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INTEGRATION OF THE DIMENSIONS OF COMPUTERIZED HEALTH INFORMATION SYSTEMS AND THEIR ROLE IN IMPROVING ADMINISTRATIVE PERFORMANCE IN AL-SHIFA MEDICAL COMPLEX

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ABSTRACT

The aim of the research is to identify the integration of the dimensions of computerized health information systems and their role in improving administrative performance in Dar Al-Shifa Medical Complex. The researchers used the questionnaire method to collect data and the random stratified sample method. A sample of 30 questionnaires was distributed to test the internal consistency, structural honesty and stability of the questionnaire. After verifying the validity and reliability of the test, (220) questionnaires were distributed to the study population and (197) responses were retrieved with the rate of (89.5%).

The study found that the field of "equipment and equipment used" is not statistically significant at the level of ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3). This means that there is moderate approval by the sample members in this field. The field of "databases used" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the average approval level (3). This means that there is considerable approval by the sample Paragraphs of this field. The field of "networks" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the degree of intermediate approval which is (3) which means that there is a high degree of approval by the respondents of the field. The field of "senior management support" is not statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3). This means that there is moderate approval by individuals sample on this field. The results showed a statistically significant relationship between computerized health information systems on improving administrative performance at Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). The existence of a statistically significant relationship between equipment and devices used to improve administrative performance in Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). A statistically significant relationship to the databases used to improve administrative performance at Dar Al-Shifa Medical Complex-Gaza at a statistical significance level ($\alpha \leq 0.05$). The results also confirmed a relationship between the networks to improve the administrative performance in Dar Al-Shifa Medical Complex-Gaza.

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There is a relationship to support the senior management to improve the administrative performance in Dar Al-Shifa Medical Complex - Gaza. The results also confirmed the existence of a relationship between users of the system to improve the administrative performance in Dar Al-Shifa Medical Complex-Gaza.

The study reached a number of recommendations including: The need to establish a specialized department of computerized health information systems, with clear responsibilities, and includes technical and administrative specialists and health personnel, and the number and efficiency required, working as a team work to apply the mechanisms of work computerized health information systems, and be in direct contact with staff in clinics and sections to provide services and technical support as soon as possible with the best quality. Increased support from senior management to users by encouraging them to use computerized health information systems and understanding their different needs. The interest in providing the material resources of equipment and devices used in the computerized health information system. The use of database systems in administrative and medical decisions in clinics and departments has the effect of raising the effectiveness of decisions by improving their quality. Attention to the provision of modern networks characterized by rapid communication, and the problem of slow network, through the provision of a main server. Provide a special e-mail to each employee using the computerized health information system, which facilitates the exchange of data between employees and increases communication with senior management.

Keywords: *Computerized Health Information Systems, Improving Administrative Performance, Dar Al-Shifa Medical Complex.*

1. INTRODUCTION

The world is currently experiencing the era of information technology, which relies on modern satellite communication systems and information systems related to electronic computers, and there are no doubt that many of the rapid changes that have produced many challenges for these organizations so that they must move towards the application of information technology to enhance its position (Dickson & De Sanctis, 2001). As competition and the challenges facing today's organizations have become increasingly intense, the role of information in governance needs to be taken into consideration, prompting organizations to accelerate the development of management information systems and computer-based information systems. `The use of modern information technologies, which have made a remarkable change in management in various functions, is no longer the possession of an administrative information system is the decisive factor in the success of organizations and achieve the competitive advantage only, but there are many aspects to be taken into account the most important indicators of the success of the MIS. This aspect is reflected in the behavior and feelings of the beneficiary at a time when the beneficiary has a greater role in the success of the design and implementation of the information system (Al-Hayali, Murad, 2009). Information systems are generally concerned with providing information for use in organization, and today it took a new organized dimension where it became treated as a resource of organizational resources (Brown & Brudney, 1994).

Computerized health information systems have become a major issue of concern to all managers in health organizations. Health information systems and technology have brought distances far beyond human reach, and have enabled the storage of digital, text, audio and image data. This helps to provide information that is very important to decision-makers. Health information systems play an important role in the practical life of health workers. They support them in identifying their training needs, continuing education and scientific research, Life, and the most important applications of health information systems are hospital information management systems, telemedicine and medical and administrative decision support systems (Tan, 2005).

