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## The role of human resources information systems in the development of the civil service

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### **Abstract:**

The aim of the study is to determine the degree of utilization of the human resources information systems currently used in the existing human resources departments of the federal government, its main principles, importance, components and areas of use and evaluation in order to detect the difficulties that it faces and limit the efficiency of its use in providing accurate and timely information. Appropriate and reliable decision-making on human resources planning and management, and integration with other information systems at the state level. The descriptive approach was adopted because it is the most suitable for the nature of the research. It allows the researcher to gather, categorize and display data in a descriptive manner that helps to define the features of the statistical society and describe the reality of the human resources information system in the federal government. For further study and verification, a questionnaire has been prepared and distributed among the study sample.



consisting of (50) of the managers of human resources departments and their deputies, where (42) valid questionnaires were received (i. e. 84%) and analyzed leading to the following results:

1. The rate of using the manual human resources information systems (file systems) countrywide is 100%.
2. The manual human resources information systems used, adversely affect the effectiveness of the Human Recourses Departments with statistical significance of (0.05).
3. The lack of the necessary administrative and technical conditions and requirements, adversely affect the efficiency of the human resources information systems with statistical significance of (0.05).
4. The poor efficiency of the Human Resources systems used and the poor information exchange relationship between the departments of the Human Resources and the National Bureau of Civil Service Affairs, adversely affect the efficiency of the human resources information systems with statistical significance of (0.05).
5. There is a positive correlation of statistical significance between the human resources information systems used and the relationship of information exchange



between the departments of the Human Resources and the National Bureau of Civil Service Affairs and the effectiveness of the Human Department.

The most important recommendation of the study is that:

The National Civil Service Affairs Bureau should strengthen the relationship between the Bureau and the human resources departments through sharing, computerizing and linking the information via an effective human resources system and making use of the same in preparing plans, policies and programs relevant to the functions and practices of the Human Recourses Departments and seeks to integrate with the other information systems countrywide.

**Keywords:** Civil services, Human resource, Informatics system

**Introduction:**

The digital revolution of information and communications witnessed by the world has now changed many administrative concepts. Most of the technologically advanced countries have become highly dependent on their work on information systems, and the introduction of this technology in most governmental and private bodies, especially in administrative bodies that provide public services to citizens , And most of these devices have direct contact through computer networks, and has realized the various countries of the third world the importance of information systems, And many of them have entered to varying degrees in order to participate in the field of scientific and economic utilization, information and communication systems are moving forward rapidly and comes with each day new. It can be said that computers and communications have become a major role in society in general and in the development of the performance of governmental administrative bodies in particular, It is recognized that it is very difficult to draw a final picture of this technology. Most government agencies are now facing pressing pressures to meet the challenges of this technical change. The impact of modern information systems in all fields of development has become apparent, and it is no longer possible to think of development in any



service area without taking into account issues related to information systems and resources. Physical resources and human resources are the most important resources required by the administrative organs of government in their work until the role of information emerged and became important, where information plays a serious role in the modern administrative organs of the modern, it is a tool of management Modern, and necessary to conduct communication, coordination and control, as Information sharing is an important factor for decision-making. Information and its systems have become necessary to carry out various processes and activities within these administrative bodies. <sup>(1)</sup>

**Research problem:**

Since the establishment of the civil service in Sudan, the manual system has remained a cornerstone of administrative performance in all its aspects, including human resource management, due to the lack of use of modern technology in the past three decades. Despite the emergence of the application of modern technologies from computers, networks, The many problems that negatively affect the overall performance of the government on the one hand and the worker on the other hand, the application of the decentralization system and the increase in the size of civil service employees and the complexity of their administrative



activities, and the development of decision-making means all this led to an increase in attention of managers at different organizational and functional levels to obtain accurate and appropriate and timely information in order to carry out planning and control and make decisions efficiently and effectively, and the absence of information is accurate or not getting in a timely manner leads to many obstacles make it more difficult to make the right decision, especially as these decisions affect the life and fate of a large number of workers in the state.

