

The Reality of Applying Human Resources Information Systems in Major Hospitals in the Southern Palestinian Governorates

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Abstract: *The study aimed to study the reality of the application of human resource information systems in the major hospitals in the southern Palestinian governorates. Department directors, department heads, and computer engineers, totaling (320) male and female employees during the year (2022), where the researchers prepared a questionnaire to achieve the purpose of the study on human resource information systems (Individual Performance Assessment, Organizational Performance Assessment, Performance Management, Training Development, And Knowledge Management). The most important findings of the two researchers were that human resources management is more effective in the event of application of human resources information systems, and that applications of human resources information systems include individual performance evaluation, institutional performance evaluation, performance management, knowledge dissemination, training and development, decision-making, and appointment. Attraction, problem solving, team building, and quality team building. The study recommended making use of human resources information systems in providing periodic reports that include all activities in the hospital, and enhancing reliance on human resources information systems in building work teams and involving employees in setting the hospital's vision for change management and benefiting from various experiences in leading change.*

Keywords: Human Resources Information Systems, Hospitals, Southern Governorates, Palestine.

Introduction

Recently, there has been a need to develop information systems and manpower analysis, to help transform human resources into an active element that helps in the decision-making process, because of their good impact on business results, and to highlight the importance of human resource information systems as they contribute to simplifying the process of dealing with resources. Human resources with these tools, and at the same time created new roles for human resource experts in developing human resource competencies technically (Schramm, 2006).

The study seeks to provide a model for human resource information systems in the three major hospitals affiliated to the Palestinian Ministry of Health in Gaza, where a large number of employees in the government sector, including the health sector, stopped working as a result of the political dispute. In some health facilities, it reached more than 60% of the two sectors. Administrative and medical.

Definition of Key Terms

There are many terms that were used in the study, the most important of which are:

- **Human Resources:** Refers to the work force that carries out administrative activities that include planning, organizing, developing and motivating to reach the highest level of productivity efficiently and effectively (Armstrong, 2006).
- **Human Resources Information Systems (HRIS):** It is a set of procedures taken by the organization, and is specific to the collection, storage, preservation and retrieval of correct and effective data on human resources and the activities of individuals and their characteristics in any organization, in a way that supports the efficiency and effectiveness of human resources management in making decisions regarding the human element (Jad Al Rabb, 2009).

Problem Statement

Hospitals in the southern Palestinian governorates suffer from many problems, especially in light of the siege imposed on the southern Palestinian governorates, which prevents them from obtaining the basic requirements of life. There is no doubt that any organization that seeks to improve its performance, especially those that work in the field of services, cannot achieve this in light of The absence of information systems that are considered an essential entry point through the distinguished services they provide in (individual performance assessment, institutional performance assessment, training, education and development, decision-making, and information integration), as they work to show, develop and nurture creativity, especially in light of the many difficulties facing hospitals In the southern Palestinian governorates, with the lack of medicine, the decline in the number of external referrals for patients, the lack of financial support, the cessation and scarcity of international aid, the lack of training, the variation in evaluation criteria, and the lack of information.

Research Questions

The study problem can be formulated in the following questions:

Q1-: What is the reality of applying human resource information systems in major hospitals in the southern Palestinian governorates?

Q2-: Are there differences due to the organizational characteristics of the three hospitals in the southern Palestinian governorates that affect the application of human resource information systems?

Research Objectives

Based on the established research questions, this study aims to achieve the following objectives:

The main objective of this study is to try to reveal the reality of applying human resource information systems in major hospitals in the southern Palestinian governorates, by achieving the following objectives:

1. Identifying the level of possession of the three hospitals for the characteristics of human resource information systems (individual performance assessment, institutional performance assessment, performance management, training and development, and knowledge management).
2. To identify the level of practice in hospitals in Gaza of the characteristics of human resources information systems (individual performance assessment, institutional performance assessment, performance management, training and development, and knowledge management) in major hospitals in the southern Palestinian governorates.

Research Importance

The aspects of the importance of the study can be identified from the contribution and the expected addition from it, as follows:

First: The Importance from the Theoretical Scientific Point Of View:

1. Because of the lack of literary sources and local research specialized in this field in the southern Palestinian governorates, the study will be an important reference for researchers and those interested in this field.
2. The researchers are very interested in developing his professional experience and knowledge in the field of human resource information systems, especially in light of the scarcity of specialized employees in this field.

Secondly, The Importance From A Practical Point Of View:

1. Through this study, hospitals in the southern Palestinian governorates can know the level of their possession of human resources information systems from the point of view of employees in senior and middle administrative positions.
2. The study seeks to draw the attention of the Palestinian hospital management to the importance of developing the health system and upgrading its status at the local and regional levels.
3. Through the results of the field study, Palestinian hospitals are able to identify deficiencies in the application of human resource information systems.
4. This study derives its importance from its expected results, which can contribute to the development of a scientific model for owning human resources technology in major hospitals in the southern Palestinian governorates, and the scientific and practical recommendations it provides to Palestinian hospitals that help improve organizational performance.

Research hypothesis

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

Ho₁: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the application of human resource information systems in major hospitals in the southern Palestinian governorates due to personal and organizational data (Age Group, Gender).

From this main hypothesis, the following sub-hypotheses are derived:

Ho₁₋₁: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of respondents about the application of human resources information systems in major hospitals in the southern Palestinian provinces attributed to personal and organizational data attributed to the age group.

Ho₁₋₂: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of respondents about the application of human resources information systems in major hospitals in the southern Palestinian provinces attributed to personal and organizational data attributed to the gender.

Research Limits and Scope

The scope of the study shall be as follows:

1. **Objectivity limits:** The study focused on the reality of the application of human resources information systems in major hospitals in the southern governorates.
2. **Human Limit:** The study was conducted on employees at the higher and middle levels of administrative in the three hospitals in the southern Palestinian governorates and includes employees from the following groups (General Manager, Director of the Department, Heads of Sections, Heads of People, and Computer Engineers).
3. **Institutional limitation:** The study was conducted on the three major hospitals in the southern Palestinian provinces, which is (Al -Shifa Medical Complex, Indonesian Hospital, and European Gaza Hospital).
4. **Spatial limitation:** The study was conducted in the State of Palestine, specifically in the southern Palestinian provinces.

5. **Time limits:** The study was conducted in the year 2022.

Previous Studies

The review of previous studies represents a systematic requirement and an essential tributary of the tributaries that crystallize the vision of the researchers. It is also considered the main pillar on which the subject of the study is based, and provides a great benefit in completing the theoretical background of the study, defining its objectives, formulating its hypotheses, and the results reached.

- Study of (Safi et al., 2021) aimed to identify human resource management practices in NGOs in the southern Palestinian governorates. The study used the descriptive analytical approach to know the impact of human resource management practices on a sustainable development, and a questionnaire was designed and used to collect primary data from the study sample. The application was applied to employees in the upper and middle management of the (NGOs) in the southern governorates. The study population consisted of (996) organizations operating in the southern Palestinian governorates. The researcher followed the intentional sampling method, which consisted of (115) organizations, from which (109) organizations responded where (199) questionnaires were distributed and (176) questionnaires were retrieved with a recovery rate of (88.44%). The study reached a set of results, the most important were: There is a degree of agreement among the respondents about the extent to which human resource management practices have been applied. The point of view of managers and department managers in (NGOs) in the southern Palestinian governorates, where the relative weight of the level of availability of human resource management practices was (76.58%). And the presence of a statistically significant effect at the level of significance ($0.05 > \alpha$) Human resource management practices in NGOs in the southern Palestinian governorates.
- Study of (Ahmad et al., 2019) aimed to identify the impact of computerized management information systems on the performance of the employees of Palestinian Cellular Communications Company (Jawwal). The SPSS statistical package was adopted. The study reached several results, the most important of which are the presence of statistically significant impact of the requirements of operation and management of computerized management information systems (hardware, software, human, organizational) on the performance of the employees of Palestinian Cellular Communications Company (Jawwal), and the presence of statistically significant differences between the perceptions of the respondents on the " impact Computerized Management Information Systems (MIS) on the performance of the employees of Palestinian Cellular Communications Company (Jawwal), attributed to the demographic variables (scientific level, years of experience, workplace, job level).
- Study of (Msallam et al., 2019) aimed to identify computerized Management Information Systems and their relationship to improving the job performance of the employees of the Palestinian cellular communications company Jawwal. To achieve the objectives of the study, a questionnaire was designed and developed for the purpose of collecting data and measuring the study variables. SPSS was used. The study reached several results, the most important of which is the existence of a statistically significant role for the requirements of operation and management of computerized Management Information Systems (physical, software, human, organizational) in improving the performance of the employees of the Palestinian Cellular Telecommunications Company - Jawwal. There are statistically significant differences between the respondents' Computerized Management Information Systems and their relationship to improving the job performance of the employees of the Palestinian Cellular Telecommunications Company - Jawwal, due to the demographic variables (scientific level, years of experience, place of work, job level).
- Study of (Msallam et al., 2018) aimed to identify the reality of computerized management information systems in Jawwal, and to detect the differences between the views of the study sample on the variables of the study according to the variables (age, Scientific Qualification, field of work and years of service). To achieve the objectives of the study, a questionnaire was designed and developed to measure the variables of the study applied to the company's 70 employees. The comprehensive inventory method was used and 60 samples were recovered for analysis with a recovery rate (85.7). SPSS package was used to analyze the data. The study reached several results, the most important of which is that the degree of approval of the requirements of the management and operation of computerized information system in Jawwal Company in general amounted to 73.14%. There were statistically significant differences between the respondents' perceptions of computerized management information systems in Jawwal Company, due to the demographic variables (scientific level, years of experience, work place, job level). Management Information Systems and the importance of using modern devices, advanced software, and attention to the availability of modern networks and work to solve network problems such as interruptions and slow communication that came within the results of the study. And operational and application software to increase user awareness of the capabilities of the hardware and software used and not to focus on how to use them only.
- Study of (Abu Amuna et al., 2017) aimed to identify the role of Knowledge-Based computerized management information systems in the administrative decision-making process and that can lead to a reduction or limitation of potential problems, especially those related to unintended bias and ambiguous, these problems controls the collection of information for the primary knowledge base, and given that the knowledge based systems, computer information systems constitute a dynamic, constructed and programmed throughout specialized knowledge based systems programming languages. That is, they learn from the experience and knowledge gained. They can be used to build intelligent business decision making systems.

