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The Impact of Electronic Documents Management on Performance

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Keywords: *documents management, and performance.*

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Dr. Khairymustaffa said kittanah [α], Dr. Saharfalehawadabujarour [σ] & Amman-Jordan [ρ]

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I. Introduction

There is no doubt that the information revolution, and communications that the new world is witnessing had an impact on the work of public organizations, In terms of management and the nature of the holdings and the services they provide, especially after intermingling that took place between computer technology and various administrative patterns. where the work of many business organizations has switched from manual to computerized method based on the use of computers and communication networks (as per the need) , databases and many other technological means to, process and analyze the data to get the output and the results. So we figured the importance of computerized information systems to improve decisions and benefit from the administrative function which contributes to improving management performance and which would improve the quality of services provided by the Organization, and contribute in achieving the organization's objectives.

The constant increase in the size of the organizations and what they contain of Documents, many showed a need and desire of these organizations to organize their data mechanism in a way to save time, effort and cost, which led to the escalation of the need for electronic documents that contribute to the management management systems and organization of all special operations to deal with the data automatically, such as indexing, archiving, summary and search and retrieval.

And shows interest in electronic documentation systems, a growing number of organizations that adopted the use of these systems.

Hence, this study was to spot light on the importance of the usage of electronic document management systems and their relationship to performance in the Bank of Jordan.

II. Problem of the Study

After switching from manual archiving to computerized archiving cornerstone in the application of electronic document management at Bank of Jordan.

Because of the possibility that some of the contents of the files to the loss, and the potential damage to the paper documents makes it more complicated to use. Also, the urgent need for this paper files being concentrated in the administrative form a system in terms of information, so as to bring about complementary to these files with electronic records on the Bank of Jordan database. Despite the importance of electronic document management systems, however, there is a shortage in the number of international research and studies in Arabic and specifically in Jordan which dealt with the contribution of these systems to improve performance of the case.

III. Significance of the Study

In light of the lack of the presence of previous studies in the treatment of the relationship between the management of electronic documents on performance in Jordan, this study seeks to highlight the importance of the use of electronic document management systems in achieving the objectives of organizations, and through improved job performance of employees in these organizations to individuals, and try investment and better use of available technology and recruitment of human capacity in organizations are aimed at the advancement and development of business organizations, both at the local level, regional or international.

IV. Objectives of the Study

1. Recognize the reality of electronic document management system at the Bank of Jordan.

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2. To identify the impact of the use of electronic document management systems on the performance of the Bank of Jordan.
3. Study the effect of the dimensions of electronic document management systems (information network specifications, the efficiency of workers, appropriate software) on the performance of the Bank of Jordan.

V. The Study Questions

Is there a statistically significant effect for the management of electronic documents on the performance of the Bank of Jordan?

VI. Hypotheses of the Study

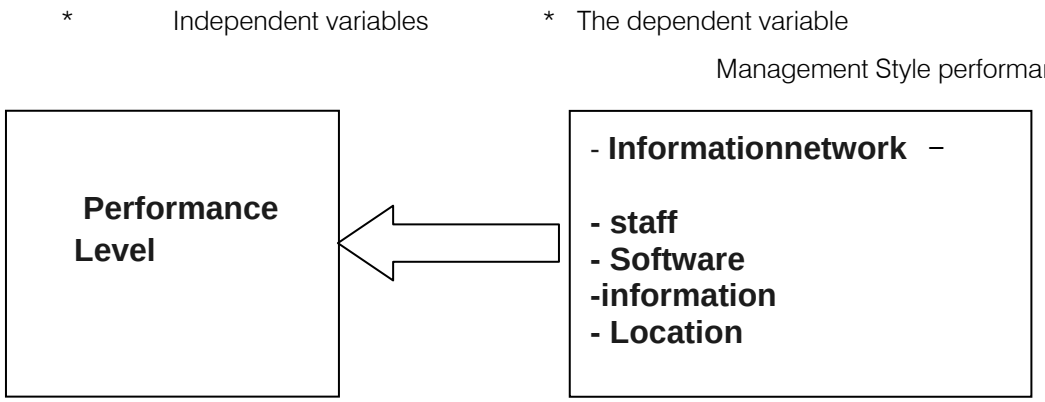
a) Homehypothesis

No effect is statistically significant at the level of moral(a = 0.05)for electronic document management on the performance of the Bank of Jordan.

b) Bank of Jordan performance

The following assumptions(hypothesis):

- No effect is statistically significant at the level of moral (a = 0.05) for the information network on the performance of the Bank of Jordan.
- No effect is statistically significant at the level of moral (a = 0.05) for workers on the performance of the Bank of Jordan.
- No effect is statistically significant at the level of moral (a = 0.05) for the software on the performance of the Bank of Jordan.
- No effect is statistically significant at the level of moral (a = 0.05) for information on the performance of the Bank of Jordan.
- No effect is statistically significant at the level of moral (a = 0.05) for a place on the performance of the Bank of Jordan.