**Research goals:**

To determine the extent to which the human resources information systems currently used in the existing human resources departments of the federal government are important, their main bases, their importance, their components, and the areas of their use and evaluation in order to identify the difficulties they face and limit the efficiency of their use in providing accurate, timely and reliable information. Management decisions and management of human resources, and integration with other information systems at the state level

**Research importance:**

The importance of this research stems from the importance of the subject being studied, which is the field of human resources information systems, which helps



to develop a good human resources strategy at the lowest cost, provide a high degree of decentralization of access to information and provide it to the administration to assist in the preparation of plans, policies and programs for selection and appointment, Performance assessment, training and development, wages and incentives, termination of services, integration of human resources management functions and practices, speed of action, decision-making and problem-solving.

#### **Research assumes:**

The hypotheses of the research were based on a survey of previous studies. There was a lack of research on the subject of human resources information systems, especially at the local level. It was also based on the personal observations of the researcher while performing his work in some of the human resources departments of the federal government. Suffers from the lack of human resources information systems and the low efficiency of the systems currently in use. The following hypotheses were reached:

1. The manual human resources information systems used and the low efficiency of the computerized systems used by the human resources departments of the



federal government negatively affects the effectiveness of human resources management.

2. Non-availability of administrative and technical conditions and requirements negatively affect the efficiency and success of human resources information systems.

3. The limited areas of use of human resources information systems and the low relationship of information exchange between the human resources departments of the units and the National Civil Service Bureau negatively affects the effectiveness of human resources departments.

4. The performance of the human resources departments of the federal government is low due to the use of human resources information systems

#### **Research Tools:**

The questionnaire has been built and developed in the light of the comprehensive review of the previous studies. A number of specialists in the field of human resources management were interviewed and interviews were conducted with some officials in the Diwan. National Civil Service Affairs and field visits to some federal government human resources departments as a tool for collecting data on the subject matter.



**Terminology of study:****System Definition:**

Cascio & Awad <sup>(2)</sup> defined the system as an "organized set of elements (subsystems) that together have interactive relationships that enable them to work in an integrated manner for the purpose of achieving a planned goal or objectives." <sup>(3)</sup> The system is defined as "Which may be related elements, parts or activities that are interrelated with one another are designed to reach a particular goal." Information is defined as "the knowledge that results from data processing processes and helps decision makers in an organization make the necessary decisions by relying on analytical and reasoning methods "And information plays an important role in achieving the integration of external variables with the needs, capabilities and capabilities of administrative bodies. There are many trends in the administrative bodies, which highlight the need for an information system, the most important of which is the trend towards increasing specialization and division of labor, the emergence of new methods of decision making, the trend towards decentralized management, To take advantage of specific skills and to perform specific tasks, and the emergence of the phenomenon of globalization and the shift to the service economy

**Management Information Systems:**

(4) "It represents formal and informal systems that provide management with prior, current and predictive information in oral or written form in accordance with the internal processes of the organization and the external environment, helping managers, employees and key environmental elements make timely information available to assist decision-making."

Definition of human resources information systems:

Defined as "a set of integrated systems to provide information that supports the planning, control, operation, management and decision-making processes, whether historical, current or future, whether inside or outside the organization."

Definition of human resources management:

Human resources management is the part of the organization (governmental / private / voluntary) that is concerned with the human resources of the organization. It was composed of a group of employees who complete the procedures of appointment, promotion, transport, etc., until they reached the stage of being an authentic partner in managing the organization, The organization is the human element, as defined by Omar and Safi Aqili 6 as "a series of decisions on functional relations affecting the effectiveness of the



organization and its employees", as defined by Muayed Saeed Al-Salem 7 as "the process of acquiring employees, developing their abilities and skills and Encourage them to b For larger may effort and Atta.an studies on human resources information few systems, particularly at the local level, the following will attempt the researcher noted what the availability of studies on information systems for human resources in other countries, according to the historical sequence of the oldest .

