trend in teaching and learning along with the intention to use education 4.0 (Aljarrah *et al.*, 2022; Mahmoud, 2022). Technology adoption in terms of intention to use education 4.0 has become a crucial aspect of the integration of educational institutions. The rapid increase in the adoption and intention to use ICT by educational institutions indicated that there is a growing interest in improving the adoption and application of these technologies for teaching and learning (Chakravarti, 2020). Researchers such as Aljarrah *et al.* (2022);



Mahmoud (2022) approved that the traditional teaching approaches such as lecturing, tutorials, and mentoring that are the principal teaching and learning approaches in education institutions are being taken over by the modern use of technology (i.e., education 4.0). This has led more education institutions to invest massively in developing learning technologies such as education 4.0 (Chakravarti, 2020; Abel *et al.*, 2022; Aljarrah *et al.*, 2022; Mahmoud, 2022). E-learning that become necessary to meet the challenges posed by the development and the intention to use ICT (i.e., education 4.0) along with the propensity for increased access to knowledge (Chakravarti, 2020). Similarly, teachers and students continue to use these tools to communicate, collaborate, and carry out research in a system generally referred to as computer-assisted learning, virtual learning, electronic or e-learning (Abel *et al.*, 2022; Aljarrah *et al.*, 2022; Mahmoud, 2022).

In addition, the adoption or intention to use and diffusion of such technology by both teachers and students continued to be the main challenge among education institutions, particularly in a developing region such as the Middle East (Chakravarti, 2020). Specifically, according to Aljarrah *et al.* (2022); Abel *et al.* (2022); Mahmoud (2022), the trend of the intention to use education 4.0 has observed a notable increase globally and the UAE lags behind other Middle-Eastern countries despite immense governmental intervention and investment in education 4.0. Similarly, Chakravarti (2020); Abel *et al.* (2022); Aljarrah *et al.* (2022); Mahmoud (2022) highlighted that most of the middle Eastern government countries employ censorship in the use of internet facilities which led many of the countries in this region to be reluctant to adopt education 4.0 due to both moral and ethical reasons. On the other hand, other factors such as performance expectancy, effort expectancy, social influence, and facilitating conditions can contribute to the intention to use education 4.0 (Chakravarti, 2020; Abel *et al.*, 2022; Aljarrah *et al.*, 2022; Mahmoud, 2022).

#### 1.2 Research background

Education 4.0 is a response to the needs of industrial revolution (IR) 4.0 where human and technology are aligned to enable new possibilities (Hussin, 2018). Similarly, education 4.0 is a new vision of learning that promote learners to learn not only skills and knowledge that are needed but also to identify the source to learn these skills and knowledge (Hussin, 2018). Industry 4.0 is an umbrella term referring to a new industrial stage that is facilitated by the convergence of manufacturing systems with emergent ICTs (Vilalta-Perdomo *et al.*, 2022). One of the reason for the importance of the use of education 4.0 is that the industrial revolution bases its development on robotics, smart technology, AI, augmented reality, gamification, teacher evaluation and student self-evaluation, Big data, use of digital platforms, as well as facilitating daily lives (Barreiro *et al.*, 2022). In the developed countries, it become more crucial when the modern teachers influence students to be inserted in the education of the 21<sup>st</sup> century (Tandon & Tandon, 2020). Intellectually, intensive jobs of the 21st century have impacted the education system and especially with the emergence of covid-19, education 4.0 have become a key component among teachers across the globe (Puriwat & Tripopsakul, 2020). In developed countries for example, some education institutions are already developing an education 4.0 experience for the students (Tandon & Tandon, 2020; Puriwat & Tripopsakul, 2020).



In addition, developing countries have similarly found the importance of education 4.0 among teachers and educational institutions during the covid-19 pandemic. Previous studies such as from Costan *et al.* (2021) have discussed the need to develop a public-private collaborations, as well as the promotion of changing mindset, and provide the vital skill set for both teachers and learners to implement education 4.0 in developing countries. Thus, provide the vital skill sets for teachers and learners to implement EDUC4 become crucial (Costan et al., 2021). On the other hand, the covid-19 pandemic has encourage the UAE government to have undertaken the engagement to build education that focus on research, innovation, technology, and science. The shift of the country from a traditional to virtual classrooms have directed UAE to become the most-advanced E-learning country in the Arab world (Samsonova, 2020; Haimi & Adnan, 2021). Currently, the government under the Ministry of Education is also focusing on rearranging leadership, teacher supervision, school leadership training, upgrading facilities and resources, and integrating technologies to promote education 4.0 in the UAE (Haimi & Adnan, 2015).