VII. Procedural Definitions

- Information Network: is the system which consists of a group of computers harnessed to exchange data with each other by the lines of communication with which it has with each other or linked with the mainframe. This will be variable measuring range paragraphs appear on the questionnaire study.
- Employees: Total personnel in Bank of Jordan, who have their opinions and determine the nature of the data and information related to operations and outputs of the bank. This will be variable measuring range paragraphs appear on the questionnaire study.

  Software: These are programs that can be used in the operation of the relevant data and information equipment, and dealt with. this is overseeing the software and how to operate it. This will be variable measuring range paragraphs appear on the questionnaire study.
- Information: as the data that have been processed so that became meaningful and become associated with a particular context. This will be variable measuring range paragraphs appear on the questionnaire study.
- Location: humanitarian space containing the amount of the customs traditions of intellectual and formulas in addition to the time dimension, which is a real shift in the function of the place scale. This will be variable measuring range paragraphs appear on the questionnaire study.
- Performance: is what results from the effort to do events and activities for the conduct of the Bank's work in order to achieve organizational goals, whatever the nature and diversity of the latter. This will be variable measuring range paragraphs appear on the questionnaire study

VIII. Previous Studies

a) Study of Shawaw 2013), entitled: "The extent of the application of standards in keeping Archive Algeria in light of recent technological developments". The study aimed to identify the current reality of the Center for the state of Setif in Algeria archive.

It has been used the interview inhalers researcher for the required data collection to achieve the

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objectives of the study, and included questions a range of themes represented in the legislation and save the archive, new technologies and save the archive, and material and human capabilities and the acquisition and application of modern technologies in the archive,

The most important findings of the study that center "Setif" province archive actually applied scientific and technical processing of the archive techniques well with the provision of appropriate to different blood conservation conditions, and the matching center to the conditions of national and international standards building,

The study recommended that the acquisition of modern means and equipment or the application of any new system and the creation of the regulatory environment, legislative, environment and conditions appropriate actions.

b) *Abu Ghazi study (2013), entitled:* "National Archives Access to documents: the Egyptian experience," which aimed to examine the importance of archival documents as a source of knowledge sources and systems, and the right of others to be found, The study used descriptive and analytical method of access to the results, where showed that the modern archiving process and the use of scientific method in the archiving process facilitates access to the documentation process and save time &effort, the study also showed that the documents are part of the knowledge that the individual can get, that these documents are the right of all individuals found to gain knowledge through them

c) "*Ameen study*" *(2012), entitled:* "Knowledge management and records management" (Similarities and integration) applied study the documents of the Faculty of Arts, Cairo University." The study was aimed at outlining the similarities between the concept of knowledge management and the concept of records management from both theoretical and practical sides,

It is also seeking to create integration points between the two concepts theoretical and practical. The study has been applied in the Faculty of Arts - Cairo University, the results shows a relationship between records management and knowledge management, the results also showed documents contain the records available in the college archives on a large amount of historical, administrative, legal and research valuable information. The results showed that there is a kind of neglect in the method of storing documents. Results also showed that there is no regulation for archiving documents OF the college or university.

d) *Ammar study (2009), entitled* "the possibility of the application of e-governance agency United Nations Relief and Works Agency Gaza Regional Office and its role in improving the performance of employees," the study aimed to find out the possibility of the application of e-governance in the agency Relief and Works Agency Gaza Regional Office through the identification of the availability of its success requirements of financial, technical and human resources and the extent of the commitment and support of senior management, as The study aimed to enhance the knowledge workers proxy e-governance and the requirements of its success, as well as to provide requirements and financial requirements and technical and human and administrative necessary for the application of e-governance, as the study showed that the use of e-governance works increase the effectiveness of job performance and efficiency of degree Through the speed of completion of work and raising productivity, speed and, accuracy of delivery instructions, the provision of staff time and efforts also recommended the study:

1. Increase financial support, staff training and rehabilitation.
2. Development of an effective incentive system for distinguished work in the mail.
3. Follow-up and the development and modernization of the infrastructure of information technology.
4. The need for senior management is working on electronic publishing

e) *Ghammas study (2006), entitled* "The impact of the use of information technology on the quality of service in the Jordanian ministries). And looked at other asthaddam information and dimensions of technology (software, hardware and management information systems, and Qguaaadalbaanat, convenient and the software used and training) on the quality of service in the Jordanian ministries. Included The study sample to (292) of the upper and central administrations in the Jordanian public sector and a number of the study showed the following results:

There is a statistically significant positive relationship between the use of information and quality of service provided in the Jordanian ministries technology.

Jodalaqh positive and statistically significant differences between (the use of software and hardware and the use of management information systems, use of databases, the suitability of the software used and training (and the quality of service provided in the Jordanian ministries.