#### **Previous study:**

##### **1. Nader Marian's Study 2007 <sup>(8)</sup>**

The aim of this study is to define the HR system concept, its components, benefits and uses, to identify the best global practices in building human resources information systems, to identify the analytical capabilities provided by HRIS, to demonstrate the importance of HR system in the planning and development process, The study concluded that the most important obstacles and challenges facing the establishment of a human resources information system in Jordan and its sustainability are:

1. The limited potential and tools available for effective and systematic work and is committed to the timely processing, analysis and dissemination of



labor market information in an appropriate and reliable manner; lack of capacity to gather information from various sources; inadequate resources for software procurement and modernization; To coordinate efforts and processes of research, data collection and participation in database building.

2. The inability of data users to accurately identify their needs and their inability to transfer their needs to data producers, not to analyze the data collected to make them fit the needs of the decision maker, the impotence of labor market information systems (currently), inability to meet emergency needs, weak institutional structure The mechanisms that link labor market policies to changes in the labor market, the lack of clarity of the powers and responsibilities of the institutions concerned, the lack of clear knowledge of the requirements of each side, the lack of awareness of the importance of data use, the lack of separation between qualitative and quantitative data, For a different users, especially those who fall outside of government ministries and institutions.



## 2–The Study of Amal Ibrahim Abu Rahma 2007 <sup>(9)</sup>

The study aimed to identify the efficiency of human resources information systems in the ministries of the Palestinian National Authority in the Gaza Strip and the main factors that limit their efficiency and impact on the effectiveness of personnel management and make some suggestions that can contribute to improving the efficiency of human resources information systems, In providing the appropriate information to be relied on in the management of personnel affairs in decision-making to carry out their responsibilities efficiently and effectively, the results were determined based on a questionnaire distributed to the research items represented by the directors of personnel affairs and their deputies. Technological, administrative and organizational of the most important reasons for the low efficiency of the efficiency of human resources information systems, has also been reached that the low efficiency of the human resources information systems of the most important factors affecting the effectiveness of the management of the affairs of staff

## 3–The study of Abdul Rahman Ahmad Naji 2008 <sup>(10)</sup>

The study aimed to identify the role of information systems in the rationalization of human resources decisions. This research focused on a comprehensive approach



to dealing with the application of the research topic in a new environment in which Yemen has never been applied, exploring the role of human resources information system in private sector organizations, Information in the rationalization of human resources decisions at all organizational levels, creating a role for the human resources information system in bringing together the goals of the organization and its employees, as well as enhancing the level of job satisfaction and organizational loyalty.

A number of results have been reached.

1. It is important to investigate and adopt as accurate as possible the introduction of accurate, comprehensive data for the information system. This will not be sufficient unless the data is updated and not ignored or neglected, as negligence or negligence will occur. In the trap of providing useless and useless outputs that do not reflect the reality of what is already in place for the decision-maker, which will lead to erroneous decisions based on that misleading information, HRIS must go beyond its traditional role in the process of selecting and assigning new human resources to the Organization, To be satisfied The decision makers should be informed of the persons who have submitted a job to make a trade-off. The system's users should also seek to provide an information base containing all the



details of the available labor in the market. The success of the information system will result in reporting on resources Which is expected to be disrupted in a timely fashion to help the decision–maker to make the appropriate decision, thereby avoiding any disruption or disruption of work during the period between leaving a human resource for work and other human resource replacements, and minimizing any losses that may result The minimum is possible by ETAH The applicant has the opportunity to select and qualify the candidate for the job before being officially recognized.

2. The information system becomes more effective in achieving its objectives, and this is reflected in the organization's achievement of its objectives as well. The serious handling of complaints submitted by the human resources of the Organization will rationalize the decisions taken on them.