The hospitals and specialized centers and health centers of the General Administration of Primary Care are the main provider of health services to the public of patients and citizens. The General Directorate of Hospitals is responsible for organizing the work of hospitals and monitoring the performance and providing the necessary means while regulating the relationship with other departments in the Ministry of Health. Parallel Management aimed at integrating work among all hospitals, distributing competencies and manpower, and providing service at a decent level to all citizens by the most accessible means (www.moh.gov.ps).

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2. PROBLEM STATEMENT

The Ministry of Health is one of the most vital ministries for its services and for the important tasks of its citizens such as hospital administration, treatment of citizens, primary care clinics, disease prevention and other tasks. (Abu Sabt, 2005) stressed on the need to continue and enhance the development and upgrading of administrative information systems, according to modern technological developments, and study of (Ahmed, 2007), which examined the role of accounting information systems in the rationalization of administrative decisions in Palestinian enterprises and its emphasis on the need to expand the use of information systems and their role in planning operations and administrative decisions, as well as the study of (Al-Omari, 2009) and its emphasis on the existence of a set of obstacles.

Based on the above, the problem of the study is determined by the following question: **What is the extent of the integration of the dimensions of computerized health information systems and their role in improving the administrative performance in Dar Al-Shifa Medical Complex?**

The following sub-questions arise:

- Is there a computerized health information systems infrastructure available at Dar Al-Shifa Medical Complex?
- Is there a relationship between computerized health information systems on improving administrative performance in Dar Al-Shifa Medical Complex?
- What is the relationship between the use of computerized health information systems and the administrative decisions in Dar Al-Shifa Medical Complex?
- What is the actual reality of using computerized health information systems in Dar Al-Shifa Medical Complex?
- What types of computerized health information systems are used in Dar Al-Shifa Medical Complex?
- What are the most important problems and obstacles that limit the efficiency of the use of computerized health information systems in the Dar Al-Shifa Medical Complex affecting the improvement of administrative performance?

3. RESEARCH OBJECTIVES

- To highlight the importance of computerized health information systems and their role in improving administrative performance in Dar Al-Shifa Medical Complex.
- Examination of the types of computerized health information systems used in Dar Al-Shifa Medical Complex.
- Provide some suggestions and recommendations that may contribute to improving the use of computerized health information systems to improve administrative performance in Dar Al-Shifa Medical Complex.

4. RESEARCH IMPORTANCE

- The importance of this study stems from the importance of the subject, which is "Integration of the dimensions of computerized health information systems and their role in improving the administrative performance of Dar Al-Shifa Medical Complex through expected contributions to their results, which may help improve the role of computerized health information systems and guide them to the right direction to improve performance. In the Dar Al-Shifa Medical Complex.
- The importance of this study stems from the fact that it is an important beginning to recognize the integrated dimensions of computerized health information systems and their role in improving administrative performance in Dar Al-Shifa Medical Complex.
- This study is a serious contribution to the identification of the efficiency of computerized health information systems in the Dar Al-Shifa Medical Complex, which is an important topic for decision-makers and policy-makers.
- This study is considered one of the few studies, which deals with the field study linking the relationship of computerized health information systems to improving administrative performance, which allows for other studies to address the same subject in other organizations and institutions.
- To highlight the computerized health information systems and their importance in improving the administrative performance that raises the level and capacity of Dar Al-Shifa Medical Complex.
- This study may contribute to the results of the study in a number of areas of interest to senior

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leaders, planners and officials, through providing them with reliable and documented data derived from field studies, enabling them to improve administrative performance in a more comprehensive and objective scientific way.

- Contribute to the optimal investment of computerized health information systems in the Dar Al-Shifa Medical Complex in the Ministry of Health and increase efficiency and effectiveness.
- The importance of the study is practical in terms of its attempt to identify the weaknesses and deficiencies in the requirements of computerized health information systems in Dar Al-Shifa Medical Complex.
- The study may serve to open important research areas for researchers in the field of health information systems, which will have a good impact on the activation and development of this important field in the administrative sciences, so it is considered an important reference for the concerned and scholars in the research fields of professors and students.

5. RESEARCH HYPOTHESIS

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

Ho1: There is a statistically significant role at the level of ($\alpha \leq 0.05$) of computerized health information systems in improving administrative performance in Dar Al-Shifa Medical Complex.

