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Titled

The role of modernizing electronic management systems

In improving institutional performance

Researcher

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SUMMARY

This research addressed several important aspects of e-management and included many important points that must be taken into consideration, such as the nature of e-management with all its advantages, disadvantages, characteristics and dimensions, as well as keeping pace with its development, and how working with it is of any importance and that neglecting this work will lead to undesirable results in the labor market.

Dedication

To everyone who God called for me in the back of the unseen.

Introduction.

In light of the abundance of job fields and the rapid emergence of new and well-known institutions both locally and internationally, a major concern for the owners of most organizations remains how to manage and develop their businesses efficiently. This is achieved by training their employees on a management style and behavior that aligns with job requirements and keeps up with the fast-paced development in task and project performance. Business owners strive to develop their institutions and operations to ensure their success by employing the latest methods to maintain a strong competitive edge in the business market and to guarantee their long-term presence in the labor market, preventing any delays that could affect productivity.

Neglecting electronic administrative development can lead to significant negative impacts on institutions and organizations, especially given the rapid technological advancements. For example, an organization might lose its efficiency, weaken its competitive capacity, and experience delays in decision-making, accompanied by a lack of security, all of which can negatively affect employees and the quality of their productivity.

When comparing a traditional administrative system with a modern, advanced electronic system, the operational gap between them becomes

clear, both in terms of their workflow and results in the short and long term.

On the other hand, electronic administrative advancement is not only a means to improve performance but has also become essential to keep up with global developments and achieve competitiveness on both local and international levels. This advancement is a pressing necessity to increase efficiency, improve transparency, reduce costs, and enhance the services provided to the public and customers in general. To achieve all of these results, management must keep up with electronic administrative development and incorporate it into its objectives and methods in the labor market.

Working with modern electronic administrative systems offers many advantages that enhance efficiency and improve management performance, ultimately leading to a better ability to adapt to changes. Electronic systems are flexible and can be updated quickly, allowing administrative entities to respond effectively to organizational and legal changes. By keeping up with electronic administrative development, we take a significant step toward improving administrative processes and services, as this has made business management faster and more efficient through the use of modern technologies.

The study Problem.

Using a specific administrative routine for a long period, even if it incorporates some technological tools, will eventually be considered as an outdated practice that causes delays in the work field. The effects of this become evident as a digital gap emerges between an organization and technological development. Despite the rapid scientific progress, there are still administrative methods that are considered outdated when compared to technological advancements.

No matter how much electronic administrative practices evolve, there is still a delay in recognizing the importance of keeping up with this development, updating it, and technically pursuing it to ensure results and objectives that are exemplary.

Despite the expansion of technological use in administration, there is a gap in understanding its impact on employee engagement, which is a crucial element for the success of administrative tasks. While previous studies have addressed the role of technology in administration, they have not focused sufficiently on this vital aspect. Therefore, this study aims to explore how advanced technologies can improve the interaction between managers, employees, and customers as well. From this point, we find it necessary to be aware of the following:

- 1. Understanding the reasons behind the delay or failure of organizations in achieving their goals with the current administrative system.*
- 2. Defining modern electronic management and why it is essential to adopt it.*
- 3. Reasons behind employees' reluctance to work with the updated electronic system.*
- 4. Reasons for the failure of managing any organization remotely.*

The importance of studying:

The importance of this study revolves around the significance of developing any electronic administrative system in the long term and how it can respond to this development with flexibility, as well as enabling the workforce to interact with this system without obstacles.

In this study, we examine the importance of electronic management and the necessity of keeping up with its development and updates, which is reflected in several aspects that are essential for achieving effectiveness and competitiveness in the era of digital transformation. We also explore the drawbacks of failing to keep up with this development and neglecting it, which leads to delays, inefficiency, and failure on both the local and international levels in the labor market.

Through the data on each administrative beginning and its stages of development over its operational period, it is necessary to understand the essence of electronic management and ways to update it in a manner that ensures the achievement of the organization's objectives and places it at the forefront of competitive fields.

Neglecting electronic administrative development and the reluctance of the workforce in any organization to adopt it leads to several negative outcomes on multiple levels, forcing the organization to remain passive

in the labor market due to poor management of its operations and the resulting dissatisfaction from its customers in general. Therefore, it is crucial to consider everything that contributes to the success of operations, no matter the cost, in order to elevate the organization.

Objectives of the study:

- 1. Resolving administrative issues related to archives and the financial department with all its documents. As we often observe, the issue of business management remains persistent when the organization's management neglects or employees fail to adopt modern methods—whether through disregard, forgetfulness, laziness, or a lack of conditions that would allow the use of these methods due to scientific, environmental, or financial reasons.*
- 2. Facilitating company management simultaneously in multiple locations and removing obstacles in its administration. This will enable the company to achieve its goals, similar to other companies that aim to thrive and maintain their success by providing all the necessary means for that.*
- 3. Developing institutional management and introducing new, advanced, and updatable methods by incorporating various electronic systems as needed, without disrupting the organization's existing structure.*
- 4. Empowering the workforce to integrate and operate in a new, advanced work environment using these methods, making it easy to manage and adapting it to become a simple, updatable*

management style over the long term. This will contribute to the development of the organization's operations.

