

## أثر الإدارة الإلكترونية في تبسيط إجراءات العمل: دراسة تطبيقية على شركة الرواد للتشغيل والصيانة

### *The Impact of Electronic Management on Simplifying Work Procedures: An Applied Study on Al-Ruwad Operation and Maintenance Company*

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## المستخلص:

تناولت الدراسة أثر الإدارة الإلكترونية في تبسيط إجراءات العمل، وهدفت إلى إبراز أثر التخطيط الإلكتروني في تبسيط الإجراءات، وتوضيح العلاقة بين التنظيم الإلكتروني وتبسيط الإجراءات، وكذلك التعرف على أثر التوجيه الإلكتروني في تبسيط الإجراءات، والكشف عن أثر الرقابة الإلكترونية في تبسيط الإجراءات.

اتبعت الدراسة المنهج الوصفي التحليلي، إلى جانب المنهج التاريخي والاستدلالي. ومن أهم نتائجها وجود علاقة ذات دلالة إحصائية بين التخطيط والتنظيم والرقابة الإلكترونية وتبسيط الإجراءات بنسبة كبيرة. كما أسهم استخدام العديد من أساليب التخطيط الإلكتروني في تبسيط إجراءات العمل، وتبين أن الإدارة تمتلك وسائل متقدمة تُستخدم في التخطيط الإلكتروني، وقد أولت له أولوية قصوى لما له من دور في تبسيط الإجراءات.

وأوصت الدراسة بعدد من التوصيات، من أهمها: الاستمرار في استخدام أساليب التخطيط الإلكتروني للإسهام في تبسيط إجراءات العمل، وضرورة استقطاب ذوي الخبرة والمؤهلات العلمية لوضع الخطط والتخطيط الإلكتروني بما يسهم في تبسيط الإجراءات، بالإضافة إلى الاهتمام بتوفير أحدث الوسائل المستخدمة في التخطيط الإلكتروني لتعزيز كفاءة تبسيط إجراءات العمل.

**الكلمات المفتاحية:** الإدارة الإلكترونية، تبسيط الإجراءات، التخطيط الإلكتروني، التنظيم الإلكتروني، التوجيه الإلكتروني، الرقابة الإلكترونية، كفاءة العمل، التحول الرقمي، الأداء المؤسسي، تحسين العمليات.

### **Abstract:**

The study examined the impact of electronic management on simplifying work procedures. It aimed to highlight the effect of electronic planning on simplifying procedures, clarify the relationship between electronic organization and the simplification of procedures, identify the impact of electronic directing on simplifying procedures, and examine the effect of electronic control on simplifying procedures.

The study adopted the descriptive-analytical approach, in addition to the historical and inferential approaches. Among the most important findings was the existence of a statistically significant relationship between electronic planning, organization, and control, and the simplification of procedures to a large extent. The use of various electronic planning methods contributed to simplifying work procedures. The management possesses advanced tools used in electronic planning and has given it high priority due to its role in simplifying procedures.

The study recommended several measures, including the continued use of electronic planning methods to contribute to simplifying work procedures, the necessity of recruiting individuals with expertise and academic qualifications to develop plans and engage in electronic planning, and the importance of adopting advanced tools and technologies used in electronic planning to enhance the efficiency of simplifying work procedures.

**Keywords:** Electronic management, simplification of procedures, electronic planning, electronic organization, electronic guidance (or direction), electronic monitoring, work efficiency, digital transformation, institutional performance, process improvement.

### ***Intrudction:***

The recent changes in information and communication technology have had a clear impact on the lifestyles of humanity today. Modern technological means have become an integral part of human aspirations in all administrative and technical fields. The production of ideas has become embodied in the concept of e-management, representing another type of modern administrative technology practice. This has led to significant changes in the field of e-management at the administrative development level.

Many countries around the world have sought to keep pace with administrative and technological developments by relying on administrative planning strategies to catch up with technology in administrative fields. This is an inevitable consequence of the changes brought about by the global technological revolution, especially during crises. Therefore, crises are considered an opportunity to expand e-management across all sectors, to contribute to achieving comprehensive development in line with digital transformation.

The advantages of e-management are not limited to administrative aspects alone, but extend far beyond them. This makes the study of e-management and its effects an important topic that must be highlighted and examined.

Many institutions and companies are looking to simplify their work procedures by integrating e-government into their services for both clients and management. They strive to achieve this through a strategic vision, whether short-term or long-term. Digital technology has brought about significant change for institutions that have begun developing and modernizing their electronic systems.

