

Impact of Information Technology on the Success of Office Management Systems in the Palestinian Pension Agency

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Abstract: *The aim of the research is to identify the impact of information technology on the success of office management systems in the Palestinian Pension Agency. The research community is composed of all the employees of the Palestinian Pension Agency. In order to achieve the objectives of the study, the researchers used the analytical descriptive method in which they tries to describe the phenomenon studied, analyze its data and the relationship between its components and the opinions that are raised around it. The study community and accessibility to the target group. The researchers distributed 108 questionnaires to the community of this research, 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 research were based on the availability of the infrastructure of the Authority, where the ratios ranged from good to very good. Overall, the average score of the axes was 4.09 and a relative weight of 82.0%. This result confirms the ability of the Authority to provide an appropriate infrastructure capable of adapting to the electronic document management system. And that there are no statistically significant differences in the response of members of the study community on the impact of information technology on the success of office management systems in the Palestinian Pension Agency due to variable (nature of job, specialization, age). And provide the technical background (dealing with computers and peripherals) and the level of education of employees will help in the implementation of electronic document management system in the Palestinian Pension Agency.

The research led to a number of recommendations, the most important of which was the enhancement of the interest 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 and meetings via videoconferencing and the ability to exchange electronic data. The study of material requirements with all attention and care, despite the availability of most of the necessary equipment and programs, and the submission of studies on the electronic document management system and the need of the Commission for financial support from some international institutions such as the World Bank.

Keywords: Impact of Information Technology, Electronic Document Management System, Palestinian Pension Authority, 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 the facts as 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-Sharif, 2002).

In the last decades of the twentieth century, with the emergence and evolution of computer emerged new methods other than the traditional methods to save the necessary documents and archiving through the use of computer memory, and developed this new method with the development of automation and digital memory capacity and the development of software reduction and preservation and retrieval of information, documents and documents (Hammouda, 2003).

One of the most important systems on which the Authority depends on its work is the document management system. This system relies on dealing with documents and files, including the files of retirees - beneficiaries who have completed their services from their work, because the paper documents contained therein contain the information on which to calculate the benefits of retirees and the benefits of subscribers, And because of the multiplicity of laws and the emergence of successive amendments thereto it is always necessary to go to these documents to apply amendments to

them. With the importance of the Commission's need for staff files, the development of an electronic document management system is one of the most important things that must occur as soon as possible.

2. PROBLEM STATEMENT

It is clear that the Palestinian Pension Agency is in the midst of a new stage after the launch of its electronic documents archiving project. In parallel, IT has transformed the forms and manual applications in the public administrations of the subscribers only to electronic by adding the code to them and developing the programs of the Authority to be integrated with this electronic supervision system and until now the hand models in the other departments have not been handed over to IT to be converted to electronic, which increases the problem of increasing the accumulation of hand-held papers and not entering the electronic archiving system. The problem of the study is to answer the following question: What is the impact of information technology on the success of office management systems in the Palestinian Pension Agency?

3. RESEARCH IMPORTANCE

The aspects of the importance of the study can be determined by the expected contribution and addition, as follows:

1. To highlight the importance of electronic document management system to preserve documents from damage and loss in the long term.
2. Studying the current document management system and identifying the disadvantages and trying to develop solutions; which will show the advantages of using modern systems in the management of electronic documents and their benefits to ensure the rapid provision of services to users.
3. The scarcity of local studies related to the study of the electronic document management system or the study of electronic archiving.
4. This is in line with the current research regarding the exchange of electronic data and the availability of technological infrastructure, as well as the fact that electronic archiving must be one of the main parts of the e-government project.

4. RESEARCH OBJECTIVES

The study aims to highlight the objectives:

1. The most important issues that contribute to the use of technology to develop the performance of electronic document management system.
2. Know the great role played by IT in the Palestinian Pension Agency
3. Identify the degree of technical background impact (dealing with the computer and its peripherals) and the level of education of staff on the electronic document management system.
4. Identify the availability of technical infrastructure in the Authority (software, equipment and communications).

5. Outcome and recommendations contribute to the development of electronic document management system.

5. RESEARCH HYPOTHESIS

The study seeks to test the validity of the following hypothesis:

Ho 1: There is a statistically significant impact of the availability of the technical background (dealing with computers and its accessories) at the level of education among employees on the success of the electronic document management system in the Palestinian Pension Agency.

6. RESEARCH LIMITS AND SCOPE

1. **Objective Limit:** The objective of the study was to study the impact of information technology on the success of office management systems in the Palestinian Pension Agency
2. **Human Limit:** The study was conducted on the employees of the Palestinian Pension Agency.
3. **Institutional limitation:** The study was conducted in the Palestinian Pension Agency.
4. **Spatial Limit:** The study was conducted in the State of Palestine, and was limited to the Palestinian pension system.
5. **Time Limits:** The study was conducted and preliminary data were collected from the Palestinian Pension Agency and statistical analyzes were carried out during the year (2019).

7. THEORETICAL FRAMEWORK

Modern information technology has affected the reality of the archive so quickly that it transcended reality. The world realized that humanity would reach the level of open archives across networks without paying attention to the extent of the modern technical response to it. The main concept of archival and developments in the emergence of new professional disciplines Electronic, virtual and computational management, the concepts of which collided with the basic concept of the archive.

Documents Management Systems

Document management systems include a range of electronic tools that are important for dealing with documents, writing, processing, copying and archiving. These tools (Kassab et al., 2017) are:

1. Text Processing is a computer software that converts texts (oral or written) into electronic documents that can be processed, stored, transferred electronically or transferred to other electronic and electronic containers such as letters, letters, notes and reports. This software is available and accessible to all computer users.
2. Desktop Publishing is a modern office technology consisting of special equipment and software for the production of documents (brochures, brochures, etc.), which are very similar to those produced by specialized publishing houses.

