

The Role of Policies and Procedures for the Electronic Document Management System in the Success of the Electronic Document Management System in the Palestinian Pension Agency

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Abstract: *The aim of the research is to identify the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency. In order to achieve the objectives of the study, the researchers used the analytical descriptive method in which the tries to describe the phenomenon studied, analyze its data, the relationship between its components and the opinions that are raised around it, and use the comprehensive inventory method due to the small size of the society. (108) questionnaires were distributed to the community of 65 employees in Gaza Strip and 43 employees in the West Bank. All the responses were retrieved.*

The research found that there is a clear adoption by the Commission of the policies and procedures put in place to implement the electronic management system of electronic documents. The study showed that there are no statistically significant differences between the responses of the study population regarding the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency due to variable (age, nature of job, specialization). And showed that there is a fundamental difference in the opinion of members of the study community on the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency attributed to the scientific qualification, and shows the difference in favor of the bachelor's degree. And years of service, and shows the difference in favor of the 11-15 year category.

The research led to a number of recommendations, the most important of which is the increase of interest and awareness of the need to implement policies and procedures to ensure the success of the electronic document management system through access to and benefit from the experiences of other institutions and the private sector. And the need to focus on the attention to develop appropriate and clear plans and dissemination on the electronic document management system and specific to specific objectives and the Commission is committed to apply them, the need to pay attention to the development of strategic plans and policies and work mechanisms commensurate with the electronic document management system, and the need to define a policy in advance to form a team of different specialties of the staff of the Authority and cooperation with consultants from outside the body to work on the electronic document system.

Keywords: Policies and Procedures, Electronic Document Management System, Palestinian Pension Agency, State of Palestine.

1. INTRODUCTION

Administrative documents are one of the most important sources of information in modern times. It contains information that does not contain other sources, such as books. These documents are formally produced within official bodies in accordance with official laws and regulations. Document information is therefore accurate and reliable, based on the authoritative information, often influenced by the attitudes, tendencies, ideas, opinions and culture of the author. Administrative documents record facts at the time they occur. The latest information from statistics and reports on some of the topics that may be the subject of research before they are included in articles, books or even academic theses (Al-Agha, 2007). On the other hand, some of these documents will continue their journey through time by virtue of their survival as historical witnesses, and thus become an archival repository of national archival institutions as the most valuable and most valuable national

assets of their national history. Under the auspices of the state, and allocate space for them, and spend on the protection and the preparation of means to find suitable for them. It is therefore necessary to reconcile the process of selection, which will result in the selection of collections of documents that will become part of the archives' archival, and even part of the nation's heritage and the sources of its history and civilization (Al-Sherif, 2002).

In the last decades of the twentieth century, with the emergence and evolution of the computer emerged new methods other than traditional methods to save the necessary documents and archived through the use of computer memory - digital memory - and the development of this new method with the development of automation and digital memory capacity and the development of software reduction and preservation and retrieval of information and documents (Hammouda, 2003), and with the importance of the Commission's need for personnel files, the development of

an electronic document management system is one of the most important things that must occur as soon as possible, as researchers see it.

2. PROBLEM STATEMENT

The Palestinian Retirement Authority is considered one of the most important institutions in Palestine and is responsible for providing safety and social justice and ensuring a decent living for the individual and the family through social security. The system is the most important system in which the document management system depends. Who have completed their services based on the various laws and regulations in Palestine, because the paper documents contained therein contain the information on which to calculate the benefits of pensioners and benefits of subscribers, and because The multiplicity of laws and the emergence of successive amendments it is always necessary to go to these documents to apply amendments to them.

The problem of the study is to answer the following question: What is the role of the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority?

3. RESEARCH IMPORTANCE

1. This research draws on its importance as it is characterized by modernity and scientific and practical excellence.
2. The General Authority for Insurance and Pensions can benefit greatly from the study to develop its document management system, which helps them save time, effort and costs as well as increase productivity and performance.
3. Providing scientific and practical recommendations to the General Authority for Insurance and Pensions in Palestine.
4. Identify the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.

4. RESEARCH OBJECTIVES

The study aims at highlighting the achievement of the objectives:

1. Identify the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Retirement Authority.
2. Recognize the importance of electronic document management system and employee concerns.
3. Explore the policies, mechanisms and procedures of the electronic document management system.

5. RESEARCH HYPOTHESIS

In order to provide an appropriate answer to the questions raised, and the study seeks to test the validity of the following hypothesis:

Ho1: There is a statistically significant role for the policies, mechanisms and procedures of the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.

6. RESEARCH LIMITS AND SCOPE

- **Objective limitation:** The objective of the study was to study the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.
- **Human Limit:** The study was conducted on the employees of the Palestinian Pension Authority under study.
- **Institutional limitation:** The study was conducted in the Palestinian Pension Authority.
- **Spatial Limit:** The study was conducted in the State of Palestine, and was limited to the Palestinian pension system.
- **Time Limits:** The study was conducted and preliminary data were collected on the Palestinian universities and statistical analyzes were carried out during the year (2019).