The communications revolution, in all its forms, now defines an organization's vision through streamlined procedures implemented via e-government. The successful implementation of e-government is considered a measure of development and progress.

### **Problem of the Study:**

The problem addressed in this study lies in the slowness and inefficiency of services provided by government institutions, as well as the numerous complaints from clients and stakeholders dealing with these

institutions. This may be due to these institutions' reliance on outdated or manual methods, which negatively impacts workflow speed and the quality of services provided.

Therefore, the implementation of e-government is necessary to contribute more effectively to improving service delivery.

### **Objectives of the Study:**

The primary objective of this study is to examine the impact of e-government on simplifying work procedures, specifically by achieving the following goals:

- Highlighting the impact of electronic planning on streamlining procedures.
- Clarifying the relationship between electronic organization and procedural simplification.
- Identifying the impact of electronic guidance on streamlining procedures.
- Revealing the impact of electronic oversight on streamlining procedures.

### **Study Hypotheses:**

- There is a statistically significant relationship between electronic planning and procedural simplification.
- There is a statistically significant relationship between electronic organization and procedural simplification.
- There is a statistically significant relationship between electronic guidance and procedural simplification.
- There is a statistically significant relationship between electronic control and procedural simplification.

### **Study Significance:**

The study's significance is highlighted by the following:

- It complements existing scholarly efforts and fills a gap in the study of e-management, providing information that may benefit decision-makers.
- It enriches Arabic libraries in the field of simplifying work procedures in institutions and their impact on performance development.

- It provides a reference for researchers and opens avenues for future research.

### **Study Methodology:**

The study employs a descriptive-analytical approach, as well as historical and inferential methodologies.

### **Previous Studies:**

#### **Ahmed Koko Jalas's Study (2016):**

This study aimed to identify the capabilities of Faisal Islamic Bank to implement Arabic e-management technology in developing banking services, by understanding e-management and its role in service delivery and development. The researcher used descriptive, statistical, and analytical methods. Among the most important findings of the study were: a statistically significant relationship between technology and the development of banking services; a statistically significant relationship between information and the outcomes of banking services; and a statistically significant relationship between institutions and their ability to deal with information technology.

The study also recommended the necessity of using e-management to develop banking services, and the need for continuous monitoring and development of e-management applications in the banking sector.

#### **Hamza Abdel Qader's Study (2017):**

This study aimed to identify the e-management project through theoretical analysis, as well as the difficulties facing its implementation in the Ministry of Finance. It also aimed to determine the scientific effectiveness of implementing e-management and to identify the strengths and weaknesses the Ministry faces in implementing e-management. The researcher used descriptive, analytical, case study, and historical methods. The study hypothesized a statistically significant relationship between the availability of devices and equipment and employee reliance on them; a statistically significant relationship between software quality and employee reliance on it; and a statistically significant relationship between human resources and responsiveness.

The study reached important conclusions, including that implementing e-management increases customer satisfaction with electronic services,

reduces customer waiting times, and encourages increased attention to employee training and development within the ministry.

### **Tariq Abdul Salam's Study (2020):**

This study aimed to identify the factors influencing the choice of services and online banking platforms offered by electronic banks. The analytical study was conducted on a sample of individuals who deal with banks and reside in various areas of Doha, the capital city. The study's problem was the scarcity of online banking platforms and the quality of services provided by the banking sector. The study employed a descriptive-analytical approach. The results showed a statistically significant relationship between the research sample's ability and knowledge of using information technology and the type of services and online platforms they prefer. The study also demonstrated that the availability of information technology among bank customers is a factor influencing their choice of services and online platforms. Among the most important recommendations of the study are supporting research to develop electronic banking services and platforms to ensure their wider adoption, formulating a marketing policy targeting segments less interested in these services and platforms, and providing government support by supplying the necessary basic technological infrastructure—including secure communication networks—and creating a clear and sound legal and legislative environment for the recognition of electronic signatures.

### **A Study by Abed Yassin (2019):**

This study aimed to clarify the reality of advanced information technology used in banking institutions operating in Jordan and to determine the extent of technology's impact on banks in terms of improving their performance and attracting customers. It also aimed to clarify the extent of customer interaction with available automated banking services. The study's problem lay in the inadequacy of relying on mechanisms and tools to assist banking operations in Jordan, as well as a lack of awareness of these tools among some users. The study employed a descriptive-analytical approach and statistical methods.