- Study of (Abu Naser et al., 2017) aimed to identify the reality of human resources management electronically in Palestinian universities from the perspective of the staff in IT centers. The study population consists of 35 employees in information technology centers. The study sample consisted of (35) employees in technology centers. The recovery rate was (84.31%). The researchers used the questionnaire as a tool for study and the analytical descriptive approach to achieve the objectives of the study. The SPSS program was used to analyze the study data. The results of the study showed that the clarity of the importance of human resources management electronically and the support of senior management are available and contribute greatly to the process of transition to electronic management in general and e-HRM in particular.
 - Study of (Abu Amuna et al., 2017) aimed to identify the reality of electronic human resources management in the Palestinian universities in the Gaza Strip. The study population consisted of the different administrative levels in the universities. The number of employees was (239). The study sample consisted of (148) individuals from the different administrative levels. The response rate was (87,16%). The researchers used the questionnaire as a study tool and used both the analytical and descriptive approaches to achieve the objectives of the study. The SPSS program was used to analyze the study data. The study reached several results, the most important of which is the presence of clarity among the sample of the study of the importance of electronic human resources management, the full awareness of the its benefits, which greatly helps to adopt and develop (e-HRM) as the members of the study sample from the higher administrative levels and those who influence decision-making. The university system in human resources management varies in varying degrees from one university to another and has a significant impact on the direction of electronic human resources management. The researchers explain this difference because of the different priorities of universities, development plans, their potential material, and human capabilities. There are no significant differences in the response of the sample members due to the demographic variables (age group, academic qualification, number of years of service, job category, job title), because there is a convergence between the specifications of the sample members in the universities concerned. There are also significant differences in the response of the sample members attributed to the university variable in favor of the Islamic University.
 - Study of (Al Shobaki et al., 2017) aimed to identify the impact of electronic human resources management on the development of electronic educational services in the Palestinian universities in Gaza Strip. The study population consisted of (35) IT staff centers in the Palestinian universities in Gaza Strip. The researchers used the questionnaire as a tool of the study and used the descriptive and analytical approach to achieve the objectives of the study. (SPSS) program was used to analyze the data. Results of the study showed that the university system in the provision of electronic educational services affect the process of transition to electronic management of human resources in terms of the use of information technology in some of the functions of human resources management. There are electronic educational services in universities under study, where there is a general trend for electronic educational services, and there is clarity of the concept of e-learning. The study results showed limited educational and training materials published electronically about the staff. The results of the study confirmed that the university system has statistically significant effects on the provision of electronic educational services in electronic human resources management.
 - Study of (Abu Naser and Al Shobaki, 2016) aimed to identify the impact of the management requirements on operating of computerized management information systems to improve performance, and discuss the perceptions of respondents to develop the performance of employees in the Gaza Electricity Distribution Company, the researchers used the stratified sample method, (360) questionnaires were distributed on the study sample, (306) questionnaires were recovered with a percentage of (85%). The most important findings of the study: computerized MI have a positive impact on the development of performance in the Gaza Electricity Distribution Company systems. The statistical significance impact between “the physical, software supplies, human and organizational” requirements for the management and operation of computerized management information systems and performance development in the Gaza Electricity Distribution Company.
 - Study of (Abu Naser and Al Shobaki, 2016) aimed to identify computerized management information systems resources and their relationship to the development of performance in the Electricity Distribution Company in Gaza. This research used two dimensions. The first dimension is computerized management information systems and the second dimension the Development of Performance. The control sample was (063). (360) questioners were distributed and (306) were retrieved back with a percentage of (85%). Several statistical tools were used for data analysis and hypotheses testing, including reliability correlation using Cronbach’s alpha, “ANOVA”, Simple Linear Regression and Step Wise Regression. The overall findings of the current study suggested the presence of a statistically significant relationship between resources (physical, software, and human and organizational) for the computerized Management information systems and the development of performance in the Electricity Distribution Company in Gaza.
 - Study of (Jahan, Sabrina, 2014), which aimed to provide a theoretical analysis of the applications of human resource information systems by analyzing the benefits, determinants, and obstacles. The most important results of the study were that human resource information systems are considered an essential element that helps in ensuring the effectiveness of human resources, and provides the organization with a competitive ability in facing the growing changes in the world, and it also recommended that human resource information systems be seen as an investment and not just a cost, and recommended senior management To assist in the success of human resource information systems through the application of (MIS) to improve the quality of administrative decisions, and that the existence of human resource information systems requires the presence of (MIS).
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- Study of (Mamoudou and Joshi, 2014), which aimed to find out how human resource information systems contribute to preserving human capital and improving the ability of managers to follow up employees in the organization using information technology tools in the field of human resources and knowing changes in the efficiency of human resources in the event of using tools Information technology and the extent to which senior management supports the application of human resources information systems. The field study included more than five hundred employees working in industrial organizations. The most important results of the study were the need for an accurate plan for the implementation of human resources information systems that can significantly support the human resources strategy in the company to contribute to the definition of performance indicators, which means the sustainability of reliance on human resources information systems, and the need for integration between databases for the purpose of achieving the maximum degree of benefit of human resource information systems.
- Study of (Al-Shawadfi, 2012) aimed at identifying criteria for evaluating the performance of electronic services and testing the relationship between the performance of electronic services and loyalty to the organization. Level of trust, decision support, privacy or confidentiality. The most important results of the study were that the five dimensions differ among themselves in terms of the ability to interpret the level of quality of electronic services, and the study also showed that there is a positive and significant correlation at the level of quality of performance of electronic services and the level of loyalty to the organization, and that the component dimensions of electronic performance differ in terms of the degree of correlation with the level of loyalty.
- Study of (Choi and Wan, 2011) aimed to explore the relationship between human resources information systems, and the role of human resources as a strategic partner in improving organizational performance. The most important results of the study were that the effective use of human resources information systems is considered an integral part of the professional success of human resources, and that the future based on technology, creativity and new competencies models, as well as applications of information systems contribute to the development of workers' competence, and constitute a key to determining success in both activities and professionalism HR.
- Study of (Al-Otaibi, 2010) aimed at demystifying information technology, giving a picture of the reality of using information technology in educational institutions, and presenting a model about the reality of human resources in light of information technology. The study concluded with the following recommendations: the use of information technology in managing human resources, providing the necessary money for information technology centers, keeping pace with the rapid changes in the use of information technology, benefiting from electronic educational services, adopting electronic correspondence instead of paper, achieving integration between computerized information systems.
- Study of (Johnson and Gueutal, 2010), which focused the study on human resources information systems, and information systems as an input to increase the effectiveness of human resources as a source for achieving competitive advantage. The study proved that information systems and information systems enhance the competitive value of companies in the long term at the level of both production and profitability, in addition to increasing the efficiency of human resources, and increasing the ability of the company to make the necessary changes. The study also highlighted five keys to maximizing the use of information systems, which are: The use of new technology is an opportunity to change human resources, and to enable workers to rely on themselves in terms of human resource services, to communicate with employees when conducting performance appraisals, to provide more data to obtain a lot of answers, and to show interest in appearance and function.

Comment On and Analyze Previous Studies

1. The study (Jahan, Sabrina, 2014) stressed the need to view human resource information systems as an investment and not just an additional expense, while the study (Mamoudou and Joshi, 2014) emphasized the need and quality of an accurate plan for implementing human resource information systems, while a study confirmed (Choi and Wan, 2011), that the effective use of human resources information systems is an integral part of the professional success of human resources,
2. The study (Mamoudou and Joshi, 2014) emphasized the role of human resource information systems in preserving and following up on human capital, while the study (Jahan, Sabrina, 2014) considered that human resource information systems help ensure the effectiveness of human resources. (Johnson and Gueutal, 2010), and the study (Jahan, Sabrina, 2014) that human resource information systems increase the competitiveness of the organization, as confirmed by the study (Choi and Wan, 2011), that human resource information systems raise efficiency, or a study (Johnson and Gueutal, 2010) confirmed that human resources information systems increase effectiveness and efficiency and contribute to the evaluation of individual performance.
3. A study (Al-Otaibi, 2010) showed that human resources information systems increase effectiveness and efficiency and achieve systems integration, and the importance of its role in electronic performance management.

Areas of Benefit from Previous Studies

The current study benefited from previous studies in creating an initial image of information systems, and the benefits of the following points can be clarified:

1. It is the previous studies in addition to the reconnaissance study that helped the researchers in determining the subject of this research and the manifestations of the research problem.
 2. The researchers benefited in building some of the theoretical frameworks of the research, and in identifying the main and branch changes of the research and the extent of the relationship between them that previous studies to save time and effort relied.
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3. The researchers benefited from previous studies in choosing the research curriculum and statistical methods used in these studies, and how data analyzed in these studies was done.
4. The researchers benefited from previous studies in the formation of the investigation list.
5. The researchers benefited from previous studies in linking their results with the current study.

What Distinguishes The Current Study From Previous Studies?

Based on the foregoing, and after the researchers reviewed previous studies of study and analysis, the researchers chose the application on the three largest hospitals in the southern Palestinian provinces, which are considered one of the largest organizations working in the southern Palestinian provinces in the field of health work and are most affected by the issue of human resource information systems in the southern governorates Palestinian, whether governmental organizations, business organizations, or civil organizations, due to the size of the human cadre in them and the diversity of specializations, the sensitivity and nature of the service they provide to the public and the growing need over time to achieve administrative excellence.

Theoretical Framework

Human Resources Management Information Systems

The process of developing human resources techniques and analyzing the workforce is an entry point that helps transform human resources into scientific decisions based on indicators affecting business results. The wide internal use of human resource applications, especially in basic services, emphasizes the importance of human resource information systems for organizations of all sizes. And the need increases in the case of non-professional human resources to possess and use these tools that contribute at the same time to finding new roles for professional human resources by developing strong and highly efficient human resource techniques (Scharmm, 2006).

Thus, human resources information systems are considered an essential element for international organizations through what they provide in increasing the effectiveness of employees who are able to face the intensity of the escalating competition in the international business environment (Jahan, 2014).

The building of information systems in the administrative bodies has become an urgent necessity, as it is considered a new source that contributes to improving the efficiency and effectiveness of individual and institutional performance, which requires organizations to draw up policies and strategies to develop their information resources and stimulate the process of benefiting from them, in order to achieve keeping pace and harmony with the developments taking place. To achieve more effective growth in services.

Information Systems

Information represents one of the strategic resources of any administrative device, and basic operations cannot be performed or any decision is taken without relying on information, so the information is a resource that can be strategically invested to obtain a competitive advantage, and accordingly the administrative devices have become looking at information systems as an entrance to create opportunities or add value to them. And it is necessary to realize the tremendous impact of the growing developments in information systems on administrative devices, and the impact of this on administrative activities, as well as the means of achieving these devices for their goals, and this will be accompanied by changing many prevailing organizational beliefs.

First- Definition of Information Systems

Due to the need of individuals and urgent institutions for information as an entrance to the system used in managing contemporary installations, which was associated with information systems and being what I recently agreed with "information systems", whose definitions differed, it is said that it is: a group of elements that include means, software or individuals that are allowed to possess, and the treatment, and treatment, Storing and sending information, namely: a set of procedures and documents that give useful information and help in running functions, and on the other hand the physical and human means necessary to process and store information with the aim of using good and correct (Saliha, 2000).

From the foregoing, we note that the information system is all the people who receive, and use information through computers that work to record, equip, proceed, and send information to the parties concerned. As for the second definition, it is a definition related to the institutions related to institutions through the useful information provided by these systems. Human resources and material means work to obtain, process, store, and convert them into valid and highly efficient information.

Second- The ingredient and the role of the information system in the institution

The information system works to achieve the following goals (Saliha, 2000):

1. **Monitoring:** The system is considered a memory for the institution with its treatment of information that allows the formation of a historical description of its conditions, and it is easy to discover the mistakes that may occur, meaning that the information system should achieve confidence in order for monitoring to be an act.
2. **Coordination and Communication:** The information system undertakes the task of coordination and communication between the various interests by exchanging information and documents accompanying the various precautions.
3. **Administrative Assistance:** The administrative information system helps in the decision -making process by finding a basis or rule for analyzing the initial warning signals that emerge internally and externally.