7. THEORETICAL FRAMEWORK

Documents Management Systems

Document management systems include a range of electronic tools that are important for dealing with documents, writing, processing, transferring and archiving. These tools (Ghorabi, 2008) are:

- **Text word processor processing:** is the computer software that converts text (oral or written) to electronic documents, can be processed, stored and transmitted electronically, or convert them into electronic containers or other paper, such as letters and letters, memos and reports, this software has become available and accessible to all Computer users.
- **Desktop Publishing** is a modern office technology made up of special equipment and software to produce documents (brochures, brochures, etc.) that are very similar to those produced by specialized publishing houses.
- **Reprographics:** Reprocessing multiple copies of a single document, reproducing the copies can be done by the same computer printer or by imaging devices by quantity.
- **Image processing documents systems:** are the systems for the management of images electronically, consisting of a number of hardware and software of the most important of scanners scanners, allow the beneficiary to

enter images of documents as they are in the original to the computer, stored and processed, and re-output images Replica Or modified, and may include documents, digital data, handwritten writings, forms, and even photographs, all of which can be dealt with by these systems.

- **Archiving systems:** archiving systems is one of the important functions of document management functions, although the traditional archiving is still widespread, and especially in government departments, the electronic storage systems are increasing rates at high speed. The most important means of electronic storage: magnetic tapes, cassettes, microfilm, laser discs, floppy disks, etc. (Gerald, 1994).

Concept of Electronic Documents

The electronic document system is similar to a manual document archiving system for use in the general structure of document archiving tools including cabinet, drawer, folder, files, documents, and scanner.

Management Information Systems (MIS) deal with data and documents that are a source of origin in the organization, whether they are produced by the organization in the framework of its work or received through the external environment that deals with these data and documents through the organization's information system. Data and documents in the organization through the control of the documentary cycle and the procedures for the performance of administrative activities, while facilitating the means of monitoring these procedures and monitoring their implementation. Therefore, the aim of the information systems was not only to monitor, Storage and storage, but the ultimate goal in the processes of retrieval and circulation and selective transmission of information and documents when needed to the user communities End User where the advanced systems aim to provide immediate and accurate answers in the light of documents and data stored in the database, in addition to automating the procedures to save time and effort and ensure confidentiality at The process of identifying the tracks through which the procedures are accomplished within each department and department in the organization through the so-called electronic document system, which deals with the management of data and documents within the organization since its establishment or reception until completion Thus avoiding many of the problems of manual archives (Simon, Chaney and Lillian, 1998).

8. LITERATURE REVIEW

➤ Study of (Al Shobaki et al., 2017) aimed to identify the status of the application of electronic document management system in governmental institutions – the study was applied on the Palestinian Pension Agency. The population of this study is composed of all employees in the Palestinian Pension Agency. In order to achieve the objectives of the study, the researchers used the descriptive and analytical approach, through

which try to describe the phenomenon of the subject of the study, analyze the data and the relationship between the components and the views put around it. Census method was used due to the small size of the study population and ease of access to the target group. (108) questionnaires were distributed to all members of the study population, were (65) employees in the Gaza Strip and (43) employees in the West Bank. All questionnaires were recovered. The study found the following results: There were no statistically significant differences in the members of the population in response to differences in the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Agency due to the age. There are no statistically significant differences in population members in response to the reality of the application of electronic document management system in governmental institutions - case Study on the Palestinian Pension Agency due to the variable nature of the job. As well as there are no statistically significant differences in the members of the population in response to the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Agency due to the variable of specialization. There are statistically significant differences in the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Agency due to Qualification variable for the benefit of members of the population study who are holding a Bachelor degree. There are statistically significant differences in the study about the reality of the application of electronic document management system in governmental institutions – case study on the Palestinian Pension Agency due to the variable number of years of experience for the benefit of members of the study population who have experience between 11-15 years. The study found a group of recommendations, including: the need to focus on the establishment of a general management of electronic documents in the organization structure that takes care of all the technical processes in it an contains scientifically qualified persons in the field of electronic document management. The need is for the attention in developing strategic plans, policies and mechanisms of action commensurate with the electronic document management system.

➤ Study of (Kassab et al., 2017) aimed to identify the reality of management of electronic documents and electronic archiving retirement in the Palestinian Pension Agency -analytical study, as well as to recognize the reality of the current document management system in the Palestinian Pension Agency. The study found the following results: that the reality of the current system for the management of documents in

the agency is weak and suffers from many jams. Employee in the agency understand the importance and benefits of the management of electronic documents system, where the application of electronic document management system provide important features and benefits most of which reduce the loss of documents between departments, illustrates the flow path, the speed, accuracy, transparency, and reduce the proportion of damage and destruction of files. Furthermore, the electronic documents system cost will be less than the cost of the current system and it will reduce the tasks assigned for the staff. The existence of a clear adoption of the agency for the policies and procedures established for the application of electronic documents management system. There are weak plans for training and developing of staff in the agency to raise their efficiency. The study found a set of recommendations, including: increased interest and awareness of the need to implement policies, mechanisms, and procedures to ensure the success of electronic document management system through benefiting from the experiences of other organizations and the private sector. The agency need to increase and develop its services for retirees in order to encourage the private sector, universities, and institutions to join the agency, and open the way for all segments of society in Gaza and West Bank and enhance its competitiveness between international social security institutions. The need to focus its attention on developing and publishing appropriate clear plans and specific goals about management of electronic documents and the agency should be committed to apply them. The need to focus on the establishment of a public management of archiving in the structure dealing with all technical operations and having competent and qualified employees in the field of electronic document management. The need to focus on the Palestinian National Archives and the follow-up with the international standards by the International Council Archives (ICA).