3. Reprographics: are a large number of copies of a single document, and reproduction of copies can be done by the same computer printer or by imaging equipment by quantity.
4. Image-Processing Systems: consisting of a number of hardware and software, the most important of which are Scanners, which allow the user to enter, store, process, Documentation may include texts, digital data, handwritten writings, forms, and even photographs, all of which can be dealt with by these systems.
5. Archiving Systems are an important function of document management. Although traditional archiving is still widespread, especially in government departments, electronic storage systems are increasing rapidly. The most important means of electronic storage: magnetic tapes, cassettes, microfilm, laser discs, floppy disks, etc. (Gerald, 1994).

Information technology and its relationship to office management systems

Modern organizations are characterized by their large size and diversity of activities and complexity, and this has resulted in many problems that the officials of these organizations are trying to solve, and these solutions provide the necessary information to management to address these different situations by emphasizing the importance of information systems and the role it can play In various fields of business, where the term "information systems" refers to the set of foundations, procedures, institutions, channels, activities, and organizational, administrative and technical measures that ensure the flow of information in a particular society or in a particular center. And to identify their sources for the collection, organization and facilitation of these sources.

Technological progress has been a major development in the areas of organization, management, data management systems and administrative decision-making. The interest in the development of quantitative means, especially what is called operational research and management science as a tool to solve administrative problems, and crystallized interest in the interaction of the system approach. System Approach with computer technology And the desire of many organizations and regulatory bodies to establish the so-called management information systems Management Information System to provide the various levels of data and information that helps in the Yeh to make decisions and achieve the goals and the desired results and are backed by planning and control operations (Abu Naser & Al Shobaki, 2016).

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.

- The study of (Lubad, 2016) which was designed to identify the elements of the success of the e-government application in Palestine, the study sample was formed from 234 questionnaires obtained randomly from the study population, which is composed of senior management in ministries in the West Bank and Gaza Strip. The study found that one of the most important components of the success of the applications is the availability of vision, administrative and technical structure, human resources, adequate laws and regulations, e-government awareness and services, and the involvement of civil society organizations. The obstacles facing the applications: The unity of efforts between the West Bank and the Gaza Strip, the involvement of senior management in ministries and civil society institutions in the planning and implementation process, in addition to weakness in administrative and technical aspects, lack of adequate laws and legislation covering all fields of e-government, and the need for cadres. The study concluded with a number of recommendations, the most important of which are: the need to unify the strategy and geology of e-government applications between the West Bank and the Gaza Strip, enact laws and legislation sufficient to cover issues related to e-government; Human resources, and educating citizens about e-government and its services.
- 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-Alul, 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 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 (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.

9. METHODOLOGY AND PROCEDURES:

Firstly- Research Methodology:

The aim of the research was to identify the impact of information technology on the success of office management systems in the Palestinian Pension Agency. In order to

achieve the objective of the study, the researchers used the descriptive analytical method in the study because it is appropriate to the phenomenon in question, through the use of SPSS statistical program and the extraction of the results.

Second- Community and Sample Search:

The study population consists of all 128 employees of the Palestinian Pension Agency who hold administrative positions. The number of 20 staff members serving in the service (guard, reporter, driver, utility) has been excluded because their responses are not of research value in relation to the subject matter. 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 Employees
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 complete census method in the distribution of the questionnaire. The questionnaires were

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

Study Tool: The researchers used the data collection questionnaire designed to achieve the objectives of the study by collecting the necessary data, and the answers to each paragraph on the scale of the five-likart as follows:

Points	5	4	3	2	1
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Statistical Methods: To analyze the data and achieve the collected research objectives, the computer has been used in the analysis and processing of data through many appropriate statistical methods using statistical packages for social sciences (SPSS).

The validity and persistence of the study: The researchers conducted a number of tests on the questionnaire to ascertain their validity and stability using the arbitration of the

Table 3: the measure of the Likert scale

Category	Strongly Agree	OK	Neutral	not agree	Strongly Disagree
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questionnaire through arbitrators in addition to the statistical tests necessary to verify the truth and consistency.

Calculation of correlation coefficient

Table 4: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the axis paragraphs "provides the technical background (dealing with the computer and its peripherals) and the level of education of the employees"

No.	Paragraph	Coefficient Of Correlation	Moral Level
1.	The current staff are diverse professionals (administrators, accountants, engineers, programmers) and they have all the ability to handle computers.	0.533**	0.000
2.	Employees receive training on a regular basis to develop their computer skills and abilities.	0.330**	0.000
3.	Existing staff have the ability to adapt to the requirements of the electronic document system.	0.670**	0.000
4.	Most employees have a love of computer learning and access to training courses in computer science.	0.651**	0.000
5.	Increase the ability of staff to deal with the electronic document system due to increased awareness and level of education in the Authority.	0.559**	0.000
6.	Increase confidence in the success of changing the manual to electronic system due to increased awareness and level of education in the body.	0.494**	0.000
7.	The electronic documentation system requires special technical skills.	0.515**	0.000
8.	There is resistance from some employees who do not want to deal with the computer.	0.421**	0.000
9.	It is difficult for employees to understand the mechanisms of the electronic document system.	0.553**	0.000
10.	It is important to start a computer literacy plan for all employees of the TRA to enable them to deal with the electronic document system.	0.419**	0.000

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

The previous table (4) shows the correlation coefficients between each paragraph and the total value of the axial

segments, which shows that the built-in correlation coefficients are significant at the level of $\alpha = 0.01$.