The information system aims to provide the necessary information for all administrative levels about its current and previous condition, and to predict the way to collect, preserve this information, and to analyze and put it together in a way that helps to answer strategic, administrative and exhausted questions.

Third- New Information Systems

They are those systems that are linked to the computer and are known as: “the information system that uses the computer, computer software, databases, procedures and individuals to collect, transform and send information in the organization” (Khashaba, 1992). Recent information follows the following principles (Abdel-Hadi, 1996):

- **Service:** The system should be managed in a way that guarantees the highest efficiency in providing service to beneficiaries.
- **Timing:** The system works to provide information to those who need it at the appropriate time.
- **Standardization:** The ease of information exchange between the parts of the same system and between other systems requires the need to follow the methods of standardization in processing information.
- **Development:** Maintaining the efficiency of the system in the face of multiple changes to improve processing methods and increase the speed of information delivery.
- **Integration:** In the sense that information systems integrate with each other to eventually form a single system that works in a single format to serve the objectives of the organization.

Fourth- The Factors That Affected the Development of Information Systems

Previously, information systems were systems for operating data. In the seventies, systems serving the administrative levels appeared, then other systems serving the levels that determine the strategies of the organization in the eighties. We can clarify the factors that contributed to the development of information systems in the following points:

1. **Development in Information Technology:** The growth of information technology has led to an increasing role played by information systems within organizations.
2. **Development In The Characteristics Of Applications:** Information systems began to provide general-purpose systems related to the functions used in most institutions, such as those related to inventory, sales, production, marketing, and finance, but with the development of the role of information systems and the development of computer technology, new programs aimed at serving specific disciplines appeared. For specific individuals or groups within the organization such as decision support systems for middle management and expert systems.

Human Resource Information Systems

Building information systems in administrative bodies has become an urgent necessity, as it is considered a new source that contributes to improving the efficiency and effectiveness of individual and institutional performance, as information flows in four paths: upward, downward, horizontal, and inside and outside the institution (Haag and Cummings, 2008).

The Human Resources Department carries out many activities to provide human resources according to the current and future needs of the organization, so it works to attract, train, motivate, evaluate its performance, and regulate its relationship with internal departments and external parties (Alavi and Leidner, 1999).

First- Stages of Development of Human Resources Information Systems (HRIS) (Bulmash, 2010):

The process of developing human resource information systems went through four stages, as follows:

1. **Paper System Stage:** In the beginning, human resources systems worked independently, and could not achieve integration among them, but each system worked independently, and the process of storing data took place on mainframe computers and its responsibility fell specifically on the human resources department that employees used to resort to for an inquiry for any question they want.
2. **The Stage Of Personal Computer Technologies:** In this stage, the transition was made to the use of personal computers and local networks, and storage operations were carried out on CDs via disk drives, and reports were extracted through printers, which were a narration of the employee's data, including personal data and salary, and web pages were used at this stage Within a limited scope, customers or employees inquired about their data through databases that were linked to networks and web browsers.
3. **Database Stage:** This stage began with the emergence of overlap between databases, and this means that databases can be saved under different titles, each containing different information, with the possibility of interconnecting them to produce information that can be used in more than one direction, giving organizations the ability To prepare more complex reports that depend on a lot of data, and with this trend, human resource information systems began to appear based on the relationships between databases, which stimulated large organizations to rely on databases, and this coincided with the increase in reliance on the Internet, taking advantage of what the network offers The Internet is an opportunity to increase the effectiveness of databases to produce new products, or to help achieve positive change in the structure of the organization.
4. **The Stage Of Web Page Technologies:** Nowadays, many companies have begun to increasingly adopt human resource information systems to see their benefits in many administrative fields in order to achieve efficiency and effectiveness, through the use of modern communication technologies and devices, which provide the possibility of creating databases for each special contact group as well as Web applications that serve many activities subject to human resource management.

Second - Human Resources Information System (HRIS):

Human Resources Management Information Systems can be defined as: "organized procedures for collecting, storing, preserving and retrieving the correct and effective data on human resources and individuals' activities and their characteristics in any organization, and in a manner that supports the efficiency and effectiveness of human resources management in making decisions for the human element (JAD Al Rabb, 2009).

Another defined it as: "a system used to collect, preserve and analyze information related to human resources within the organization", and it includes: databases, computer applications, material and programming components needed to collect, register, preserve, manage, distribute and process data in favor of feeding human resources activities in the organization (hendrickson, 2003)

Thus, human resources information systems are considered as a sub-system of the comprehensive information system in the organization, which in turn consists of several other systems that work with each other in an interrelated and coordinated manner. Human resource decisions, with the need for this information to have the appropriate quantity, quality, accuracy, and timing (Haag and Cummings, 2008).

Third- Objectives of the Human Resources Information System (HRIS):

Human resources information systems offer a number of activities that start from simple operations in preserving and communicating information, to more complex operations: such as keeping pace with successive developments in technologies, which include all the growing activities undertaken by human resources information systems, and at present the focus of human resources information systems Its interest is in the human resources department itself (Ruël, Bondarouk and Looise, 2004), and human resource information systems provide many benefits that go beyond the limits of human resources to include all administrative levels in the organization in general (Parry, 2009), and therefore the main objective of information systems Human resources in providing management and all beneficiaries and users with the necessary information that they need in making sound decisions to achieve the goals that the organization seeks. Other goals emerge from the main goal, which are:

1. Connecting sub -systems in the organization together in an integrated entity that works to coordinate data and provide the correct and appropriate information that the administration needs (CURTIS and Cobham, 2002).
2. Helping to link the numerous goals in the organization and direct them all towards achieving the final goal (Curtis and Cobham, 2002).
3. Facilitate the process of making decisions at all levels of the organization by providing the information selected properly to help direct the actual performance of the organization (Curtis and Cobham, 2002).
4. Control of the organization's information trading process such as bonds, records, and employees' files (Curtis and Cobham, 2002).
5. Follow -up to the changes in the internal environment in the organization, achieve justice between individuals and contribute to building a workforce plan at the organization level (Ostermann et al., 2009).
6. Keeping pace with the changes that occur in the external environment and work to analyze them in a way that benefits the service of human resources through the integration between the elements of the system and the response to the demands of the external parties to provide the information that (Ostermann et al., 2009).

Human resources information systems add added values and multiple advantages, as follows:

1. **Reducing Administrative Costs:** achieving high satisfaction rates for shareholders, submitting reports on performance evaluation, salary tables and returns for employees (JAD Al Rabb, 2009).
2. **Re -Engineering Of Human Resources Activities:** It includes identifying the activities that employees need to be trained and the areas they need to learn, as well as finding new relationships that support their thinking and functional and practical skills (JAD Al Rabb, 2009).
3. **Re -Engineering Of Human Resources Decisions:** The process of determining the organization's need for human resources information contributes a lot to reducing costs (JAD Al Rabb, 2009), and reducing the number of employees working in human resources, because many human resources information is not used and if used, it is used according to Its importance to the employee is itself and its importance varies from one organization to another.
4. **Decisions:** The increasing use of web pages in carrying out activities related to human resources will make, over time, the special time for human resources is moving towards the strategic decisions industry away from the dominance of management, which will unleash human resources to accomplish activities with a strategic dimension in the organization (Kulik and Perry 2008).
5. **Medix Relations:** Human resources are spread in all parts of the organization, so a reciprocal relationship arises between human resource information systems and other productivity, marketing, and financial systems (ALAVI and Leidner, 1999). The use of human resources information systems supports professional opportunities for human resources to be a strategic partner with senior management, as human resource information systems allow human resources activities to be more effective in providing important information to make decisions (Beadles et al., 2005).

Fourth- The Components of the Human Resources Information System (Hamoud and Al -Kaarsha, 2007):

The fact that human resource information systems are a system, it is natural that it consists, like other systems, of inputs, operations, outputs, and feedback.

1. **Inputs:** The inputs are the data set for employees in the organization, such as:
 - Employee Data: Like the name of the employee, the place and date of birth, the gender, the religion, the marital status, the place of residence, its scientific qualification, its job degree, its expertise, salary, and date of his appointment.
 - Job Data: It includes the naming of jobs, their organizational sites and the amendments that occur in them.
 - Administrative Data: It is data related to employment policies and includes laws, instructions and decisions related to human resources.
 - Labor Market Data: The data is about competitors and how they obtain people with experiences and qualifications, as well as data related to competency preparation programs and what is currently available.
2. **Operations:** It is intended to process all the data that was entered into the human resources database by collecting, storing and classifying them, using sports methods and statistical tests and converting them into information and reports that can be used to include: recording, storing data, classifying and arranging data, analyzing and interpreting data, and auditing and reviewing data.
3. **Outputs:** They are reports and information that express the results of the system in light of the inputs to the database after processing them. Information about employees and jobs shows statistics of employment movement analysis for each administration and a job and this helps in clarifying the movement of labor in the organization in terms of appointment, transportation, loan, scarring, promotion and also left The service, where the information shows the total number of individuals who left the service and the reasons for this, and the information on the administrative operations organized in the planning of the workforce and determining its resources needs.
4. **Reverse Nutrition:** It is information that carries messages and instructions on how the system is going and the extent of its outputs match with the plans laid down and are done through control over the previous elements with the aim of monitoring deviations and working to correct them in a way that serves the organization's goals.

Fifth- The Importance of Human Resources Information Systems:

It is known that the organization is a total system consisting of several systems, namely: human resources information systems, the production system, the financial system, the marketing system, the supply and storage system, and these systems work together to achieve the goals of the organization, and since human resources information systems are a sub-system of the comprehensive information system of the organization It requires coordination and integration with previous systems, so it is considered the basic foundation for other systems in the organization based on:

1. **Information Accuracy:** Human resources information systems for management and other departments provide integrated and correct information about working individuals who are considered an important resource of the organization that cannot be dispensed even if the computer enters the field of work of the organization.
2. **Determination of Needs:** It enables to identify the needs and desires of individuals in the organization and work to meet them in line with increasing their motivation and productivity (Hendrickson, 2003).
3. **Human Resources Guidance:** The organization helps direct human resources towards the optimal use to achieve competitive advantage.
4. **Performance Evaluation:** This system enables a good relationship and mutual understanding between administration and employees by providing various information about employees' activities, the most important of which is the performance evaluation, as the administration becomes aware of what employees do (Ostermann et al., 2009).
5. **Keeping Pace With Changes:** reveals any changes in human resources in the internal and external environment and this enables management to prepare to face these changes (Desler, 2005).
6. **Standards Status:** It provides the criteria through which the organization can determine the appropriate wages for employees according to the level of performance, and this would reduce employees' grumbling and reduce complaints, and at the same time it raises the morale of individuals, which reflects positively "on the organization.
7. **Determination of Future Requirements:** Human resource information systems help monitor the work teams quantitatively and qualitatively, in a way that contributes to planning human resources and identifying their requirements. Human resource information systems also help long -term planning for human resources in the organization (Desler, 2005).