The impact of the industrial revolution on education, particularly in Education 4.0 requires digital transformations to align with the technological changes. Specifically, the United Arab Emirates (UAE) is a wealthy and relatively new country attempting to achieve top tier global status in education (Matsumoto, 2019) which can

be in line with the adaption during the covid-19 pandemic. Thus, the rapid development of the global virtual education learning systems has necessitated many educational institutions such as in UAE to adopt education 4.0 technologies in teaching and learning, management, and administrative roles. While not much research (e.g. Alblooshi et al., 2022; Al-Hamad et al., 2021; Al-Emran et al., 2016; Chaudhry et al., 2021) highlighted teachers' intention to use education 4.0 in secondary education in the UAE, this study intend to investigate this newly current ongoing trend. In the UAE, the use of technology (ICT) is in line the vision of the Ministry of Education (MoE) which focus on pioneering in student preparation in the K-12 education system towards a productive life in a dynamic world to ensure sustainable development for the UAE society (Abdel Ghany & Alzouebi, 2019). The Fourth Industrial Revolution (4.0) is significantly impacting and changing the education sector in the UAE. This is because education in the UAE is always given top national priority by the UAE government. Statistically, it is also shown that according to Chakravarti (2020), the average years of schooling in the UAE has increased to 8.9 years in 2012 from 5.3 years since 1980, and to ensure quality education, 20 percent of government budget is allocated towards developing the education system (Chakravarti, 2020).



Similarly, the K-12 education system is an educational element that includes a few initiatives to support professional development for teachers and leads to licensing of the educational staff in public and private schools. While some teachers prefer to introduce the work verbally with some electronic material, others prefer to collect documentation as a case to be presented on request to assessors. However, some supervisors and administrators encourage teachers to develop their portfolios to allow teachers the opportunity to reflect on their own practices and develop their performance (Abdel Ghany & Alzouebi, 2019) by using education 4.0 for instance. With the help of digital revolution, teachers' commitment, and intention to use education 4.0 in the UAE clearly showed that UAE is leading academic transformation in the Middle East. The country is committed to prepare the teachers and equipping the future generations with the skills needed to be successful for the Fourth Industrial Revolution. For example, a research by Chakravarti (2020) have shown that teachers who intent to use education 4.0 approach into their teaching practice, all then all developments in the fourth industrial revolution will positively impact the growth of teachers, educational institutions and achieving worldwide education goals in the future (Chakravarti, 2020).

There is a widespread consensus of the need to better integrate ICTs in classrooms. Up to this date, there has been no concerted effort in UAE to identify and assert the relevant determinants of online education services at the tertiary level. Abel et al. (2022); Almekhlafi & Almeqdadi (2010); Aljarrah et al. (2022); Mahmoud (2022) concluded that teachers and administrative staff felt themselves competent in using ICT available at the school they reported a lack of guidelines that would lead them to successful integration. Thus, the new norms of learning, especially in the context of the epidemic that has hit countries worldwide, have caused online learning to grow faster, driven by the circulation of Education 4.0, which is the direction for many countries in the world. Up to this date, there has been no concerted effort in UAE to identify and assert the relevant determinants of online education services at the tertiary level. Abel et al. (2022); Almekhlafi & Almeqdadi (2010); Aljarrah et al. (2022); Mahmoud (2022) concluded that teachers and administrative staff felt themselves competent in using ICT available at the school, they reported a lack of guidelines that would lead them to successful integration. Thus, the new norms of learning, especially in the context of the epidemic that has hit countries worldwide, have caused online learning to grow faster, driven by the circulation of Education 4.0, which is the direction for many countries in the world.



According to the Organization for Economic Cooperation and Development (OECD) (2020), research have shown that effective teachers can positively influence students' achievement in the formal education which in turn benefits their long-term outcomes. Additionally, the UAE has made important efforts in recent years to integrate ICTs in schools and has equally recognised the importance to develop global competences and other 21st century skills, as well as to support students' integration in today's digital world. In addition to providing ICT resources to schools, UAE has provided teachers with ICT training and developed digital and online interfaces (The Organization for Economic Cooperation and Development (OECD), 2020).

However, even teachers who might be proficient users of technology in their personal lives can often be intimidated by the prospect of applying it to teaching. As such, the OECD (2020) has further confirmed from a study that applying ICTs is challenging in undertaking since several education systems and teachers have failed to introduce them effectively despite their best efforts. It can be said that there is absence of facilitating condition. For example, some countries have reduced their student to computer ratio, without significant gains in their students Programme for International Student Assessment (PISA) (OECD's programme for international student assessment) scores. In addition, students who reported using computers in all or nearly all their lessons had slightly worse PISA results than those students who did not report using computers as frequently. This shows and implies that intention to use ICT is less significant in terms of performance expectancy, effort expectancy, social influence, and facilitating conditions as compared to those who used less ICTs. However, there is evidence that ICT (i.e education 4.0) can support learning when adequately used.