The absence of significant differences of the impact of the use of information technology on the quality of the service is due to demographic factors) personal and functional)

Shibli study and Eagles (2007) entitled "The success of the electronic document management system requirements", which aimed to identify the critical

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success factors for the application of electronic documents in the Jordanian municipal management systems. Where the study developed a range of factors based on previous studies and the views of a group of experts have been testing these factors on a sample of 136 user of these systems in the Greater Amman Municipality and the Municipality of Salt. The study found that the most important of these factors are: Technological Readiness, assigning administration Supreme, and the perceived cost savings.

IX. Document Management Systems

Man now living in an age associated with advanced information technology through the joint use of the electronic systems of computers and modern communications systems, the information revolution. And that the information sources available to the beneficiaries are many and varied, but it is useless unless it is utilized. With what the modern world has witnessed tremendous growth in the volume of information produced or published, became only benefit from it by conventional means useless due to widening the distance between the source of this information and its beneficiaries "(proof 0.2003).

One of the most important challenges facing the business community talking is the management, conservation and retrieval of information from the vast amount of documents and paper files, which are increasing on a daily basis continuously, so modern-governmental organization of the importance of Archive was alerted Voolth attention it deserves, especially in developed countries; have developed theories and methods of keeping Archive result the process through which the experience over the past decades; and this was accompanied by qualitative and quantitative development of the evolution of legislation governing keeping the archive and its uses.

During the last decades of the twentieth century with the advent of computers and the development of new methods of non-traditional methods to save documents and necessary documents have emerged and archived by using the computer's memory) digital memory) and the evolution of this new method with the development of conservation machine and capacity digital memory and the evolution of shorthand, save and retrieve information and documents software.

With the emergence of e-government the need for digital preservation of the archive has evolved even become a necessity inevitable Ouellet and infrastructure are needed for the operation of e-government. Some governments have made great strides in this area in order to operate the electronic government and other governments activated and began active steps in this regard.

a) Documentation

Since the dawn of history man felt an urgent need to events experienced by the proof of the cycle in participating and making those events and influence them closer, but not the documentation process carried out by the man over the centuries to what we were able to identify the different civilizations past and what reached us their news, we can say that the beginning of the documentation process currently known was with the initial civilizations where human use ways and different methods depending on the tools and ingredients available at that time, which depends on surrounding each period of time, environmental conditions, is reflected clearly in antiquities, coins and ancient manuscripts found, which included information refers to the periods of time that he was living out those effects that we know of in which the details of their daily lives their culture and their customs and traditions makers

Despite the presence of modern technology which facilitated the operations of research and analysis that were impossible in the past scientists surprises us every day a new discovery contributes to the identification of different civilizations and solves puzzles surrounding that are still under examination in the present era.

As a result, it appeared in this area Sciences contributed to the reading of history according to the chronology, and produced those sciences for the emergence of a group of scientists, researchers and specialists who were keen to use different methods and means to reach from which to explore the events that continue to involve between the folds of history documented, in addition to documenting all developments in the present era. The term documentation came originally from a Word document and if the word (document) was originally used in the legal meaning just any writing legitimate rights and defined in legal form, and word (document) recently to denote the material which have high fixed information published in the place and time appointed which shows that the documentation is intended to deliver information to the applicants also to the researchers, if the information did not reach the beneficiaries.

b) Documentation science

Take note of the documentation is expanding spidery includes the whole world interconnected network with each other as never before in human history has begun with the human beginning, in the late nineteenth century, has issued two scientists Outlet and Lafontaine Bibliography for the purpose of publication intellectual production assembly, having felt that traditional libraries unable to provide services satisfactorily .

The bibliographic that done by scientists Outlet and Lafontaine above-mentioned first documented work

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and opened to the activity which they have done to document, after that studies &researches interested in the knowledge of bibliographic and evolved until it reached what it is now? where we can get the information as soon as possible and less expensive effort, and this process itself is the achievement of mankind that compared to what was happening before that, with the development of modern science and its outputs become Specialization in such a science of the key and basic requirements.

There are a lot of definitions launched by the virtuous scientists know the documentation we will address some of them and that differed in their formulation linguistic, but it is consistent in its content and of these definitions as follows:

i. "*Mortimer Taube*" *definition*

Mortimer knows that documentation processes that includes the delivery of specialized information which include operations that are specialized office work as well as the initial numbers of special operations and copied material that subsequent distribute operations group.

ii. "*James Mac*", *Jams Mack definition and Robert Tablor*

The scientists knew James Mack and Robert Tablor documentation as a set of crisis operations for assembling, organizing and delivery of specialized knowledge for the purpose of providing the maximum possible use of information that contain them.

iii. "*Bradford*" *definitions*

Brad Ford sees if authentication is the process of collection and classification of all the knowledge and records of modern information which facilitate the use of those in need of researchers and inventors.

iv. "*Webster*'s" *Dictionary definition*

Webster's Dictionary defines documentation as a compilation of knowledge recorded & coded and transmitted over the knowledge that this deal in a comprehensive manner and procedures with the integrated use of the knowledge of the meanings that means different methods of imaging mechanism and so gain the largest amount of information access and use.

v. *Definition of* "*Shubra*"

See Shubra The documentation is another form of office work for the advantage of being a more profound precedent in the handling and objective analysis and attention to universal coverage in the compilation of sources of information, in particular for specialists in the field of coverage of the Documentation Center.

