

1 The Impact of Electronic Documents Management on 2 Performance

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6

7 **Abstract**

8 The aim of this research was to study the impact of electronic documents management on
9 performance. To accomplish this objective, the researcher prepared a questionnaire composed
10 of two parts. The first part concerned with collecting demographic data, while the second part
11 was concerned with collecting data and information regarding the impact of electronic
12 documents management on performance. The collected data were entered to the computer
13 through the Statistical Package for Social Sciences (SPSS). The results showed positive
14 attitude of the sample unit regarding electronic management of documents and performance.
15 The results showed no correlation between electronic document management and performance,
16 so the study recommended the enhancement of employees to learn more about electronic
17 document management at their work.

18

19 **Index terms**— documents management, and performance.

20 **1 Introduction**

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

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

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

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

39 **2 II.**

40 **3 Problem of the Study**

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

11 PROCEDURAL DEFINITIONS

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

49 **4 III.**

50 **5 Significance of the Study**

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

57 **6 IV.**

58 Objectives of the Study 1. Recognize the reality of electronic document management system at the Bank of
59 Jordan.

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

64 **7 The Study Questions**

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

67 **8 Hypotheses of the Study a) Homehypothesis**

68 No effect is statistically significant at the level of moral($\alpha = 0.05$)for electronic document management on the
69 performance of the Bank of Jordan.

70 **9 b) Bank of Jordan performance**

71 The following assumptions(hypothesis): ? No effect is statistically significant at the level of moral ($\alpha = 0.05$)
72 for the information network on the performance of the Bank of Jordan. ? No effect is statistically significant at
73 the level of moral ($\alpha = 0.05$) for workers on the performance of the Bank of Jordan. ? No effect is statistically
74 significant at the level of moral ($\alpha = 0.05$) for the software on the performance of the Bank of Jordan. ? No
75 effect is statistically significant at the level of moral ($\alpha = 0.05$) for information on the performance of the Bank
76 of Jordan. ? No effect is statistically significant at the level of moral ($\alpha = 0.05$) for a place on the performance
77 of the Bank of Jordan.

78 **10 * Independent variables * The dependent variable**

79 Management Style performance VII.

80 **11 Procedural Definitions**

81 ? Information Network: is the system which consists of a group of computers harnessed to exchange data with
82 each other by the lines of communication with which it has with each other or linked with the mainframe. This
83 will be variable measuring range paragraphs appear on the questionnaire study. ? Employees: Total personnel
84 in Bank of Jordan, who have their opinions and determine the nature of the data and information related to
85 operations and outputs of the bank. This will be variable measuring range paragraphs appear on the questionnaire
86 study. Software: These are programs that can be used in the operation of the relevant data and information
87 equipment, and dealt with. this is overseeing the software and how to operate it. This will be variable measuring
88 range paragraphs appear on the questionnaire study. ? Information: as the data that have been processed so
89 that became meaningful and become associated with a particular context. This will be variable measuring range
90 paragraphs appear on the questionnaire study. ? Location: humanitarian space containing the amount of the
91 customs traditions of intellectual and formulas in addition to the time dimension, which is a real shift in the
92 function of the place scale. This will be variable measuring range paragraphs appear on the questionnaire study.
93 ? Performance: is what results from the effort to do events and activities for the conduct of the Bank's work
94 in order to achieve organizational goals, whatever the nature and diversity of the latter. This will be variable
95 measuring range paragraphs appear on the questionnaire study VIII.

96 **12 Previous Studies**

97 **13 Performance Level**

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

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

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

107 **14 b) Abu Ghazi study (2013), entitled: "National Archives**

108 Access to documents: the Egyptian experience," which aimed to examine the importance of archival documents
109 as a source of knowledge sources and systems, and the right of others to be found, The study used descriptive
110 and analytical method of access to the results, where showed that the modern archiving process and the use of
111 scientific method in the archiving process facilitates access to the documentation process and save time & effort,
112 the study also showed that the documents are part of the knowledge that the individual can get, that these
113 documents are the right of all individuals found to gain knowledge through them c) "Ameen study" (2012),
114 entitled: "Knowledge management and records management" (Similarities and integration) applied study the
115 documents of the Faculty of Arts, Cairo University."