For example, OECD study showed that moderate computer use at school was related to slightly better student outcomes. The use of ICTs by teachers is expected to improve further the use of education 4.0 (OECD 2020). On the other hand, other studies (Yeboah *et al.*, 2020; Barreiro *et al.*, 2022; Alosaimi *et al.*, 2021; Badri *et al.*, 2016; Alosaimi *et al.*, 2021) have found that teacher's usage of technology in terms of education 4.0 can lead to benefit students' achievement, progress, and noncognitive outcomes such as the student's motivation to use ICT and the use to the technology. Similarly, as teachers often face challenges to make ICTs work in their classroom, it is then encouraged to consider how ICT (i.e., education 4.0) using industry revolution can allow teacher to intensify and justify their proper needs regardless of their subjective needs in terms of their career opportunities to related with the UTAUT theory (unified theory of acceptance and use of technology).



The UTAUT model focuses on how to explain user's intention to use an information system and subsequent behavioral intention and identifies four key drivers of the adoption of information systems which are performance expectancy, effort expectancy, social influence and facilitating conditions. In addition, OECD (2020) statistical report showed that teachers in the UAE are confident and well-prepared users of ICT (i.e., education 4.0) in the classroom, and the teachers in the UAE have also reported using ICT with students more than nearly every other country and 4, 77% of lower secondary teachers and 80% of upper secondary teachers say they frequently or always let students use ICT for projects or class work. For lower secondary teachers, only Denmark, New Zealand and Australia have higher percentages of teachers who report frequently or always letting students use ICT for class work (OECD, 2020). A

slightly lower percentage of UAE primary school teachers (68%) report frequent usage of ICT with their students, but it is still well above the average of 43% for those countries that surveyed their primary school teachers (The Organization for Economic Cooperation and Development (OECD), 2020).

Teachers intention to use education 4.0 has become an important aspect of successful teaching and it has triggered many researchers to investigate different aspects of such intention (e.g., Almekhlafi & Almeqdadi, 2010; Hussin, 2018; Alosaimi et al., 2021; Barreiro et al., 2022; Yeboah & Nyagorme, 2022). This is because education 4.0 allows students to learn more in less time and allows schools to focus on global learning environments if used appropriately. In addition, it could be an effective teaching tool when used to engage all students in the learning process. For instance, research from Barreiro et al. (2022); Yeboah & Nyagorme (2022); Almekhlafi & Almeqdadi (2010) revealed the existence of increasing number of computers being used at home and an increasing number of technological devices available to schools. Furthermore, other researchers (e.g. Alosaimi et al., 2021) have also studied the use of information technology (IT) in education (i.e., education 4.0) seeking to identify the factors that influence the likelihood of successful implementation of innovative technologies in an educational setting. Consequently, these innovations have improved access to learning resources and enhanced synchronous and asynchronous communication among learners and between learners and teachers (Yeboah et al., 2020).



Through education 4.0 (Barreiro et al., 2022), countless number of studies (eg. Yeboah *et al.*, 2020; Barreiro *et al.*, 2022; Alosaimi *et al.*, 2021; Badri *et al.*, 2016) have been undertaken to promote teachers' use of technology in which it is suggested that when teachers employ innovative technologies and tactics, they may give efficient education to their pupils. In addition, other research studies such as from Alosaimi *et al.* (2021) suggested the evidence of a relationship between teacher's student-centered beliefs about instruction and the nature of teacher's technology-integrated experiences. Similarly, Badri *et al.* (2016) have investigated the factors related to offering a high school course online for the first time. The study employed a sample of public and private secondary school students in Abu Dhabi using online survey regarding offering free online courses. The results indicated significant interaction between intention to use e-learning (e.g., education 4.0), perception of easiness, perception of usefulness,

and other factors such as user characteristics and support (Badri et al., 2016). Alblooshi et al. (2022) examined the factors that influence user acceptance of technology and identified performance expectancy, effort expectancy, social norm and facilitating conditions using the UTAUT model (Alblooshi et al., 2022).