It is the above definitions we see that it has provided a clear picture of what the documentation broad form, since the nineteenth century to now, since these definitions did not address the partial that we aspire to reach them and that gives us the ability to differentiate between the documentation as a process procedural exerted on the same document, documentation, mechanical as a process to save it document, which gives the impression of confusion between the documentation and analysis, so we see that the documentation process is a process or procedure which allows us to analyze the document itself and draw keys that facilitate the process refer them without entering into mechanical saved.

Documentation is authorized artistic process that contributes to determine the initial elements in the heart of the document, which allows us to infer it from among the millions of documents with ease.

X. What is the Documentation?

a) Language

Notarize documents and relevance of thing, proven the forces which were an arbitrator, he is documenting a document, it said: documented command, and trusted the man in which he said that confidence and trust thing relevance, or the closest thing Aithaqa and Othaqa: the severity and tied up with rope so as not to get out. documents or bond Alaithaq name, which draws him captive, and combines the Alothag is like Rabat and connectivity, he says: "Vhdoa bond" (Surah Muhammad verse 04) and documentation source documented in the sense "Gmoukoy and proven", thus the meaning of three words combined science documentation "realization the truth of what the wisest, strong and proven".

Idiomatically: made up of several definitions of science documentation scientists, as defined by Hayman (Hymen): "is to collect, organize and transmit all types of data as known documentation" is a form of organization bibliographic supports indexing and classification or tab for ease of access to information of all kind.

Documentation is also known as: "the science collection, storing, organizing information sources Entries or documents to facilitate access to it to the fullest degree.

Through the above definitions we see that all the technical documentation is concerned with the provision of operations and the organization use of information, cataloging and classification, it analyzed is presented in accordance with rules and regulations for the purpose of scientific configured for retrieval to suit the requirements of researchers and beneficiaries.

Documentation is scientific in-depth study of the document and carried out by a specialist studying the documents through analysis, where dive into a binder between the folds of words to reveal to us what others cannot see a new work of art dictated by the sophisticated nature of modern scientific research.

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b) Why documentation?

Question traded between those concerned with the documentary because it represents the importance of Balbalgh in the modern era, after the expansion of knowledge and increased contact and communication between the various scientific instruments and development to the point where has been a Paperless Society knows any society without paper, and has become an urgent need to document whether it's a documentation of events technically documented documents events, and given the complexity of things and evolution amazing speed rushing of technological unprecedented necessitated We have to evolve with it and Nowakbh process documentation so we facilitate the retrieval of those events and documentation process, and here he moved documentation from the Stone Age to the paper to my film and to optical and then Documentation Automated or mail, creating an urgent need for the expansion of documentation extensively and in-depth, in order to get eventually to what we need from a particular piece of information among the millions of information contained in a bowl conservation, so it does not need to be documented as a first stage and then is saved bond or document on any of the modes of conservation known and archiving of documents circulating in the centers.

c) Introduction to the documents

Aware of the basic documents for the study of history of science, scientists and researchers have agreed on a definition of the documents during the two meanings as follows:

1. General meaning of documents: that the documents came to be in the public meaning are all assets that contain historical information
2. precise meaning is the official writings or semi-official, such as orders and decisions and decrees, patents and agreements, political correspondence, documents legitimacy, and writings that dealt with economic issues or trade ,Ouida peoples or their systems and traditions or projects or various proposals issued for officials in the State or that offer them or personal notes or diary (Hammouda, 2003).

In the opinion of Dr. Kholi P Ictabh (Kholi, 2000) that the document is "every broker offers the reality of what, or help to confirm the truth of what is directly or indirectly. The book presents the facts directly impact indirectly any deductive. The document is divided in terms of the shape to Three types are (written document –Visual document–audio document), and overlap of these forms, you will find the document written & video and audio in that one, such as drawings, maps and documents computerized any electronic Abralojhzh and regulations, (Almaekerovilm - Almaekerovic) and there are e-mail messages, There are props or electronic media (CD / DVD / DISK / FLASH DISK) (Shami 0.1967.

d) Types of documents and forms

When our offer "Moabite stone" document significant to refute the claims of the Zionists, was intended to confirm that the document in whatever form it is different but consistent documentary content that changes from a certain point of view the idea and entrenched. Hence, we can enumerate the types of documents and forms that it is divided into four main types

i. *Written document*

There is no doubt that this kind which is significant, and reliable because it is based on a fixed reality does not require lengthy studies, or jurisprudence, or special expertise or penalties based on guesswork. It is intended to document written all ,or printed, the message and rotating in the science of authentication means each bulletin contains several topics of a number of writers, or editors and have a special name is the address that you know it, show sequential parts in specific periods, and time specific, and include usually

- Newspapers

"Newspapers" that are interested to pursue local or international news and dissemination, and in the scope of the magazines appear on multiple topics and interest.