Table 5: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Employment of the latest computers and peripherals"

No.	Paragraph	Coefficient Of Correlation	Moral Level
1.	The number of computers in the body commensurate with the number of employees.	0.612**	0.000
2.	It is easy to provide or develop a computer and peripherals inside the body.	0.701**	0.000
3.	The latest PC servers are available.	0.556**	0.000
4.	It is easy to provide maintenance services for computers and peripherals in the body.	0.736**	0.000

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

The previous table (5) shows the correlation coefficients between each of the four axes, first, and the total value of the

axial paragraphs, indicating that the built-in correlation coefficients are significant at the level of $\alpha = 0.01$.

Table 6: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Employment of the latest software and database applications"

No.	Paragraph	Coefficient Of Correlation	Moral Level
1.	A centralized database management system is available within the Commission.	0.724**	0.000
2.	Easy to provide original versions of database management software, software and antivirus.	0.705**	0.000
3.	It is easy to develop software related to document management.	0.804**	0.000
4.	Software to be used has the ability to allow more than one employee to communicate simultaneously at a time.	0.611**	0.000
5.	The Commission has the ability to provide the best databases that provide confidentiality and security of information.	0.711**	0.000

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

Table (6) The correlation coefficients between each of the paragraphs of the fourth axis, and the total value of the axial paragraphs, which shows that the correlation coefficients

built at the level of significance ($\alpha = 0.01$) and thus the paragraphs of the questionnaire are true to what was put to measure.

Table 7: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "employing the latest technologies available in the field of networks and communications"

No.	Paragraph	Coefficient Of Correlation	Moral Level
1.	The electronic document management system relies on the presence of a private computer network in the Intranet and the Internet.	0.409**	0.000
2.	The latest specifications are available from computers and computers.	0.752**	0.000
3.	Employees have the ability to share data through a computer network.	0.911**	0.000
4.	The data is exchanged between all the branches of the Authority through the Authority's website.	0.864**	0.000

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

Table (7) shows the correlation coefficients between each of the paragraphs of the fourth and third axes and the total value of the axial paragraphs, indicating that the built-in

correlation coefficients are significant at the level of $\alpha = 0.01$.

Table 8: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Policies, mechanisms and procedures for the implementation of electronic document management system"

No.	Paragraph	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 ($\alpha = 0.01$)

Table (8) shows the correlation coefficients between each of the fifth axis clauses and the total value of the axial

segments, indicating that the built-in correlation coefficients are significant ($\alpha = 0.01$).

Table 9: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Success of the electronic document management system in the Commission"

No.	Paragraph	Coefficient Of Correlation	Moral Level
1.	I trust that you can switch from manual to electronic.	0.524**	0.000

2.	You have a good knowledge of the requirements of the electronic document management system.	0.830**	0.000
3.	It is best to apply the electronic document management system to the Commission gradually.	0.702**	0.000
4.	The employee can complete his tasks easily and accurately using the electronic document management system.	0.379**	0.001
5.	A sophisticated technological infrastructure is available to work on the electronic document management system.	0.601**	0.000
6.	Policies and mechanisms for the implementation of the electronic document management system will be supported at all administrative and technical levels.	0.383**	0.001

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

Table (9) shows the correlation coefficients between each paragraph of the sixth axis and the total value of the axial

vertebrae, which shows that the built-in correlation coefficients are at a significant level ($\alpha = 0.01$).

Structural honesty of the dimensions of the test

Table 10: Calculation of the correlation coefficient and the level of the significance of each axis of the axes with the total score of the questionnaire paragraphs

No.	The Field	Coefficient Of Correlation	Moral Level
1.	Recruiting the latest computers and peripherals	0.627**	**0.000
2.	Employment of the latest database and software applications (Software and Database)	0.665**	**0.000
3.	Employing the latest technologies in the field of networking and communications	0.630**	**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 axes, 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 Cronbach's coefficient alpha and the second the half-way.

First- Cronbach's Alpha

Table 11: Stability coefficients of the study axes using the Alpha Cronbach method

No.	The Field	Number Of Paragraphs	Cronbach's Coefficient Alpha
1.	Recruiting the latest computers and peripherals	4	0.672
2.	Employment of the latest database and software applications (Software and Database)	5	0.744
3.	Employing the latest technologies in the field of networking and communications	4	0.740

Table 11 shows that stability coefficients are relatively high.

using the Spearman Brown coefficient of correction according to the following equation:

Second- Split-half Coefficient

The value of the Spearman correlation coefficient was found between the individual and marital questions for each axis of the questionnaire. The value of the coefficients was corrected

$$\text{Spearman-Brown Coefficient} = \frac{2r}{1+r}$$

Table 12: Split-half Coefficient

No.	The Field	Number Of Paragraphs	Coefficient Of Correlation	Correlation Coefficient Corrected
1.	Recruiting the latest computers and peripherals	4	0.591	0.742
2.	Employment of the latest database and software applications (Software and Database)	5	0.571	0.726
3.	Employing the latest technologies in the field of networking and communications	4	0.592	0.743

Table 12 shows that stability coefficients are relatively high.

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

Analysis of study axes and hypothesis testing

Natural distribution Kolmogorov-Smirnov test (K-S-1)

Table 13: One-Sample Kolmogorov-Smirnov test

No.	The Field	The Value Of Z Test	Moral Level
1.	Recruiting the latest computers and peripherals	1.040	0.030
2.	Employment of the latest database and software applications (Software and Database)	1.978	0.001
3.	Employing the latest technologies in the field of networking and communications	1.591	0.013
Total		1.934	0.001

Table 13 shows the results of the test as the value of the significance level for each axis is less than 0.05 (sig. <0.05). This indicates that the data do not follow normal distribution.