The most important findings were a strong positive relationship between electronic banking financial information systems and the overall level of banking services provided to employees, leading to increased customer satisfaction and the attraction of new customers. Furthermore, the

study found no significant risk associated with using ATMs. However, a large percentage of customers do not utilize all available automated banking services. The study recommended several measures, including the need to enhance training for employees in the banking sector, raise awareness of these services among consumers, and improve the utilization of available banking technologies.

### **Saleh Ali Hamed's Study:(2018)**

This study aimed to identify how to implement successful e-management models in human resource management and to understand the current state of e-management at Omdurman Islamic University. The researcher used descriptive, statistical, and analytical methods. The study reached important conclusions, including that employee performance is influenced by senior leadership support for implementing e-management, and that human resources are positively impacted by the technological infrastructure required for implementing e-management.

### ***E-Management:***

E-management is defined as a modern management approach that utilizes information and communication technologies to perform various administrative tasks, including planning, implementation, control, evaluation, and communication, in order to develop and enhance the efficiency of administrative work and achieve planned objectives.

One researcher defines it as the result of the interconnectedness between traditional information systems resources and rapid access to the internet and the web, including the ability to directly link core business systems with stakeholders such as customers, suppliers, employees, and others. This involves using internet and network technologies to develop existing business activities or create new virtual business activities.

It has also been defined as: “An integrated electronic system based on information and communication technologies, transforming manual administrative work into work carried out using modern digital technologies.” This definition is considered the most comprehensive and appropriate for e-management, as it is the clearest and most suitable for understanding the concept.

It is also defined as a system of business and activities carried out electronically through networks. It refers to the function of completing

work using electronic systems and means. Electronic management accomplishes administrative functions such as planning, organizing, controlling, and decision-making through the use of information technology systems within the organization, on the one hand. On the other hand, it connects the organization with key stakeholders, including suppliers, buyers, customers, competitors, and government agencies, in order to develop the organization's relationships with its environment.

Researchers define e-management operationally, based on these definitions, as the use of information and communication technologies to guide university policies and procedures in order to achieve its goals and provide the necessary flexibility to respond to internal and external changes.

### **The Importance of E-Management:**

The importance of e-management, whether for institutions or at the national level, lies in the following:

- Reduced production costs and increased profitability for the institution.
- Improved product quality and increased competitiveness.
- Avoidance of risks associated with paper-based transactions.
- Capitalizing on opportunities available in modern technology markets.
- Creating new opportunities for freelance work.

One researcher believes that the importance of e-management lies in the following:

- A. Improving performance and decision-making effectiveness by making information and data available to those who need them, and facilitating access through internal networks with minimal effort.
- B. Flexibility in employee work, through easy access to internal networks from anywhere, allowing them to work at any time and place. With e-management applications, the office has effectively become borderless.
- C. Ease of conducting remote meetings (video conferencing) between geographically dispersed departments.
- D. Ease of completing customer transactions through a single entity responsible for this task.

- E. Ease of storing, preserving, and protecting data and information from disasters and natural factors by maintaining backups outside the organization's boundaries.
- F. Development of technological infrastructure, including encryption systems and other technical requirements.
- G. Privacy and security, as e-management ensures appropriate standards of confidentiality, security, and reliability, which contributes to its growth and development in customer service.

The researchers believe that digital information systems enable a transformation in processes that is not possible under paper-based systems. Accordingly, e-management seeks to implement effective improvements in modern institutions, resulting in three main advantages: improved customer services, enhanced relationships with suppliers and the financial community, and increased return on investment for shareholders and owners.

These developments are expected to continue expanding in the future, enabling the application of comprehensive modern technologies that will improve management efficiency and effectiveness.

### **Objectives of E-Management:**

The global interest in employing information technology in management is not arbitrary. Electronic methods have become a fundamental driver of national progress and advancement, leading to increased capabilities for individuals and institutions, and consequently higher efficiency, effectiveness, and productivity.

E-management also seeks to transform institutional operations by introducing new technologies and innovative work styles that align organizations with community needs. Among the objectives that can be achieved through e-management are the following:

- Developing management practices by utilizing modern digital technologies, including solutions and activities that enhance administrative work, increase employee efficiency and productivity, and prepare a new generation capable of working with advanced technologies.
- Combating bureaucracy and eliminating the complexities of daily work.