➤ Study of (Kassab et al., 2017) aimed of the study is to identify the impact of the technological infrastructure on the success of the electronic document management system of the Palestinian Pension Agency. In order to achieve the objectives of the study, the researchers used the analytical descriptive method in which it tries to describe the phenomenon studied, analyze its data, the relationship between its components and the opinions that are raised around it, and use the method of Complete Census due to the small size of the study community and accessibility to the target group. The researchers distributed (108) questionnaires to the community of this study, consisting of (65) employees in the Gaza Strip and (43) employees in the West Bank, and all the questionnaires were retrieved. The results of the study reached the following results: The study community agreed on the availability of the

infrastructure of the Authority, where the ratios ranged from good to very good. Generally, the average mean of the axes was 4.09 and a relative weight of 82.0%. This result confirms the Authority's ability to provide suitable infrastructure and its ability to adapt to the electronic document management system, divided into: the employment of the latest computers to work in the Authority, and a relative weight of (83.5%). And provide the latest software and databases to work in the Authority, and a relative weight of (85.5%). The provision of computer network linking all the departments of the Authority with a relative weight of (77.0%). Members of the study community agreed that the electronic document system requires special technical skills and resistance from some of the jobs and specialties of the Authority who do not want to deal with the computer. Furthermore, the electronic documentation system would reduce the cost of the current system and would reduce the tasks assigned to staff members of different jobs. The study has reached a number of recommendations, the most important of which is: The Authority should endeavor to increase and develop its services for retirees, especially after the incorporation of private sector institutions and universities and opening the door to all sectors of society in Gaza and the West Bank and enhance its competitiveness among the international social security institutions. The need to hold training sessions and workshops for senior administrative levels to raise awareness of the culture and concepts of electronic document management system, including the general managers and managers as a first stage, which then extends to the lower administrative levels. Enhance the interest in the existence of a central computer network linking the main office in Gaza with the rest of the branches in the West Bank in order to ensure the implementation of the electronic document management system and the ability to hold meetings via videoconferencing and the ability to exchange electronic data copies. Promote the attention to the website of the Authority and activate it to be able to provide electronic services; by linking to an interactive database, dissemination of plans, policies, decisions, generalizations, objectives, the latest activities, news, and create an email to all employees in order to allow them to e-mail by automating all transactions with the electronic management documents system.

➤ Study of (Ferwana et al., 2016) which aimed to investigate the impact of information and communication technology sector on the Palestinian Gross domestic product(GDP) during the period (2000-2014), through descriptive and analytical approach and the use of the standard curriculum in order to clarify relations between the independent variables (the number of fixed telephone, the number of mobile phone, Internet users, number of employees, intermediate consumption,

production, compensation of employees, the number of operating institutions) and the dependent variable of economic growth, as measured by the Palestinian GDP. The study found a positive relationship between the variables: the number of mobile phones and intermediate consumption and the contribution of some moral and consistent variables with economic theory, but for the remainder of the variables were shown not to significantly these variables with other variables. The reason for this is due to the limitation in the model and modernity of technology sector information and communication. Based on the results of the study the researcher recommends focusing on information and communication technology sector.

- Study of (Hamada, 2014) aimed at understanding the role of electronic transactions in the development of government performance in terms of increasing efficiency and effectiveness, enhancing transparency and increasing the quality of government services. The aim of this study is to know the availability of e-transactions requirements in the Ministry of Communications and Information Technology, and to identify the most significant problems faced by the Ministry of Communications and Information Technology in the process of transition to electronic transactions. The researcher used the descriptive analytical method and used the census method. The questionnaire was distributed to all 111 members of the study population. The study reached several results, the most important of which is that the requirements for the implementation of electronic transactions in the Ministry of Communications and Information Technology related to administrative requirements, technical structure, financial resources and qualified human cadres trained in computerized applications and systems are available. The study also showed that most of the ministry's services are provided through electronic transactions, in addition to a positive relationship between the application of electronic transactions and the development of performance through increasing efficiency and effectiveness, enhancing transparency and improving public service. The study issued a number of recommendations, including the need to enhance the skills and abilities of staff required to implement electronic transactions through a training plan.
- A study of (Al-Aloul, 2011) aimed at identifying the availability of the requirements of the success of the application of electronic management in the top 100 charitable societies in the Gaza Strip and their impact on institutional readiness against corruption. The researcher used the analytical descriptive method. The researcher also prepared a questionnaire for the purpose of research as a main tool. It was distributed to the managers of the top 100 charitable societies with 100% recovery rate. In addition, four interviews were conducted to explain