10. ANALYSIS OF PARAGRAPHS OF THE QUESTIONNAIRE:

Analysis of paragraphs "Availability of technical background (dealing with computers and peripherals) and level of education of employees"

The technical background availability (computer handling and peripherals) and the level of education of the employees have (10) paragraphs. Through these sections, the researchers aimed to identify the availability of the technical

background (dealing with the computer and its peripherals) and the level of education among the employees.

Table 14 shows the responses of the study community on the availability of the technical background (dealing with computers and its components) and the level of education among the employees. These answers are ranked according to their importance according to the relative mean and weight, and reflect the commitment to continuous improvement. The arithmetic increases the commitment to continuous improvement.

Table 14: Analysis of the "availability of technical background (dealing with computers and peripherals) and the level of education of employees"

No.	Paragraph	SMA	Relative Weight	Moral Level	Rank
10	It is important to start a computer literacy plan for all employees of the TRA to enable them to deal with the electronic document system.	4.61	92.2	0.000	1
5	Increase the ability of staff to deal with the electronic document system due to increased awareness and level of education in the Authority.	4.43	88.6	0.000	2
3	Increase confidence in the success of changing the manual to electronic system due to increased awareness and level of education in the body.	4.40	88.0	0.000	3
7	Most employees have a love of computer learning and get training courses in computer science.	4.34	86.8	0.000	4
4	The electronic document system requires special technical skills.	4.33	86.6	0.000	5
2	The current staff are diverse and specialized (administrators, accountants, engineers, programmers) and have the ability to handle all computers.	4.20	84.0	0.000	6
9	It is difficult for employees to understand the mechanisms of the electronic document system.	3.96	79.2	0.000	7
6	Existing staff have the ability to adapt to the requirements of the electronic document system.	3.67	73.4	0.000	8
8	There is resistance from some employees who do not want to deal with the computer.	3.31	66.2	0.000	9
1	Employees receive training on a regular basis to develop their skills and abilities in dealing with computers.	3.00	60.0	0.000	10
Total		4.02	80.5	0.000	

From the previous table, researchers conclude that:

- The results of paragraph (1) showed computer literacy for all employees of the Authority have 90.0% of the study population on the existence of a computerized computerization plan for all employees of the Authority to enable them to deal with the electronic document system. This paragraph ranked first in terms of importance compared with other paragraphs, This is an indication of the importance of proficiency in the use of the computer to the success of electronic document

management system, and then shift to electronic work to find the necessary ground to build the system and work on it, and recommended by several studies such as (Hassan, 2003), which recommended the need to work hard to overcome the problem of illiteracy Using the computer as one of the problems of electronic work, where the relative weight of the total responses 92.2%, this high percentage clearly indicates the importance of developing plans to identify and analyze the training needs of computer use, and senior management adopted

a plan submitted by researchers to establish a training center in the Commission The study agreed with Al-Ghouti (2006) that 98.3% of the study community agreed that it is important to start a computerization plan for all employees in ministries.

- The results of paragraph (2) showed the ability of employees to deal with the electronic system that 87.2% of the members of the study community agreed that increasing the awareness and level of education among the employees in the Authority leads to increasing the ability of employees to deal with the electronic document system. Where the importance of comparison to the other paragraphs, and this is an indication that the level of education is the most important requirements of the document management system because education is the basis of knowledge, where the proportion of the proportion of the total responses to 88.6%, this high percentage reflects the existence of a relationship between the level of education and dealing with the electronic document system. This study agreed with the study (Al-Ghouti, 2006), 85.0% of the members of the study population ratio amounted to agree that the success of the project needs a greater number of recipients of scientific qualifications.
- The results of paragraph (3) showed confidence in the success of the electronic system that 91.4% of the members of the study community confirmed the increase in the confidence level in the success of changing the manual work system to electronic due to increasing awareness and level of education in the body. This is a sign that confidence in the success of the system comes from education and knowledge, which is a prerequisite for the success of the system. The relative weight of the total number of responses reached 88.0%. This high percentage reflects the confidence of the employees in converting the manual system to electronic.
- The results of paragraph (4) showed the love of computer learning and training courses that 84.2% of the study community agreed that most of the employees have the love of computer learning and access to training courses in computer science. This paragraph ranked fourth in terms of importance compared to paragraphs this is an indication of the importance of the requirements of technical courses for the success of the electronic system, where the relative weight of the total response was 86.8%. The researchers believe that the importance of the desire of employees to get training courses in the field of computer but at the same time researchers believe that there is slow implementation, Study with Al-Ghouti (2006), 76.6% of the study community agreed that they had received computer and Internet training courses.
- The results of paragraph (5) showed that the work requires special technical skills. 84.3% of the study

community stressed that the electronic documents system requires special technical skills. This section ranked fifth in terms of importance compared to other sections. The results of the technical training courses for the success of the electronic system. The relative weight of the total number of responses was 86.6%. The researchers believe that the presence of some fears among the staff is a healthy phenomenon that will highlight the weaknesses in the application of the system that must be addressed in order to obtain positive results in its application.