Sixth- Functions Of The Human Resources Information System (HRIS):

Human resource information systems consist of a number of sub-systems that can store and maintain data, and this data can be used to create information that will serve different purposes for many different stakeholders within the organization (Bulmash, 2010), and human resource information systems can provide services next:

- **Information Storage:** This is done by keeping employee records (Bulmash, 2010), in various ways that facilitate the process of data extraction and reference as quickly as possible.
- **Providing Senior Management With Information:** It is the most important and prominent function performed by the system, as management in all its work needs more information, especially as it lives in a world whose specializations are complex and ramified. Knowing human competencies helps the organization to plan for expansions required in the future, and it also has a role in decision-making. Long-term strategy. (Dessler, 2005)

- **Determining Responsibility:** Human resource information systems play a role in defining the roles of individuals and departments in the organization and thus determining the responsibility of those so that the individual does not overburden his capacity and things get upset when he is unable to carry out his task. Human resource information systems in reducing overlapping activities and responsibilities, and ensuring compliance with the law (Bulmash, 2010).
- **Organization of Work Procedures:** It means that all the procedures of the system are planned, specific and arranged, and in the absence of order, chaos and randomness prevail, and the organization expects a good system to simplify procedures and fill gaps in the current workflow plans (Shibly, 2011).
- **Decision Making:** Providing appropriate data for managers to make the right decisions from the reality of human resource information systems (Bulmash, 2010).
- **Control and Benefit from the Available Resources:** The available resources may be material such as devices, equipment, goods and money, or human beings as employees and clients. To redistribute their roles and jobs in a way that ensures benefit from them in increasing production without the need to appoint any additional worker and increase costs for the organization. (Dessler, 2005)
- **Ensuring The Flow Of Work:** One of the functions of the system is to lead to coordination and harmonization with other sub-systems in order to ensure the flow of work and get rid of the existing bottlenecks. Dessler, 2005)
- **Human Resource Planning:** by enabling managers to develop appropriate plans to maintain human resources within the organization (Bulmash, 2010).

Seventh- Applications and Uses of the Human Resources Information System (HRIS):

The human resources information system has many applications in all activities of the organization, the most important of which are (Bulmash, 2010), (Sah, 2013):

- **Department of Human Resources:** The human resource information system for each employee provides its own electronic page that includes the date of appointment, name, address, phone number, email address, date of birth, type Complete, part of the time, or contract), the date of the start of the contract, and other necessary information.
- **Polarization And Appointment:** The system helps in determining future needs of human resources in quantity and quality and provides information from those who will occupy the job in the future, and is used to predict the number of new appointments, transfers and promotions from one section to another and the number of employees that the organization needs in the future as well as the number of employees that the organization will lose in the future for any reason As retirement, resignation, resignation and transportation, the organization maintains a database that includes information related to employees that can be used for several purposes such as salary and wages management, incentive management system, and also helps in human resources planning.
- **Salary, Time And Attendance Applications:** They include the necessary information to calculate vacations, such as absence (paid or unpaid), the date of the end of the contract, and the organization's policies can be programmed in the system, and any special rules that are programmed in the system such as maternity vacations and the company's policies regarding exceeding a period Specified from the days of absence and others.
- **Performance Management Applications:** The process of applying performance management is one of the tasks assigned to human resources management, which undoubtedly requires the adoption of the application of the computer in order to achieve all ways of proper evaluation and high and objective accuracy and this would help the organization link the evaluation systems to the characteristics and specifications of each function, and contributes to determining And setting solutions to the performance problems resulting from the differences between actual performance compared to the standards set so that the system can correct deviations and address low performance problems.
- **Training And Development Applications And Knowledge Management:** Contemporary organizations are learning and training organizations, as continuous development and improvement in performance has become a feature of organizations so that they can face sharp competition, and for the professional training and development method based on objective dimensions in achieving performance requires building a broad database that includes Information about the activities taking place in the organization, the number of employees required for training and their characteristics, and to any department or department they belong so that the content of the appropriate training program and the cost of training can be placed and thus know which departments have the cost of training in them high and not others.
- **Performance Evaluation Applications:** They include individual performance evaluation applications and institutional performance assessment, where individual performance evaluation is associated with the promotional ladder within the organization, while institutional performance evaluation is related to the competitiveness of the organization, and its ability to harmonize with changes related to the external environment.
- **Compensation Applications:** Salaries, rewards, subsidies and services provided to employees, as the compensation system helps management in knowing the amounts paid monthly and even annually and gives the administration information about

payment rates and salary boundaries and changing them from time to time, so it is important in future planning for increases in payment rates as it helps in Determine the jobs whose wages are higher or less than payment rates in competing organizations.

- **Executive Management of Individuals:** This sub -system includes the structure of the organizational function, the job description, and the professional classification of all jobs.
- **Vocational Health and Safety:** It includes data on incidents that occur at work and organizations are responsible for reporting these incidents to the Employees Compensation Council (or their equivalent) in their mandate. And data on the number of accidents, the types of accidents and the professional health and safety instructions followed in the work environment, complaints, demands for employees' compensation, and relevant shapes that can be included in this sub -system for the employees to be seen.
- **Labor Relations:** Human Resources Information Systems provide information such as seniority lists, membership of employees 'unions, grievances, and related decisions and can be included in the sub -system.
- **Salary Window:** Human resource information systems provide information on salaries, wages and benefits to make it easier to communicate with accounting (salaries). Most of the human resource information system systems today have more advanced systems that have the ability to direct interaction.
- **Equality In Job Opportunities:** Organizations are subject to the implementation of the system of equality in the work and the system can include information on a number of employees in four specific groups (women, indigenous people, minorities, and people with disabilities), the type of industry, and the geographical area in this sub -system in order to provide information Required in legislation.

Eighth- Advantages and Obstacles of Human Resources Information Systems:

The following is a presentation of the most important advantages and the most important obstacles to the application of the human resources information system.

1. **The Advantages Of Human Resource Information Systems:** the transfer process provides opportunities to simplify administrative processes, improve procedures and reduce human resource costs, and the planning process guarantees that the transfer process towards the new system is accepted by acceptance by employees as a final result, and for the work to be more efficient and more accurate in Use of the Human Resources Information System (ARNOLD, 2007).

The main benefits of human resource information systems can be shown as follows (Shanu, 2013), (Jahan, 2014), (Shanu, 2013) and (Dery et al., 2013):

- A higher speed of data recovery and processing, and faster communication between the CEO and individuals, contributes to saving time in favor of increasing the added value of the organization and focusing on strategic business, and made communication between human resources personnel faster, as if communication between employees needs only one click.
 - Ease in classifying and re -classification of data, and it is easy to store, retrieve and report information that has become easily available through the program, which helps to solve problems first -hand.
 - The ability to conduct the analysis within a short period of time, despite the presence of information in scattered and employed sites in all branches while maintaining the appropriate accuracy and timing, and human resource information systems contributed to finding a higher accuracy in information and reports and provided a better analysis, which led to more decisions effectiveness.
 - Reducing the duality in efforts to lead to a decrease in cost, and human resources provided many services, and its services have turned from the bureaucratic system of the self -service system with minimal manual work, which contributed to improving the quality of operations related to human resources that have become faster, more accurate and more efficient than that before. Which enabled the organization to reach maximum productivity with minimal inputs.
 - Improving the quality of reports, reducing dependence on paper to zero paper in many organizations that applied human resources information systems.
 - It presented a better culture within the organization, contributed to improving the internal environment of the work, and exceeded the problems related to the reaction of the employees if the change is applied.
 - Create simplified and systematic internal procedures, and achieve more transparency.
 - Human resources information systems have contributed to the self -empowerment of system users.
 - Reducing dependence on paperwork in collecting, processing, storing and retrieving information related to human resource affairs, and this leads to the provision of flexibility.
2. **Obstacles To The Success Of The Application Of Human Resources Information Systems:** The application of human resources information systems objects to many obstacles and problems, represented by the following (Shanu, 2013), (Jahan, 2014), (Shanu, 2013) and (Dery et al., 2013):
 - Insufficient financial budgets in some organizations to implement such a system.

- The system designers are late in understanding the nature and activities of this system because they deal with the complex human element in its composition and do not deal with rigid machines.
- The lack of a good training staff is able to train effective training system users, which limits it.
- Legal restrictions on international human information and information.
- Palaces of the senior management support of the system.
- Resistance to individuals working to implement this system for fear of their jobs and the extra time they receive.
- The lack of authentic, accurate and sufficient databases to feed the system.
- In the event of human resource information systems, the lack of tendency to benefit from its outputs is a distinctive feature of underdeveloped organizations.

Second- Applications of Human Resources Information Systems in Improving Performance in Health Organizations:

1. **Collecting Data On The Level Of Services And Health Care Provided To Patients:** Health organizations distinguished the process of collecting data through opinion polls on patient satisfaction with the level of services and health care provided to them to determine whether or not the services provided to them meet their needs, and the survey results include determining the needs and special expectations With them, the safety of patients and the effectiveness of service management.
2. **Examine Data Capacity To Cover All Activities In Health Organizations:** Monthly reports issued by various departments in health organizations cover important issues for the quality leadership team and include: monitoring medicine and antibiotics management, monitoring blood use, and reports on pre -surgery and after surgery to ensure compliance with the standards in force , And monitoring risk management by analyzing contrast in monthly and separate reports, and monitoring the use of use to ensure the use of resources appropriately.
3. **Systems Planning:** Health organizations resort to using the horizontal organizational form as a form of quality leadership and a good way to monitor the improvement in performance in all departments, whether medical or logistical, to focus on improving the service monthly during the year from January to December in administrative and medical units through Monitor the performance indicators to measure the real performance based on services, where the data is collected monthly at the Quality Department, which it places within a quarterly report that shares the quality teams that examine the measurement indicators and compares them to the expected level of performance through the control circle, to set an executive plan to apply it to its application Improving performance, then receiving the quarterly results of each indicator of monitoring indicators of medical and clinical departments to conduct an implicit and preserved examination of the desired performance level.
4. **It Provides An Annual Report For Each Department,** whether administrative or health, which includes an overview of the level of performance of activities, and the report also includes the level of performance for the past year, as well as the goals set for the coming year to reflect its impact on patient care as it is related to improving the quality of operations, financial risks, and risks associated with improvements in the performance level.
5. **Helping In Developing A Performance Improvement Plan:** through quarterly reports, such as the reports of the quality leadership team that displays its point of view to the level of performance regarding the various departments, their problems, and the specific needs to improve the performance of these departments, whether it is within the medical departments or administrative departments, and may resort To develop the operational plan, which may include identifying a team of employees within the administration to conduct an investigation, and the completion of the problems facing the path of work and to determine the methods to be followed to improve performance. If the problem or the research area needs to be improved, it includes several administrative units that hinder the team's work, then the quality leadership teams intervene to search in the specified area or in the problem and make practical recommendations to be applied to treat and correct the situation.
6. **Set The Expected Level Of Performance In The Light Of Measurable Indicators:** The expected performance level is set through several methods, including the previous performance, comparison with the performance levels of competitors, and the use of national and social standards and other standards and outputs that the public aspires to and achieves customer satisfaction. The indicators that are based on the level of service and the authority that provides this service are chosen, as well as activities related to a high level of performance, tendency to problems, high risk, and the high cost. Usually, the executive departments in hospitals ask the regulators about the indicators related to patient health, and their ability to apply.
7. **Performance Treatment:** When unwanted performance is determined, a set of procedures that must be taken to improve performance is determined, and the competent department sets a business plan, which can review and revise policies, and make adjustments to them, and the performance evaluation process must continue with the aim of monitoring Passive performance in order to ensure the continuous improvement in the performance level.
8. **Achievement Analysis:** The achievement is analyzed in each section when there are comparisons stating that the levels and patterns of performance are fundamentally different from the expected levels and patterns, so all departments make the process of monitoring and monitor the safety of patients within the scope of services and health care provided to them by the relevant department. The appropriate measures are taken as appropriate.

