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# The Impact of the Availability of Technological Infrastructure on the Success of the Electronic Document Management System of the Palestinian Pension Authority

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**Abstract:** *The aim of the study is to identify the impact of the technological infrastructure on the success of the electronic document management system of the Palestinian Pension Authority. In order to achieve the objectives of the study, the researchers used the analytical descriptive method in which it tries to describe the phenomenon studied, analyze its data, the relationship between its components and the opinions that are raised around it, and use the method of Complete Census due to the small size of the study community and accessibility to the target group. The researchers distributed (108) questionnaires to the community of this study, consisting of (65) employees in the Gaza Strip and (43) employees in the West Bank, and all the questionnaires were retrieved.*

*The results of the study reached the following results: The study community agreed on the availability of the infrastructure of the Authority, where the ratios ranged from good to very good. Generally, the average mean of the axes was 4.09 and a relative weight of 82.0%. This result confirms the Authority's ability to provide suitable infrastructure and its ability to adapt to the electronic document management system, divided into: the employment of the latest computers to work in the Authority, and a relative weight of (83.5%). And provide the latest software and databases to work in the Authority, and a relative weight of (85.5%). The provision of computer network linking all the departments of the Authority with a relative weight of (77.0%). Members of the study community agreed that the electronic document system requires special technical skills and resistance from some of the jobs and specialties of the Authority who do not want to deal with the computer. Furthermore, the electronic documentation system would reduce the cost of the current system and would reduce the tasks assigned to staff members of different jobs.*

*The study has reached a number of recommendations, the most important of which is: The Authority should endeavor to increase and develop its services for retirees, especially after the incorporation of private sector institutions and universities and opening the door to all sectors of society in Gaza and the West Bank and enhance its competitiveness among the international social security institutions. The need to hold training sessions and workshops for senior administrative levels to raise awareness of the culture and concepts of electronic document management system, including the general managers and managers as a first stage, which then extends to the lower administrative levels. Enhance the interest in the existence of a central computer network linking the main office in Gaza with the rest of the branches in the West Bank in order to ensure the implementation of the electronic document management system and the ability to hold meetings via videoconferencing and the ability to exchange electronic data copies. Promote the attention to the website of the Authority and activate it to be able to provide electronic services; by linking to an interactive database, dissemination of plans, policies, decisions, generalizations, objectives, the latest activities, news, and create an email to all employees in order to allow them to e-mail by automating all transactions with the electronic management documents system.*

**Keywords:** Technology Infrastructure, Electronic Document Management System, Palestinian Pension Authority, State of Palestine.

## 1. INTRODUCTION

The world has witnessed significant advances in ICTs, which have become one of the most indispensable infrastructures in our modern societies. The more reliable these technologies are, the greater the progress of institutions. What distinguishes information and communication technology is the dynamism and the wide spread and unlimited development. Perhaps this development led to the emergence of many fields, perhaps the most prominent area of electronic documents, where administrative documents are one of the most important sources of information in modern times. It contains information that does not contain other sources, such as books. These documents are formally produced within official bodies in accordance with official laws and regulations. Document information is therefore accurate and reliable, based on information that is often influenced by the author's attitudes, tendencies, ideas, opinions and culture. (Al-Agha, 2007). On the other hand, we believe that the conditions surrounding us and the developments on the national, regional and international levels indicate the necessity of keeping pace with the technological progress in the field of information and communications (Kassab et al., 2017), (Al Shobaki et al., 2017), (Al Shobaki & Abu Naser, 2016), (Al Shobaki, 2017), (Abu Naser & Al Shobaki, 2016) and (Abu Naser et al., 2016).

One of the most important systems on which the Palestinian Pension Authority relies is its document management system. The system relies on the handling of documents and files, including the files of retirees - the beneficiaries whose services are terminated in accordance with the various laws and regulations in Palestine - (The Insurance and Pensions Law and its amendments, 1992) and the Public Pension Law No. 07-2005), because the paper documents contained therein contain the information on which they will be based due to the multiplicity of laws and the emergence of successive amendments, it is always necessary to refer to these documents for the application of amendments to them, for several reasons: the damage of files expected to occur as a result of old age, the increased size of the paper archive, increase the reproduction process in several forms of copies paper at high and slow costs, book several stores to store these paper files that require large and expensive spaces, and difficulty tracking and accessing paper files.

## **2. PART I: THE GENERAL FRAMEWORK OF THE STUDY**

### **2.1 First- Study problem**

The problem of the study is to answer the following question: Is there an impact of the availability of the technological infrastructure of the Palestinian Pension Authority on the success of electronic document management system? The following questions arise from the main question:

- The first sub-question: Is there an impact on the employment of computers and accessories on the success of the electronic document management system in the Palestinian Pension Authority?
- The second sub-question: Is there an impact on the application of software and database applications to the success of the electronic document management system in the Palestinian Pension Authority?
- Third sub-question: Is there an impact of employing the available technologies in the field of networks and communications on the success of the electronic document management system in the Palestinian Pension Authority?

### **2.2 Second- Research Objectives**

The aim of this research is to achieve the following objectives:

- Identify the impact of the availability of technical infrastructure (software, equipment and communications) on the success of the electronic document management system in the Authority.
- Examine the impact of software availability as part of the technical infrastructure on the success of the electronic document management system in the Authority
- Study the impact of equipment as part of the technical infrastructure on the success of the electronic document management system in the Authority
- Identify the availability of communications as part of the technical infrastructure on the success of the electronic document management system in the Authority
- Outcomes and recommendations contribute to the development of electronic document management system.

### **2.3 Third- Research Importance**

The study derives its importance from its scientific subject as well as its practical application where the importance of this study is the attempt to enrich the studies and researches conducted in the field of electronic document management system, which are relatively few, especially in the Arab societies, because of their modernity and diversity, the importance of this study also stems from the study and research of an important segment of society, which is the Palestinian Pension Authority. Therefore, it can be said that this study is one of the few studies, if not the first, to be conducted on the Palestinian Pension System, the aspects of the importance of the study can be determined by the contribution and the expected addition, as follows:

- This study draws on its importance as it is characterized by modernity and scientific and practical excellence.
- To highlight the importance of electronic document management system to preserve documents from damage and loss in the long term, and to inform the staff of the importance of electronic documents and how to deal with them to provide electronic documents and records, and the consequent saving time and effort.
- Statement of the impact of the development of the infrastructure of networks and communications with the latest devices, which provides rapid transfer of electronic documents and information, and work in a small environment, regardless of distances within the powers of clear management.
- Keep abreast of the technological developments in the field of electronic documents in the world.
- The Palestinian Pension Authority can benefit greatly from the study to develop its document management system, which helps them save time, effort and costs as well as increase productivity and performance.
- To stimulate the Authority to develop its technological capabilities as a prelude to linking it to e-government, and this meets with this current research regarding the availability of technological infrastructure and also that electronic archiving should be one of the main parts of the e-government project.