- The results of paragraph (6) showed the ability of the current employees to deal with the computer, that 84.3% of the study community agreed that the current employees are diverse (administrators, accountants, engineers, programmers) and all have the ability to handle computers. In terms of importance compared to other paragraphs, and this is an indication of the importance of the ability to deal with the computer staff of the body, where the proportion of the proportion of the total responses to 84.0% and believe that this high percentage reflects the use of most employees of their personal devices, but the order of the paragraph shows that most of the study agreed with Abu Naser & Al Shobaki (2016) that the efficiency of employees in the system was 70%.
- The results of paragraph (7) understand the mechanisms of the electronic document system that 84.3% of the members of the study community on the difficulty of understanding the mechanisms of the electronic document management system for employees, this paragraph ranked seventh in terms of importance compared to other paragraphs, The results of the electronic system, where the relative weight of the total responses reached 79.2%, which is also a relatively high percentage showing some concerns, but researchers believe that this ratio quickly disappear when developing mechanisms and plans to implement the system.
- The results of paragraph (8) showed the ability to adapt to the requirements of the electronic document system that 57.1% of the study community stressed the ability of current employees to adapt to the requirements of the electronic document management system. This paragraph ranked eighth in terms of importance compared with other paragraphs. The relative weight of the total number of responses in this paragraph is 73.4%, which is relatively high. The researchers believe that most employees rely on their experience in dealing with different work systems. As for the emergence of some fears of adapting to the new system See me for some attributable reasons, including lack of application of the system so far, and change the employee's tasks that used to practice for years, and to reduce overtime hours, and easily adjust and control system of senior management

and not to give them the freedom to benefit from their posts.

- The results of paragraph (9) indicate that there is resistance to the application of the electronic document system, that 42.9% of the study community agree that there is resistance from some employees who do not want to deal with electronic document management system, this paragraph ranked ninth in terms of importance compared to other paragraphs, and this indicates that there is resentment from some employees who see that the current system should not develop and they know what they do in the current system, and the relative weight of the total answers to this paragraph 66.2%, and researchers believe there are several reasons for this resistance to electronic work from some employees Which That the work of the government is a routine tasks have been saved and that dealing with the computer enables the administration to control their work more, and they are afraid of the computer because they do not know how to work scientifically, and do not see their access to training courses to learn on the computer the big thing; The study agreed with Abu Naser & Al Shobaki (2016), where the percentage of resistance of the beneficiaries to update in the system was 52.7%, and it has been agreed that the training courses do not give any incentives or incentives, This research was agreed with the study Hodgdon & H (1979) Although the introduction of information systems is faced with multiple forms of resistance of individuals working in administrative and office functions.
- The results of paragraph (10) of the training were available periodically for employees. 22.8% of the respondents in the study community agreed that the training is available periodically to develop the skills of the employees and their ability to deal with the computer by the Commission. This paragraph ranked tenth in terms of importance compared with paragraphs this is a sign of the weakness of this paragraph due to the fact that a small percentage of employees received training courses. The fees for these courses were covered by the Commission. The relative weight of the total number of responses to this paragraph was 60.0%. So the researchers believe that attention to the training and development of employees is the most important reason for the growth and development of work in any institution and the fact that the Palestinian Pension

Agency is a governmental institution affected by the political situation in terms of salaries, promotions and budgets. (Abu Naser & Al Shobaki, 2016). The percentage of non-employees receiving training courses on a regular basis has been agreed upon to develop their skills and abilities and to follow up on new developments in technology. Information 71.2%, which negatively affects the work development.

Summary of the theme "Availability of technical background (dealing with computers and peripherals) and level of education of employees"

In general, the arithmetic mean for all the sections of this axis was "the availability of the technical background (computer handling and peripherals) and the level of education of the staff" 4.02, the relative weight is 80.5% and the level of morale is 0.000 which is less than 0.05 indicating the availability of technical background And its components) and the level of education of staff at the level of significance $\alpha = 0.05$, and researchers believe that the results of the analysis showed some of the fears of the electronic system implicitly; caused by the existence despite the high level of education and experience of staff in the Commission:

- Psychological reasons for change.
- The loss of sensitive functions of some employees in the current system and hence their lack of control and monopoly.
- Lack of interest in training for all members of the Commission.

It met with Al Shobaki (2016) that the availability of infrastructure will contribute to enhancing the role of computerized management information systems in decision-making. Al-Hassania (2002) stated that the human element is one of the main components of management information systems.

Analysis of the "Infrastructure Availability"

Analysis of Variable Paragraphs "The Authority's ability to employ the latest computers and peripherals"

The axis contains the latest computer hardware and peripherals (4) paragraphs, the researchers targeted through these paragraphs to identify the extent of the use of the latest computers and peripherals in the body.

Table (15) shows the responses of the study community to the extent to which the most recent computer hardware and peripherals were used in order to identify their impact on the success of the electronic document management system. .

Table 15: Analysis of the Paragraphs "Availability of Infrastructure - The Authority's ability to employ the latest computers and peripherals"

No.	Paragraph	SMA	Relative Weight	Moral Level	Rank
2	It is easy to provide or develop a computer and its accessories inside the body.	4.36	87.2	0.000	1
4	It is easy to provide maintenance services for computers and peripherals in the body.	4.27	85.4	0.001	2
1	The number of computers in the body commensurate with the number of	4.04	80.8	0.000	3

	employees.				
3	The latest PC servers are available.	4.03	80.6	0.000	4
Total		4.17	83.5	0.000	

From the previous table, researchers conclude that:

- The results of paragraph (1) showed that PC equipment is available in the Authority. 84.2% of the study community agrees that the provision or development of a computer and its accessories within the organization is easy and the researchers attributed the attention of senior management to information technology. Compared to the other paragraphs, and the relative weight of the total responses of this paragraph was 87.2%, which is relatively high, and the researchers attributed this percentage to the number of 7 employees of the study community without devices, and this study agreed with the study (Shantaf, 2000) The ratio of adoption of current systems to A computer that reached 83.6%.
- The results of paragraph (2) showed the provision of maintenance services for computers in the Authority. 77.1% of the study community members agreed with the readiness and readiness of the Commission to provide maintenance services for computers and peripherals within the Authority. This paragraph ranked second in terms of importance compared with other paragraphs. The importance of the role of the computer department in the body and its readiness to provide services for the maintenance and development of computers and thus save a lot of money on the body, and the relative weight of the total answers to this paragraph 85.4%, and researchers believe that this ratio is very good to adapt and understand the work of any new devices to any A new system was established to provide technical support. This percentage encourages and supports the work on the electronic system. This study met with Adwan (2007). The researchers stressed that the availability of computer maintenance services contributes to the provision of services through e- Its relative weight was 68.0%.
- The results of paragraph (3) showed that 68.2% of the members of the study community agreed that the number of computers in the Authority is commensurate with the number of employees. The report of the Computer Department - Maintenance Department showed the use of 62 computers from 70 employees, this study has been ranked third in terms of importance compared with other sections. This is an indication of the adoption of the electronic documents system on the availability of computers and a suitable number in the Authority. This research differed with the study of Al-Ghouti, 2006, where 51.6% they agree that the number of computers in the ministry is appropriate 41.6% of the study population do not agree that the number of computers in the ministry is suitable for the number of employees. Because of this ratio, the system may face

significant problems in the transition to electronic work. The relative weight of the total responses reached 80.8% an important requirement for the successful transformation of work into electronic.

- The results of paragraph (4) of the provision of central computers in the Commission showed that 74.2% of the study community agreed on the existence of the servers in the Commission. This paragraph ranked fourth and final in terms of importance compared to the other paragraphs. Computer Department Report - Maintenance Section the presence of 5 central computers in Gaza and one central computer in the West Bank office. This percentage in Gaza is currently good but needs to be reconsidered in order to implement the electronic system. The relative weight of the total responses is 80.6% which confirms the availability of a requirement they are for the successful implementation of the electronic system.

Summary of the "Availability of Infrastructure" - The Authority's ability to employ the latest computers and peripherals"

In general, the arithmetic average for all the sections of this axis was "the extent to which the Authority is able to employ the latest computer hardware and peripherals" 4.17, the relative weight is 83.5% and the level of morale (0.000) is less than (0.05) indicating that there is the ability and ease in employing the latest computers. The relative weight is consistent with Abu Naser & Al Shobaki (2016). The relative weight of the hardware used in the system is 77.2%. It has met with a study (Al Shobaki & Abu Naser, 2017) that the equipment used in MIS is commensurate with the nature of work and provides the necessary capacity to Operation and perform the purposes of conservation and efficient use can be modified, and that was evident in the study (Al Shobaki, 2016) to the municipalities with the difference that in the municipalities there was not considered that the equipment used in the information systems of the latest technology available in the market.

Analysis of Variable Paragraphs "The TRA's ability to employ the latest database and software applications"

The Authority's capacity axis includes the recruitment of the latest database and software applications (5) paragraphs, and the researchers sought through these paragraphs to identify the extent of the use of the latest database applications and software.

Table (16) below shows the responses of the sample vocabulary on the employment variable of the latest software and database applications and to what extent will affect the success of the electronic document management system, the answers to the paragraphs of this axis ranked according to

their importance according to the arithmetic mean and relative weight.

Table 16: Analysis of Variable Paragraphs "Availability of Infrastructure - The Authority's ability to employ the latest software and database applications"

No.	Paragraph	SMA	Relative Weight	Moral Level	Rank
4	Software to be used has the ability to allow more than one employee to communicate simultaneously at a time	4.39	87.8	0.000	1
5	The Authority has the ability to provide the best databases that provide confidentiality and security of information.	4.39	87.8	0.000	2
2	Easy to provide original versions of database management software, software and antivirus.	4.26	85.2	0.000	3
3	It is easy to develop software related to document management.	4.23	84.6	0.000	4
1	A centralized database management system is available within the Commission	4.10	82.0	0.000	5
Total		4.27	85.5	0.000	

From the previous table, researchers conclude that:

- The results of paragraph (1) showed the ability of the software to allow communication. 84.2% of the study community indicated that the software to be used has the ability to allow more than one employee to communicate simultaneously. This paragraph ranked first in terms of importance compared with other paragraphs. This is an indication of the importance of communication in the electronic document management software. The relative weight of the total number of responses reached 87.8%, which is a high percentage that confirms the importance of making the electronic document management system available to more than one employee at the same time. This study met with the study (Shantaf, 2000), where researchers confirmed that the availability of system software for more than one beneficiary to communicate together at the same time amounted to 77.4%, which leads to acceptance of this software.
- The results of paragraph (2) revealed the availability of confidential and secure databases of information that 82.9% of the members of the study community confirmed the availability of the best databases that provide confidentiality and security of information, this paragraph ranked second in terms of importance compared to other paragraphs, The database, which is the repository of information for the electronic document management system, where the relative weight of the total response was 87.8%, a high percentage showing the importance of the role of databases in providing confidentiality and security of information and thus provide a prerequisite for the success of the electronic document management system.
- 81.5% of the study community agreed to the ability of the organization to provide original copies of database management software, software and anti-virus programs. This paragraph ranked third in terms of importance compared with other paragraphs, and this is an indication of the importance of the existence of certified copies of the original companies, The relative

weight of the total number of responses was 85.2%, which is a high percentage showing the importance of preparing the electronic document management system and the systems that help the certified copies in order to ensure effective and continuous performance over long periods. This study met with Abu Naser & Al Shobaki (2016). However, the ratio is of management followed the latest software available in the market and best 69.0% and this ratio is acceptable to some extent, the researchers attributed the reason for financial reasons or just manage the current software capability.