116 The study was aimed at outlining the similarities between the concept of knowledge management and the
117 concept of records management from both theoretical and practical sides, It is also seeking to create integration
118 points between the two concepts theoretical and practical. The study has been applied in the Faculty of Arts
119 -Cairo University, the results shows a relationship between records management and knowledge management, the
120 results also showed documents contain the records available in the college archives on a large amount of historical,
121 administrative, legal and research valuable information. The results showed that there is a kind of neglect in
122 the method of storing documents. Results also showed that there is no regulation for archiving documents OF
123 the college or university. d) Ammar study ??2009), entitled "the possibility of the application of e-governance
124 agency United Nations Relief and Works Agency Gaza Regional Office and its role in improving the performance
125 of employees," the study aimed to find out the possibility of the application of e-governance in the agency Relief
126 and Works Agency Gaza Regional Office through the identification of the availability of its success requirements of
127 financial, technical and human resources and the extent of the commitment and support of senior management, as
128 The study aimed to enhance the knowledge workers proxy egovernance and the requirements of its success, as well
129 as to provide requirements and financial requirements and technical and human and administrative necessary for
130 the application of egovernance, as the study showed that the use of egovernance works increase the effectiveness
131 of job performance and efficiency of degree Through the speed of completion of work and raising productivity,
132 speed and, accuracy of delivery instructions, the provision of staff time and efforts also recommended the study:
133 There is a statistically significant positive relationship between the use of information and quality of service
134 provided in the Jordanian ministries technology.

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

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

140 Shibli study and Eagles (2007) entitled "The success of the electronic document management system
141 requirements", which aimed to identify the critical success factors for the application of electronic documents in
142 the Jordanian municipal management systems. Where the study developed a range of factors based on previous
143 studies and the views of a group of experts have been testing these factors on a sample of 136 user of these systems
144 in the Greater Amman Municipality and the Municipality of Salt. The study found that the most important of
145 these factors are: Technological Readiness, assigning administration Supreme, and the perceived cost savings.

146 **15 IX.**

147 **16 Document Management Systems**

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

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

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

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

169 17 a) Documentation

170 Since the dawn of history man felt an urgent need to events experienced by the proof of the cycle in participating
171 and making those events and influence them closer, but not the documentation process carried out by the man
172 over the centuries to what we were able to identify the different civilizations past and what reached us their news,
173 we can say that the beginning of the documentation process currently known was with the initial civilizations
174 where human use ways and different methods depending on the tools and ingredients available at that time, which
175 depends on surrounding each period of time, environmental conditions, is reflected clearly in antiquities, coins
176 and ancient manuscripts found, which included information refers to the periods of time that he was living out
177 those effects that we know of in which the details of their daily lives their culture and their customs and traditions
178 makers Despite the presence of modern technology which facilitated the operations of research and analysis that
179 were impossible in the past scientists surprises us every day a new discovery contributes to the identification of
180 different civilizations and solves puzzles surrounding that are still under examination in the present era.

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

190 18 b) Documentation science

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

195 The bibliographic that done by scientists Outlet and Lafontaine above-mentioned first documented work and
196 opened to the activity which they have done to document, after that studies & researches interested in the
197 knowledge of bibliographic and evolved until it reached what it is now? where we can get the information as
198 soon as possible and less expensive effort, and this process itself is the achievement of mankind that compared to
199 what was happening before that, with the development of modern science and its outputs become Specialization
200 in such a science of the key and basic requirements.