some of the results. The success of applying electronic administration in the major charities in the Gaza Strip by 68.92%, as they become more available in the internal processes of the association and decrease in relation to the public. This reduces the realism of the application of electronic administration in the full level of service delivery to the external public, the charitable organizations in the Gaza Strip enjoy institutional readiness against corruption by 76.68%. This ratio reduces corruption but does not prevent it, especially in light of the low level of corruption. Appropriate income, and with insufficient degree of integrity values, which may transform transparency, accountability and accountability into formal and public actions that are disguised by corrupt practices. The study concluded several recommendations for the various parties concerned, the most important of which are: The need for charities to include the application of electronic management adequately in the strategic and operational plans of the association, and focus on the involvement of relevant bodies and to motivate and train the employees to achieve success of the application and the development of technical infrastructure and enhance its maintenance and fortifying them with licensed and integrated information security programs, and gradually developing the association's website to interact with the public and provide services.

- A study of (Ammar, 2009) aimed at finding out the applicability of the electronic management in the UNRWA agency in the Gaza Regional Office. A questionnaire was distributed to random sample of the study population of 225 questionnaires. The study revealed the existence of knowledge among the employees of the Agency in the electronic administration and the requirements of its success, in addition to the availability of the requirements and the financial, technical, human and administrative requirements for the implementation of electronic management. The study also showed the commitment and support of the senior management of the policy of applying electronic management and the study showed that individuals support the applications of electronic administration in terms of security, and showed that the use of electronic management. The efficiency of the job performance is greatly improved through the speed of completion of the work, the increase in productivity, the speed and accuracy of the delivery of instructions, and the provision of time and effort of the staff. However, the study showed a weakness in the incentive system in the Agency for those who excel in work, there is a lack of senior management in the participation of all administrative levels (different functions) in the development of objectives and programs related to the application of electronic management. The study has led to a number of recommendations, including: increasing the financial support necessary to train employees and

qualify them to apply electronic management, develop an effective incentive system for those distinguished in electronic work, and the need to develop clear legislation and policies to protect privacy and protect infringements and security violations to increase confidence in Electronic transactions, and the need for participation of all administrative levels in the development of goals and programs related to the application and use of electronic management.

- A study of (Marasini and others, 2008), which aims at clarifying ways of removing obstacles and ways of change used by small and medium sized enterprises to implement the uses of the Internet and IT in their work. The researchers studied and analyzed the data of 32 companies from the industrial sector in a region in the northeast of the United Kingdom. These companies were among the companies involved in the adoption of the Internet technology initiative. Two models of change have been used: the traditional model and the development model in the analysis of how small and medium-sized enterprises (SMEs) adopt ICT work. The study showed that most small and medium sized companies prefer the developmental model of change due to the presence of technology and organizational matters (culture, structure, responsibilities). This is the model used by most small and medium size companies. The study also showed that personal and informal learning plays an important role in making technology applications more successful than formal training because it allows users to organize concepts and ideas according to their own references. The study resulted in a number of obstacles that hindered the adoption of ICT initiatives, the most important of which were cultural and administrative obstacles such as fear of technology and resistance to change, financial constraints especially at the beginning of application where the cost is high, technical obstacles Such as privacy, confidentiality and lack of technical expertise, lack of awareness of the benefits and benefits of using new technology.
- A study of (Ghorabi, 2008) which the researcher dealt with the reality of electronic archiving in Saudi Arabia in ministries and semi-governmental institutions in terms of: the equipment on which electronic archiving systems are based, the reality of their employees, the obstacles that limit the application of electronic archiving, and the importance of electronic archiving as a prerequisite for the development of e-business. The survey method was used to achieve the objectives of the study. It relied on the questionnaire in all the data from a sample of (37) governmental and quasi-governmental bodies in addition to the use of the interview and observation tools. The study concluded with a number of conclusions and recommendations, the most important of which are: The National Center for Documentation and Archives in Saudi Arabia (Legislative and regulatory texts) and to strive to

produce clear legislation on electronic document and archiving.