3. The human resource must feel that it is an actor in the organization and that it can do more than just perform its functions routinely. It is not a machine that expects it to do what it is required to do according to its operating manual, not only to receive what it receives from human resources In the funds allocated to the proposals and complaints, but the move to the initiative to research human resources to activate these elements, through repeated attempts to move to and



approach them and feel inside them, the distribution of periodic questionnaires include inviting them to reflect on how to perform the tasks entrusted to them more effectively, Yeh and moral lead to the creation and development of the queens of creativity and innovation have, and imagine what could be a disincentive to Hmmanm and their opponents

4. Study of Ayman Ahmed Ibrahim Al-Omari 2009 <sup>(11)</sup> the study aimed to identify the impact of computerized information systems on the performance of workers in Palestinian telecommunications companies. To achieve the objectives of the study, a questionnaire was designed consisting of (60) paragraphs for the purpose of collecting data and measuring the study variables. The study reached several results, For the requirements of operation and management of computerized information systems on the performance of workers in the Palestinian Telecommunications Company, there are statistically significant differences between the perceptions of the respondents about the impact of computerized management information systems on the performance of workers in the Palestinian Telecommunications Company due to the demographic variables (Scientific level, years of experience, place of work, job level) The study concluded with a number of recommendations, the most important of which are:





the need to keep abreast of the technological developments in the field of management information systems and to ensure the use of modern equipment, advanced software, Information technology and operational and application software to increase users' awareness of the capabilities of the hardware and software used and not to focus on how to use it only. Make information available to users through the system in line with their functional needs, As workers in the design of computerized management information systems and the development process, as this of the importance of achieving valuable psychological satisfaction and reduce the causes of resistance, raise morale, and employees notice their importance in the company.

**Study of Faisal Abdullah Abu Abilah 2010:** <sup>(12)</sup>

The objective of this study is to explain the impact of the application of human resources information systems on the effectiveness of the performance of human resources management in the Jordanian public security apparatus. In order to achieve the purpose of the study, a questionnaire was developed and the study community consists of 900 workers in human resources management in the affairs of officers and personnel affairs. A total of (450) questionnaires were distributed (50%) of the study population. A total of (397) questionnaires were



valid for the analysis, ie 88.2% of the sample, and the appropriate statistical methods were used to answer the study questions and test their hypotheses. The most important results: that perceptions The impact of human resources information systems on human resource management (Personnel and Personnel Affairs) in terms of their use of the system, training on the system, availability of support Technical support, senior management support, availability of infrastructure. Effectiveness of human resources management performance in its dimensions planning, analysis and design work, selection and appointment, performance evaluation, development and training)

6. The study of Najwan Abdul Wahab Mohammed Al-Qurashi 2010 <sup>(13)</sup>

The aim of this study was to identify the impact of computerized human resources information systems on the performance of the employees of the mobile phone company in the Republic of Yemen. To achieve the objectives of the study, the questionnaire was designed for the purpose of collecting data and distributing it to the sample of 124 employees. (SPSS) for data analysis. Statistical descriptive methods were used to understand the perceptions of the sample members of the dimensions of information systems and functional performance. Multi regression analysis to test the validity of the study model and the effect of the independent



variables in the dependent variable. To study the following results: The perceptions of the respondents regarding the requirements of the operation of human resources information systems came to a high degree, the presence of the main requirements for the management and operation of computerized information systems (physical, software, human and organizational) in the functional performance. The study showed statistically significant differences between perceptions Respondents for information systems operating requirements, due to the demographic variables (gender, qualification, experience, level of employment), showed that respondents' perceptions of job performance were high.