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

204 19 i. "Mortimer Taube" definition

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

208 20 ii. "James Mac", Jams Mack definition and Robert Tablор

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

212 **21 iii. "Bradford" definitions**

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

215 **22 iv. "Webster's" Dictionary definition**

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

220 **23 v. Definition of "Shubra"**

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

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

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

233 **24 What is the Documentation? a) Language**

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

241 Idiomatically: made up of several definitions of science documentation scientists, as defined by Hayman
242 (Hymen): "is to collect, organize and transmit all types of data as known documentation" is a form of
243 organization bibliographic supports indexing and classification or tab for ease of access to information of all
244 kind . Documentation is also known as: "the science collection, storing, organizing information sources Entries
245 or documents to facilitate access to it to the fullest degree.

246 Through the above definitions we see that all the technical documentation is concerned with the provision
247 of operations and the organization use of information, cataloging and classification, it analyzed is presented in
248 accordance with rules and regulations for the purpose of scientific configured for retrieval to suit the requirements
249 of researchers and beneficiaries. Question traded between those concerned with the documentary because it
250 represents the importance of Balbalgh in the modern era, after the expansion of knowledge and increased contact
251 and communication between the various scientific instruments and development to the point where has been
252 a Paperless Society knows any society without paper, and has become an urgent need to document whether
253 it's a documentation of events technically documented documents events, and given the complexity of things
254 and evolution amazing speed rushing of technological unprecedented necessitated We have to evolve with it and
255 Nowakbh process documentation so we facilitate the retrieval of those events and documentation process, and
256 here he moved documentation from the Stone Age to the paper to my film and to optical and then Documentation
257 Automated or mail, creating an urgent need for the expansion of documentation extensively and in-depth, in
258 order to get eventually to what we need from a particular piece of information among the millions of information
259 contained in a bowl conservation, so it does not need to be documented as a first stage and then is saved bond
260 or document on any of the modes of conservation known and archiving of documents circulating in the centers.

261 **25 c) Introduction to the documents**

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

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

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

276 26 d) Types of documents and forms

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

281 There is no doubt that this kind which is significant, and reliable because it is based on a fixed reality does not
282 require lengthy studies, or jurisprudence, or special expertise or penalties based on guesswork. It is intended to
283 document written all ,or printed, the message and rotating in the science of authentication means each bulletin
284 contains several topics of a number of writers, or editors and have a special name is the address that you know it,
285 show sequential parts in specific periods, and time specific, and include usually "Newspapers" that are interested
286 to pursue local or international news and dissemination, and in the scope of the magazines appear on multiple
287 topics and interest.

288 Memos which is, whether political, economic or social or a scientist or an artist or a man of letters, write down
289 the thoughts and events that have lived reality, an interactive exchange and their memories A picture of scientific
290 results, or administrative investigations or view of the reality of health, in other words everything that smells of
291 it a recipe report.

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

302 the value of what they contain but there is a difference between the experts about the book and booklet in
303 terms of value of documentary, sees the majority of them that do not document unless it is rarely and missing
304 and stresses the fundamentals of science and approved to reassure the mind. This type of document in the degree
305 of postdocument written and which is considered in the science of documentation and help document the sense
306 negligible alone and reliable because the substance in which the subject of weighting and questioned, nor seen only
307 in the event were able to illuminate part of the search, and so help to the investigation, detection, and often: Draw
308 the transfer of oil, or a pen, or coal, and the image, or engraved in stone, or stopped in the copper, or download
309 wood, or configured in gypsum, and perhaps this document was to help photograph had to investigate, Personal
310 Identity and Passport Travel does not count them as documents in personal identification in spite of their issuance
311 for two circles official only if each of them is a picture of the person, and the picture certified by a legal reference
312 and stamped with the seal of the public administration, solar picture came here to help the written document
313 that is personal identity, or passport. In light of these documents of personal identity and passport, we find that
314 they cannot deny that the identity and passport, not all of which the original document, and other assistance
315 despite the fraud winning it, because this fraud discovered usually aware Alsgeologravea "Sigilligraphy" which he
316 wrote and experts specialized schools graduates in the science of crime and fraud with solar image Vallouhh in
317 whatever form, and the Mounted "cinema", or television which maintain and to generations facts about battles
318 and wars in the event of a live recording, it is then videos and documentaries set to clarify a considerable part
319 of the history of what he suffered, but if they are prepared in the laboratory do not reliable, especially that it
320 shows the point of view consistent with the source, and then must be deductible from here that filming another
321 contradictory, and the tapes can be reached with written documentation to assure himself, and trusted by the
322 mind.