Fourth- Government Hospitals under Study

The researchers present in this part on the field study of the field of application, which revolves around the three government hospitals in the southern Palestinian provinces: (The Indonesian Hospital, the Al -Shifa Medical Complex, and the European Gaza Hospital), where generalization of general Arabization of the three major government hospitals in the southern Palestinian provinces and what relates to the emergence Each of them, displays organizational structures in the three hospitals, and focuses on the reality of administrative excellence in the three hospitals, depending on various sources.

1. **Al -Shifa Medical Complex:** Al -Shifa Medical Complex is the largest health institution in the southern Palestinian provinces, and it is a medical complex that includes three hospitals: Surgery Hospital, Al Batinah Hospital and Women and Gynecology Hospital. The central western region of Gaza City, serves the private coverage area, and the number of complex employees with all their specialties is a total of (1440) employees. There are two ambulances, in addition to the green spaces located in the hospital, and the hospital includes three main internal hospitals, which are the internal hospital, women and men, the General Surgery Hospital, the maternity hospital, which includes a special department for children and custody, and the emergency department, in addition to the intensive care unit.
2. **The Indonesian Hospital:** With the funding of the Indonesian government, the "Indonesian" hospital was established, which was designed within the special specifications and standards of the Indonesian, consisting of two floors, and contains "100" bed Reception and emergency, the external clinic, and the Department of Surgical Workers, which are equipped with the latest international specifications, and the radiology department, and contains the latest devices, where the department of "I.M.R" imaging is the magnetic resonance department, "C.T", and all types of radiology, and pharmacy, The rooms of the doctors and nursing, in addition to that the second floor contains the intensive care room and patient rooms, which numbered 18 rooms. The Indonesian Hospital is a development process for the martyr Kamal Adwan Hospital, which was located in the city of Beit Lahia, Al -Salam neighborhood, in the North Gaza Governorate, and was established in 2002, on an area of 5,000 square meters, in a crowded place and transportation methods crowded, where the medical cadres operating in the Indonesian Hospital were transferred Which was subsequently delivered to military medical services to the Indonesian hospital.
3. **The European Gaza Hospital:** It provides treatment services in surgery, interior and children. The hospital is located in the southern sector in the southeastern region of Khan Yunis. It was established in 1987, on an area of 65,000 square meters. The Hospital serves the eastern region of Khan Yunis and the northern region of Rafah Governorate.

In this part, the researchers made a presentation on the three hospitals, indicating the nature of the health services provided in each of them, which shows through the presentation its representation to all areas of service that are working on the Palestinian Ministry of Health to be delivered to the public of citizens in the southern Palestinian provinces, which includes all medical services and supportive medical services and what you need To him from administrative and logistical services, where researchers also found out through this offer that each of the three hospitals represents an integrated administrative and service, taking into account the differences in capabilities and capabilities between them, which are covered in the field of health service, other health facilities scattered in the southern Palestinian provinces, whether it is The Palestinian Ministry of Health or other parties are affiliated with coordination with it.

Methodology and Procedures:

The study methodology and procedures are considered a main axis through which the applied side of the study is accomplished, and through which the data required to conduct the statistical analysis are obtained in order to reach the results that are interpreted in the light of the study literature related to the subject of the study, and thus achieve the goals that the study seeks to achieve.

First-Study Methodology: In order to achieve the objectives of the study, the researchers used the descriptive analytical approach through which he tries to describe the phenomenon the subject of the study, analyze its data, the relationship between its components and the opinions that are presented around it and the operations that include it and the effects it causes.

Al -Hamdani (2006) defines the descriptive analytical approach as "the curriculum that seeks to describe contemporary phenomena or events, or the current is one of the forms of analysis and organized interpretation to describe a phenomenon or a problem, and provides data on certain characteristics in reality, and requires the knowledge of the participants in the study and the phenomena that We study it and the times we use to collect data."

The researchers used two basic sources of information:

- A. **Secondary Sources:** Where the researchers went in addressing the theoretical framework of the study to the secondary data sources, which are the relevant Arab and foreign books and references, patrols, articles, reports, research and previous studies that dealt with the subject of study, research and reading on various websites.
- B. **Initial Sources:** To address the analytical aspects of the subject of the study, the researchers resorted to collecting initial data through the questionnaire as a major tool for study, specially designed for this purpose.

Second- The Study Community: The study community is defined as all the vocabulary of the phenomenon taught by the researchers, and based on the problem of the study and its goals, the target community consists of all employees working in hospitals in the provinces of the southern Palestinian governorates during the year 2021: (Al-Shifa Medical Complex, Indonesian Hospital, and Hospital European Gaza), who numbered (320) employees and employees of the category (hospital manager, departments

managers, department heads, and computer engineers). Other hospitals were excluded for reasons that are not consistent with the jewelry of the researchers choose the study community, which are as follows:

- The three hospitals cover the largest provinces in the southern Palestinian provinces.
- In each of them there are different sections and family to overnight patients.
- There are departments, emergencies, external clinics, blood bank, laboratories, pharmacies, stores, and specialized medical departments, in which regular surgeries, specific and accurate surgeries are performed.
- It includes the largest number of employees and employees, and from all job groups.
- The Nasser Medical Complex was excluded from the study community because it resembles its material and service capabilities, the Al -Shifa Medical Complex, and although its size comes after the Al -Shifa Medical Complex in the arrangement, it was replaced by the European Gaza Hospital for the qualitative teams in the service and being in the same southern region.
- This distribution was consulted for members of the sample with the director of the Doctors 'Department of the General Administration of Hospitals in the Ministry of Health in Gaza, and the former deputy director of hospitals, who confirmed that the distribution of the sample members in this way includes the geographical dimensions of health services provided by the Ministry of Health in the southern Palestinian provinces, and includes diversity Service is among all areas of service provided to the public.

Third- Study Sample: The study sample consists of the exploratory sample, and the actual original sample, as follows:

- A. **Exploratory Sample:** The sample of the reconnaissance study consisted of (40) questionnaires, who were randomly chosen from hospital workers in the southern Palestinian provinces, which are: (Al -Shifa Medical Complex, Indonesian Hospital, and the European Gaza Hospital) with the aim of legalizing the study tool, and verifying its validity to apply to the sample The original, and they were excluded from the study sample that was applied.
- B. **The Original "Actual" Sample:** The researchers used the random sample method, according to hospitals in the southern Palestinian governorates, which are: (Al -Shifa Medical Complex, Indonesian Hospital, and the European Gaza Hospital), where 320 questionnaires were distributed to the study community and (279) questionnaires were recovered by a percentage (87.2%).

Fourth- The Study Tool: A questionnaire was prepared on "the application of human resources information systems in major hospitals in the southern Palestinian provinces attributed to personal and organizational data", as it consists of two main parts:

The First Section: It is the personal and organizational data on the respondents (age group, gender).

The Second Section: It is the ability of human resources information systems to meet the need for human resources management in the hospital, and it consists of 25 paragraphs, distributed in 5 areas:

The First Field: The ability of human resources information systems to conduct an evaluation of individual performance in the hospital, and consists of (5) paragraphs.

The Second Field: The ability of human resources information systems to conduct institutional performance evaluation in the hospital, and consists of (5) paragraphs.

The Third Field: the ability of human resources information systems to manage performance in the hospital, and it consists of (5) paragraphs.

Fourth Field: The ability of human resources information systems to determine the needs of human resources for training and development in the hospital, and it consists of (5) paragraphs.

Fifth Field: The ability of human resources information systems to manage organizational knowledge within the hospital, and it consists of (5) paragraphs.

The five -year Likert scale was used to measure the respondents' responses to the questionnaire, according to the following table:

Table 1: Five-point Likert scale scores

| Response | Unacceptable | Weak | Good | Very Good | Excellent |
|----------|--------------|------|------|-----------|-----------|
| Degree | 1 | 2 | 3 | 4 | 5 |

Steps to build the questionnaire:

The researchers prepared the study tool to know "the reality of the application of human resource information systems in major hospitals in the southern Palestinian provinces", and the questionnaire was presented in its initial form, to a group of arbitrators, and in light of the opinions of the arbitrators some of the arrest paragraphs were modified in terms of deletion, addition and modification, to settle The questionnaire in its final image.

Fifth- The Validity of the Questionnaire:

The validity of the questionnaire was confirmed in two ways:

1. **The Veracity Of The Arbitrators "Virtual Honesty":** means the arbitrators' sincerity "is that the researchers select a number of arbitrators specialized in the field of the phenomenon or problem that is the subject of the study" (Al-Jarjawi, 2010) where the questionnaire was presented to a group of arbitrators, and the two researchers made the necessary omissions And an amendment in the light of the proposals submitted, and thus the questionnaire came out in its final form.
2. **Scale Validity:** It includes the following:

First- Internal Validity: Internal consistency honestly means the extent to which each paragraph of the questionnaire is consistent with the field to which this paragraph belongs. For the same domain.

The results of the internal consistency of "the ability of human resources information systems to meet the needs of human resources management in the hospital":

The following table shows the correlation laboratory between each of the paragraphs of the field of "the ability of human resources information systems to conduct an individual performance assessment in the hospital" and the overall degree of the field, which shows that the correlation transactions indicated are indicative at a moral level ($\alpha \leq 0.05$) and thus the field is considered sincere of what has been placed To measure it.

Table 2: The results of the validity of the internal consistency of the dimensions of digital transformation

| No. | R | SIG. | No. | R | SIG. | No. | R | SIG. | No. | R | SIG. |
|--|------|--------|---|------|--------|-------------------------------|------|--------|---|------|--------|
| Individual Performance Evaluation | | | Institutional Performance Evaluation | | | Performance Management | | | Determine Human Resources Needs For Training And Development | | |
| 1 | .696 | *0.000 | 1 | .791 | *0.000 | 1 | .671 | *0.000 | 1 | .765 | *0.000 |
| 2 | .764 | *0.000 | 2 | .876 | *0.000 | 2 | .887 | *0.000 | 2 | .828 | *0.000 |
| 3 | .663 | *0.000 | 3 | .799 | *0.000 | 3 | .831 | *0.000 | 3 | .842 | *0.000 |
| 4 | .791 | *0.000 | 4 | .888 | *0.000 | 4 | .792 | *0.000 | 4 | .889 | *0.000 |
| 5 | .706 | *0.000 | 5 | .908 | *0.000 | 5 | .809 | *0.000 | 5 | .762 | *0.000 |
| Organizational Knowledge Management | | | | | | | | | | | |
| 1 | .803 | *0.000 | | | | | | | | | |
| 2 | .835 | *0.000 | | | | | | | | | |
| 3 | .856 | *0.000 | | | | | | | | | |
| 4 | .843 | *0.000 | | | | | | | | | |
| 5 | .769 | *0.000 | | | | | | | | | |

Second- Structure Validity: Structure validity is considered one of the measures of the validity of the tool, which measures the extent to which the objectives that the tool wants to reach, and shows the extent to which each field of study is related to the total score of the questionnaire items.

The following table shows that all correlation coefficients in all domains of the questionnaire are statistically significant at a significant level ($\alpha \leq 0.05$), and thus all domains of the questionnaire are considered true to what they were set to measure.