- This section shows the approval of 82.9% of the study community that the Authority is easily developing software related to document management. This paragraph ranked third in terms of importance compared with other paragraphs. This is an indication of the importance of providing administrative and material support and development by senior management and technical support. By the Computer Department, where the relative weight of the total responses reached 84.6%, which is a high percentage showing the importance of continuing to work the electronic system in all circumstances and the use of the latest improvements to the software versions for use in the work on the electronic system.
- The results showed that 74.3% of the study population indicated that there is a central database management system within the organization. This section ranked sixth and final in terms of importance compared to other sections. This is an indication that some employees do not know what database management systems are, Where the relative weight of the total response was 82.0%, which is a high percentage indicating the importance of the availability of this requirement for the success of electronic document management system.
- In general, the arithmetic mean for all the sections of this axis was "the ability of the Authority to employ the latest software and database applications" 4.27, the relative weight 85.5% and the moral level (0.000), which is less than (0.05), this indicates that the

Authority has the ability to employ the latest software and database applications for the success of the electronic document management system at the level of $\alpha = 0.05$, the relative weight is consistent with the study of (Abu Naser & Al Shobaki, 2016). The relative weight of the efficiency of the software used in the system is 76.2%. It met with Al Shobaki & Abu Naser (2017) that the software used in Palestinian universities is on a high level this is not the case with Al Shobaki (2016) in relation to municipal programs, which emphasized the weak capacity of municipal programs.

Analysis of the Variable Paragraphs "The TRA's ability to employ the latest technologies in the field of networks and communications":

The Authority's capacity axis employs the latest technologies available in the field of networks and communications on (4) paragraphs. The researchers aimed through these paragraphs to identify the extent of employing the latest technologies available in the field of networks and communications. Table 17 presents the responses of members of the study community on the use of the latest technologies available in the field of networks and communications and their impact on the success of electronic document management system.

Table 17: Analysis of Variable Paragraphs "Availability of Infrastructure - The Authority's ability to employ the latest technologies in the field of networks and communications"

No.	Paragraph	SMA	Relative Weight	Moral Level	Rank
1	The electronic document management system relies on the presence of a private computer network in the Intranet and the Internet.	4.44	88.8	0.000	1
2	The latest specifications are available from computers and computers.	4.16	83.2	0.000	2
3	Employees have the ability to share data through a computer network.	3.76	75.2	0.000	3
4	Data are exchanged between all branches of the Authority through the Authority's website.	3.04	60.8	0.000	4
Total		3.85	77.0	0.000	

From the previous table, researchers conclude that:

- The results showed that 85.7% of the study community agreed that the electronic document management system depends on the presence of a private computer network in the Intranet and the Internet. This section ranked first in terms of importance compared with the other paragraphs. (88.8%), a high percentage indicating the importance of the availability of this requirement for the success of electronic document management system. This study met with Al-Ghouti (2006). A low percentage of 55.0% The study community agree that there is in the ministry's computer network up to all offices, where this ratio is a low barrier to e-government project because the computer network in the ministry of the important requirements of the project.
- 82.9% of the study community agreed on the availability of the latest specifications of the communication equipment and the connection between the computers in the body. This section ranked second in terms of importance compared with other paragraphs. This is an indication of the importance of the availability of the latest equipment for the formation of the communication network, the total number of responses is 83.2%, which is a high percentage and is an important requirement for the success of the electronic document management system.
- 61.4% of the study community agreed on the ability of employees to exchange data through the computer network. This ranked third in terms of importance compared to other sections. This is an indication of the importance of the network presence. The reason for the low percentage is that the computer network in the

Commission is currently modernized and therefore the mechanisms of confidentiality and security have been developed by senior management to determine the powers of data exchange over the network and access to the Internet.

- 47.2% of the members of the study community agree that the data is exchanged between all the branches of the organization. This section ranked fourth and final in terms of importance compared with the other paragraphs. 60.8% said that the website is modern in design and that electronic data is exchanged only officially between the computer department in Gaza and the West Bank branch for some important data, and this is not known to some employees.

Summary of the theme "Availability of Infrastructure - The Authority's ability to employ the latest technologies in the field of networks and communications"

In general, the arithmetic mean for all the sections of this axis was "the ability of the Authority to employ the latest technologies available in the field of networks and communications" 3.85 and the relative weight 77.0% and the level of morale (0.000) which is less than (0.05), indicating that the ability of the Commission to employ the latest technology available in the field of networks and communications for the success of electronic document management system at the level of $\alpha = 0.05$ and the relative weight is consistent with the study (Abu Naser & Al Shobaki, 2016). The relative weight of the communication efficiency used in the system was 71.0%. It met with Al Shobaki & Abu Naser, (2017) that the efficiency of communication and exchange of information across the information network is High in the Universities.

The following table illustrates the arithmetic mean and the relative weight of each variable, as well as the arithmetic mean and the relative weight of the most variable variables:

Table 18: Arithmetic mean and relative weight of "infrastructure availability" variables

No.	The Field	SMA	Relative Weight	Moral Level
1.	The ability to employ the latest computers and peripherals	4.17	83.5	0.000
2.	Ability to employ the latest database and software applications (Software and Database)	4.27	85.5	0.000
3.	Ability to employ the latest technology available in the field of networking and communications	3.85	77.0	0.000
Total		4.09	82.0	0.000

From the previous table, researchers conclude that:

It is clear from the previous table that there is a clear adoption and ability of the Authority to provide infrastructure. The mean value of the total axes of infrastructure variables was 4.09, while the relative weight of the total number of axes was 82.0% , Said that the Authority is the only institution responsible for saving in Palestine and is the only representative in the International Social Security Corporation (ISSA). This responsibility is a catalyst for the provision of computers, computer networks, databases and various software. (Al-Ghouti, 2006), where it reached the availability of infrastructure in the ministries but with a medium degree and a relative weight of 64.5%. This percentage is insufficient for the e-government project due to the lack of a central computer network for all ministries to ensure the exchange of data through public databases. Schware and Deane (2003) concluded that ICT infrastructure

is at the core of the success, spread and viability of e-government.