- To enrich the Arab academic arena with new research studies and partnerships in the fields of administrative development.

#### 2.4 Fourth- Research Hypotheses

In order to provide an appropriate answer to the questions posed, and the study seeks to test the validity of the following assumptions:

**H1:** There is a statistically significant impact on the availability of the technological infrastructure of the Authority on the success of the electronic document management system in the Palestinian Pension Authority.

**It has the following sub-assumptions:**

**H1-1:** There is a statistically significant impact on the employment of computer hardware and accessories on the success of the electronic document management system in the Palestinian Pension Authority.

**H1-2:** There is a statistically significant impact of the application of software and database applications on the success of the electronic document management system in the Palestinian Pension Authority.

**H1-3:** There is a statistically significant impact of employing the available technologies in the field of networks and communications on the success of the electronic document management system in the Palestinian Pension Authority.

#### 2.5 Fifth- Research Limits and Scope

1. **Subject (Academic) limitations:** The objective of the research was to examine the impact of the availability of technological infrastructure on the success of the electronic document management system of the Palestinian Pension Authority.
2. **Place Limitations:** The research was carried out on the Palestinian Pension Authority.
3. **Human Limitations:** The search for workers in the Palestinian Pension Authority was conducted.
4. **Time Limitations:** the study was conducted, preliminary data was collected, and statistical analysis was performed during the year (2017).

#### 2.6 Sixth- Previous studies

- The study of (Kassab et al., 2017) aimed to identify the reality of management of electronic documents and electronic archiving retirement in the Palestinian Pension Agency -analytical study, as well as to recognize the reality of the current document management system in the Palestinian Pension Agency. The study found the following results: that the reality of the current system for the management of documents in the agency is weak and suffers from many jams. Employee in the agency understand the importance and benefits of the management of electronic documents system, where the application of electronic document management system provide important features and benefits most of which reduce the loss of documents between departments, illustrates the flow path, the speed, accuracy, transparency, and reduce the proportion of damage and destruction of files. Furthermore, the electronic documents system cost will be less than the cost of the current system and it will reduce the tasks assigned for the staff. The existence of a clear adoption of the agency for the policies and procedures established for the application of electronic documents management system. There are weak plans for training and developing of staff in the agency to raise their efficiency. The study found a set of recommendations, including: increased interest and awareness of the need to implement policies, mechanisms, and procedures to ensure the success of electronic document management system through benefiting from the experiences of other organizations and the private sector. The agency need to increase and develop its services for retirees in order to encourage the private sector, universities, and institutions to join the agency, and open the way for all segments of society in Gaza and West Bank and enhance its competitiveness between international social security institutions. The need to focus its attention on developing and publishing appropriate clear plans and specific goals about management of electronic documents and the agency should be committed to apply them. The need to focus on the establishment of a public management of archiving in the structure dealing with all technical operations and having competent and qualified employees in the field of electronic document management. The need to focus on the Palestinian National Archives and the follow-up with the international standards by the International Council Archives (ICA).
- The study of (Al Shobaki et al., 2017) aimed to identify the status of the application of electronic document management system in governmental institutions – the study was applied on the Palestinian Pension Agency. The population of this study is composed of all employees in the Palestinian Pension Agency. In order to achieve the objectives of the study, the researchers used the descriptive and analytical approach, through which try to describe the phenomenon of the subject of the study, analyze the data and the relationship between the components and the views put around it. Census method was

used due to the small size of the study population and ease of access to the target group. (108) questionnaires were distributed to all members of the study population, were (65) employees in the Gaza Strip and (43) employees in the West Bank. All questionnaires were recovered. The study found the following results: There were no statistically significant differences in the members of the population in response to differences in the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Authority due to the age. There are no statistically significant differences in population members in response to the reality of the application of electronic document management system in governmental institutions - case Study on the Palestinian Pension Authority due to the variable nature of the job. As well as there are no statistically significant differences in the members of the population in response to the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Authority due to the variable of specialization. There are statistically significant differences in the study about the reality of the application of electronic document management system in governmental institutions - case study on the Palestinian Pension Authority due to Qualification variable for the benefit of members of the population study who are holding a Bachelor degree. There are statistically significant differences in the study about the reality of the application of electronic document management system in governmental institutions – case study on the Palestinian Pension Authority due to the variable number of years of experience for the benefit of members of the study population who have experience between 11-15 years. The study found a group of recommendations, including: the need to focus on the establishment of a general management of electronic documents in the organization structure that takes care of all the technical processes in it an contains scientifically qualified persons in the field of electronic document management. The need is for the attention in developing strategic plans, policies and mechanisms of action commensurate with the electronic document management system.