Alblooshi et al. (2022) found strong empirical evidence of the model to support the intention to use the technology. On the other hand, examined the impact of wide range of antecedents on the support to change to mobile training and intention to use mobile training. Performance expectancy (PE), effort expectancy (EE), and social influence (SI), individual beliefs (attitude) (IB), mobile training infrastructure (MTI), and training unit professionalism (TUP), management support (MS), facilities condition (FC), technology habits (TH), legacy system habits (LSH), habits (HA), intention to use mobile training (IUMT), and support to change to mobile training (SCMT) are employed in literature. This provides evidence that supports the use of the TUN AMINA UTAUT model as the principle theoretical framework in this study.

#### 1.3 **Problem Statement**



Educational technology has become a cornerstone for every country's effort to improve students' performance. It has become the focus of educators worldwide (Almulla, 2022). Despite the arrival of education 4.0 which represents an ideal approach, aligning the fourth industrial revolution with education and the intention to use education 4.0 in UAE secondary schools remain a topic of wide range discussion (Almulla, 2022). However, research studies investigating intention to use technology, particularly at the United Arab Emirates secondary schools have become a necessity that not much scholars have investigated in the area (Almekhlafi & Almeqdadi, 2010). Up to this date, there has been no concerted effort in UAE to identify and assert the relevant determinants of online education services at the tertiary level. Abel et al. (2022); Almekhlafi & Almeqdadi (2010); Aljarrah et al. (2022); Mahmoud (2022) concluded that teachers and administrative staff felt themselves competent in using ICT available at the school they reported a lack of guidelines that would lead them to successful integration. Thus, the new norms of learning, especially in the context of the epidemic that has hit countries worldwide, have caused online learning to grow faster, driven by the circulation of Education 4.0, which is the direction for many

countries in the world. Additionally, Due to the role of technology in the advancement of society in general and educational sector in particular, intention to use effective technology (i.e., education 4.0) into teaching and learning has become the focus of many educators.

Though, Badri et al. (2016) and Jain & Jain (2022) argued that the use of education 4.0 using online integrated high school course for the first time may involve a great deal of challenges. This is because of better understanding of the factors that could affect the intention to use education 4.0 could provide support for better implementation of education 4.0 in UAE (Badri et al., 2016). Despite, there is a problem regarding these factors and lack of empirical and theoretical evidence that provide the use of UTAUT model towards intention to use education 4.0 among teachers in UAE (especially for the factors such as performance expectancy, effort expectancy, social influence, and facilitating condition. Additionally, another study conducted by Alblooshi et al. (2022) focused solely on one of the four key structures of the UTAUT model to examine its influence on the actual use of e-learning among higher college of technology students. The study did not consider education 4.0 intention among secondary school teachers. Which indicates the insufficiency of studies conducted on intention to use education 4.0 among secondary school teachers. In addition, other researchers such as Almekhlafi & Almeqdadi (2010) have conducted empirircal review but did not consider the use of UTAUT model.



Currently, there is limited empirical research on how Education 4.0 is being utilized in UAE institutions, as well as a lack of understanding of the factors that influence its actual use. The specific factors that affect the intention to use Education 4.0, including performance expectancy, effort expectancy, social influence, and facilitating conditions, are still being discussed. The knowledge gap lies in the absence of empirical and theoretical evidence that applies the UTAUT model to determine the intention to use Education 4.0 among teachers in the UAE.

Many high authorities around the world and in the UAE have demonstrated their awareness of the importance of the use of education 4.0 and especially in secondary education. However, literature review regarding education reform efforts in the UAE revealed remarkably limited research on the subject (Matsumoto, 2019) and especially in secondary education. In addition, research showed that teachers in UAE who were highly educated and skilled with technology are usually innovative, and they

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Amna Abdulla Mohamed Abdulla is an ambitious Emirati with a deep passion for art education and a commitment to continuous growth. Graduating with a Bachelor's degree in Art Education from Ajman University, Amna's journey has been fueled by a strong desire to share her creativity and communication skills with the world. As a skilled educator, Amna has honed her expertise in teaching Arabic and Islamic subjects during her tenure at ALDana School in Abu Dhabi. Her vibrant personality and dedication have made her a respected figure among her students and colleagues alike. Moreover, Amna's leadership qualities and sense of responsibility have allowed her to take charge and excel in various team-based projects. Beyond her academic achievements, Amna has actively participated in workshops and courses, earning certificates in Excellence, Creativity, and Innovation, as well as mastering the ICDL and enhancing her English language proficiency. Adaptable and dynamic, Amna possesses a keen eye for detail, consistently completing tasks efficiently and often ahead of schedule. She is proficient in Microsoft Office and possesses excellent typing skills, making her well-suited to tackle any challenge.