- Providing decision-makers with timely and accurate information and data, and improving the level of oversight.
- Reducing operating costs by minimizing paper usage, decreasing the number of files and storage units, and accelerating transaction processing.

### **Characteristics of E-Administration:**

In general, e-administration is characterized by several features, including:

- Managing files rather than merely storing them.
- Reliance on electronic documents, which are faster, easier to store, modify, and retrieve.
- Use of electronic conferencing, allowing meetings to be conducted remotely without the physical presence of participants.
- Flexibility and rapid response to events and changes, regardless of time and location constraints.
- Dependence on electronic archives for data and information, and communication through email and voice messages instead of traditional methods.
- Transition from manual memoranda to electronic monitoring via screens, relying on remote supervision and remote work, which reduces costs and increases efficiency.

### ***Streamlining Procedures:***

This refers to eliminating complexity, redundancy, overlap, and waste of time, effort, and money, with the aim of finding the best ways to achieve goals effectively and efficiently, within the available resources. It is also defined as: “An approach intended to shorten certain work procedures or routines in order to reduce completion time, by analyzing the steps through specialists, then eliminating some unnecessary steps or procedures, thus saving time and increasing worker productivity over time”.

Simplifying work procedures also means the study that aims to record, review, and analyze the procedural stages and steps that are part of the process under investigation, with the aim of eliminating unnecessary details, reducing repetition in some review procedures, combining two procedures into one, or reconsidering and facilitating procedures to save time and effort wasted in the workflow, or increasing the number of means

of production (people or tools) to reduce work bottlenecks when passing through a certain point.

The concept of simplifying work procedures also includes preparing and analyzing the work distribution plan, redistributing the workload, and redistributing jobs. Simplifying procedures improves productivity, enhances and streamlines forms and steps, improves internal planning, increases human performance, develops a better work environment, reduces waste, lost time, and routine work, and improves both the efficiency and effectiveness of jobs, as well as overall work efficiency .

It is a methodology for reviewing administrative procedures by merging, eliminating, or streamlining steps to ensure work improvement and development, increasing the effectiveness of procedural steps compared to their initial implementation, and optimizing the use of available resources.

It is clear to the researchers from the above that simplifying work procedures is the process through which current work procedures are studied and analyzed to verify workflow, determine the necessity of certain procedural steps, and assess whether they can be merged, eliminated, or delegated to others. This is achieved by creating workflow diagrams to identify responsibilities, waiting times, and the need to perform these steps as separate operations, among other aspects of analysis. The goal is to arrive at the optimal procedure to meet work requirements, save time and effort, increase employee productivity and morale, and improve the level of service provided by the administration to beneficiaries.

### **Procedure Simplification Mechanisms:**

Procedure simplification employs the following mechanisms:

1. Studying and documenting all procedures in preparation for their integration into comprehensive flowcharts of these steps, enabling a scientific and thorough analysis of the procedures.
2. Reviewing customer complaints and feedback from employees in relevant departments regarding problems encountered during the implementation of procedures.
3. Measuring the time and effort expended in performing procedures and assessing their suitability to the actual needs of the procedural sequence.

4. Analyzing process flowcharts using computer software to identify problems, responsibilities, and the time spent, whether sequentially or concurrently, on each individual procedure.
5. Developing specific proposals for simplifying work procedures with maximum efficiency to achieve the required effectiveness and reduce time and effort.
6. Discussing proposals and opinions with relevant parties and incorporating their feedback into recommendations for modifying and simplifying procedures that require study, analysis, and practical solutions.
7. Identifying proposals and problems encountered during the implementation of procedures, discussing them, and analyzing them with the relevant departments.
8. Identifying the legal, regulatory, and organizational aspects to be considered when simplifying each procedure or step in the document cycle.
9. Utilizing modern automated systems to develop the necessary programs for automating procedures, including work models used to facilitate and expedite completion, maintain information quality and integrity, and reduce human effort.
10. Finalizing and approving the simplified procedures and testing their implementation in practice for a specified period.
11. Training personnel on how to use automated systems and apply the new procedures and models scientifically and correctly to ensure proper implementation.
12. Establishing a system for continuous monitoring and improvement of work procedures at regular intervals to ensure proper implementation and to resolve any problems encountered during their application.

Based on the above, it can be concluded that simplifying work procedures reduces the number of administrative roles required to perform jobs and tasks, thereby freeing up resources for other, more productive activities. Furthermore, simplifying work procedures contributes to reducing stress and complaints among employees due to fewer errors. In general, simplifying work procedures reduces the financial costs associated with completing tasks and transactions.