- A study of (AL-Alul, 2011) aimed at identifying the availability of the requirements of the success of the application of electronic management in the top 100 charitable societies in the Gaza Strip and their impact on institutional readiness against corruption. The researcher used the analytical descriptive method. The researcher also prepared a questionnaire for the purpose of research as a main tool. It was distributed to the managers of the top 100 charitable societies with 100% recovery rate. In addition, four interviews were conducted to explain some of the results. The success of applying electronic administration in the major charities in the Gaza Strip by 68.92%, as they become more available in the internal processes of the association and decrease in relation to the public. This reduces the realism of the application of electronic administration in the full level of service delivery to the external public, the charitable organizations in the Gaza Strip enjoy institutional readiness against corruption by 76.68%. This ratio reduces corruption but does not prevent it, especially in light of the low level of corruption. Appropriate income, and with insufficient degree of integrity values, which may transform transparency, accountability and accountability into formal and public actions that are disguised by corrupt practices. The study concluded several recommendations for the various parties concerned, the most important of which are: The need for charities to include the application of electronic management adequately in the strategic and operational plans of the association, and focus on the involvement of relevant bodies and to motivate and train the employees to achieve success of the application and the development of technical infrastructure and enhance its maintenance and fortifying them with licensed and integrated information security programs, and gradually developing the association's website to interact with the public and provide services.
- A study of (Marasini and others, 2008), which aims at clarifying ways of removing obstacles and ways of change used by small and medium sized enterprises to implement the uses of the Internet and IT in their work. The researchers studied and analyzed the data of 32 companies from the industrial sector in a region in the northeast of the United Kingdom. These companies were among the companies involved in the adoption of the Internet technology initiative. Two models of change have been used: the traditional model and the development model in the analysis of how small and medium-sized enterprises (SMEs) adopt ICT work. The study showed that most small and medium sized companies prefer the developmental model of change due to the presence of technology and organizational matters (culture, structure, responsibilities). This is the model used by most small and medium size companies. The study also showed that personal and informal learning plays an important role in making technology applications more successful than formal training because it allows users to organize concepts and ideas according to their own references. The study resulted in a number of obstacles that hindered the adoption of ICT initiatives, the most important of which were cultural and administrative

obstacles such as fear of technology and resistance to change, financial constraints especially at the beginning of application where the cost is high, technical obstacles Such as privacy, confidentiality and lack of technical expertise, lack of awareness of the benefits and benefits of using new technology.

- A study of (Adwan, 2007), which aims to identify the acceptance of citizens in the Gaza Strip to access services through e-government. To achieve the objectives of the study, the researchers distributed a questionnaire to 400 individuals divided into four strata, namely public and private sector employees, students and the unemployed. The study showed a strong acceptance by citizens to obtain services through e-government. And knowledge of the benefits of e-government, and provide the infrastructure necessary to use e-government services for many citizens, in addition to many of them are good at using the computer and the Internet, and the existence of confidence in the electronic services of citizens and that will be resolved FH traditional service problems through them, and provide the intention of citizens to use the services through e-government and provide for that, although there has been some skeptical citizens about the violation of their privacy when dealing with electronic services and fear of services provided through the Internet. The study included a number of recommendations, the most important of which are: The importance of providing free training places to train citizens on the basic skills of using the computer and the Internet through an integrated training plan, as well as contributing to the provision of infrastructure for the use of electronic services to citizens by encouraging private sector companies to offer easy installment programs To citizens and create competition at the level of the terrestrial communications and mobile phone, which will positively reflect on the citizen, and follow the policies of transparency in the work to achieve the expectations of citizens and reassurance about e-government services, Legislation and laws governing the methods of work of electronic services and the relationship of citizens, the need to qualify a number of men of law to deal with issues arising from dealing with electronic services.
- The study of (Abbas, 2003) focused on the archiving concept in developed countries, which depends on the care of documents from the moment of its establishment in the departments and other governmental and public bodies, and the follow-up of these documents until their final fate is decided either by permanent conservation or destruction. It also presented pilot experiences in the use of digital systems in the documentation and archiving centers, national libraries and the advantages of digital systems. He pointed out that three things must be balanced: document preservation - cost - ease of use when the archive is oriented towards digital systems. Then display digital media used in document processing (magnetism, photovoltaic), equipment, software, Internet archives. He went on to recommend that the role of the Arab Archive should prepare itself to face future prospects, the criteria for confidentiality, and ways to make the document and the rights of its retrieval.

### **3. PART II: THE THEORETICAL FRAMEWORK OF THE STUDY**

Information is no longer just a kind of luxury, which boasts communities or institutions, but has become a cornerstone in the development of society and achieve the desired well-being, and has entered the information and communication technology all fields of scientific social and human, our present and future era is the age of electronic information in the service of society is essential for maximizing human thought and mind with computers, networks, modern means of communication, artificial intelligence and expert systems.

In the past decades, the archives relied on paper documents. However, after the end of the Second World War, the situation changed completely, not only because of the increase in the amount of information produced by state agencies, but also in the forms of media that record and store information, whether textual, Or video, with the possibility of linking them.

The advent of information technology and the development of networks did not have a major impact on archival work in terms of integration and openness to global information systems in the way that libraries and distributed and open systems were integrated. The elements of secrecy and privacy played a key role in maintaining the isolationism of archival work.

But in recent years, specifically since the beginning of the 1990s, technological uses have evolved in areas related to information and scientific research, such as electronic publishing and databases. In the face of these huge volumes of documents and mobile and reciprocal information on open networks, it was necessary to find appropriate technical solutions to control and control the various aspects of dealing with them (Jamie, 2001).

The electronic document system is similar to any manual document archiving system in terms of the general structure of document archiving tools including Cabinet, Drawer, Folder, Files, Documents, and Scanner.

Management Information Systems (MIS) deal with data and documents that are an original source in the organization, whether they are produced by the organization within the framework of its work or received through the external environment. These data and documents are handled through the organization's information system. Data and documents in the organization through the

control of the documentary cycle and the procedures for the performance of administrative activities, while facilitating the means of monitoring these procedures and monitoring their implementation. Therefore, the aim of the information systems was not only to monitor, Storage and storage, but the ultimate goal is the retrieval, circulation and selective transmission of information and documents when needed to the user communities END USER. Advanced systems aim to provide immediate and accurate answers in the light of the documents and data stored in the database, in addition to automating procedures to save time and effort and ensure confidentiality at The process of identifying the tracks through which the procedures are accomplished within each department and department in the organization through the so-called electronic document system, which deals with the management of data and documents within the organization since its establishment or reception until completion Thus avoiding many of the problems of manual archives (Simon, Chaney and Lillian, 1998).

**3.1 E-archiving has two main objectives (Al-Jamie, 2001):**

1. The long-term strategic goal of e-archiving is to achieve a paperless environment and an e-government with no queues, no paper documents.
2. The immediate goal of the organization from electronic archiving: is to counter the massive flow of documents and control archived archives stored, processed, saved and retrieved in the fastest response times and speed of the times.

That electronic archiving will help to quickly processing documents indexed and indexed automatically and saved in more than one original and the distribution of these "originals" to the various parties involved, and therefore no longer afraid of the employee's slow access to the document. The retrieval of the document has become more rapid and in a more varied way. The unordered document is in the documentation of the lost information. How can a person control the order and save millions of documents today without a system such as the electronic archive system?