. This study aimed to know the role of MIS in decision making during crises. General Directorate of Border Guards, the study community All officers working in the General Directorate of Border Guards, the researcher used the descriptive approach, and adopted the questionnaire as a tool for collecting The researcher found the following results: The study indicated that the respondents agree that there are crises facing the Directorate General of the border guards, the study showed that the respondents strongly agree on the information needs of crisis management that may face border guards, That the respondents agree to some



extent on the availability of software required for the application of administrative information systems in the General Directorate of Border Guard. The study also showed that the respondents agree on the importance of MIS to rationalize decision making during crises. Constraints that limit the role of MIS in decision-making during crises

**8. The study of Nizar Omar Abdullah 2011 .<sup>(14)</sup>** The study aimed to identify the human resources information systems using the descriptive approach by applying the social survey entrance to the employees who directly exercise the functions and activities of the human resources department in the tax department. : –

The use of computerized MIS components in human resources management in general was weak, computerized management information systems contributed positively to the planning and recruitment of human resources, significantly identified training needs and improved human resources performance. The study also found that there were difficulties in applying Computerized Information Systems and the requirements presented in this study for the activation of computerized systems will lead to more effective computerization of human resources management. The study presented a proposed plan for the activation of computerized management information systems at the Tax Court.



Administrative computerized Computerized Information Systems Computerized MIS Computerized computerized information systems that represent a real addition to the development of computerized MIS performance at the Tax Cour

**The study agreed with the previous studies in:**

The study agreed with Nandar Marian in determining the components of human resources information systems and their uses in planning and development.

Amal Ibrahim Abu Rahma studied the efficiency of human resources information systems and the most important factors that limit their effectiveness and impact on the effectiveness of personnel management. The lack of technical and administrative requirements is one of the main reasons for the low efficiency of human resources information systems. Human resources information is one of the most important factors affecting the effectiveness of personnel management.

Agreed with the study of Faisal Abdullah Abu Abilah that the application of human resources information systems affect the effectiveness of the performance of human resources management, and agreed with the study of Ahmed Saleh in the role of human resources information systems in decision-making, and the information provided by human resources information systems and decision-making Management in government institutions has a significant impact on the



advancement of the public sector, achieving the desired development and accelerating the processes in which inputs are processed more quickly.

### **Research Methodology:**

The descriptive approach was adopted because it is the most suitable for the nature of the research. It allows the researcher to collect, categorize and display data in a descriptive manner that helps to define the statistical community and describe the reality of the human resources information system in the federal government.

### **Research community:**

And the National Civil Service Bureau as the primary responsible for "preparing data, information and statistics for all employees in the State, for the purposes of policy-making, workforce planning in the country, and maintaining service records for all employees in the State containing the data and The research sample:

**The research sample** consists of the directors of human resources departments and their deputies in the ministries of the federal government. Table (3/1) shows the federal ministries that contain the 50 human resources departments (representing the research society).

### **research properties: (Characteristics of search terms)**



In order to identify the properties of vocabulary recipes was adopted method of comprehensive inventory of the research community, which is the departments of human resources headed by ministries

The first part of the questionnaires was analyzed, which includes the personal data of the research vocabulary. The results were as shown in the tables. The research vocabulary was characterized by a number of characteristics, information specified by the regulations.

Table (3/2) The name of the job he occupies						
Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
The name of the job he occupies	21	%50	21	%50	42	%100
Total	21	%50	21	%50	42	%100

Analysis of Table (1/14) reveals the following observations:

- 50% of the research items occupy the functions of the director of working affairs and 50% of the research items occupy the functions of assistant director of working affairs.



Table (3/3)

Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
First	3	%7			3	%7
Second	6	%14			6	%14
Third	5	%12			5	%12
4 <sup>th</sup>	7	%17			7	%17
5 <sup>th</sup>			12	%29	12	%29
7 <sup>th</sup>			5	%12	5	%12
8 <sup>th</sup>			4	%10	4	%10
Total	21	%50	21	%50	42	%100

Analysis of Table (3/3) shows the following observations:

The majority of the research vocabulary in the fifth grade, where the number of 12 individuals by 29% occupy the post m. Director of Human Resources Department.

7 individuals with 17% of the research vocabulary in the fourth grade occupy the position of Director of Human Resources Department.

6 individuals with 14% of the research vocabulary in the second grade occupy the position of Director of Human Resources Management.