- A study of (Adwan, 2007), which aims to identify the acceptance of citizens in the Gaza Strip to access services through e-government. To achieve the objectives of the study, the researchers distributed a questionnaire to 400 individuals divided into four strata, namely public and private sector employees, students and the unemployed. The study showed a strong acceptance by citizens to obtain services through e-government. And knowledge of the benefits of e-government, and provide the infrastructure necessary to use e-government services for many citizens, in addition to many of them are good at using the computer and the Internet, and the existence of confidence in the electronic services of citizens and that will be resolved FH traditional service problems through them, and provide the intention of citizens to use the services through e-government and provide for that, although there has been some skeptical citizens about the violation of their privacy when dealing with electronic services and fear of services provided through the Internet. The study included a number of recommendations, the most important of which are: The importance of providing free training places to train citizens on the basic skills of using the computer and the Internet through an integrated training plan, as well as contributing to the provision of infrastructure for the use of electronic services to citizens by encouraging private sector companies to offer easy installment programs To citizens and create competition at the level of the terrestrial communications and mobile phone, which will positively reflect on the citizen, and follow the policies of transparency in the work to achieve the expectations of citizens and reassurance about e-government services, Legislation and laws governing the methods of work of electronic services and the relationship of citizens, the need to qualify a number of men of law to deal with issues arising from dealing with electronic services.
- The study of (Abbas, 2003) focused on the archiving concept in developed countries, which depends on the care of documents from the moment of its establishment in the departments and other governmental and public bodies, and the follow-up of these documents until their final fate is decided either by permanent conservation or destruction. It also presented pilot experiences in the use of digital systems in the documentation and archiving centers, national libraries and the advantages of digital systems. He pointed out that three things must be balanced: document preservation - cost - ease of use when the archive is oriented towards digital systems. Then display digital media used in document processing (magnetism, photovoltaic), equipment, software, Internet archives. He went on to recommend that the role of the Arab Archive should prepare itself to face

future prospects, the criteria for confidentiality, and ways to make the document and the rights of its retrieval.

9. METHODOLOGY AND PROCEDURES:

Firstly- Methodology of the study:

Based on the nature of the study and the objectives it seeks to achieve, the analytical descriptive approach was used, which is based on the study of the phenomenon as it is in fact and it is concerned as a precise description and it expresses qualitative and quantitative expression. This method is not enough to collect information about the phenomenon in order to investigate its manifestations and its different relations, But rather to analysis, linkage and interpretation.

Second- Society and Study Sample: The study population consists of all 128 employees of the Palestinian Retirement Authority (Gaza Strip and West Bank) who hold administrative positions. The number of 20 employees in service positions (guard, reporter, driver, utility) has been excluded because their responses are not of research value in relation to Research topic. Table (1) shows the distribution of the population and the sample of the research by regions.

Table 1: Distribution of population of the sample by region

No.	Area	Number of Employee
1.	Gaza	80
2.	West Bank (Ram Allah)	48
Total		128

Source: Researchers from the preparation depending on the Authority statistics 2019

The researchers used the comprehensive inventory method in the distribution of the questionnaire. The questionnaires were distributed to the administration in the Commission, represented by the following names: Head of the Commission with the rank of Minister, Director General, Director of Department, Head of Section, Head of Division, Deputy Head of Division, The researchers distributed (108) distributed questionnaire as follows: (65) employees in the head office of the Authority in the Gaza Strip, and (43) staff in the headquarters of the Authority In Ramallah and Hebron - the West Bank represents the study community, so researchers used the inventory method Comprehensive distribution of the questionnaire. 108 (108) questionnaires were retrieved, and the analysis was done on all questionnaires (108) by 100%.

Third- Characteristics of the research sample:

A. Statistical description of the research sample according to personal characteristics and characteristics

Table 2: Statistical description of the research sample according to characteristics and personality characteristics (n = 108)

Characteristics and personality characteristics		Frequency	Percentage	Order
Gender	Male	78	72.22	1
	Female	30	27.78	2
Nature of the job	Make a decision	1	0.9	4
	Consulting	4	3.7	3
	Administrative	98	90.7	1
	Other	5	4.6	2
Qualification	Secondary and lower	12	11.1	2
	Average Diploma	6	5.5	2
	BA	82	75.9	1
	Postgraduate	8	7.4	3
Number of years of service	1-5	18	17.5	2
	6-10	40	37.0	1
	11-15	14	12.9	4
	16 and more	35	32.4	3
Specialization	Administrative and economic sciences	68	62.9	1
	Engineering / Information Technology	14	12.9	4
	Legal sciences	6	5.5	3
	Other	20	18.5	2

B. The Study Instrument Is Valid:

The instrument of study means that the tool measures what has been set for its measurement. The veracity of the questionnaire has been verified by the following methods:

1. Honesty From the point of view of the arbitrators:

The questionnaire was presented to a number of competent arbitrators in order to ascertain the validity of this tool to measure the objectives associated with this study, thus

verifying the validity of the questionnaire from the point of view of the arbitrators.