**4. PART III: FIELD STUDY**

**4.1 First- Methodology of the study:**

Based on the nature of the study and the objectives it seeks to achieve, the analytical descriptive approach was used, which is based on the study of the phenomenon as it is in fact and it is concerned as a precise description and expressed in qualitative and quantitative terms. This method is not enough to collect information about the phenomenon in order to investigate its manifestations and its different relations, But rather to analysis, linkage and interpretation.

**4.2 Study population and Study Sample:**

The study population consists of all 128 employees of the Palestinian Authority (Gaza Strip - West Bank) who hold administrative positions. 20 employees in service positions (guard, reporter, driver, utility) has been excluded because their responses are not of research value in relation to research topic. Table (1) shows the distribution of the population and the sample of the research by regions

**Table 1:** Distribution of community distribution and sample by region

No.	Region	Number of Employees
1.	Gaza strip	80
2.	West Bank (Ramallah)	48
<b>Total</b>		128

**Source:** Prepared by the researchers depending on the Authority statistics, 2017

Table (1): The researchers used the comprehensive inventory method in the distribution of the questionnaire. The questionnaires were distributed to the administration in the Authority, represented by the following names: Head of the Commission with the rank of Minister, Director General, Director of Department, Head of Section, Head of Division, (108) distributed the questionnaire as follows: (65) employees in the head office of the Authority in the Gaza Strip, and ( 43) Staff in the Authority's headquarters in Ramallah and Hebron - The West Bank represents the study community, so the researchers used it A comprehensive inventory method in the distribution of the questionnaire. 108 (108) questionnaires were retrieved and 108 (100%) were analyzed.

The answers for each paragraph on the Likert scale were as follows:

**Table 2:** the measure of the Likert scale

Category	Strongly Agree	OK	Neutral	not agree	Strongly Disagree
<b>Points</b>	5	4	3	2	1

### 4.3 Third: The Study Tool:

The instrument of study means that the tool measures what has been set to measure. The veracity of the questionnaire has been verified by the following methods:

#### 1. Honesty From the point of view of the arbitrators:

The questionnaire was presented to a number of competent arbitrators in order to ascertain the accuracy of the language of the questionnaire, the clarity of the questionnaire instructions, the affiliation of the paragraphs to the dimensions of the questionnaire, and the validity of this tool to measure the objectives associated with this study.

#### 2. Internal consistency:

The reliability of internal consistency was calculated by finding correlation coefficients for the identification axes, as shown in the following table:

Table 3: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "providing the technical background (dealing with the computer and its accessories) and the level of education of the employees"

No.	Paragraph	Coefficient of correlation	Moral level
1.	The current staff are diverse professionals (administrators, accountants, engineers, programmers) and they have all the ability to handle computers.	0.533**	0.000
2.	Employees receive training on a regular basis to develop their computer skills and abilities.	0.330**	0.000
3.	Existing staff have the ability to adapt to the requirements of the electronic document system.	0.670**	0.000
4.	Most employees have a love of computer learning and access to training courses in computer science.	0.651**	0.000
5.	Increase the ability of staff to deal with the electronic document system due to increased awareness and level of education in the Authority.	0.559**	0.000
6.	Increase confidence in the success of changing the manual to electronic system due to increased awareness and level of education in the body.	0.494**	0.000
7.	The electronic documentation system requires special technical skills.	0.515**	0.000
8.	There is resistance from some employees who do not want to deal with the computer.	0.421**	0.000
9.	It is difficult for employees to understand the mechanisms of the electronic document system.	0.553**	0.000
10.	It is important to start a computer literacy plan for all employees of the TRA to enable them to deal with the electronic document system.	0.419**	0.000

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

Table (3) shows the correlation coefficients between each of the three axes and the total value of the axes. This indicates that the built-in correlation coefficients are significant ( $\alpha = 0.01$ ).

Table 4: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Employment of the latest computers and peripherals"

No.	Paragraph	Coefficient of correlation	Moral level
1.	The number of computers in the body commensurate with the number of employees.	0.612**	0.000
2.	It is easy to provide or develop a computer and peripherals inside the body.	0.701**	0.000
3.	The latest PC servers are available.	0.556**	0.000



No.	Paragraph	Coefficient of correlation	Moral level
4.	It is easy to provide maintenance services for computers and peripherals in the body.	0.736**	0.000

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

Table (4) shows the correlation coefficients between each of the axes - first, and the total value of the axial paragraphs, indicating that the built-in correlation coefficients are significant at the level of  $\alpha = 0.01$ .

Table 5: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "Employment of the latest software and database applications"

No.	Paragraph	Coefficient of correlation	Moral level
1.	A centralized database management system is available within the Commission.	0.724**	0.000
2.	Easy to provide original versions of database management software, software and antivirus.	0.705**	0.000
3.	It is easy to develop software related to document management.	0.804**	0.000
4.	Software to be used has the ability to allow more than one employee to communicate simultaneously at a time.	0.611**	0.000
5.	The Commission has the ability to provide the best databases that provide confidentiality and security of information.	0.711**	0.000

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

Table (5) shows the correlation coefficients between each of the axes of the fourth axis, and the total value of the axial segments, indicating that the built-in correlation coefficients are significant ( $\alpha = 0.01$ ).

Table 6: Calculation of the correlation coefficient and the moral level between the value of each paragraph and the total value of the paragraphs "employing the latest technologies available in the field of networks and communications"

No.	Paragraph	Coefficient of correlation	Moral level
1.	The electronic document management system relies on the presence of a private computer network in the Intranet and the Internet.	0.409**	0.000
2.	The latest specifications are available from computers and computers.	0.752**	0.000
3.	Employees have the ability to share data through a computer network.	0.911**	0.000
4.	The data is exchanged between all the branches of the Authority through the Authority's website.	0.864**	0.000

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

Table (6) shows the correlation coefficients between each of the axes of the fourth axis, and the total value of the axial segments, which shows that the built-in correlation coefficients are significant at ( $= 0.01$ ).