It has the following sub-assumptions:

H01-1: There is a statistically significant role at ($\alpha \leq 0.05$) level of equipment and devices used to improve administrative performance at Dar Al-Shifa Medical Complex.

H01-2: There is a statistically significant role at the level ($\alpha \leq 0.05$) of the databases used to improve administrative performance in Dar Al-Shifa Medical Complex.

H01-3: There is a statistically significant role at the level ($\alpha \leq 0.05$) of the networks in improving administrative performance in Dar Al-Shifa Medical Complex.

H01-4: There is a statistically significant role at the level of significance ($\alpha \leq 0.05$) to support the senior management in improving the administrative performance in Dar Al-Shifa Medical Complex.

H01-5: There is a statistically significant role at the level ($\alpha \leq 0.05$) of the users of the system in improving the administrative performance in Dar Al-Shifa Medical Complex.

6. RESEARCH LIMITS AND SCOPE

- **Subject Limit (Academic):** The study was limited in its objective to study the integration of the dimensions of computerized health information systems and their role in improving administrative performance in Dar Al-Shifa Medical Complex.
- **Human Limit:** The study was conducted on the staff of the Dar Al-Shifa Medical Complex in the Gaza Strip.
- **Institutional Limit:** The study was conducted at Dar Al-Shifa Medical Complex.
- **Spatial Limit**: The study was conducted in the State of Palestine, and was confined to the Dar Al-Shifa Medical Complex in Gaza.
- **Timetable**: The study was conducted in 2017.

7. RESEARCH TERMINOLOGY

- **Computerized Health Information System**: The World Health Organization (WHO) has defined the computerized health information system as "the science of acquiring, preserving, retrieving and applying biomedical knowledge and information to improve patient care, education, research and management. WHO Regional Office for the Eastern Mediterranean" defined it as the rapidly emerging specialization of using computing, networking, and communications methodologies to support health-related areas such as medicine, nursing and management (www.emro.who.int) covers a wide range covering the following areas: Urgent recovery, retrieval and exchange of administrative and clinical information on patients through the electronic health registry, hospital information systems, health education and health promotion, epidemiological monitoring, health status monitoring Support for administrative and medical decisions, conservation of radiological image analysis and clinical signs, Electronic presentation of scientific models and telemedicine. Scientific Information Health Systems defied it as "information systems consisting of computer hardware, software, procedures and processes designed specifically for the collection, processing, storage and management of information related to the field of care delivery, Health, with the aim of supporting

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medical and administrative decisions" (Wickramasinghe & Geisler, 2008).

- **Improving performance**: The ability of information to detect performance, which can be measured by the completion of activities, the making of progress and the pooling of resources (Al-Moghrabi, 2002).

8. LITERATURE REVIEW

- Study of (Abu Abdulla et al., 2017) aimed to identify the reality of integrating the dimensions of computerized health information systems in Dar Al-Shifa Medical Complex. The researchers used the questionnaire method to collect data. The researchers used the random stratified sample method, where 30 samples were distributed to test the internal consistency, structural validity and consistency of the questionnaire. After verifying the validity and reliability of the questionnaire for the test, (220) questionnaires were distributed to the study community. A total of 197 responses were retrieved with a return rate equal to (89.5%). The results showed that there were no statistically significant differences between the averages of the sample of the study on these areas and the domains combined due to the variables of (gender), (qualification), (place of work), (years of service), (Job title). The results showed that there were statistically significant differences between the mean of the sample of the study on these areas due to age for the benefit of those aged 40 years and over. The results confirmed that there are statistically significant differences between the averages of the sample estimates of the study on this field due to the nature of the work in favor of those whose nature is administrative. The results showed that there are statistically significant differences between the average of the sample of the study sample on these two fields due to the years of service in favor of those who have served for 10 years or more. The study reached a number of recommendations including: The need to use database systems in the administrative and medical decisions in clinics and sections that have an impact in raising the effectiveness of decisions by improving the quality.
- Study of (Al-Gharabawy, 2014) aimed at identifying computerized health information systems and their relation to job performance. A field study on UNRWA's primary health care centers in the Gaza Strip. The study reached several results, the most important of which is: Related to the use of computerized health information systems, applications of computerized health information systems used, and the level of functional performance of health center personnel. And the existence of a positive relationship between computerized health information systems and the level of functional performance of workers in health centers.
- Study of (Abu Kareem, 2013), which aimed to identify the relationship of management information systems in improving the administrative performance in the NGOs in the Gaza Strip. The study concluded that the devices are the most information systems that improve administrative performance, the results indicated that the Board of Directors supervises and sets the policy for the institution. The results revealed that the IT department is responsible for the equipment for storing the data. There is an agreement by the managers that the respondents can identify and judge that there is an IT department in the organization. The results showed that the response from the system staff is high and that the response to maintenance by the system staff is high. The equipment used is currently one of the best and the latest technology available. The results showed that the management and operation of the databases have the ability to add and modify, and that the management and operation of databases are characterized by the ability to store, the existence of statistically significant differences between the relationships of administrative information systems in improving administrative performance due to variable years of service.
- Study of (Zine El-Din and El-Ajrami, 2013), which aims to identify the electronic programs used in the Deanship of Admission and Registration at Al-Azhar University, Gaza and find out the contribution of electronic programs used to improve the job performance of university employees. To identify the ways of improving the performance of employees in the Deanship of Admission and Registration at Al-Azhar University-Gaza. In this regard, a questionnaire was classified for the purpose of collecting data and information and distributing it to all employees working in Deanship of Admission and Registration at Al