2. Internal consistency:

Table 3: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Setting Policies and Procedures for the Electronic Document Management System in the Success of the Electronic Documents Management System in the Palestinian Pension Authority"

The consistency of internal consistency was calculated by finding correlation coefficients for the resolution paragraphs, as shown in the following table:

No.	Item	Coefficient of Correlation	Moral level
1.	Prioritize the formation of a staff of the Commission's staff and cooperate with outside consultants if necessary to transform the existing system into an electronic document management system.	0.782**	0.000
2.	Define a policy to create and compile electronic documents and ensure their validity.	0.788**	0.000
3.	Define a mechanism for maintaining and indexing electronic documents.	0.805**	0.000
4.	Setting a policy for searching and retrieving electronic documents.	0.834**	0.000
5.	Determining the powers of the electronic document management system that are appropriate to the skills and administrative positions and to serve the system.	0.782**	0.000
6.	Defining a policy for auditing and following amendments to electronic documents by the competent authority.	0.781**	0.000
7.	Define an advance policy to automate and integrate office application software (ms. Office, e - mail) with an electronic document management system.	0.778**	0.000
8.	Create an administrative procedures manual to be a reference to the electronic system service	0.768**	0.000
9.	Select a policy to create an information file for each document (metadata file).	0.767**	0.000
10.	Determining an advance mechanism for the flow of documents between the circuits (dataflow); to follow the path of electronic documents.	0.833**	0.000
11.	Define a pre-evaluation policy for electronic documents in order to maintain or dispose of them.	0.770**	0.000
12.	Determining the legal and legislative procedures for the e-document management system in the Authority.	0.740**	0.000
13.	Identify strategies for backup and retrieval of data in case of any emergency.	0.683**	0.000

** The correlation was statistically significant ($\alpha = 0.01$)

The previous table (3) shows the correlation coefficients between each paragraph and the total value, indicating that

the built-in correlation coefficients are at a significant level ($\alpha = 0.01$).

Structural honesty of the dimensions of the test

Table 4: Calculation of the correlation coefficient and the level of significance, showing the axes with the total score of the questionnaire paragraphs

The Field	Coefficient of Correlation	Moral level
Setting the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority	0.471**	**0.000

** The correlation was statistically significant ($\alpha = 0.01$)

The above table shows the correlation coefficients between the value of each axis and the total value of the resolution paragraphs, indicating that the built-in correlation coefficients are significant ($\alpha = 0.01$), which indicates the veracity of the resolution paragraphs to measure the target for which they were set.

Stability of the study instrument

The researchers performed the stability steps on the sample of the exploratory study in two ways: the first is the alpha-cronbach method and the second the half-way.

- 1. Stability using the formula Alpha Cronbach:** The stability of the study instrument was determined by calculating the correlation coefficients of the resolution paragraphs using the Alpha Cronbach equation, as shown in the following table:

Table 5: Stability coefficients of the study axes using the alpha-cronbach method

The Field	Number of paragraphs	Cronbach's coefficient alpha
Setting the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority	13	0.941

Table (5) shows that stability coefficients are high.

2. **Split-half Coefficient:** The stability of the study instrument was determined by calculating the correlation

coefficients by means of the midterm split of the resolution paragraphs.

Table 6: Split-half Coefficient

The Field	Number of paragraphs	Coefficient of Correlation	Correlation coefficient corrected
Setting the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority	13	0.846	0.917

Table 6 shows that stability coefficients are relatively high.

The Kolmogorov-Smirnov test was used to determine whether the data followed normal distribution. It is a necessary test in case of hypothesis testing.

ANALYSIS AND HYPOTHESIS TESTING

Natural distribution Kolmogorov-Smirnov test (**K_S-1**)

Table 7: One-Sample Kolmogorov-Smirnov test

The Field	The value of Z test	Moral level
Setting the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority	1.659	0.008

Table (7) shows the results of the test as the value of the significance level is less than 0.05 (sig. <0.05). This indicates that the data do not follow normal distribution.

procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority.

View and analyze question paragraphs

The questionnaire contains 13 articles. The aim of the questionnaire was to identify the role of policies and

Table 8: Analysis of the paragraphs of the questionnaire "The role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority"

No .	Item	SMA	Relative weight	Moral level	Rank
13	Identify strategies for backup and retrieval of data in case of any emergency.	4.74	94.8	0.000	1
3	Define a mechanism for maintaining and indexing electronic documents.	4.66	93.2	0.000	2
5	Determining the powers of the electronic document management system that are appropriate to the skills and administrative positions and to serve the system.	4.66	93.2	0.000	3
9	Select a policy to create an information file for each document (metadata file).	4.66	93.2	0.000	4
6	Defining a policy for auditing and following amendments to electronic documents by the competent authority.	4.64	92.8	0.001	5
12	Determining the legal and legislative procedures for the e-document management system in the Authority.	4.64	92.8	0.000	6
8	Create an administrative procedures manual to be a reference to the electronic system service	4.59	91.8	0.000	7

10	Determining an advance mechanism for the flow of documents between the circuits (dataflow); to follow the path of electronic documents.	4.59	91.8	0.000	8
11	Define a pre-evaluation policy for electronic documents in order to maintain or dispose of them.	4.59	91.8	0.000	9
2	Define a policy to create and compile electronic documents and ensure their validity.	4.57	91.4	0.000	10
4	Setting a policy for searching and retrieving electronic documents.	4.57	91.4	0.000	11
7	Define an advance policy to automate and integrate office application software (ms. Office, e - mail) with an electronic document management system.	4.56	91.2	0.000	12
1	Prioritize the formation of a staff of the Commission's staff and cooperate with outside consultants if necessary to transform the existing system into an electronic document management system.	4.51	90.2	0.000	13
Total		4.61	92.3	0.000	

Table (8) shows the responses of members of the study community on the development of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority.