Table 3: Correlation coefficient between the score of each domain of the questionnaire and the total score of the questionnaire

| The Hub | Pearson Correlation Coefficient | Probability Value (Sig.) |
|--|---------------------------------|--------------------------|
| The ability of human resources information systems to conduct an individual performance evaluation in the hospital. | .717 | *0.000 |
| The ability of human resources information systems to conduct institutional performance evaluation in the hospital. | .888 | *0.000 |
| The ability of human resources information systems to manage performance in the hospital. | .816 | *0.000 |
| The ability of human resources information systems to determine the needs of human resources for training and development in the hospital. | .925 | *0.000 |
| The ability of human resources information systems to manage organizational knowledge within the hospital. | .812 | *0.000 |

* Statistically indicated at the level of significance ($\alpha \leq 0.05$)

Sixth- Reliability: The stability of the questionnaire means that the questionnaire gives the same results if it is re-applied several times in succession, and it also means to what degree does the scale give close readings each time it is used, or what is the degree of its consistency, consistency and continuity when it is used repeatedly at different times (Al-Jarjawi, 2010).

The researchers verified the stability of the study questionnaire through Cronbach's Alpha Coefficient, and the results were as shown in the following table:

Table 4: Cronbach's alpha coefficient to measure the stability of the resolution

| The Hub | The Number Of Paragraphs | Cronbach's Alpha Coefficient |
|---|--------------------------|------------------------------|
| The ability of human resources information systems to conduct an individual performance evaluation in the hospital. | 5 | 0.771 |

| | | |
|--|---|-------|
| The ability of human resources information systems to conduct institutional performance evaluation in the hospital. | 5 | 0.905 |
| The ability of human resources information systems to manage performance in the hospital. | 5 | 0.855 |
| The ability of human resources information systems to determine the needs of human resources for training and development in the hospital. | 5 | 0.879 |
| The ability of human resources information systems to manage organizational knowledge within the hospital. | 5 | 0.878 |

It is clear from the results shown in the previous schedule that the value of alpha coloring coefficient is high for each field, ranging from (0.771, 0.905), and this means that stability is high and statistically. The researchers have confirmed the sincerity and stability of the study questionnaire, which makes it completely confident in the health and validity of the questionnaire to analyze the results, answer the study questions and test their hypotheses.

Data Analysis and Hypothesis Testing

Statistical description of the study sample according to personal and organizational data:

Below is a presentation of the characteristics of the study sample according to personal and organizational data:

Table 5: Distribution of the study sample according to personal and organizational data

| | | The Number | Percentage% |
|------------------|-------------------------|------------|-------------|
| Age Group | less than 30 | 81 | 29.0 |
| | From 30 to less than 40 | 105 | 37.6 |
| | From 40 to less than 50 | 71 | 25.4 |
| | 50 and over | 22 | 7.9 |
| The Total | | 279 | 100.0 |
| Gender | Male | 187 | 67.0 |
| | Female | 92 | 33.0 |
| The Total | | 279 | 100.0 |

It is clear from the previous schedule that 29.0% is less than 30 years old, and that 37.6% ranges between 30- less than 40 years, 25.4% are aged 40- less than 50 years, while 7.9% are 50 years old and more, These differences are due to the political division that occurred in 2007, a large number of employees have stopped working despite their salaries from the government in Ramallah, which led to the presence of functional vacancies in all government sectors, including the health sector, so we find that the two age groups are 40 years and the least representation of what It reaches (66.6%) of the study sample, where the table (5-19) shows that (60.2%) of the study sample members were appointed after the political division occurred and they did not go to their service for more than ten years, and that there are a number of employees who are few compared to With other people who are 40 years old and more representing (33.3%), most of them are appointed to an ancient history before the division, as the previous table indicates that the percentage of their service over 10 years has reached (39.2%). It is also clear from the previous schedule that the health sector workers belong to the youth element most likely, as they reach those who are less than 40 years of age representing (66.6%), which means the human forces need in the health sector for education and training, especially if we find that (60.2%) of them decrease the period They serve them for 10 years, and this indicates that investing in education and training in this important government sector will be due to good results for society, as this segment will remain in the service a period of up to twenty years.

It is clear from the previous schedule that 67.0% of the study sample is male, and 33.0% females, and this is due to the fact that the Palestinian society is a male society in which the man bears the fathers of the family and that the percentage of (5.1%) of the study sample are widows or divorcees as it is clear in Table (5-17), meaning that these people bear the burdens of work and responsibility towards the family's support for the absence of a man's role in the family. And it takes into account in the employment processes in the health sector to take a greater percentage of males in exchange for females, due to the male ability to work in the medical departments of both males and females, and I can bear the burdens of work from a stay and a stay on the comfort of patients. And that the Palestinian society accepts the issue of women's work if she wants to do so and this percentage (33.0%) is not considered a small percentage if compared to other Arab societies, as many working women prefer to devote themselves to the home and the family if the family income is sufficient to meet the needs.

Analysis of the Questionnaire Paragraphs

To analyze the arrest paragraphs, the arithmetic and relative average, the standard deviation and the T. Test test for one sample to see if the average level of response has reached the degree of average approval, which is 3 or not. If Sig> 0.05 (Sig is greater than 0.05), then the average views of individuals about the phenomenon at the study is not fundamentally different from an intermediate

degree, which is 3, but if Sig <0.05 (SIG is less than 0.05), then the average views of individuals are fundamentally different from the degree of approval Medium, in this case it is possible to determine whether the average answer increases or is fundamentally decreased from the degree of medium approval. If the test value is positive, then it means that the arithmetic average of the answer exceeds the degree of medium approval and vice versa.

1. Analysis of the paragraphs "The ability of human resources information systems to meet the needs of human resources management in the hospital":

A. Analysis of the paragraphs of the first field: "The ability of human resource information systems to conduct individual performance evaluation in the hospital"

The arithmetic, relative and standard deviation was used to see if the average degree of response has reached the degree of intermediate approval, which is 3 or not. The results are shown in the following table:

Table 6: The arithmetic and relative mean and standard deviation for each paragraph of the field "The ability of human resource information systems to conduct individual performance evaluation in the hospital"

| # | Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|---|--|------|--------------------|------------------------------|---------|
| 1. | Human Resources Information Systems links the evaluation of individual performance to the ladder of promotions | 2.61 | 1.16 | 52.19 | 5 |
| 2. | Human resource information systems provide a web page that helps in the individual performance evaluation process. | 3.00 | 0.97 | 59.93 | 3 |
| 3. | Human Resources Information Systems gives the opportunity to assess the performance of subordinates with complete confidentiality. | 2.99 | 1.05 | 59.71 | 4 |
| 4. | Human resource information systems help include the evaluation process for all individual skills. | 3.18 | 1.10 | 63.58 | 1 |
| 5. | Human resources information systems provide periodic reports for the evaluation process. | 3.06 | 1.19 | 61.25 | 2 |
| All paragraphs of the field together | | 2.97 | 0.80 | 59.32 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

The following is evident from the previous table:

- The arithmetic average of the fourth paragraph "Human Resources Information Systems helps to include the evaluation process for all individual skills" equals 3.18 (the total degree of 5), meaning that the relative arithmetic average is 63.58%, so this paragraph is considered statistically indicative at the level of significance ($\alpha \leq 0.05$), which is Medium approval by the sample members indicates this paragraph.
- The arithmetic average of the first paragraph "Human Resources Information Systems works to link the evaluation of individual performance to the ladder of promotions" equals 2.61, meaning that the relative arithmetic average is 52.19%, and this means that there is an average approval by members of the sample on this paragraph.
- In general, it can be said that the arithmetic average is equal to 2.97, and that the relative arithmetic average equals 59.32%, and this means that there is an average approval by members of the sample on the paragraphs of this field.

The researchers attribute this to that the evaluation of the individual performance applied in hospitals is linked to the General Personnel Bureau and does not include the skill aspects of hospital workers, as well as the need for human resource information systems in the hospital in addition to not included the evaluation process for all individual skills of workers, and members of the study sample expect that it will be systems Human resource information is able to link the evaluation of individual performance to the ladder of promotions, so that human resource information systems are motivated to improve performance.

These results were agreed with the study of (JAHAN, Sabrina, 2014), which concluded that: Human Resources Information Systems is an essential element that helps to ensure the effectiveness of human resources, and the study (Mamoudou and Joshi, 2014): which was recommended to use resource information systems systems Humanity is to find out changes on human resource efficiency. And the study (Choi, and Wan, 2011): which considered that the applications of human resource information systems contribute to developing the efficiency of workers, and constitutes a key to determining success in both human resources activities and professionalism. And the study (Johnson and Gueutal, 2010): which was recommended to communicate with employees when performing the performance evaluation, providing more data to get a lot of answers, and pay attention to appearance and job.

B. Analysis of the paragraphs of the field "The ability of human resources information systems to evaluate the institutional performance in the hospital":

The arithmetic, relative and standard deviation has been used to see if the average level of response has reached the degree of medium approval, which is 3 or not. The results are shown in the following table:

Table 7: The arithmetic and relative mean and standard deviation for each paragraph of the field "The ability of human resources information systems to conduct an assessment of institutional performance in the hospital"

| # | Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|---|---|------|--------------------|------------------------------|---------|
| 1. | Human resource information systems provide periodic reports on the hospital's activities regularly. | 2.66 | 1.14 | 53.19 | 5 |
| 2. | Human resource information systems contribute to the process of forming quality difference inside the hospital. | 2.97 | 0.96 | 59.43 | 2 |
| 3. | Human Resources Information Systems examine the suitability of operational activities for work. | 2.95 | 1.00 | 58.98 | 3 |
| 4. | Human resource information systems depend on indicators that are periodically reviewed inside the hospital. | 2.82 | 1.02 | 56.39 | 4 |
| 5. | Human resource information systems help determine the measures that are taken in the hospital. | 3.03 | 1.07 | 60.57 | 1 |
| All paragraphs of the field together | | 2.88 | 0.76 | 57.66 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

The following is evident from the previous table:

- The arithmetic average of the fifth paragraph "helps human resources information systems to determine the measures that are taken in the emergency in the hospital" equals 3.03 (the total degree of 5), meaning that the relative arithmetic average is 60.57%, and this means that there is an average approval by members of the sample to this Paragraph.
- The arithmetic average of the first paragraph "Human Resources Information Systems provides periodic reports on the performance of activities in the hospital regularly" equals 2.66, meaning that the relative arithmetic average is 53.19%, and this means that there is an intermediate degree of approval by members of the sample on this paragraph.
- In general, it can be said that the arithmetic average equals 2.88, and that the relative arithmetic average equals 57.66%, which is 3 and this means that there is an average approval by the sample members on the paragraphs of this field.

The researchers attribute this to the awareness of the sample members of the role of human resource information systems in conducting institutional performance evaluation, and the need for human resources information systems used in the hospital to develop to be able to meet the hospital's need in terms of evaluating institutional performance.