- Memos

Memos which is, whether political, economic or social or a scientist or an artist or a man of letters, write down the thoughts and events that have lived reality, an interactive exchange and their memories

- Reports

A picture of scientific results, or administrative investigations or view of the reality of health, in other words everything that smells of it a recipe report.

- Data

Data which is what the points of special and particular consideration reveal something mysterious displays, try the publication of what illuminates people's thoughts about a single topic b which emphasize a particular point of view or denied, , although taken by some documents, especially after that become obsolete in the Covenant and become the subject of studies cash, the journal is not considered by the technical concept because they are not issued on a single form, and in a specific time weekly, or monthly, or quarterly, or semi-annually, and even around me. The cultural record that usually codifies intellectual activities and record seminars, literary debates, political debates, it is also statistically proven numerical investigations, as an official report deals with the intellectual life on aspects all was probably no doubt, for meetings conferences and meetings group, More precisely, the document written are all appointed by disclosure about historical fact to emphasize that the task of written documents, whatever

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the value of what they contain but there is a difference between the experts about the book and booklet in terms of value of documentary, sees the majority of them that do not document unless it is rarely and missing and stresses the fundamentals of science and approved to reassure the mind.

- Pictorial document

This type of document in the degree of post-document written and which is considered in the science of documentation and help document the sense negligible alone and reliable because the substance in which the subject of weighting and questioned, nor seen only in the event were able to illuminate part of the search, and so help to the investigation, detection, and often: Draw the transfer of oil, or a pen, or coal, and the image, or engraved in stone, or stopped in the copper, or download wood, or configured in gypsum, and perhaps this document was to help photograph had to investigate, Personal Identity and Passport Travel does not count them as documents in personal identification in spite of their issuance for two circles official only if each of them is a picture of the person, and the picture certified by a legal reference and stamped with the seal of the public administration, solar picture came here to help the written document that is personal identity, or passport. In light of these documents of personal identity and passport, we find that they cannot deny that the identity and passport, not all of which the original document, and other assistance despite the fraud winning it, because this fraud discovered usually aware Alsgelogravea "Sigillgoraphy" which he wrote and experts specialized schools graduates in the science of crime and fraud with solar image Vallouhh in whatever form, and the Mounted "cinema", or television which maintain and to generations facts about battles and wars in the event of a live recording, it is then videos and documentaries set to clarify a considerable part of the history of what he suffered, but if they are prepared in the laboratory do not reliable, especially that it shows the point of view consistent with the source, and then must be deductible from here that filming another contradictory, and the tapes can be reached with written documentation to assure himself, and trusted by the mind.

- Fine document

This document like its predecessor, is considered in the context of the documentation assistance and probably came in the status of the document soundtracks it was similar in many of the ingredients, and often have a significant financial value, especially when they have been drafted, however, a celebrity in Fine Sciences, The document Fine often include:

– Architectural monuments red palace in Granada, the Mosque of Cordoba, the Palace of Seville, and the University of villagers in Fez and the tomb of Sinbad sea near Baghdad, and the pyramids of Giza, and a mosque Sher Shah in Delhi, and the Tower of Hassan II in Rabat, and the Church of Basil Blessed in Moscow and the Church of the Holy Sepulcher in Jerusalem and the Arch of Constantine in Rome and other timeless year. These features and strike around the globe is one of the documents to help, as help to the study of the civilizations of ancient nations, and identifies aspects of well-being, or the level of religiosity then perhaps reach archaeologists to reveal more about its history to amazing results in architecture management and learn its secrets, and materials used in the residence after Lost documentary written that planned this great monuments, if this is found in the original.

– Statues and the level of technical ability in carved and the amount of genius creators and energy creative you tourist standing at the Sphinx at Giza explores the attention of the ancient Egyptians to perpetuate their memory, as well as statues of General greats filed by states in public squares to mark them specifically for the dates of birth Swath, it that drives peoples to perpetuate their memory and perhaps embark on a study of their exploits in the fields creativity, and these monuments, statues and buildings scattered across the globe is one of the documents to help, as help to the study of the civilizations of ancient nations and determine the level of the manifestations of well-being or the level of religiosity and scientific level that they reached her and perhaps reach Scientists to an exciting and amazing results in the management architecture and learn its secrets and materials used .

– Coins of coins and medals and decorations and is of great cultural value in particular cut Romania coins and the Umayyad that hit for the first era of Arab freedom from the use of foreign money, the Umayyad Vdinar who coined gold or silver reveals the essence of the primary industry and the extent of its simplicity and lack of dinars agree all in shape if as measured by this dinars to coins contemporary Nations in gold Kallirh Ottoman gold, or pound the English king, and the peso Almkaski Iran and the lira, all of which are also the subject of criticism money men especially if missed writing the landmarks, or faded circular Tenaha Vidny then rate swap other for cash till we find that the lira English king there the first door, and the door completely second Like the Ottoman lira Alzhb. valencod old as medals, decorations and documents help is probably the false and true view of the large physical value, particularly dinars Arabic Romanian and money has been active counterfeiters rigging and take advantage of the value of the moral and historical, so there are attempts wide coverage in rigged a kind of steel, a chemical compound, so

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that indicates that it is old, as well as on Vaiglo crushed in time for them many times, is that science will tell Alsgelogravea of false snob.