#### 4.4 Structural honesty of the dimensions of the test

Table 7: Calculation of the correlation coefficient and the level of the significance of each axis of the axes with the total score of the questionnaire paragraphs

No.	Axes	Coefficient of correlation	Moral level
1.	Provides the technical background (dealing with computers and peripherals) and the level of education of employees	0.591**	0.000**
2.	Recruiting the latest computers and peripherals	0.627**	0.000**
3.	Employment of the latest database and software applications (Software and Database)	0.665**	0.000**
4.	Employing the latest technology in the field of networking and communications	0.630**	0.000**

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

The above table shows the correlation coefficients between the value of each axis and the total value of the resolution axes, indicating that the built-in correlation coefficients are significant ( $\alpha \leq 0.01$ ) which indicates the veracity of the resolution paragraphs to measure the target for which they were set.

#### 4.5 Stability of the study tool:

The tool of the study means that the tool yields the same results if applied again to the same group of individuals, the results do not change. The questionnaire is confirmed by the following methods:

##### 1. Stability using the formula Alpha Cronbach:

The stability of the study instrument was determined by calculating the correlation coefficients of the axes of the questionnaire by using the Alpha Cronbach formula, as shown in the following table:

Table 8: Stability coefficients of the study axes using the alpha-cronbach method

No.	Axes	Number of paragraphs	Alpha Cronbach coefficient
1.	Provides the technical background (dealing with computers and peripherals) and the level of education of employees	10	0.670
2.	Recruiting the latest computers and peripherals	4	0.672
3.	Employment of the latest database and software applications (Software and Database)	5	0.744
4.	Employing the latest technology in the field of networking and communications	4	0.740

Table 8 shows that stability coefficients are high.

##### Split-half Coefficient

The stability of the study instrument was determined by finding the value of the Spearman correlation coefficient between the individual and marital questions for each axis of the questionnaire. The value of the coefficients was corrected using the Spearman Brown coefficient of correction according to the following equation:

$$\text{Spearman-Brown Coefficient} = \frac{2r}{1+r}$$

The correlation coefficients were calculated in the split half method distribution of the resolution axes, as shown in the following table:

Table 9: Split-half Coefficient

No.	Axes	Number of paragraphs	Coefficient of correlation	Correlation coefficient corrected
1.	Provides the technical background (dealing with computers and peripherals) and the level of education of employees	10	0.676	0.807
2.	Recruiting the latest computers and peripherals	4	0.591	0.742
3.	Employment of the latest database and software applications (Software and Database)	5	0.571	0.726
4.	Employing the latest technology in the field of networking and communications	4	0.592	0.743

Table (9) shows that stability coefficients are relatively high.

##### Interpretation and analysis of study axes and hypothesis testing

The researchers describe the statistical tests used in data analysis and hypothesis validation, as well as the various points and discussion axes.

**4.6 Normal distribution test (K-1)**

The Kolmajarov-Smarnov test was used to determine whether the data followed normal distribution. It is a necessary test in the case of hypothesis testing.

**Table 10:** One-Sample Kolmogrov-Smirnov test

No.	Axes	Test value Z	Moral level
1.	Provides the technical background (dealing with computers and peripherals) and the level of education of employees	1.864	0.002
2.	Recruiting the latest computers and peripherals	1.040	0.030
3.	Employment of the latest database and software applications (Software and Database)	1.978	0.001
4.	Employing the latest technology in the field of networking and communications	1.591	0.013
<b>All axes</b>		1.934	0.001

Table (10) shows the results of the test as the value of the significance level for each axis (sig. <0.05). This indicates that the data do not follow normal distribution.

**5. PART 4: ANALYSIS OF THE STUDY AXES**

**5.1 Results of the first question:**

The question is as follows: Is there an impact on the availability of the Palestinian Authority's technological infrastructure on the success of the electronic document management system?

**Analysis of the paragraphs of the first axis "Availability of infrastructure"**

It is divided into three variables:

1. The Authority's ability to employ the latest computers and peripherals
2. The Authority's ability to employ the latest database and software applications (Software and Database)
3. The Authority's ability to employ the latest technologies in the field of networking and communications

**Analysis of the Variable Paragraphs "The Authority's ability to employ the latest computers and peripherals"**

Contains the axis of the latest computer hardware and peripherals (4) paragraphs, the researchers targeted through these paragraphs to identify the extent of the use of the latest computers and peripherals in the body.

Table (11) shows the responses of the study community members on the extent to which the most recent computer hardware and peripherals were used in order to determine their impact on the success of the electronic document management system.

**Table 11:** Analysis of the Axis Paragraphs "Availability of Infrastructure - The Authority's ability to employ the latest computers and peripherals"

No.	Statement	SMA	Relative weight	Moral level	Ranking
2	It is easy to provide or develop a computer and peripherals inside the body.	4.36	87.2	0.000	1
4	It is easy to provide maintenance services for computers and peripherals in the body.	4.27	85.4	0.001	2
1	The number of computers in the body commensurate with the number of employees.	4.04	80.8	0.000	3
3	The latest PC servers are available.	4.03	80.6	0.000	4
<b>Total</b>		4.17	83.5	0.000	

**From the previous table, researchers conclude that:**

The results showed that 84.2% of the study community agreed that the process of providing or developing a computer and its accessories within the body is readily available. The relative weight of the total number of responses in this paragraph was 87.2%, which is relatively high. The researchers attributed this percentage to the number of 7 Employees of the study community without a problem This study was agreed with (AL-Shantaf , 2000).

Paragraph (4): "It is easy to provide maintenance services for computers and peripherals in the Authority" ranked second in terms of importance compared to other paragraphs, where 77.1% of the members of the study community agreed on the readiness and readiness of the Commission to provide maintenance services for computers and peripherals within the Commission, This is an indication of the importance of the role of the computer department in the body and its readiness to provide maintenance and development of computer equipment and thus to save a lot of money on the body. The relative weight of the total of the answers to

this paragraph is 85.4%. The researchers believe that this ratio is very good for adapting and understanding how any new devices This study was supported by the study of Adwan (2007). The researchers emphasized that the availability of computer maintenance services contributes to the provision of services provided through e-government. Its relative weight was 68.0%.

Paragraph (1): "The number of computers in the Commission commensurate with the number of employees" ranked third in terms of importance compared to other paragraphs, as 68.2% of the society of the study agreed that the number of computers in the body commensurate with the number of employees. The study differed with (Al-Ghouti, 2006). 51.6% of the study community agreed that the number of computers in the ministry is suitable for the number of employees, 41.6% of the study community did not agree that the number of a Shake the computer in the ministry is suitable for the number of employees, and because of this ratio may face significant problems when the system shift work mail, reaching the relative weight of the total 80.8%, a record high percentage confirms availability of an important requirement for the success of the transformation work to e-mail.