323 This document like its predecessor, is considered in the context of the documentation assistance and probably
324 came in the status of the document soundtracks it was similar in many of the ingredients, and often have a
325 significant financial value, especially when they have been drafted, however, a celebrity in Fine Sciences, The
326 document Fine often include: ? Architectural monuments red palace in Granada, the Mosque of Cordoba, the
327 Palace of Seville, and the University of villagers in Fez and the tomb of Sinbad sea near Baghdad, and the
328 pyramids of Giza, and a mosque Sher Shah in Delhi, and the Tower of Hassan II in Rabat, and the Church of
329 Basil Blessed in Moscow and the Church of the Holy Sepulcher in Jerusalem and the Arch of Constantine in
330 Rome and other timeless year. These features and strike around the globe is one of the documents to help, as help

331 to the study of the civilizations of ancient nations, and identifies aspects of well-being, or the level of religiosity
332 then perhaps reach archaeologists to reveal more about its history to amazing results in architecture management
333 and learn its secrets, and materials used in the residence after Lost documentary written that planned this great
334 monuments, if this is found in the original. ? Statues and the level of technical ability in carved and the amount
335 of genius creators and energy creative you tourist standing at the Sphinx at Giza explores the attention of the
336 ancient Egyptians to perpetuate their memory, as well as statues of General greats filed by states in public
337 squares to mark them specifically for the dates of birth Swath, it that drives peoples to perpetuate their memory
338 and perhaps embark on a study of their exploits in the fields creativity, and these monuments, statues and
339 buildings scattered across the globe is one of the documents to help, as help to the study of the civilizations of
340 ancient nations and determine the level of the manifestations of well-being or the level of religiosity and scientific
341 level that they reached her and perhaps reach Scientists to an exciting and amazing results in the management
342 architecture and learn its secrets and materials used . ? Coins of coins and medals and decorations and is of
343 great cultural value in particular cut Romania coins and the Umayyad that hit for the first era of Arab freedom
344 from the use of foreign money, the Umayyad Vdinar who coined gold or silver reveals the essence of the primary
345 industry and the extent of its simplicity and lack of dinars agree all in shape if as measured by this dinars to coins
346 contemporary Nations in gold Kallirh Ottoman gold, or pound the English king, and the peso Almkaski Iran
347 and the lira, all of which are also the subject of criticism money men especially if missed writing the landmarks,
348 or faded circular Tenaha Vidny then rate swap other for cash till we find that the lira English king there the
349 first door, and the door completely second Like the Ottoman lira Alzhb. valencod old as medals, decorations
350 and documents help is probably the false and true view of the large physical value, particularly dinars Arabic
351 Romanian and money has been active counterfeiters rigging and take advantage of the value of the moral and
352 historical, so there are attempts wide coverage in

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355 The Impact of Electronic Documents Management on Performance rigged a kind of steel, a chemical compound,
356 so? Pictorial document ? Fine document

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

359 XI.

360 **28 Audio or Visual Document**

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

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

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

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

384 **29 XII.**

385 **30 The Study Methodology**

386 The study relied on descriptive analytical approach in the presentation of concepts, experiences and results of
387 Management Studies. The study was based on an exploratory survey and analysis of data using appropriate

388 statistical methods for the treatment and study relied on a questionnaire designed for the purposes of the study
389 in the collection of data, which obtains the necessary information.

390 31 XIII.