XI. Audio or Visual Document

This document also enters as a kind of help documents which are often a voice or radio recordings, or record a cylindrical or celluloid spokesman.

Of course, the written documents and figurative and Fine have known and confirmed some facts and entrusted with the historical information Oomazahr civilized Ooukamh architecture for buildings and monuments appearances, the audio document that has entered into a series of documents to help with contemporary sophistication and after electricity emergence of innovations and industrial machinery, there is electronic which enriched This type of document to be adopted by the experts in the study of singing and the sound level and classes at the singers where standing up cash to their studies to make singers arranged and degrees in light of their ingenuity in performance, experience and culture of art, in what played by others studying rhetoric, or dialogue and debate style when politicians and leaders Visteon this world to study their character and the extent of their influence on the masses, or the amount of their ingenuity and their success in the dialogue, and in the light of all that and started to side effects left by these adults can reflect the realities of these extraordinary men through the audio document Ooualemriah. This document has entered the house all day as many families She enjoys that recorded the first words for their children, through multiple occasions and with their progress in life Thou shalt therefore keep them become so close Gnehbalabbar and sermons.

In light of the above, we emphasize that the documents, in essence, four types, the original, a document written, and help a pictorial documents, Fine or all Alsamaahoha either code of the pen or carved Balozmil, or carved in stone or recorded on magnetic tapes which are all multi-annual penchant for variation their names set on verification and investigation.

Hence we draw the forms and types of documents that they have a role humane and civilized great It helps in the documentation process, which aims to collect documents for the purpose of scientific research, or the organization, planning, management development, and the provision of information, and all the studies comparing expressed those types and configurations human and incident.

XII. The Study Methodology

The study relied on descriptive analytical approach in the presentation of concepts, experiences and results of Management Studies. The study was based on an exploratory survey and analysis of data using appropriate statistical methods for the treatment and study relied on a questionnaire designed for the purposes of the study in the collection of data, which obtains the necessary information.

XIII. Sources of Collected Data

The researcher used the following sources:

1) *Secondary sources*
   - Documents and publications that are related to the subject of the search
   - Reference books, periodicals and journals.-
   - Previous studies and research related to the research topic
   - World Wide Web
2) *Primary sources:* One was in the questionnaire that was developed to collect data and information needed for the study population, treatment and statistical analysis and get results.

- The study tool

The researcher developed a questionnaire in order for these study data collection, consisted resolution of two parts, the first part was devoted to the collection of data on demographic characteristics, while comprised the second part of the paragraphs relating to the documents management has included areas: information used network, the efficiency of workers, appropriate specifications software in the document management system, and appropriate information

- The study population and appointed

The study population of workers in Jordan Bank, due to the difficulty of access to all employees of the Bank consists of the researcher took a sample of them consisted of (50) factor in the Bank of Jordan. Table (1) shows the demographic characteristics of the members of the sample, where the results indicate that the proportion of males in the study sample was 52% versus 48% of females, the results also indicate that the first age group were the most prevalent among respondents at 32.0%, followed by the third age group 30.0% in the fourth age group ranked last and was 10.0%. The results indicate that the most common age eligible bachelor was increased by 90.0%, Followed by postgraduate qualification 10.0%. With regard to experience, the results show that the first class experience was most prevalent among the respondents 42.0%, followed by the second category experienced by up to 32.0% and came in last place fourth category expertise by only 6%. :

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Table (1) : Demographic data (frequencies, percentage of members of the case study

property	Repetition	Percentage
Gender		
Male	26	52.0
Female	24	48.0
Age		
Less than 25 years	16	32.0
25. less than 35 years	13	26.0
35. less than 45 years	15	30.0
45 years and over 6	6	12.0
Qualification		
Bachelor	45	90.0
Graduate	5	10.0
Years of Experience		
Less than 5 years	21	42.0
5 - less than 10 years	16	32.0
10 - less than 15 years	10	20.0
15 years and over	3	6.0
Job Title		
Secretary	7	14.0
Data entrance	9	18.0
Helper	15	30.0
Other	19	38.0

XIV. Stability Study Tool

In order to test the degree of reliability, the researcher using Cronbach's alpha, in order to test areas separately, and test the degree of reliability on the tool as a whole. And he collected the questionnaires and analyzed using Cronbach's alpha, as is clear from the results that the value of Cronbach's alpha was higher than the 0.6 per fields and the tool as a whole and this acceptable result in this kind of research (Sekaran, 2008). Table shows (3-1) Cronbach's alpha testing results.