These results agreed with the study (JAHAN and Sabrina, 2014) that human resource information systems are an essential element that helps to ensure the effectiveness of human resources, and improve the quality of administrative decisions through the periodic review of the measurement indicators approved by the senior management, and with the study (mamoudou and Joshi, 2014) that concluded the necessity of integration between databases for the purpose of achieving the maximum interest of human resources information systems through the quality of the administrative reports that are obtained, and the study (Al-Shawadfi, 2012) that concluded the study to the role of human resources information systems in Evaluation of electronic services performance, and the study of (Choi and Wan, 2011) that concluded that the effective use of human resource information systems is an integral part of the professional success of human resources, and that relying on human resource information systems contributes to developing employees' efficiency, and constitutes a key to determining success In both human resources activities and professionalism.

C. Analysis of paragraphs in the field "The ability of human resource information systems to manage performance in the hospital"

The arithmetic, relative and standard deviation was used to see if the average level of response has reached the degree of intermediate approval, which is 3. The results are shown in the following table:

Table 8: The arithmetic and relative mean and standard deviation for each paragraph of the field "The ability of human resource information systems to manage performance in the hospital"

| # | Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|----|---|------|--------------------|------------------------------|---------|
| 1. | The application of electronic operations is approved in all administrative procedures within the hospital. | 2.90 | 1.20 | 57.92 | 2 |
| 2. | Human resource information systems help clearly solutions to the individual problems of hospital employees. | 2.83 | 1.01 | 56.65 | 4 |

| | | | | | |
|---|---|------|------|-------|---|
| 3. | Human resource information systems contribute to treating deviations in the hospital. | 2.81 | 1.06 | 56.10 | 5 |
| 4. | Human resource information systems reveal the differences between actual performance and pre -set standards. | 2.92 | 1.04 | 58.35 | 1 |
| 5. | Human resource information systems link the evaluation systems and the characteristics of each job within the hospital. | 2.89 | 1.07 | 57.77 | 3 |
| All paragraphs of the field together | | 2.87 | 0.80 | 57.31 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

The following is evident from the previous table:

- The arithmetic average of the fourth paragraph "reveals the human resources information systems between the actual performance and the pre -established standards" equals 2.92 (the total degree of 5), meaning that the relative arithmetic average is 58.35%, and this means that there is an average approval of the sample members on this paragraph.
- The arithmetic average of the third paragraph "Human Resources Information Systems contributes to addressing deviations in performance within the hospital" equals 2.81, meaning that the relative arithmetic average is 56.10%, and this means that there is an average approval by members of the sample on this paragraph.
- In general, it can be said that the arithmetic average is equal to 2.87, and that the relative arithmetic average equals 57.31%, and this means that there is a moderate approval by members of the sample on the paragraphs of this field.

The researchers are due to the awareness of members of the in -kindness of the importance of human resource information systems in the hospital performance management, and for their awareness of the gap between what is required and the current reality of human resource information systems and the technical gap left by the weak human resource information systems in the hospital, and the lack of financial and human resources that It is possible to facilitate the process of conducting human resources information systems in the hospital's performance management, and the national strategy of the Palestinian Ministry of Health has not touched on the development of human resource information systems in the near future.

These results were agreed with a study (Johnsonand Gueutal, 2010), which proved that the human resources information system increases human resource efficiency and provides more data to obtain a lot of answers. And the study (Mamoudouand Joshi, 2014), which concluded that there is a precise plan to implement human resource information systems that can greatly support the company's human resource strategy to contribute to determining performance indicators.

D. Analysis of paragraphs in the field "The ability of human resource information systems to identify human resources needs for training and development in the hospital"

The arithmetic, relative and standard deviation was used to see if the average degree of response has reached the degree of intermediate approval, which is 3 or not. The results are shown in the following table:

Table 9: The arithmetic and relative mean and standard deviation for each paragraph of the field "The ability of human resource information systems to identify human resources needs for training and development in the hospital"

| # | Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|---|---|------|--------------------|------------------------------|---------|
| 1. | Human resource information systems display extensive information about the activities taking place in the hospital. | 2.90 | 1.07 | 57.92 | 4 |
| 2. | Human resource information systems provide specific information about the hospital's need for human resources. | 3.02 | 0.94 | 60.37 | 2 |
| 3. | Human resource information systems contribute to identifying human resources training programs in the hospital. | 2.99 | 1.05 | 59.78 | 3 |
| 4. | Human Resources Information Systems displays the employee data and his distinctive competencies. | 3.05 | 1.21 | 60.90 | 1 |
| 5. | Human resource information systems provide the most appropriate career path for hospital employees. | 2.86 | 1.10 | 57.17 | 5 |
| All paragraphs of the field together | | 2.96 | 0.81 | 59.16 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

The following is evident from the previous table:

- The arithmetic average of the fourth paragraph "Human Resources Information Systems offers data for the employee and his distinguished competencies" equals 3.05 (the total degree of 5), meaning that the relative arithmetic average is 60.90%, and this means that there is an intermediate degree of approval by the sample members on this paragraph.

- The arithmetic average of the fifth paragraph "Human Resources Information Systems provides planning the most appropriate career path for hospital employees" equals 2.86, meaning that the relative arithmetic average is 57.17%, and this means that there is an intermediate degree of approval by members of the sample on this paragraph.
- In general, it can be said that the arithmetic average is equal to 2.96, and that the relative arithmetic average equals 59.16%, and this means that there is an average approval by members of the sample on the paragraphs of this field.

The researchers attribute this to the weak status of human resources information systems in hospitals, which does not expose human resources needs for training and development for all employees, and does not present the need of hospitals to compensate for the shortage of professional competencies in relation to medical specialties, although the study (Choi and Wan, 2011) concluded that The effective use of human resource information systems is an integral part of the professional success of human resources, and the study (Al -OTAIBI, 2010) that concluded to benefit from electronic educational services. And the study (Johnsonand Gueutal, 2010) that has proven that human resource information systems enhance the competitiveness by increasing human resource efficiency and increasing the organization's ability to make the necessary changes. And the study (Johnsonand Gueutal, 2010), which considered that human resource information systems enable employees to rely on themselves regarding human resource services.

E. Analysis of paragraphs in the field "The ability of human resource information systems to manage organizational knowledge within the hospital"

The arithmetic, relative and standard deviation was used to see if the average degree of response has reached the degree of intermediate approval, which is 3 or not. The results are shown in the following table:

Table 10: The arithmetic and relative mean and standard deviation for each paragraph of the field "The ability of human resource information systems to manage organizational knowledge within the hospital"

| # | Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|---|---|------|--------------------|------------------------------|---------|
| 1. | Human resource information systems contribute to determining the disposal procedures in exhibiting events. | 2.79 | 1.17 | 55.84 | 5 |
| 2. | Human Resources Information Systems spread the measurement indicators on the specialized departments. | 3.09 | 1.03 | 61.80 | 2 |
| 3. | Human Resources Information Systems offers a broad database on hospital activities. | 3.08 | 1.14 | 61.57 | 3 |
| 4. | Human resource information systems offer an expected measurement indicators from the hospital departments. | 3.17 | 1.09 | 63.42 | 1 |
| 5. | Human resource information systems provide a vision about the prospects for continuous development in the hospital. | 3.07 | 1.16 | 61.49 | 4 |
| All paragraphs of the field together | | 3.04 | 0.84 | 60.81 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

The following is evident from the previous table:

- The arithmetic average of the fourth paragraph "Human Resources Information Systems provides the expected measurement indicators from the various departments in the hospital" equals 3.17 (the total degree of 5), meaning that the relative arithmetic average is 63.42%, and this means that there is an intermediate degree of approval by members of the sample on this paragraph.
- The arithmetic average of the first paragraph "Human Resources Information Systems contributes to determining the procedures for disposal in the exhibiting events" equals 2.79, meaning that the relative arithmetic average is 55.84%, and this means that there is an average approval by the sample members on this paragraph.
- In general, it can be said that the arithmetic average equals 3.04, and that the relative arithmetic average equals 60.81%, and this means that there is an intermediate approval by the sample members on the paragraphs of this field.

The researchers attribute this to the weakness of the human resources information systems in force in hospitals so that the sample members were unable to express their opinions more accurately, as well as the weak organizational structure of human resource information systems and the limitation of the system to administrative and financial aspects without paying attention to other aspects, and despite that, members of the eyes have shown An interest in the procedures for disposing of exhibiting events and spreading the standards of measurement on the various sections, and the ability of the system to provide perceptions of the expected development prospects in the event of its effective application.

These results agreed with the study (Choi and Wan, 2011), which concluded that the effective use of human resource information systems is an integral part of the professional success of human resources, as well as information systems applications that contribute to developing employees' efficiency. And the study (Al -Otaibi, 2010), which recommended achieving integration between information systems and human resource information systems.

F. Analysis of all paragraphs: The ability of human resource information systems to meet the needs of human resource management in the hospital

The arithmetic, relative and standard deviation was used to see if the average degree of response has reached the degree of intermediate approval, which is 3 or not. The results are shown in the following table:

Table 11: The arithmetic and relative mean and standard deviation of all paragraphs of the ability of human resource information systems to meet the need of human resource management in the hospital

| Statement | SMA | Standard Deviation | The Relative Arithmetic Mean | Ranking |
|--|------|--------------------|------------------------------|---------|
| The ability of human resources information systems to conduct an individual performance evaluation in the hospital. | 2.97 | 0.80 | 59.32 | 2 |
| The ability of human resources information systems to conduct institutional performance evaluation in the hospital. | 2.88 | 0.76 | 57.66 | 4 |
| The ability of human resources information systems to manage performance in the hospital. | 2.87 | 0.80 | 57.31 | 5 |
| The ability of human resources information systems to determine the needs of human resources for training and development in the hospital. | 2.96 | 0.81 | 59.16 | 3 |
| The ability of human resources information systems to manage organizational knowledge within the hospital. | 3.04 | 0.84 | 60.81 | 1 |
| All paragraphs of "Human Resources Information Systems ability to meet the need of human resources hospital" | 2.94 | 0.67 | 58.78 | |

* The arithmetic mean is statistically significant at the level of significance at ($\alpha \leq 0.05$).

From the previous schedule, it turns out that the arithmetic average of all the paragraphs of the ability of human resources information systems to meet the need for human resources management in the hospital is equal to 2.94 (the total degree of 5), meaning that the relative arithmetic average is 58.78%, and this means that there is an average approval by members of the sample on Paragraphs of the ability of human resources information systems to meet the need for human resources management in the hospital in general. The researchers attribute this to the difference in the dealings of employees with human resource information systems and the failure of human resource information systems services to all employees from the sample personnel, and if the information system is better applied, the degrees of approval would be increased.

These results agreed with the study of (Jahan, Sabrina, 2014), which emphasized that human resource information systems are an essential element that helps improve the quality of administrative decisions, and the study of (Mamoudou and Joshi, 2014), which concluded that there is a need for an accurate plan to implement human resource information systems. Which can significantly support the human resources strategy for the purpose of maximizing the benefits of human resource information systems, and the study (Choi and Wan, 2011): which concluded that the future based on technology, creativity, new competencies models, and applications of information systems contributes to the development of employee efficiency, and constitute the key to determining success in each of the activities and professionalism of human resources.

Test and Discussing Study Hypotheses

Ho₁: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of the respondents' opinions about the application of human resource information systems in major hospitals in the southern Palestinian governorates due to personal and organizational data (Age Group, Gender).