- 98.6% of the study community stressed the need to identify strategies for backup and retrieval of data in the event of any emergency, this paragraph ranked first in terms of importance compared to other paragraphs, and this is an indication of the importance of using this strategy in order to avoid any incidents, The relative weight of the total responses is 94.8%, which is a high percentage that confirms the need for backups to ensure the success of the system.
- 97.2% of the members of the study community agreed on the need to define a mechanism for the preservation and indexing of electronic documents. This section ranked second in terms of importance compared to other paragraphs. This is an indication of the importance of using this mechanism, which is one of the most important obstacles of the current system, with a relative weight of 93.2%, which is a high percentage that ensures rapid access to documents and files through the development of a unified index.
- The results of the analysis showed that 97.2% of the members of the study community agreed on the need to determine the powers of the electronic document management system which is appropriate to the skills and administrative positions and serves the system. This paragraph ranked third in terms of importance compared to the other paragraphs. On the system, where the relative weight of the total responses was 93.2%, which is a high percentage showing the importance of electronic work after the determination of powers, which ensures that there are no bottlenecks in the work and statement of the functions of employees.

- 97.2% of the members of the study community stressed the need to define a policy to create an information file for each document. This paragraph ranked fourth in terms of importance compared to other paragraphs. This is an indication of the importance of a unified file containing information about all documents and files in the Commission. The relative weight of the total number of responses was 93.2%, which is a high percentage showing the existence of a basic reference to documents for all files in the Commission.
- 94.3% of the study community agreed on the need to determine the policy of the prior scrutiny and follow-up amendments to electronic documents by the jurisdiction, this paragraph ranked fifth in terms of importance compared to other paragraphs, and this is an indication of the importance of auditing and follow-up documents, 92.8%, which confirms the importance of the importance of follow-up amendments to documents, which adds clear flexibility to use the electronic system.
- This section shows the approval of 97.1% of the study community members on the need to determine the legal and legislative procedures for the e-document management system in the Authority. This paragraph ranked sixth in terms of importance compared with other paragraphs. This is an indication of the importance of determining the legal and legislative procedures. This is a high percentage consistent with the study (Rawabdeh, 2003) on the need to develop legal legislation for e-business.
- The results showed that 92.8% of the study community agreed on the need to establish a manual of administrative procedures to be a reference to the electronic system service. This paragraph ranked seventh in terms of importance compared with other paragraphs. The relative proportion of total responses was 91.8%. This is a high percentage consistent with Shantaf (2000), where a relative weight of 78.1% was

- found to be acceptable to describe the instructions and procedures required to complete the work of the beneficiary.
- 92.8% of the members of the study community agreed on the need to determine the mechanism for the flow of documents between the departments; to follow the path of electronic documents, this paragraph ranked eighth in terms of importance compared to other paragraphs, and this is an indication of the importance of mechanism of identification of documents between departments, 91.8% This is a high percentage that shows the importance of mechanisms that determine the flow of documents between departments.
 - 91.4% of the study community agreed to the need to determine a policy for the evaluation of electronic documents in order to keep or discard, this paragraph ranked ninth in terms of importance compared to other paragraphs, and this is an indication of the importance of follow-up documents and ensure their validity and provide the necessary maintenance, Where the relative weight of the total responses was 91.8%. This is a high percentage that shows the importance of establishing mechanisms for systematic evaluation and maintenance of documents.
 - The results showed that 94.3% of the study community agreed on the need to define a policy for the establishment and compilation of electronic documents and to ensure their validity. This paragraph ranked tenth in terms of importance compared to other paragraphs, and this is an indication of the importance of establishing and assembling documents within the mechanisms of the electronic system, the relative weight of the total number of responses was 91.4%. This is a high percentage that shows the importance of the mechanism of document creation and its compilation into clear administrative policies that are consistent with all other mechanisms (creation of document information file, reference work reference, document indexing, retention period, document evaluation).
 - 94.3% of the members of the study community stressed the need to define a policy for the search and retrieval of electronic documents. This paragraph ranked 11th in terms of importance compared to other paragraphs. This is an indication of the importance of searching for documents at maximum speed without any delay. The percentage of respondents in the system was 91.4%. The importance of the benefits of electronic systems is very high and shows the need of employees due to the difficulties and problems faced by employees in the current system.
 - 94.3% of the study community agreed on the need to define a policy for the automation and integration of office application programs (MS Office, e-mail) with an electronic document management system, which ranked 12th in terms of importance compared to other paragraphs. Electronic work between the documents and between the internal correspondence between the employees and the external with the external labor-related institutions such as banks, employees' bureau, the Ministry of Finance, the World Bank and the International Social Security Institution, where the relative weight of the total responses was 91.2% The importance of electronic systems in terms of order of work in an electronic environment capable of adapting to any society or civilization shows the importance.
 - 88.6% of the study community agreed to the need to define a policy for the formation of a team of staff of the Authority and to cooperate with outside consultants if necessary to transform the current system into an electronic document management system. With the other paragraphs. This is an indication of the importance of organizing the work of documents and defining the tasks of work and division of labor into teams and groups. The relative weight of the total number of responses reached 90.2%, and a high percentage shows the importance of this policy and its close follow-up to ensure its effectiveness and contact with consultants if necessary.
 - In general, the mean of all clauses of the questionnaire was 4.61 and the relative weight was 92.3% and the mean level was 0.000 which is less than (0.05) indicating that the role of the policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Authority , And met with Strckland (2006), where appropriate strategies for the development of office management were presented in order to improve the electronic document management system and implement methods adopted by the US National Archives.