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- Azhar University. The study results in the following results: The electronic programs contribute to increasing the performance and productivity of employees in the Deanship of Admission and Registration. The programs used in the Deanship contributed to the selection of qualified elements in the field of information technology. The training requirements are electronically determined to improve the performance of the functional staff in the Deanship of Admission and Registration. There were statistically significant differences at the level of (0.05) between the functional performance of the employees using the electronic programs, the gender variable, the scientific qualification and the years of experience.

- Study of (Schoen& others, 2012) is an international survey of primary health care physicians in 10 countries to measure the extent to which these physicians use computerized health information systems and their impact on overall performance. The study found the following results: Progress in the use of health information technology in primary health care practices, especially in the United States of America, where 69% of primary care physicians in America use the computerized medical records system in 2012, while 46%. In 2009, physicians' use of health information systems increased dramatically in both America and Canada, although these countries were lagging behind in the field of computerized medical records compared to countries such as Britain, New Zealand and Australia. The research also showed that a high percentage of primary health care physicians in all 10 countries did not received information routinely from specialists or hospitals, and a good proportion of the 10 countries indicate improved physician performance. The survey showed that the vast majority of American doctors saw the importance of a fundamental change in the current primary care system.
- Study of (AL-Arabi, 2012) aimed at identifying the effect of the use of information technology on the performance of local government agencies. To achieve this objective, the theoretical and conceptual framework of the subject was reviewed in order to identify its theoretical background. The study was clearly designed and then formulated in a fundamental question and two main hypotheses. A questionnaire was designed for the purpose of collecting data and information and was distributed to a sample of 61 employees at the University of Ouargla, represented by their views and attitudes. The study reached several results, the most important of which is: The existence of a statistically significant relationship between the use of information technology and the performance of the employees, which confirms that the University of Ouargla recognizes this importance and takes positive steps in investment and development in this tool. The study showed a statistically significant relationship between the use of information technology and (Performance size, quality of performance, efficiency of performance, streamlining of work). The study also showed no statistically significant relationship between the use of information technology and the speed of achievement. This calls on the University of Ouargla to activate this variable by raising the skills of employees and training them The study showed no statistically significant differences in the effect of the use of information technology on the functional performance, which is attributed to the variables (gender, educational level). In contrast, there were statistically significant differences toward the use of information technology on the functional performance of the variables (age, financial seniority, job category).
- Study of (Al-Dweik, 2010) aimed at determining the implications of the use of computerized health information systems on the decision-making processes of the European Gaza Hospital, and determining the differences between these effects on administrative decisions compared to medical decisions. The study also aimed at analyzing the actual reality of the use of computerized health information systems in various departments and the effects of using these systems on the fields of administrative and medical work. It also aimed to identify the main obstacles and problems that limit their effectiveness, and identify the most important types of these systems in terms of use. The study found that the number of members of the administrative and medical sample who use computerized health information systems in their work was 121 out of 128 individuals (94.5%). The descending order of types of computerized information systems used at the Gaza European Hospital is as follows:

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functional information systems, office automation systems, document management, decision support systems and top management information systems, messaging systems. The study showed that the computerized health information system currently used in the European Gaza Hospital has a good impact on the fields of medical and administrative work as well as medical and administrative decisions. There are differences between the levels of impact of computerized health information systems on administrative decisions compared to medical decisions and differences in favor of administrative decisions. The study also showed that there are obstacles that limit the effectiveness of health information systems, the most important of which are: weak funds required, lack of adequate training, and lack of vision towards the need for comprehensive planning of electronic health applications.