Table 12: The results of the "one-way variance" test - age group

| The Field Of Application In The Hospital | An Average | | | | Test Value | Probability Value (Sig.) |
|---|--------------|------------------------|-------------------------|-------------|------------|--------------------------|
| | less than 30 | From 30 - less than 40 | From 40 to less than 50 | 50 and over | | |
| The ability of human resources information systems to conduct an individual performance evaluation in the hospital. | 2.75 | 3.08 | 3.01 | 3.08 | 3.003 | *0.031 |
| The ability of human resources information systems to conduct institutional performance evaluation in the hospital. | 2.78 | 2.97 | 2.89 | 2.81 | 1.052 | 0.370 |
| The ability of human resources information systems to manage performance in the hospital. | 2.79 | 2.93 | 2.76 | 3.13 | 1.656 | 0.177 |

| | | | | | | |
|--|------|------|------|------|-------|-------|
| The ability of human resources information systems to determine the needs of human resources for training and development in the hospital. | 2.87 | 2.98 | 2.93 | 3.28 | 1.559 | 0.200 |
| The ability of human resources information systems to manage organizational knowledge within the hospital. | 2.94 | 3.01 | 3.16 | 3.17 | 1.016 | 0.386 |
| The ability of human resources information systems to meet the need for human resources management in the hospital. | 2.82 | 2.99 | 2.95 | 3.09 | 1.468 | 0.224 |

* The difference between the average statistics at the level of significance ($\alpha \leq 0.05$).

"T" test was used for two independent eyes "to see if there are statistically significant differences, which is a teacher test suitable for an average comparison of two groups of data. The" monochrome "test was also used to see if there are statistically significant differences and this test is a teacher suitable for comparison 3 average or more.

From this main hypothesis, the following sub-hypotheses are derived:

Ho1-1: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of respondents about the application of human resources information systems in major hospitals in the southern Palestinian provinces attributed to personal and organizational data attributed to the age group.

From the results shown in the previous schedule, the following can be concluded:

- It was found that the probability value (Sig.) The corresponding to the "monochromatic contrast" test is less than the level of significance 0.05 for the field of "human resource information systems ability to conduct an individual performance assessment in the hospital", and thus can be concluded that there are statistically significant differences between the averages of the study sample estimates about This field is due to the age group.
- The researchers found that the average estimates of the age group are 30 years or less were 2.75, while the average estimates of the age group reached 50 and more and the age group from 30 years to less than 40 was 3.08, and this indicates the reality of the special experience of the study community members and their impression on the evaluation of individual performance, as it was positive More with age or to transfer with the increase in years of experience and the awareness of the study sample members of the role of human resource information systems in conducting self -evaluation within a framework of complete confidentiality and the consequences of the correlation with the career path and the resulting determination of training and development needs that will have a good impact on resources Humanity and in a way that contributes to achieving administrative excellence.
- As for the rest of the fields and fields combined, it has been shown that the probability value (SIG.) Is greater than the level of significance 0.05 and thus can be concluded that there are no statistically significant differences between the averages of the study sample estimates on these areas and the fields combined together attributed to the age group.

These results were agreed with some studies such as a study (Al-Shawadfi, 2012) that concluded that the evaluation of performance through human resources information systems increases the level of confidence, provides privacy and confidentiality for human resources, and the study (Johnson and Gueutal, 2010): which was considered that the use of Human resource information systems enables employees to rely on themselves regarding performance evaluation, and contributes to providing more data by obtaining a lot of answers.

Ho1-2: There are no statistically significant differences at the level ($\alpha \leq 0.05$) between the averages of respondents about the application of human resources information systems in major hospitals in the southern Palestinian provinces attributed to personal and organizational data attributed to the gender.

Table 13: The results of the "T-test for two independent samples" - gender

| The Hub | An Average | | Test Value | Probability Value (Sig.) |
|--|------------|--------|------------|--------------------------|
| | Male | Female | | |
| The ability of human resources information systems to conduct an individual performance evaluation in the hospital. | 2.98 | 2.95 | 0.299 | 0.765 |
| The ability of human resources information systems to conduct institutional performance evaluation in the hospital. | 2.85 | 2.94 | -0.898 | 0.370 |
| The ability of human resources information systems to manage performance in the hospital. | 2.90 | 2.80 | 0.879 | 0.380 |
| The ability of human resources information systems to determine the needs of human resources for training and development in the hospital. | 2.92 | 3.04 | -1.157 | 0.248 |

| | | | | |
|---|------|------|--------|-------|
| The ability of human resources information systems to manage organizational knowledge within the hospital. | 3.01 | 3.10 | -0.786 | 0.432 |
| The ability of human resources information systems to meet the need for human resources management in the hospital. | 2.93 | 2.96 | -0.340 | 0.734 |

Among the results shown in the previous schedule shows that the probability value (Sig.) Is the corresponding to the "T of two independent eye" tests greater than the level of significance 0.05 for all areas and fields combined together and thus it can be concluded that there are no statistically significant differences between the averages of the study sample estimates on these areas and fields combined Together, it is attributed to the gender.

The researchers attribute this to the lack of discrimination between the genders of the gender regarding the members of the study sample on all areas of the study.

These results are consistent with a study (Russell et al., 2010) which emphasized the difficulty of determining the level of organizational performance of the overlapping of the elements and the diversity of evaluation criteria and results that aspire to reach the health sector, and that the imbalance in institutional performance is treated through organizational culture.

Conclusion and Recommendations

The researchers review a summary of the most important results reached by the current study by presenting the theoretical results and applied results, as the researchers present general recommendations.

Conclusions

A. Theoretical Results:

The theoretical results of the researchers can be summarized as follows:

- The researchers found that human resource information systems applications can include individual performance evaluation, institutional performance evaluation, performance management, knowledge spreading, training and development, decision - making, appointment and polarization, problem solving, building work teams, and building quality teams.
- The researchers found that the applications of human resources information systems can contribute to the field of leadership, in the field of implementing the continuous improvement strategy, in the field of achieving efficiency, and in the field of orientation in beneficiaries of service and beneficiaries of services, and in the field of spreading organizational culture.

B. Applied Results:

Below, the researchers present the most important results of the applied study reached by the study, as follows:

- The results showed that the study sample members agreed by (59.32%) "on the ability of human resources information systems to conduct an individual performance assessment of hospital employees in general", and their approval came by (63.58%) that human resource information systems "helps to include the evaluation process for all skills Individualism ", agreed by (61.25%) that human resource information systems" works to provide periodic reports for the evaluation process " , and are agreed by (59.93%) that human resource information systems" are able to provide a web page to conduct an individual performance evaluation process " , According to (59.71%), that human resource information systems "gives the opportunity to assess the performance of subordinates with complete confidentiality", and agreed by (52.19%) that human resource information systems "works to link the individual performance evaluation to the ladder of promotions."
- The results showed that the study sample members agreed by (57.66%) "on the ability of human resources information systems to conduct institutional performance evaluation in the hospital in general", and the approval of (60.57%) came that human resource information systems "helps to determine the measures that are done It took it in the hospital's emergency, "and agreed by (59.43%) that human resource information systems" contribute to the process of forming quality teams inside the hospital " , and agreed by (58.98%) that human resource information systems" works to check the appropriate operational activities. To work " , and are agreed by (56.39%) that human resource information systems" depends on indicators that are periodically reviewed within the hospital " , and are also agreed by (53.19%) that human resource information systems" provides periodic reports on the performance of activities in the hospital in a way regular".
- The results showed that the members of the study sample agreed by (57.31%) "on the ability of human resources information systems to manage performance in the hospital in general", and the approval of (58.35%) came that human resource information systems "reveals the differences between the actual performance and the pre -established standards And they are agreed by (57.92%) that "the application of electronic operations is approved in all administrative procedures within the hospital," and they agree with (57.77%) that human resource information systems "link the evaluation systems with the characteristics of each job within the hospital," and they are agreed by a percentage (56.65%) that human resource information systems "helps to develop solutions to the individual problems of hospital employees," and also agreed by (56.10%) that human resource information systems "contribute to addressing deviations in performance within the hospital."
- The results showed that the study sample personnel agreed by (59.16%) "on the ability of human resources information systems to determine the needs of human resources for training and development for hospital employees in general", and approval came

by (60.90%) that human resource information systems "displays private data With his distinguished employee and competencies, "they are agreed by (60.37%) that human resource information systems" provides specific information on the hospital's need for human resources ", and are agreed by (59.78%) that human resource information systems" contribute to determining human resources training programs in The hospital, "and agreed by (57.92%), that human resource information systems" displays extensive information about the activities taking place in the hospital, "and also agreed by (57.17%) that human resource information systems" provides the most appropriate job path planning for hospital employees. "

- The results showed that the members of the study sample agreed by (60.81%) "On the ability of human resources information systems to manage organizational knowledge within the hospital in general", and approval came by (63.42%) "on the ability of human resources information systems to provide the expected measurement indicators of sections the hospital ", approval (61.80%)) on the ability of human resources information systems to spread the measurement indicators on the competent departments", and the approval came by (61.57%) "On the ability of human resources information systems to provide a broad database on hospital activities. Approval came by (61.49%) "On the ability of human resources information systems to provide perceptions on the prospects for continuous development in the hospital", and the approval was (55.84%) "On the ability of human resources information systems to determine the procedures for disposal in exhibiting events.

The result of the approval of the study sample members on the components of human resources information systems is arranged as follows:

1. **First Rank:** The ability of human resources information systems to manage organizational knowledge within the hospital by (60.81%).
2. **Second Rank:** The ability of human resources information systems to conduct an individual performance evaluation in the hospital by (59.32%).
3. **The Third Rank:** the ability of human resources information systems to determine the training and development needs in the hospital by (59.16%).
4. **Fourth Rank:** The ability of human resources information systems to conduct institutional performance evaluation in the hospital by (57.66%).
5. **Fifth Rank:** Human Resources Information Systems ability to manage performance in the hospital by (57.31%).

Recommendations

In light of the results, there are a set of recommendations, as follows:

- The need to design electronic forms to provide a high level of accuracy, adequacy of size, and coverage of all targeted aspects of the evaluation, and to benefit from the reports provided by individual performance evaluation applications through human resource information systems, and to classify them in a manner that ensures ease of use in decision-making.
- Benefiting from the applications of the human resources information system in providing periodic reports that include all activities in the hospital, and enhancing reliance on the human resources information system in building the hospital work teams.
- Relying on the human resources information system to examine the suitability of activities for work through the indicators that are reviewed from time to time, and to determine the number of actions that must be taken in case of emergency.
- Adopting the application of electronic processes in all administrative procedures, benefiting from the ability of the human resources information system to develop appropriate solutions for individual problems, addressing deviations from the required level of performance, and discovering differences between actual performance and pre-established standards in work within the hospital.
- Displaying the ongoing activities in the hospital through the human resources information system to determine the hospital's future need for human resources, identifying the necessary training programs, and linking them to career path planning for hospital employees to improve their administrative and technical skills.
- Publishing information on work procedures, defining procedures for dealing with incidental events, publishing measurement indicators, circulating them to the relevant departments, and prospects for development sought by human resources in the hospital through reports provided by the human resources information system.
- Taking into account the difference in performance between individuals, dealing wisely with those who resist change, and involving employees in setting the hospital's vision for change management and implementing the strategy of building work teams through the effective use of the human resources information system, and benefiting from different experiences in leading change.

Acknowledgment

The authors extend their sincere thanks and appreciation to all who enriched the current study with valuable information, without which the study would not have appeared in its present elegant form.

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