Paragraph (3): "The latest servers in the Authority are ranked fourth and final in terms of their importance compared to the other paragraphs, where 74.2% of the members of the study community agreed on the existence of the servers in the Commission, The computer maintenance department reports that 5 central computers are used in Gaza and one is a central computer in the West Bank office. This percentage in Gaza is currently good but needs to be reconsidered in order to implement the electronic system. The relative weight of the total number of responses is 80.6% To some extent, confirm the availability of an important requirement for success Implementation of the electronic system.

In general, the arithmetic mean for all the sections of this axis was "the extent to which the Authority is able to employ the latest computers and peripherals" 4.17, the relative weight is 83.5% and the moral level (0.000) is less than (0.05) indicating that there is the ability and ease to employ the latest equipment Computer hardware and accessories for the success of the electronic document management system at a level of  $\alpha = 0.05$ . The relative weight is consistent with (AL-Shantaf, 2000). The relative weight of the hardware used in the system was 77.2% (Abu Sabt, 2005) that the equipment used in MIS is commensurate with the nature of work and provides the necessary capacity for operation and performance (Ghoneim, 2004) to the municipalities with the difference that in the municipalities there was no consideration that the equipment used in the information systems of the latest technology available in the market.

**Analysis of Variable Paragraphs "The Authority's ability to employ the latest database and software applications"**

The Authority's capacity axis includes the recruitment of the latest database and software applications (5) paragraphs, and the researchers aimed through these paragraphs to identify the extent of the use of the latest database applications and software.

Table (12) below shows the responses of the sample items on the employment variable of the latest software and database applications and to what extent will affect the success of the electronic document management system.

**Table 12:** Analysis of Variable Paragraphs "Availability of Infrastructure - The Authority's ability to employ the latest software and database applications"

No.	Statement	SMA	Relative weight	Moral level	Ranking
4	Software to be used has the ability to allow more than one employee to communicate simultaneously at a time.	4.39	87.8	0.000	1
5	The Commission has the ability to provide the best databases that provide confidentiality and security of information.	4.39	87.8	0.000	2
2	Easy to provide original versions of database management software, software and antivirus.	4.26	85.2	0.000	3
3	It is easy to develop software related to document management.	4.23	84.6	0.000	4
1	A centralized database management system is available within the Commission.	4.10	82.0	0.000	5
<b>Total</b>		4.27	85.5	0.000	

**From the previous table, researchers conclude that:**

Paragraph (4), "Software to be used to allow more than one employee to communicate simultaneously at the same time," ranked first in terms of importance compared with other paragraphs, where the results showed that 84.2% of the study community that the software to be used has the ability To allow more than one employee to communicate together at the same time, and this is an indication of the importance of communication in the software component of the electronic document management system, where the relative weight of the total responses 87.8%, a high percentage confirms the importance of the availability of work on the electronic document management system for more than one employee One, s This study was conducted in conjunction with the study of (AL-Shantaf, 2000). The researchers confirmed that the availability of system software for more than one beneficiary to communicate together at the same time reached 77.4%, which leads to acceptance of this software.

Paragraph (5): "The Commission has the ability to provide the best databases that provide confidentiality and security of information" ranked second in terms of importance compared to other paragraphs, where 82.9% of the members of the study community to provide the best databases that provide confidentiality and security of information, , Which is an indication of the importance of the databases, which is the repository of information on the electronic document management system, where the relative weight of the total responses 87.8%, which is high showing the importance of the role of databases in providing confidentiality and security of information and thus provide a prerequisite for a successful document management system e.

Paragraph 2 states that "original versions of database management software, software and anti-virus software are easily available" ranked third in terms of importance compared to other paragraphs, with 81.5% of the study community agreeing to the ability of the organization to provide original copies of Software programs and anti-virus programs, and this is an indication of the importance of the existence of copies certified and original from the companies, where the relative weight of the total responses to 85.2%, a high percentage shows the importance of the preparation of the electronic document management system and systems help certified copies in order to ensure effective performance and The researcher confirmed that the percentage of management follow-up to the latest software available in the market and the best 69.0% This is a fairly acceptable proportion attributed to the researchers in the study of the reason for reasons of material or not enough Management with current software capability.

Paragraph (3): "Easy to develop software related to document management" ranked third in terms of importance compared to other paragraphs. This paragraph shows the approval of 82.9% of the study community that the Authority is easily developing software related to document management. Indicating the importance of providing support and administrative and material development by senior management and technical support by the computer department, where the relative weight of the total responses was 84.6%, which is a high percentage showing the importance of continuing to operate the electronic system in all circumstances and the use of the latest improvements to the software versions to be used in the MI on the electronic system.

Paragraph (1): "Central database management system within the Authority" is ranked fifth and final in terms of importance compared to other paragraphs. The results also showed that 74.3% of the study community stated that there is a central database management system within the Commission. However, some employees do not know what database management systems and benefits are. The relative weight of the total response is 82.0%, which is a high percentage indicating the importance of this requirement for the success of the electronic document management system.

In general, the arithmetic mean for all the paragraphs of this axis was "the ability of the Commission to employ the latest software and database applications" 4.27, the relative weight 85.5% and the moral level (0.000), which is less than (0.05) In addition, the relative weight of the software used in the system was 76.2%. With the study (Abu Sabt, 2005) that the software used in Palestinian universities at a high level, and this is for It applies with the study (Ghoneim, 2004) with regard to programs available in the municipalities where he emphasized the weakness of municipalities working in the capacity of programs.

**Analysis of Variable Paragraphs "The TRA's ability to employ the latest technologies available in the field of networks and communications"**

The Authority's capacity axis contains the latest technologies available in the field of networks and communications on (4) paragraphs. The researchers aimed through these paragraphs to identify the extent of employing the latest technologies available in the field of networks and communications.

The responses of the members of the study community on the use of the latest technologies in the field of networks and communications and their impact on the success of the electronic document management system are presented in Table (13).

