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(57) Abstract :
MACHINE LEARNING-BASED PREDICTION OF STUDENT SATISFACTION WITH ICT IN EDUCATIONAL INSTITUTIONS The method for the development of their effectiveness, educational organizations must employ information and communication technology (ICT) systems in an effective and efficient manner. Due to its emphasis on ICT use for non-administrative duties, previous research on the identification and study of ICT users' satisfaction with administration tasks in education is sparse and lacking in conclusions. This study uses machine learning (ML) and artificial intelligence (AI) along with a survey method to anticipate ICT users' satisfaction in order to close this gap. A seven-construct online survey provided the data used to build the machine learning classification model. Using the backward feature selection (BFS) method, we reduced the number of important characteristics for satisfaction and emotion prediction from 55 to 7 and 36, respectively. In comparison to previous classifiers, the random forest (RF) model and artificial neural network (ANN) demonstrated 81% and 65.3% accuracy for emotion and satisfaction prediction, respectively. Technologies of information and communication (ICT) have an impact on every facet of our everyday existence. Utilizing them is seen as a representation of social progress and modernity. ICT's globalization and interconnection present a huge chance to advance humankind, close the digital divide, and foster the development of knowledge-based communities. FIG.1

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