## **Tools for Simplifying Work Procedures:**

### ***The First Tool: Business Process Reengineering (BPR):***

This is the radical redesign of administrative processes, aimed at achieving rapid and significant improvements and realizing substantial performance development using current information systems technology. It represents a fundamental adaptation of processes to align with stated objectives and ensure the organization's full compatibility with local and global changes. It involves a fundamental rethinking and radical redesign of administrative processes to achieve substantial, rather than incremental, improvements in performance standards.

Therefore, BPR is a management tool based on a planned and deliberate radical change in the organizational structure of administrative processes. It restructures and redesigns these processes, focusing on the organization's core competencies to achieve rapid and significant improvement that ensures faster work completion, reduced costs, and the achievement of desired quality.

From this concept, the scientific implications of BPR can be summarized as follows:

1. Changing the fundamental work methodology to achieve substantial performance development.
2. Focusing on speed, cost, and quality.
3. Employing information technology to achieve the required improvements.
4. Modernizing the organization's core processes to enhance performance.
5. Abandoning outdated methods and embracing new ones, while innovating to improve work outputs.
6. Re-evaluating organizational performance, its methods, levels, and trends, and identifying ways to improve it.
7. Increasing organizational efficiency and enhancing its services within a modern information system.

### ***The Second Tool: Six Sigma:***

The Six Sigma methodology has garnered significant attention from researchers due to its modern management concepts in both industrial and service sectors. Opinions about it vary depending on researchers'

backgrounds; some view Six Sigma as a statistical measure, while others see it as an organizational philosophy and management approach.

Six Sigma is defined as: “The smartest way to manage work. It prioritizes customers, utilizes facts and data to arrive at better solutions, and aims to minimize errors in all activities.” Furthermore, Six Sigma is not merely a quality initiative but rather: “A management commitment, a philosophy of differentiation, customer focus, process improvement, and the activation of measurement, rather than relying solely on feelings and beliefs.” It is considered one of the best approaches to addressing the changing needs of customers and the market, in a way that serves the interests of employees and shareholders alike.

Six Sigma is a system that combines effective leadership with employee engagement and energy. Its benefits are not limited to increased profits. Employees at all management levels in organizations implementing Six Sigma have found that focusing on customer satisfaction, clear performance processes, precise measurement, and improved tools makes their work more effective and rewarding, both morally and materially, while simultaneously reducing disruption.

It is clear from the above that Six Sigma is a comprehensive improvement system aimed at achieving near-zero defects in an organization’s production, in order to satisfy customers and meet their needs, desires, and expectations. This is achieved through product improvement, cost reduction, increased profits, and the elimination of waste.

On a practical level, across organizations of all types, several studies have highlighted the importance of Six Sigma in achieving control and evaluation. The results indicate that Six Sigma improves returns through the optimal investment of resources, enabling organizations to remain competitive. These studies also confirm its role in improving performance, streamlining work procedures, and enhancing quality levels. Implementing Six Sigma leads to outstanding levels of quality, with defects reduced to 3.4 per million opportunities.

Furthermore, Six Sigma offers numerous advantages to organizations, including improved performance quality, standardized work procedures, effective task distribution, and increased satisfaction among customers, the market, and the wider community with the organization’s services.

## Methods for Simplifying Work Procedures:

These mechanisms and methods may be arranged in ascending order from easiest to most difficult. When studying work procedures to simplify them, it may be found that several methods can be used simultaneously. The following is a brief overview of these well-known methods and mechanisms in the field of simplifying work procedures:

1. **Eliminating unnecessary steps:** When reviewing and analyzing work procedures, it often becomes clear that some procedures are unjustified and unnecessary, placing a burden on the work by requiring additional time, effort, and costs without justification or benefit. Therefore, they must be eliminated.
2. **Combining small, similar, and complementary steps into one:** Work analysis may reveal that a single process or service has been fragmented into numerous steps, resulting in too many employees being involved in completing a single transaction. As the saying goes, excessive congestion hinders progress. This situation is often found in some government institutions due to overstaffing, leading to scattered responsibilities, difficulty in defining roles, and prolonged transaction completion times as tasks pass from one employee to another.
3. **Bringing together the offices of employees involved in providing a single service:** Reducing the dispersion of offices improves convenience for service recipients. One factor that slows procedures is the physical separation of offices. For example, releasing goods from customs in some countries may require numerous signatures from employees located in different places. Streamlining procedures involves consolidating these offices into a single location, facilitating transactions and reducing distances between employees. In some cases, this may include removing internal barriers between offices.
4. **Reorganizing offices:** This involves creating a layout that facilitates smooth service delivery, making it easier for employees to transfer documents and enabling clients to complete services quickly. Reorganizing workspace, including allocating appropriate locations for employees and equipment, contributes to a more efficient workflow.
5. **Unifying auditing and oversight steps into one streamlined process:** Increasing oversight steps in pursuit of accuracy may lead to inefficiencies. Assigning multiple employees to auditing tasks can result