**Table 13:** Analysis of Variable Paragraphs "Availability of Infrastructure - The TRA's ability to employ the latest technologies available in the field of networks and communications"

No.	Statement	SMA	Relative weight	Moral level	Ranking
1	The electronic document management system relies on the presence of a private computer network in the Intranet and the Internet.	4.44	88.8	0.000	1
2	The latest specifications are available from computers and computers.	4.16	83.2	0.000	2
3	Employees have the ability to share data through a computer network.	3.76	75.2	0.000	3
4	The data is exchanged between all the branches of the Authority through the Authority's website.	3.04	60.8	0.000	4
<b>Total</b>		3.85	77.0	0.000	

**From the previous table, researchers conclude that:**

Paragraph (1) ranked first in terms of importance compared to other paragraphs, where the results showed that 85.7% of the study community agreed that the electronic document management system depends on the presence of a private computer network in the

Intranet and outside the Internet. (88%), a high percentage indicating the importance of the availability of this requirement for the success of electronic document management system. This study met with (Al-Ghouti, 2006) Where the researchers confirmed a low rate of 55.0% of a Rudd study community agree that there is in the ministry's computer network up to all offices, where this ratio is a low barrier to e-government project because the computer network in the ministry of the important requirements of the project.

(82)% of the study population agreed on the availability of the latest specifications of the communication devices and the connection between the computers in the Authority. This is an indication of the importance of the availability of the latest equipment for the formation of the communication network. The relative weight of the total number of responses was 83.2%, which is a high percentage and is one of the important requirements for the successful operation of the electronic document management system.

Paragraph (3) ranked third in terms of importance compared to the other paragraphs, as 61.4% of the study community agreed on the ability of staff to exchange data through the computer network, and this is an indication of the importance of the purpose of the network, the relative weight of the total number of respondents is 75.2%. The reason for the low percentage is that the computer network in the Commission is currently modernized and therefore the mechanisms of confidentiality and security have been developed by senior management to determine the powers of exchanging data over the network and accessing the Internet.

The fourth and final rank was ranked fourth in terms of importance compared with the other paragraphs. This section shows that 47.2% of the members of the study community agreed that the data is exchanged between all the branches of the Authority through the website of the TRA. Relative to the total number of respondents, 60.8% said that the website is modern in design and that electronic data is exchanged only officially between the computer department in Gaza and the West Bank branch for some important data, and this is not known to some employees.

In general, the arithmetic mean for all the sections of this axis was "the ability of the Authority to employ the latest technologies available in the field of networks and communications" 3.85 and the relative weight of 77.0% and the level of morale (0.000) is less than (0.05), indicating that the ability of the Authority to employ the latest technology The relative weight of Al-Shantaf (2000) was correlated with the relative weight of the communication efficiency used in the system (71.0%). It met with Abu Sabt, (2005) that the efficiency of communication and exchange of information across the information network in universities is high.

The following table illustrates the arithmetic mean and the relative weight of each variable, as well as the arithmetic mean and the relative weight of the most variable variables:

**Table 14:** The arithmetic mean and the relative weight of the "availability of infrastructure"

No.	Axes	SMA	Relative weight	Moral level
1	The ability to employ the latest computer hardware and peripherals (Hardware)	4.17	83.5	0.000
2	Ability to employ the latest database and software applications (Software and Database)	4.27	85.5	0.000
3	Ability to employ the latest technologies available in the field of networking and communications	3.85	77.0	0.000
<b>All axes</b>		4.09	82.0	0.000

**From the previous table, researchers conclude that:**

Table (14) shows that there is a clear adoption and ability of the Authority to provide infrastructure. The mean value of the total axes of the infrastructure variables was 4.09 and the relative weight of the total number of axes was 82.0% Of the technological infrastructure variables that the Authority is the only institution responsible for saving in Palestine and is the only representative in the International Social Security Corporation (ISSA), which is a catalyst for the provision of computers and computer networks, databases and various software. (Al-Ghouti, 2006), where it reached the availability of infrastructure in the ministries but with a medium degree and a relative weight of 64.5%. This percentage is insufficient for the e-government project due to the lack of a central computer network for all ministries to ensure the exchange of data through public databases, (Schware and Deane, 2003) concluded that ICT infrastructure is at the heart of the success, spread and viability of e-government.

In general, the mean for all the sections of this axis was "infrastructure availability" (4.10), the relative weight (82.0%) and the moral level (0.000), which is less than (0.05) indicating that the Authority has the capacity to provide the infrastructure at a level of ( $\alpha \leq 0.05$ ). Which confirms the availability of infrastructure and a very good degree of electronic document management system, and met with the study (Arafat, 2007) the availability of infrastructure well in government ministries for the success of decision support systems.

**Summary analysis of all axes**

The results of the axes are characterized by high relative weights that enhance the ability of the Authority to provide the requirements for success of the system. The following table shows the arithmetic mean and the relative weight of all the axes combined:

**Table 15:** Arithmetic mean and relative weight of axes

No.	Axes	SMA	Relative weight
<b>The Authority's ability to provide infrastructure and the following assumptions:</b>			
1.	The ability to employ the latest computer hardware and peripherals (Hardware)	4.17	83.5
2.	Ability to employ the latest database and software applications (Software and Database)	4.27	85.5
3.	Ability to employ the latest technologies available in the field of networking and communications	3.85	77.0
<b>All axes</b>		4.09	82.0

It is clear from Table (15) that there is a clear adoption by the Commission for the electronic document management system. The average of the arithmetic average for the total of the axes of this research was 4.16, while the relative weight of the total of the axes was 83.2%.

**5.2 Test the hypotheses of the study**

**H1:** There is a statistically significant impact on the availability of the technological infrastructure of the Authority on the success of the electronic document management system in the Palestinian Retirement Authority.

**The following sub-assumptions are subdivided:**

**H1-1:** There is a statistically significant impact on the employment of computer hardware and accessories on the success of the electronic document management system in the Palestinian Retirement Authority.

**H1-2:** There is a statistically significant impact of the application of software and database applications on the success of the electronic document management system in the Palestinian Retirement Authority.

**H1-3:** There is a statistically significant impact of employing the available technologies in the field of networks and communications on the success of the electronic document management system in the Palestinian Retirement Authority.