391 32 Sources of Collected Data

392 The researcher used the following sources:

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

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

402 The study population of workers in Jordan Bank, due to the difficulty of access to all employees of the Bank
403 consists of the researcher took a sample of them consisted of (50) factor in the Bank of Jordan. Table (1) shows
404 the demographic characteristics of the members of the sample, where the results indicate that the proportion of
405 males in the study sample was 52% versus 48% of females, the results also indicate that the first age group were
406 the most prevalent among respondents at 32.0%, followed by the third age group 30.0% in the fourth age group
407 ranked last and was 10.0%. The results indicate that the most common age eligible bachelor was increased by
408 90.0%, Followed by postgraduate qualification 10.0%. With regard to experience, the results show that the first
409 class experience was most prevalent among the respondents 42.0%, followed by the second category experienced
410 by up to 32.0% and came in last place fourth category expertise by only 6% . :

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

412 33 Stability Study Tool

413 In order to test the degree of reliability, the researcher using Cronbach's alpha, in order to test areas separately,
414 and test the degree of reliability on the tool as a whole. And he collected the questionnaires and analyzed using
415 Cronbach's alpha, as is clear from the results that the value of Cronbach's alpha was higher than the 0.6 per
416 fields and the tool as a whole and this acceptable result in this kind of research ??Sekaran, 2008). Table ??hows
417 Workers' Attitudes towards Document Management System Electronically a) First, the information network It
418 is seen from the results in the table (3) that there is a positive trend towards the contribution of information
419 network specifications in electronic document management systems, reaching the arithmetic mean of the field
420 as a whole 3.78, which is more than the middle premise 3.5, the standard deviation of 0.33, which reflects the
421 consensus of the respondents to this view. And came in first place the support of respondents to provide speed
422 to get information from the network reached a mean of 3.90, followed by the maintenance of the network on a
423 regular basis with a mean 3.88, it came in ranked last contribution to save the information storage capacity with
424 high efficiency with a mean 3.60.

425 34 Third: Software

426 Appropriate software evaluation of the systems of electronic documents came where high arithmetic average of
427 3.86, the highest evaluation from the middle premise 3.5. The evaluation of preference and modern software
428 used in electronic document management systems in the first place with a mean of 3.92, followed by allowing the
429 software used to recover the data and information when you need it with a mean 3.90 evaluate, and came in last
430 place both from the provision of software used for information that will help in the development of future plans
431 and enjoy evaluation highpowered system to respond to changing circumstances and new developments average
432 of 3.80, the highest of the center-premise (Table ??).

433 35 Fourth: Information

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

440 36 Fifth Place

441 The mean was to assess the place in the area to facilitate electronic authentication process, with an arithmetic
442 average of 3.91, where the results showed that the area contribute to the use of electronic authentication with

443 a mean of 3.90, the results also showed that the appropriate environment provides the possibility of using
444 electronic authentication 3.97 process, the results also showed that place commensurate with the nature of the
445 activity practiced by the volume of documentation and the arithmetic average of 3.89. A a) Workers' attitudes
446 towards performance It came administrative performance evaluation of high amid Account amounted to 3.76,
447 which shows the performance using electronic documents quality, and came in first place assess the impact of
448 electronic documents to provide the best high quality and increasing the speed of delivery a mean 3.94 service,
449 followed by the evaluation of help electronic documents system to facilitate the work procedures and increasing
450 the satisfaction of citizens with a mean 3.90. The speed up the process of assessing and facilitating the process
451 of administrative decision-making below the average of 4.44 with a mean premise, and in the last place to assess
452 the impact of electronic document management to increase the transparency and clarity in the work with a mean
453 3.40 disease.

454 **37 High b) Research assumes**

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

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

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

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

466 No statistically significant effect of the quality of the electronic document management program performance.
467 The results indicate that there is no correlation between the software used administrative performance, reaching
468 the correlation coefficient -0.120, which in addition to being a weak reflecting the adverse effect has reached the
469 level of significance 0.408 which is higher than the level of significance ($? = 0.05$).