- in mutual dependency, where each assumes others will perform the necessary checks, potentially leading to errors.
- A. Mutual dependency among auditors may result in inadequate document verification.
  - B. Unifying registration and documentation steps into one process can reduce duplication, as multiple units often maintain separate records unnecessarily.
6. **Reviewing the forms used:** Many organizations rely on outdated forms that no longer meet modern requirements. Reviewing and reducing these forms helps simplify procedures. With the adoption of information technology, some forms may become unnecessary, although forms still serve as a means for clients to request services and acknowledge related obligations.
7. **Unifying information sources:** Multiple databases increase costs and complicate transactions. Establishing a unified information system with a central database simplifies processes by consolidating data used across different organizational units.
8. **Decentralization and delegation of authority:** This involves transferring authority from higher to lower administrative levels, enabling middle management to handle tasks. While delegation saves time and effort, it must be implemented carefully to avoid accountability issues or inefficiencies caused by unprepared personnel.
9. **Changing the workflow method:** Work can be managed through three main approaches:
- A. Sequential method: Tasks are completed step by step, with each employee responsible for a specific stage. While this supports specialization, it may increase completion time.
  - B. Parallel method: A single employee handles all steps of a transaction, or multiple employees handle different transactions simultaneously. This reduces the need for clients to move between offices and saves time.
  - C. Single-session method: Multiple employees or units work on the same transaction simultaneously, requiring multiple copies that are later consolidated. This method saves time but is less commonly used.
10. **Computerization:** The use of computers facilitates transactions by replacing paper-based processes with digital systems. Data is stored electronically, allowing instant retrieval instead of manual searching.

Computerization reduces paperwork, speeds up processes, and minimizes the exchange of physical documents between departments and clients.

### **Conclusions:**

1. A statistically significant relationship exists between electronic planning, organization, and control, and the simplification of procedures.
2. The use of various electronic planning methods has contributed to simplifying work procedures.
3. Management possesses a progressive vision for leveraging technological advancements in electronic planning to simplify work procedures.
4. Management has benefited from experienced and qualified personnel in developing plans and implementing electronic planning to simplify work procedures.
5. Management possesses the best tools for electronic planning and has prioritized it to simplify work procedures.
6. The electronic work plan is flexible and user-friendly, facilitating the simplification of work procedures.
7. Senior management has implemented electronic organizational applications to simplify work procedures.
8. Management's access to the best tools for controlling work through electronic organization has led to the simplification of work procedures.
9. Management has diligently monitored electronic organization to ensure the simplification of work procedures.
10. Management has strived to provide all employees with the tools necessary for electronic guidance to simplify work procedures.
11. The devices were linked to the hotline management website to issue directives electronically, thus streamlining work procedures.
11. Electronic directives are easy to use and save time, further simplifying work procedures.

### ***Recommendations:***

Based on the findings, the researchers recommend the following:

1. Continue using electronic planning methods to contribute to streamlining work procedures.
2. Leverage various technological advancements in electronic planning to simplify work procedures.
3. Recruit experienced and qualified individuals to develop and implement electronic planning to streamline work procedures.
4. Invest in acquiring the best tools for electronic planning to simplify work procedures.
5. Increase attention to developing and implementing electronic plans and prioritize them across all institutions to save time and streamline work procedures.
6. Ensure that the electronic plan is flexible and user-friendly to simplify work procedures.
7. Establish an electronic system that connects departments with employees to streamline work procedures.
8. Expanding access to the best tools for managing work processes electronically to streamline procedures.
8. The need for management to closely monitor the implementation of electronic organizational methods to simplify work processes.
9. The necessity of promoting a culture of electronic communication and ensuring all employees have access to the tools necessary for streamlining work processes.

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