Study hypotheses and questions.

Hypotheses:

- 1. Keeping up with technological advancements will enhance the level of operations in any organization.*
- 2. If a company manages to advance its administration electronically, it positions itself in competition within the labor market, similar to other companies.*
- 3. If technological updates are implemented periodically within the company, it will ensure the continuous development of its operations.*

Questions:

- 1. How can electronic management systems work in parallel with the developments in the labor market?*
- 2. What methods should these systems follow to ensure the success of their electronic management?*
- 3. Is it possible to develop these systems periodically and continuously in alignment with the organization's goals?*

4. *If the organization continues to manage operations electronically, can we guarantee its success permanently or only for a specific period?*

Study Approach.

This study relied on the descriptive method to highlight and explain the key points of the research.

The limits of the study:

This study focuses on modern electronic management and ways to continuously develop it, while identifying the challenges and solutions related to its development for the (finance and archive) departments, and linking them with human resources management and the general administration of Al-Mithalia Pharmaceuticals and Medical Equipment Company in Tripoli, Libya, during the years 2023-2024. The study includes a total of 9 individuals, including the CEO, vice president, chairman of the board, secretariat, financial manager, archive staff, and public relations employees.

Introduction

The electronic system has become a dominant force in most facilities, whether they are service-oriented, educational, or within institutions operating on both local and international scales. Therefore, it is essential for every administration and its branches to work diligently to keep up with the rapid advancements in the world of electronic systems and manage them effectively and efficiently to ensure their institutions operate in a competitive and productive manner.

Thus, there is a clear and undeniable direct correlation between the electronic system and the quality of work, which cannot be overlooked. However, some organizations face obstacles that hinder the development of their operations or contribute to their failure if these issues are not addressed comprehensively. Therefore, it is crucial for these organizations to recognize the issue, study it thoroughly, and adapt to the new management system that will elevate them in the globalized world, enabling them to keep pace with the rapid progress in the business world.

Chapter One: E-Management

What is E-Management?

E-management is a form of public administration that uses information and communication technology (ICT) to implement its activities. It also refers to a set of mechanisms that transform traditional office processes from paper-based to electronic, aiming to create a paperless office in order to improve productivity and performance.

It can also be described as the process of converting important documents and files into electronic formats. This strategy has become common in many industries, where heavy paperwork plays a significant role in business management, such as in healthcare, legal, scientific, and governmental agencies.

E-management can be defined as a new term referring to the use of information and communication technology to enhance the capabilities, effectiveness, transparency, and accountability of governments in providing services to citizens and business communities. It aims to provide citizens with adequate information, support all governmental procedural systems, eliminate corruption, and offer opportunities for citizens to engage in all stages of operational, political, and decision-making processes that affect various aspects of life.

E-management focuses on three fronts:

- *Relations with citizens*
- *Internal operations*
- *Relations with other local councils*

The concept of e-management is based on a new and evolved idea that goes beyond the modern concept of "connect, not move" to a more comprehensive one.

It is a management strategy for the information age, aimed at achieving better services by making optimal use of information resources through the employment of available human, intellectual, and material resources in a modern electronic framework, in order to make the best use of time, effort, and money while supporting the concept of "get on the line, not in the line."

Advantages of E-Management

Given the significant importance of e-management, its advantages are evident in several aspects, including:

1. *Providing information to individuals about everything within and outside the country.*

2. *A globally scalable management system to access open and competitive markets.*
3. *A logistics system that allows individuals to request services and goods directly, quickly, and easily without any restrictions.*
4. *Marketing products and attracting customers.*
5. *Internal trade and trade with the outside world.*
6. *Attracting foreign investments.*
7. *Saving time and effort in purchasing products and obtaining services.*
8. *Bridging the digital gap in advanced societies.*
9. *Competing in foreign markets.*
10. *Education, training, development, and easy access to advanced curricula and other expertise.*
11. *Following advanced work and learning methods.*
12. *Privacy and security in obtaining information.*
13. *Reducing administrative work costs.*
14. *Confronting bureaucracy.*
15. *Simplifying the workload within the organization.*

16. E-management facilitates overcoming many work-related problems.

17. It supports the use and exploitation of modern technologies and encourages individual initiatives by employees.

E-Management Goals

The philosophy of e-management is based on the principle that management is the source of services, and other employees, companies, and institutions are considered customers who benefit from these services. Therefore, e-management has its own goals that it seeks to achieve in order to fulfill the desires of its customers within the framework of its interactions. These goals include:

1. Reducing the cost of administrative procedures and associated activities.
2. Enhancing the capabilities and potential of management through interactions with citizens and institutions.
3. Increasing the ability to handle a larger number of clients simultaneously, as the traditional management system has limited capacity for summarizing client transactions.
4. Eliminating the paper-based archiving system and replacing it with an electronic archiving system.
5. Facilitating work division and specialization.
6. Removing the factor of location, as it aims to enable the hiring of employees, communicate with them, and send orders.