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

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

477 **38 XIX.**

478 **39 Conclusions**

479 In light of the results of statistical analysis and findings of the current study, the researcher can provide the
480 following conclusions: 1. The information in the documents network management systems contribute, where
481 he was assessing the information network high at the arithmetic mean of 3.78. 2. considers the efficiency of
482 workers and skills that they possess a positive sign in the document management, where he was employed to
483 evaluate the use of technology to save documents high at the arithmetic mean of 3.9, 3. Assess software was
484 high at the arithmetic mean of 3.86, and is an indication of the need to use and develop the latest software and
485 techniques came positive evaluation of appropriate information reaching the arithmetic mean of 3.93. 4. There
486 is a relationship between the quality of performance and electronic documents, where the study showed that
487 the performance evaluation was positive by workers because of electronic documents system. 5. Results also
488 showed that the place has an impact on the use of electronic documentation process and help facilitate electronic
489 authentication process significantly.

490 XX.

491 **40 Recommendations**

492 Through previous results researcher offers a set of recommendations are: 1. The results showed that the efficiency
493 of the bank staff on the use of electronic documents system is inadequate, hence the researcher recommends the
494 need to hold training courses for workers in order to increase their ability to use electronic documents and systems
495 activated in court as reflected with the performance. 2. The results showed that the nature of the electronic
496 system available in the bank is not consistent with the amount of information handled by the system, hence the
497 researcher recommends the need to increase readiness by improving the infrastructure of the systems the use of
498 electronic documents.

499 3. Studies have shown that one of the reasons for the success of the use and application of electronic documents
500 is the top management systems, hence the researcher recommends the adoption of senior management in the

40 RECOMMENDATIONS

501 process of updating the bank system down. 4. enterprise culture plays an important role in the adoption of
502 the use of electronic documentation systems, hence the researcher recommends that create competition between
503 workers on the use of these systems by offering rewards, and the nomination of the courses on the subject, as well
504 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.^{1 2 3}



Figure 1: a)

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Figure 2: Table (2

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²The Impact of Electronic Documents Management on Performance

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The Impact of Electronic Documents Management on Performance

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

Gateway

Ar Shareholder

10 Gateway The storage capacity of the devices save information efficiently Speed is available to receive information

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Figure 3: Table (3

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The Impact of Electronic Documents Management on Performance
XVII.

	2016
	Year
	Volume
Gateway Software used in electronic document management systems are the best and the latest available Software used to recover the data and information when you need it is allowed You can modify existing programs or develop easily corrected Programs used to provide information to help in the development of future plans. The system has a high ability to respond to changing circumstances and new developments	XVI Issue I Version I () A
Arithmetic Standard Relative Global	
Average Deviation	Journal of Management and Business Research
3.92 0.75	High
3.90 0.79	Medium
3.88 0.77	High
3.80 0.70	High
3.80 0.64	High
3.86	High

Area as a whole

Figure 4: Table (5

(

Gateway

Provide information of electronic document management systems at the right time

Arithmetic Standard Relative
Average Deviation Importance

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

3.93 High

Area as a whole

XVIII.

Figure 5: Table (6

(

Year	12	Volume	XVI Issue I	Version I	()	Arithme	Standar	Relative
Global	Journal of	Management and	Business	Research	Gateway	Help the amount of space on the use of	Location provides	por-
						a suitable environment for the exercise of electronic	authentication process	tance
						Place within the organization	Subdivisions	High
						commensurate with the nature of the activity practiced		High
						by the volume of documentation		High
						place within the organization contribute to the		High
						application of electronic authentication process		High
							3.91	0.51
								High

Figure 6: Table (7

(

Gateway	Operate electronic document management systems to provide the best service and high quality	Arithme	Standar	Relative
Average	Deviation	Importance		
Helps electronic document management systems to facilitate the work procedures	3.94	0.74	High	
Electronic document management systems increases the speed of completion of the work	3.90	0.86	High	
Achieve electronic document management systems B citizens	3.94	0.68	High	
It reduces the electronic document management systems of the errors that occur	3.90	0.68	Medium	
Cause system to accelerate and facilitate the process of decision-making and administrative	3.96	0.81	High	
Helps information systems on transparency and clarity in the work	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 area as a whole	3.60	0.95	High	
	3.			

Figure 7: Table (8

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