5 individuals with 12% of the research vocabulary in the third degree occupy the position of Director of Human Resources Department.





5 individuals with 12% of the vocabulary in the seventh grade occupy the post of m. Director of Human Resources Department.

4 individuals with 10% of the research vocabulary in the eighth grade occupy the position of computer manager.

3 per cent by 7 per cent. The main items of the research occupy the position of Director of Human Resources Management.

Table 3/4 Qualifications

Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
Undergraduate studies	10	%24	9	21%	19	%45
Postgraduate studies	11	%26	12	29%	23	%55
Total	21	%50	21	50%	42	100%

Analysis of Table (3/4) reveals the following observations:

- The majority of the research subjects from the holders of the certificate above the university, where the number of 23 individuals, 55% of the vocabulary of the research, including 11 individuals, 26% of the vocabulary of the researcher occupy the post of Director of Human Resources and 12 individuals by 29%



occupy the post M. Director of Resource Management. 19 individuals with 45% of the research items of university degree holders, including 10 individuals, 24% of the research items occupy the position of Director of Human Resources and 9 individuals by 21% Director of Human Resources Department.

**Table (3/5) Experience in the current job**

Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
5 – 1	20	48%	14	33%	34	81%
10 – 6	8	19%		0%	8	19%
Total	28	%67	14	%33	42	%100

Analysis of Table (3/5) reveals the following observations: The majority of the research items have practical experience in the current job of (1 5) years in the current job, where the number of 34 individuals by 81% of the vocabulary of the research, of which 20 people, 48% of the research items occupy the post of Director of Human Resources and 14 individuals by 33% of the research items occupy the post of M. Director of Human Resources Department. – 8 individuals with 19% of the vocabulary with practical experience in the current position of (6–10) years in the current position occupies the post of Director of Human Resources Management.



Table (3/6) Total work experience

Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
5      1						
10     6			6	%14	6	%14
15     11			7	%17	7	%17
20     16	2	%5	7	%17	9	%21
25     21	12	%29			12	%29
30     26	8	%19			8	%19
Total	22	%52	20	%48	42	%100

Analysis of Table (3/6) reveals the following observations:

- The majority of the research items have practical experience 21–25 years, where the number of 12 individuals by 29% of the vocabulary of the research, occupy the post of Director of Human Resources Department.
- 9 individuals with 21% of the research vocabulary have practical experience (16–20 years). They occupy the position of Human Resources Manager, including 2 individuals with 5% holding the position of Director of Human Resources and 7 individuals with 17%. Director of Human Resources Department.
- 8 individuals with 19% of the research vocabulary have practical experience (26–30) years



- 7 individuals with 17% of the research vocabulary have practical experience (11-15 years) occupy the post of M. Director of Human Resources Department.
- 6 individuals with 14% of the research vocabulary have practical experience (11 15) years occupy the post of m. Director of Human Resources Department.

Table (3/7) Specialization:

Statement	Director of Human Resources Department		M. Director of Human Resources Department		Total	
	Repetition	%	Repetition	%	Repetition	%
Business Administration	6	%14	4	%10	10	%24
General Administration	5	%12	6	%14	11	%26
Economic	5	%12	1	%2	6	%14
philosophy	4	%10	1	%2	5	%12
Law	9	%21			9	%21
English Language	1	%2			1	%2
Total	30	%71	12	%29	42	%100

Analysis of Table (3/7) reveals the following observations:

- The majority of the research vocabulary holds qualifications in the non-management field, where the number reached 21% by 50% of the research vocabulary, of which 19 individuals, 45% occupy the post of Director of Human



Resources and 2 individuals by 5% occupy the post. Director of Human Resources Department.

– 21 members of the research vocabulary by 50% have qualifications in the field of management, including 11 individuals by 26% occupy the post of Director of Human Resources and 10 of them by 24% occupy the post M. Director of Human Resources Department.