To test the hypotheses, the Spearman correlation coefficient and the sign test were used. The results are shown in the following table (16):

**Table 16:** Results of Hypotheses

Hypotheses	Spearman correlation coefficient	Level of significance
<b>H1-1:</b> There is a statistically significant impact on the employment of computer hardware and accessories on the success of the electronic document management system in the Palestinian Retirement Authority.	0.437**	0.000
<b>H1-2:</b> There is a statistically significant impact of the application of software and database applications on the success of the electronic document management system in the Palestinian Retirement Authority.	0.336*	0.004
<b>H1-3:</b> There is a statistically significant impact of employing the available technologies in the field of networks and communications on the success of the electronic document management system in the Palestinian Retirement Authority.	0.428**	0.000

\*\* The correlation is statistically significant ( $\alpha = 0.01$ )

\* The correlation was statistically significant ( $\alpha = 0.05$ )

Proof of **H1:** There is a statistically significant impact on the availability of the technological infrastructure of the Authority on the success of the electronic document management system in the Palestinian Retirement Authority.

**The following sub-assumptions are subdivided:**

Proving **H1-1:** There is a statistically significant impact on the employment of computer hardware and accessories on the success of the electronic document management system in the Palestinian Retirement Authority.

Table (16) shows that the coefficient of correlation between the employment of the latest computer hardware and accessories and the success of the electronic document management system is 0.437 and that the level of significance is 0.000 which is less than (0.05) indicating rejection of the null hypothesis and acceptance of the hypothesis. The reason for this is the importance of the

availability of electronic devices (computers and peripherals) to work on the electronic document management system, according to Metwally, (2003) that the availability of the latest computer hardware significantly affects the electronic transactions through e-government, and this has been confirmed by a study of (Abu Sabt, 2005) that there is equipment from computers and devices input and output appropriate to support management information systems in the Palestinian universities in the decision-making.

Proving **H1-2**: There is a statistically significant impact of the application of software and database applications on the success of the electronic document management system in the Palestinian Retirement Authority.

Table (16) shows that the correlation between the use of the latest software and database applications and the success of the electronic document management system is 0.336 and the level of significance is 0.000 which is less than (0.05) The assumption that the application of the latest database and software applications affects the success of the electronic document management system is attributable to the importance of the availability of databases and software, which will provide the spirit of the system through which the information will be managed and stored on a system Electronic document management, this j According to Abu Sabt (2005), the availability of state-of-the-art software and databases is the heart of decision support systems in the ministries of health and education. The decision.

Proving **H1-3**: There is a statistically significant impact of employing the available technologies in the field of networks and communications on the success of the electronic document management system in the Palestinian Retirement Authority.

As for the third hypothesis, it is clear from Table (16) that the correlation coefficient between employing the latest technologies available in the field of networks and communications and the success of electronic document management system is (0.428) and that the level of significance is 0.000 which is less than (0.05) And the acceptance of the premise that the employment of the latest technologies in the field of networks and communications affects the success of the electronic document management system. The reason for this correlation is the importance of the availability of the latest networking and communications technologies for data exchange on the internal computer network or after the launching of the Palestinian e-government project (Ministry of Communications, 2003), the exchange of information between ministries on central computer networks became an urgent necessity. The project calls for a national IT plan through which computer networks are established in each ministry and linked together to integrate efforts and create (Al-Ghouti, 2006), as confirmed by Abu Sabt (2005), that the efficiency of communication equipment and the computer network to support administrative information systems in Palestinian universities in decision-making.

**In general**, it is clear from the above results that the infrastructure is available for the success of the electronic document management system. The researchers believe that infrastructure is one of the most important requirements for the success of the electronic document management system. This is consistent with (Shware and Dean, 2003) ICT infrastructure is the heart of the success, spread and viability of transactions and e-government. (Adwan, 2007) agrees that the availability of the infrastructure for the use of e-services contributes positively to the increase in the demand for e-government services, as confirmed by Abu Sabt (2005) on the availability of infrastructure (equipment, Administrative information in Palestinian universities in decision-making.

## **6. PART V: RESULTS AND RECOMMENDATIONS OF THE RESEARCH**

### **6.1 First- Results of the Research**

- The average rate of the axes was 4.09 with a relative weight of 82.0%. This result confirms the Authority's ability to provide suitable infrastructure and is able to adapt to the management system Electronic documents, divided into:
  - (83.5%). This result can be attributed to the great interest of the Department in the provision and employment of computers in the Authority, which contributes greatly to the provision of funds and technical procedures to implement the electronic system.
  - (85.5%). This result can be attributed to the administration's keen interest in providing and deploying the latest central databases such as Oracle and the most powerful operating systems on all computers, which contributes significantly To provide technical procedures for the implementation of the electronic system.
  - (77.0%). This result is due to the reluctance of employees to determine the powers available to them to use the computer network and the Internet. The researchers believe that the reason is to control the use of network resources and not to disrupt and control Use the Internet for fear of viruses and hacking.
- Members of the study community agreed that the electronic document system requires special technical skills and resistance from some of the functions and specialties in the organization who do not want to deal with the computer. (Al-Alul, 2011) concluded that the public should be made aware of the use of technical means, and that associations should be required to develop new forms of financial and administrative reports that facilitate their understanding and evaluation.



- The electronic document system will reduce the cost of the current system and will reduce the tasks assigned to different staff members. This is in line with (Marasini and others, 2008) study that e-business is important for SMEs and results in tangible financial benefits and other gains in improving Work performance.

## 6.2 Second- Recommendations of the Research

Based on the findings of the study, the following recommendations can be made:

- The Authority should seek to increase and develop its services for retirees, especially after the incorporation of private sector institutions and universities, and open the door to all groups of society in Gaza and the West Bank and enhance their competitiveness among international social security institutions.
- The need to hold training sessions and workshops for senior administrative levels to raise awareness of the culture and concepts of electronic document management system, including general managers and managers of the work as a first stage, which then extends to the lower administrative levels.
- Reinforcing the importance of a central computer network linking the main office in Gaza with the rest of the branches in the West Bank in order to ensure the implementation of the electronic document management system and the ability to hold meetings and meetings via videoconferencing and the ability to exchange electronic data copies.
- Promote the interest of the TRA's website and activate it to be able to provide electronic services by linking it to an interactive database, publishing plans, policies, decisions, circulars, objectives, latest activities and news, and creating an e-mail for all employees in order to allow them to e-mail by automating all transactions with the document management system.

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