Test the hypothesis of the study

Ho1: There is a statistically significant role for the policies, mechanisms and procedures of the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.

To test the hypothesis, the Spearman correlation coefficient and the sign test were used. The results are shown in Table 9:

Table 9: The results of the hypothesis

Hypothesis	Spearman Correlation Coefficient	Level Of Significance
Ho1: There is a statistically significant role for the policies, mechanisms and procedures	0.406**	0.000

of the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.		
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** The correlation was statistically significant ($\alpha = 0.01$)

* The correlation was statistically significant ($\alpha = 0.05$)

Proving the President's Assumption:

Ho1: There is a statistically significant role for the policies, mechanisms and procedures of the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency.

It is clear from Table (17) that the correlation between the policies and procedures for the electronic document management system is the success of the electronic document management system in the Palestinian Pension Authority. The success of the electronic document management system is 0.406 and the level of significance is 0.000. This indicates the rejection of the null hypothesis and the acceptance of the hypothesis which states that the development of policies and procedures for the electronic document management system affects the success of the electronic document management system in the Palestinian Pension Authority on the success of electronic document management system. (Working group, 2002) on the need for friction and benefit from the private sector as an essential partner to explore the policies and mechanisms in the dealings. E-government and e-government. This is in line with Strckland's (2006) study, which provides appropriate strategies for the development of office management to improve the electronic document management system and the application of methods adopted by the US National Archives. This is confirmed by the study (2005, Maguire) that the participation and benefit from the experience in following up the implementation of electronic document management system from the beginning of preparation to the training phase will identify the problems encountered during the implementation of electronic document management system and thus facilitate the success of the electronic document management system.

10. RESULTS

The study showed the following results:

- There is a clear adoption by the Commission of the policies and procedures set for the implementation of the electronic management system. All the paragraphs of this section have excellent ratios. Generally, the average of the arithmetic average of the subjects of the axis is 4.61 and a relative weight of 92.3%. With an excellent degree of the need to identify strategies for backup and retrieval of data in the event of any emergency and a relative weight 94.8%, and determine the mechanism for the retention and indexing of electronic documents and a relative weight 93.2%, and finally the need to determine a policy to form a team of staff of the Commission and cooperation With consultants from outside the body with a relative weight of 90.2%.

- 31.4% of females in the study society, most of them have degrees in the field of administrative and economic sciences, 60.0% of the study population are specialists in administrative and economic sciences. This is an indication of the extent of dealing with internal and external documents and correspondence. (85.7%) of the total study population. The percentage of those with a Bachelor's and Master's degree (68.6%) is good compared to the number of employees. The percentage of employees with over five years' experience is 78.6%.
- The study showed that there are no statistically significant differences between the responses of the members of the study community about the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency due to variable (age, nature of job, specialization).
- Showed that there is a fundamental difference in the opinion of members of the study community about the role of policies and procedures for the electronic document management system in the success of the electronic document management system in the Palestinian Pension Agency due to the scientific qualification, And years of service, and shows the difference in favor of the 11-15 year category.

11. RECOMMENDATIONS

Based on the findings of the study, the following recommendations can be made:

- Increase awareness and awareness of the need to implement policies and procedures to ensure the success of the electronic document management system through access to and benefit from the experiences of other institutions and the private sector.
- The need to focus on the importance of developing and publishing appropriate and clear plans on the electronic document management system, which are specific to specific objectives and are committed to implement them.
- Enhancing attention to the legislative and legal aspects of electronic transactions through the development of the executive regulations necessary to manage electronic transactions in the Authority.
- The need to re-engineer the procedures of the current document management system, in order to provide the most important electronic services for the electronic document system, and the absence of any loss of time and shorten the number of tasks and follow the course of documents accurately.

- The need for full coordination between public administrations in order to avoid duplication of work and to avoid overlapping tasks, and full compliance with the powers set by the senior management to work on the electronic document management system.
- The need to pay attention to the development of strategic plans and policies and work mechanisms commensurate with the electronic document management system.
- Determining the powers of working on the electronic documents system for all employees based on the nature of their jobs.
- The need to define a policy in advance to form a team of different specialties of the staff of the Authority and cooperation with consultants from outside the body to work on the electronic document system

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