7. Removing the effect of time, as the concepts of summer and winter are no longer relevant.
8. The emergence of the concept of **Total Quality Management** in its new form.
9. Elevating administrative and organizational work to the level of high-performing companies, as administrative backwardness causes delays in companies and, generally, in countries.
10. Assisting upper management in delivering services with ease, efficiency, and effectiveness by organizing and structuring administrative systems, encouraging innovation, and improving the image of organizations by eliminating intermediaries and redundancy.
11. Eliminating or minimizing the direct relationship between the parties involved in a transaction, which reduces the influence of personal relationships and authority in processing transactions.
12. Intensive use of information and communication technologies, transforming them into the primary medium for work.

For Citizens:

1. Access to public services 24 hours a day, seven days a week.
2. Direct and fast procedures.
3. No need for physical visits to the administration.
4. Improved services, and consequently, a better image of the administration.
5. Enhanced internal efficiency.
6. Integration of different channels for service delivery.

7. Promoting the general use of new technologies.
8. Time-saving by reducing travel, especially between distant cities and neighborhoods, and eliminating concerns about traffic and delays.

Regardless of the global shift towards new directions, e-government and e-management are part of innovative methods in both the public and private sectors to make life easier for citizens and clients, respectively.

Reasons for the Shift to E-Management.

1. The democratic shift, which brought about popular changes and expectations in the country. The removal of certain restrictions requires management to have (electronic planning, electronic organization, electronic leadership, and electronic monitoring).
2. Simplification of all procedures and their adoption electronically, including (email, electronic archiving, electronic memos, and voice messages), through the automation of administrative activities based on information technology.
3. Control and management of data regardless of time and location.
4. The demand for speed in completing transactions, inquiries, and services in general.
5. The leap in computing and advancements in communications.
6. Maintaining the confidentiality of information, data, and workflow plans within the company.
7. Ease of interaction between the administration and other departments, as well as interaction among the departments themselves.

Conclusion.

The development of e-management encompasses several stages and transformations that began with the emergence of the internet and the widespread use of technology in various aspects of life.

*Initially, the use of the internet and digital networks started in government administration and private institutions. The first phase involved the development of simple websites to provide basic information to the public. This was followed by the **interactive phase**, where more interactive electronic services were offered, such as electronic registration and online payments. Then came the **government e-portals** that provided a range of services through a single platform.*

*The **integration phase** followed, where various electronic systems were integrated to improve service efficiency and reduce redundancy. Big data and analytics were utilized to enhance decision-making and the services provided. After that, the **smart phase** emerged, with the adoption of artificial intelligence (AI) and machine learning to improve processes and offer personalized services. The use of the **Internet of Things (IoT)** improved connectivity and real-time data collection, while mobile applications were developed to increase accessibility and flexibility in service delivery.*

E-management continues to evolve with technological advancements, enabling institutions to improve efficiency, reduce costs, and provide better services to citizens and customers. We must keep up with these developments.

Results:

- 1. Linking departments together is like forming an administrative entity that operates in unison to achieve the desired goals.*
- 2. Developing any administrative system requires funding and effort on a periodic basis, even if it is relative.*
- 3. Updating any electronic administrative system is an improvement in the workflow process of any organization.*
- 4. Continuously educating and training the workforce effectively contributes to developing the organization's operations and achieving its goals in an exceptional manner.*
- 5. Completing tasks quickly, systematically, and service-oriented is a competitive leap that every organization needs.*
- 6. Neglecting the development of administrative work is like pouring oil on fire; the organization will ultimately find its efforts in vain.*
- 7. Keeping up with the pace of technology is like prevention and preparation for future competition, as the saying goes, "prevention is better than cure."*

Recommendations:

- *Expanding the Scope of the Study:* It is recommended to conduct future studies that include larger samples and different geographical areas to generalize the results if the company's location changes.
- *Using Advanced Techniques:* It is recommended to use more advanced research techniques and tools to obtain accurate results.
- *Practical Application:* It is recommended to apply the results in practical fields to improve performance or solve problems.
- *Collaboration Between Departments:* It is recommended to enhance collaboration between all departments.
- *Interdisciplinary Studies:* It is recommended to conduct interdisciplinary studies on a regular basis to benefit from integrated knowledge.

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