#### **Design of the questionnaire:**

The questionnaire consisted of several questions. These questions represent seven basic axes that collect data to obtain the required information. The five-dimensional Likert scale was presented with answers ranging from (strongly agree, agree, somewhat agree, disagree, strongly disagree) (Very accurate, accurate, fairly accurate, inaccurate, many errors), (very fast, fast, slow, slow, very slow), very large, (Non-reciprocal relationship, continuous and reciprocal relationship, one-sided relationship, limited relationship, no relationship), weights ranging from (1-5) and use The measure in order to reduce the problematic bias that may accompany answers respondents to ensure the answer and remove



ambiguity resolution, was judged by arbitrators and then distributed to each community Search

The first topic: The description of the sample according to the following order: Ministry – Job title – Career degree – Academic qualification – Number of years of service in the current job – Number of years of service, specialization.

The second axis consists of two questions (1-2) to determine the types of human resources information systems used.

The third axis consists of fourteen questions (1-14) to determine the opinions of the sample members on the speed and accuracy of the information provided by the HR Information System used.

The fourth axis consists of eighteen questions (1-18) to determine the trends of the opinion of the sample members on the availability of administrative and technical conditions and requirements affecting the efficiency and success of human resources information systems in the human resources departments in question.

The fifth axis consists of thirteen questions (1-13) to determine the attitudes of the respondents on the areas of use of human resources information systems used in the human resources departments in question.



The sixth axis consists of nine questions (1–9) to determine the attitudes of the respondents on the nature of the human resources management relationship in the ministry concerned with the National Civil Service Affairs Bureau regarding the exchange of information in all fields

The seventh axis consists of seven questions (1–7). The attitudes of the respondents on the factors affecting the effectiveness of human resources information systems.

Reliability of the questionnaire: Reliability of the questionnaire means that the questionnaire is given the same result if it was redistributed more than once under the same conditions and conditions. In other words, the stability of the questionnaire means stability in the results of the questionnaire if it was redistributed to the sample several times over a certain period of time.

Verification of veracity the accuracy of the questionnaire was verified to measure what was prepared to measure it. The researcher verified the veracity of the questionnaire in two ways

### **Reliability:**

The questionnaire was presented to a group of arbitrators from academic professors specializing in administration and statistics and a number of practical



and professional experts in the field of human resources. They expressed their opinions and suggestions on the appropriateness of the main dimensions of the questionnaire, the relevance and the relevance of the paragraphs to the dimensions and their linguistic formulation. The development of the questionnaire, where some paragraphs were added and modified to verify their validity (that is, they actually measured what was set for measurement) and that the paragraphs included measuring the ideas that were designed for them. The pilot test was carried out by applying the questionnaire on a survey sample Composed of 5 members of the human resources departments and managers to ensure the clarity of the questions and then take it out in the final image.

### 1. **Self-reliability:**

Internal consistency the consistency of the internal consistency of each paragraph of the questionnaire with the hypothesis to which the paragraph belongs is calculated. The internal consistency of the questionnaire is calculated by calculating the correlation coefficients between each paragraph of the questionnaire and the total score of the hypothesis itself





**Statistical methods:** The researcher used the statistical program Spss:

1. Frequency and percentage: to calculate percentages and frequencies
2. Double-edged test to compare the systems used
3. Pearson correlation coefficient: Pearson Correlation to measure the strength of the relationship between search variables.
4. Alpha-Carno Bach Laboratory: Alpha Cronbachs to measure the reliability and consistency of questionnaires.
5. Chi Square to determine the trends of the opinions of the respondents.

Analysis and discussion of the results:

SPSS was used to analyze the questionnaires, where frequencies, percentages, quadratic testing, and Pearson correlation coefficient were used. The results were as follows: First Hypothesis Testing The manual human resource information systems used and the low efficiency of the computerized systems used by the human resources departments of the federal government adversely affect the effectiveness of human resources management This hypothesis was used in the frequencies and percentages and quadratic test to know the systems used by the



departments of human resources in the federal government as shown in Table

(4/1)

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