Summary of the theme "Infrastructure Availability"

In general, the arithmetic mean for all the sections of this axis was "infrastructure availability" (4.10), the relative weight (82.0%) and the moral level (0.000), which is less than (0.05) indicating that the Authority has the capacity to provide the infrastructure at the level of $\alpha = 0.05$. This emphasizes the availability of infrastructure and a very good degree of electronic document management system.

Summary analysis of all axes

The results of the axes are characterized by high relative weights that enhance the ability of the Authority to provide the requirements for success of the system. The following table shows the arithmetic mean and the relative weight of all the axes combined:

Table 19: The mean and relative weight of all axes

No.	The Field	SMA	Relative Weight
1.	The ability to employ the latest computers and peripherals	4.17	83.5
2.	Ability to employ the latest database and software applications (Software and Database)	4.27	85.5
3.	Ability to employ the latest technology available in the field of networking and communications	3.85	77.0
Total		4.09	82.0

It is clear from Table (19) that there is a clear adoption by the Commission for the electronic document management system. The average of the arithmetic mean for the total of the axes of this research was 4.16, while the relative weight of the total of the axes was 83.2%.

Test the hypotheses of the study

Ho 1: There is a statistically significant impact of the availability of the technical background (dealing with

computers and its accessories) at the level of education among employees on the success of the electronic document management system in the Palestinian Pension Agency.

In order to test hypotheses, the Spearman correlation coefficient and the sign test were used. The results are shown in the following table (20):

Table 20: The results of the hypothesis

Hypothesis	Spearman Correlation Coefficient	Level Of Significance
Ho 1: There is a statistically significant impact of the availability of the technical background (dealing with computers and its accessories) at the level of education among employees on the success of the electronic document management system in the Palestinian Pension Agency.	0.428**	0.000

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

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

Proving the hypothesis:

For the third person it is clear from Table (45) that the correlation coefficient between the availability of the

technical background (dealing with the computer and its accessories) and the level of education among the employees and the success of the electronic document management system (0.428) is the level of significance (0.000) which is less than (0.05) To reject the null hypothesis and accept the hypothesis that it affects technical technology (dealing with computers and peripherals) and the level of education among staff on the success of the resource management system and scientific research standards (Adwan, 2007). It found that the high level of education contributes positively to the increase in the demand of citizens for e-government services.

11. RESULTS

- The results of the study confirmed the availability of the infrastructure of the Authority, where the ratios ranged from good to very good. In general, the average mean of the axes of the axis was 4.09 and a relative weight of 82.0%. This result confirms the ability of the Authority to provide an appropriate infrastructure capable of adapting to the management system electronic documents.
- 31.4% of the study society is females, most of them have degrees in the field of administrative and economic sciences, and 60.0% of the study population is 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%.
- There were no statistically significant differences in the response of the study community to the impact of information technology on the success of office management systems in the Palestinian Pension Agency due to variable (nature of job, specialization, age).
- There were statistically significant differences in the response of the study community about the impact of information technology on the success of office management systems in the Palestinian Pension Agency due to the variable qualification for the members of the study society. And the variable number of years of experience in favor of members of the study community with 11-15.
- The technical background (dealing with computers and peripherals) and the level of education of the staff will help implement the electronic document management system in the Palestinian Pension Agency. This is in line with the Yang and Rho (2007) study, which emphasized that there are still obstacles and challenges that prevent the implementation of e-government Including lack of funding, security gaps and sometimes lack of IT infrastructure. Chibelushi (2008) also agrees that the pressure to adopt new technologies has grown

significantly from within the surveyed companies because investment in modern technology is necessary to improve efficiency and productivity, solve customer problems and meet their desires.) To develop the technical infrastructure and strengthen its pre-emptive maintenance and immunization with licensed and integrated information security programs, and gradually develop the website of the association to interact with the public and provide the services of the basics of the successful implementation of electronic management in the top 100 charities in Gaza Strip.

- Members of the study community agreed that the electronic documentation system requires special technical skills and the resistance of some of the functions and specialties in the body who do not want to deal with the computer. This is what Al-Alul (2011) concluded by emphasizing the necessity of educating the public through the use of technical means, and requiring associations to develop new forms of financial and administrative reports that facilitate their understanding and evaluation.
- That the electronic document system will reduce the cost consumed from the current system and will reduce the tasks assigned to staff members working differently. This is in line with the Marasini and others (2008) study that e-business is important for small and medium enterprises and results in tangible financial benefits and other gains in improving Work performance.

12. RECOMMENDATIONS

- Reinforcing the importance 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 and meetings via videoconferencing and the ability to exchange electronic data copies.
- Promote the interest of the Authority website and activate it to be able to provide electronic services by linking it to an interactive database, publishing plans, policies, decisions, circulars, objectives, latest activities and news, and creating an e-mail for all employees to allow them to e-mail by automating all transactions with the document management system e.
- The study of material requirements with all attention and attention, despite the availability of most of the necessary equipment and programs, and the provision of studies on the electronic document management system and the need of the Authority for financial support from some international institutions such as the World Bank.
- The importance of providing a guide to all applications and electronic transactions in the Authority for its importance in guiding employees on how to use electronic archiving programs in a correct and sound manner.

- The need to enhance the security of information and to use appropriate techniques to ensure the integrity of electronic transactions of fraud and manipulation.

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