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Table (2) : Cronbach's alpha test for different fields of study and the tool as a whole

used information network specifications	0.712
The efficiency of workers	0.684
Appropriate software in the document management system	0.752
Appropriate information	0.691
Administrative performance	0.713
Tool as a whole	812

XV. Workers' Attitudes towards Document Management System Electronically

a) First, the information network

It is seen from the results in the table (3) that there is a positive trend towards the contribution of information network specifications in electronic document management systems, reaching the arithmetic mean of the field as a whole 3.78, which is more than the middle premise 3.5, the standard deviation of 0.33, which reflects the consensus of the respondents to this view. And came in first place the support of respondents to provide speed to get information from the network reached a mean of 3.90, followed by the maintenance of the network on a regular basis with a mean 3.88, it came in ranked last contribution to save the information storage capacity with high efficiency with a mean 3.60.

Table (3) : Averages and standard deviations respondent's trends towards the information network

Gateway	Arithmetic Average	Standard Deviation	Relative Importance
The devices used (Hardware) in the electronic document management systems are the best and latest available	3.82	1.10	High
The storage capacity of the devices save information efficiently	3.60	1.18	Medium
Information used in the production of information network commensurate with the nature and size of the work	3.70	0.94	High
Speed is available to receive information from the network	3.90	0.95	High
Are networks maintenance on a regular basis	3.88	0.96	High
Area as a whole	3.78		High

b) Second: workers

Evaluating the sample came, up to the efficiency of workers where the arithmetic average of the evaluation 3.90 standard deviation 0.42, which refers to the meeting on this evaluation, has occupied the idea of resistance to some of the staff to change and update ranked first with a mean 4.10, and came in second place to own workers the ability to adapt to the requirements the new work and the need for the employee to skills in the use of computer arithmetic average of 4.0. It came the lowest assessment and mediocre premise of the qualifications of workers in the electronic document management systems commensurate with the work assigned to them medical arithmetic average of 3.48 (Table 4).

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Table (4) : Averages, standard deviations, trends respondents towards workers

Gateway	Arithmetic average	Standard deviation	Relative importance
The qualifications of workers in the electronic document management systems commensurate with the nature of the work assigned to them.	3.48	1.05	High
Workers has the ability to adapt to new requirements for work	4.00	0.73	Medium
Employee needs to skills in the use of computer	4.00	0.76	High
There is clear resistance from some of the staff to change and update	4.10	0.74	High
The Ministry work programs and training courses for staff on the devices used	3.92	0.72	High
Area as a whole	3.90		High

XVI. Third: Software

Appropriate software evaluation of the systems of electronic documents came where high arithmetic average of 3.86, the highest evaluation from the middle premise 3.5. The evaluation of preference and modern software used in electronic document management systems in the first place with a mean of 3.92, followed by allowing the software used to recover the data and information when you need it with a mean 3.90 evaluate, and came in last place both from the provision of software used for information that will help in the development of future plans and enjoy evaluation high-powered system to respond to changing circumstances and new developments average of 3.80, the highest of the center-premise (Table 5).

Table (5) : Averages, standard deviations, trends respondents about software

Gateway	Arithmetic Average	Standard Deviation	Relative Importance
Software used in electronic document management systems are the best and the latest available	3.92	0.75	High
Software used to recover the data and information when you need it is allowed	3.90	0.79	Medium
You can modify existing programs or develop easily corrected	3.88	0.77	High
Programs used to provide information to help in the development of future plans.	3.80	0.70	High
The system has a high ability to respond to changing circumstances and new developments	3.80	0.64	High
Area as a whole	3.86		High

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XVII. Fourth: Information

Assessment of the appropriate information systems, electronic document management, up came as the arithmetic average of 3.93 and standard deviation of 0.49, which indicates that the sample consensus about this trend. And it came in first place assess the provision of information from electronic document management systems in a timely manner with a mean of 3.98 and a standard deviation of 0.74. And it came in second place to assess the availability of information to suit the needs of citizens with a mean of 3.92 ranked last in the evaluation of the simplification of procedures and methods of use of the system as a result of a mean 3.92.

Table (6) : Averages, standard deviations, trends towards the information respondents

Gateway	Arithmetic Average	Standard Deviation	Relative Importance
Provide information of electronic document management systems at the right time	3.98	0.74	High
The information provided by the system that simplifies the procedures and ways of working.	3.90	0.71	High
The information available to fit the needs of citizens	3.92	0.72	High
Area as a whole	3.93		High

XVIII. Fifth Place

The mean was to assess the place in the area to facilitate electronic authentication process, with an arithmetic average of 3.91, where the results showed that the area contribute to the use of electronic authentication with a mean of 3.90, the results also showed that the appropriate environment provides the possibility of using electronic authentication 3.97 process, the results also showed that place commensurate with the nature of the activity practiced by the volume of documentation and the arithmetic average of 3.89.

Table (7) : The arithmetic means and standard deviations Trends respondents about the place

Gateway	Arithmetic Average	Standard Deviation	Relative Importance
Help the amount of space on the use of electronic documentation systems	3.90	0.70	High
Location provides a suitable environment for the exercise of electronic authentication process	3.97	0.74	High
Place within the organization commensurate with the nature of the activity practiced by the volume of documentation	3.89	0.71	High
Subdivisions place within the organization contribute to the application of electronic authentication process	3.91	0.72	High
Area as a whole	3.91	0.51	High

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a) Workers' attitudes towards performance

It came administrative performance evaluation of high amid Account amounted to 3.76, which shows the performance using electronic documents quality, and came in first place assess the impact of electronic documents to provide the best high quality and increasing the speed of delivery a mean 3.94 service, followed by the evaluation of help electronic documents system to facilitate the work procedures and increasing the satisfaction of citizens with a mean 3.90. The speed up the process of assessing and facilitating the process of administrative decision-making below the average of 4.44 with a mean premise, and in the last place to assess the impact of electronic document management to increase the transparency and clarity in the work with a mean 3.40 disease.

Table (8) : Averages, standard deviations, trends respondents about performance

Gateway	Arithmetic Average	Standard Deviation	Relative Importance
Operate electronic document management systems to provide the best service and high quality	3.94	0.74	High
Helps electronic document management systems to facilitate the work procedures	3.90	0.86	High
Electronic document management systems increases the speed of completion of the work	3.94	0.68	High
Achieve electronic document management systems B	3.90	0.68	Medium
citizens It reduces the electronic document management systems of the errors that occur	3.96	0.81	High
Cause system to accelerate and facilitate the process of decision-making and administrative	3.44	0.95	High
Helps information systems on transparency and clarity in the work	3.40	0.93	High
Help of electronic document management systems to delegate some of the tasks for the lower levels of administration before the	3.60	0.95	High
area as a whole	3.76		High

b) Research assumes

There are no statistically significant effects on the performance of electronic document management system properties.

The results indicate that there is no correlation between the electronic document management system characteristics and the performance of employees reached a level where the correlation coefficient -0.133, which in addition to being a weak reflecting the adverse effect has reached the level of significance 0.321 which is higher than the level of significance ($\alpha = 0.05$).

The results of multiple regression analysis.

No effect is statistically significant between the information used on the network performance in organizations specifications.

The results indicate that there is no correlation between the information used for network management and performance specifications where the correlation coefficient was -0.276, which in addition to being a weak reflecting the adverse effect has reached the level of significance 0.052 which is higher than the level of significance ($\alpha = 0.05$).

No statistically significant effect of the quality of the electronic document management program performance.

The results indicate that there is no correlation between the software used administrative performance, reaching the correlation coefficient -0.120, which in addition to being a weak reflecting the adverse effect has reached the level of significance 0.408 which is higher than the level of significance ($\alpha = 0.05$).

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No effect is statistically significant between the efficiency of users of documents used between the management system and performance.

The results indicate that there is no effect between the efficiency of workers in the management of documents used administrative and system performance where the correlation coefficient was -0.186, which in addition to being a weak reflecting the adverse effect has reached the level of significance 0.195 which is higher than the level of significance ($\alpha = 0.05$).

XIX. Conclusions

In light of the results of statistical analysis and findings of the current study, the researcher can provide the following conclusions:

1. The information in the documents network management systems contribute, where he was assessing the information network high at the arithmetic mean of 3.78.
2. considers the efficiency of workers and skills that they possess a positive sign in the document management, where he was employed to evaluate the use of technology to save documents high at the arithmetic mean of 3.9,
3. Assess software was high at the arithmetic mean of 3.86, and is an indication of the need to use and develop the latest software and techniques came positive evaluation of appropriate information reaching the arithmetic mean of 3.93.
4. There is a relationship between the quality of performance and electronic documents, where the study showed that the performance evaluation was positive by workers because of electronic documents system.
5. Results also showed that the place has an impact on the use of electronic documentation process and help facilitate electronic authentication process significantly.

XX. Recommendations

Through previous results researcher offers a set of recommendations are:

1. The results showed that the efficiency of the bank staff on the use of electronic documents system is inadequate, hence the researcher recommends the need to hold training courses for workers in order to increase their ability to use electronic documents and systems activated in court as reflected with the performance.
2. The results showed that the nature of the electronic system available in the bank is not consistent with the amount of information handled by the system, hence the researcher recommends the need to increase readiness by improving the infrastructure of the systems the use of electronic documents.
3. Studies have shown that one of the reasons for the success of the use and application of electronic documents is the top management systems, hence the researcher recommends the adoption of senior management in the process of updating the bank system down.
4. enterprise culture plays an important role in the adoption of the use of electronic documentation systems, hence the researcher recommends that create competition between workers on the use of these systems by offering rewards, and the nomination of the courses on the subject, as well as creating suitable for the transfer of knowledge among employees environment.
5. Researcher need to provide the appropriate place to work is recommended to facilitate the use of electronic documentation.

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