- Study of (Myeong, Choi, 2010) the aim of it is to study the impact of information technology on decision-making policies. Especially in the formulation and selection of targets among several alternative policies. Survey data collected between 1998 and 2005 were used in the Seoul and Busan regions of Korea. The results of the survey showed a positive change in the impact of information technology on the decision-making policies of government users. These changes have been achieved through strong leadership and e-government initiatives by the central government, not only through the deployment of technology and qualified staff in organizations. The results also revealed increased barriers to information sharing in 2005 due to some environmental changes, including the mandate to provide information Complex ways of managing data, and negative attitudes to information sharing. The study suggested that local governments provide legal remedies for information sharing impediments in privacy protection areas. Protecting networks and providing official authorization to provide information to people. This study may contribute to e-government support and IT policy research as it helps narrow the gap between theory and practice.
- Study of (Al-Yaseen& others, 2010) aim to investigate the reality of using two models for evaluating health care information systems: to evaluate the actual operational use in Jordanian private hospitals to understand the requirements and benefits of the evaluation process and to collect information on the actual use of these hospitals for the evaluation process. To do this, the researchers worked on a questionnaire containing a number of questions such as: the nature of the use of the tribal operational use assessment model and the actual operational use assessment model? What are the criteria used in both models? What are the benefits of using both models? They were distributed to the concerned staff in the evaluation process within Jordanian private hospitals. Most of the decision makers are not interested in using the actual operational use assessment model in the process of evaluating their computerized information systems. Most managers consider this model as a formal framework only without actually using it in the evaluation process.
- Study of (Al-Otaibi, 2010), which concluded the most important results: There is clarity in the study sample of the importance of the use of information technology in human resources management, the management supports the process of transition to the use of information technology to manage human resources, provide adequate infrastructure to help the use of information technology in the management. There are no statistically significant differences between respondents' perceptions of demographic variables (gender, qualification, experience, level of employment).
- Study of (Al-Halabi, 2010) aimed at measuring the appropriateness of computerized information systems and their impact on decentralization in the Ministry of Finance in the Gaza Strip. In order to achieve the objectives of the study, a questionnaire was designed and developed for the purpose of collecting data and measuring study variables. The sample consisted of (104) employees, 79 of which were retrieved, and the statistical package (SPSS) was used to perform the statistical analysis of this study using the following statistical methods: descriptive statistics, Siperman correlation coefficient and analysis of variance. The study found that the requirements of computerized administrative information systems (physical, software, human, organizational) are highly efficient from the point of view of the respondents. There is also a statistically significant relationship between the

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computerized and decentralized administrative information systems in the Ministry of Finance in the Gaza Strip. The study indicates that there is no statistically significant relationship on "the impact of computerized administrative information systems on decentralization in the Ministry of Finance in the Gaza Strip" due to the demographic variables (gender, age, experience, job qualification, scientific level).

- Study of (Ammar, 2009) aimed at understanding the applicability of electronic management at UNRWA in the Gaza Regional Office by identifying the availability of its financial, technical and human resources requirements and the commitment and support of senior management. The data were collected from secondary sources through books, references, magazines, periodicals and internet sites, and from primary sources through the distribution of a questionnaire on a random sample of the study population consisting of 225 questionnaires. The study found several results, the most important of which are: the existence of knowledge among the employees of the agency in the electronic administration and the requirements of its success in addition to the availability of the requirements and the financial, technical, human and administrative requirements for the application of electronic management. The study also showed the commitment and support of the senior management of the policy of applying electronic management. Keenness to create employees psychologically and morally for the use of electronic management, and the study showed the support of individuals for electronic management applications in terms of security, and showed that the use of electronic management. The intention of working to increase the effectiveness of functionality and efficiency significantly, through the speed of completion of the work to raise productivity, speed and accuracy of the delivery of instruction, saving staff time and effort.
- Study of (Al-Omari, 2009), which aimed to identify the impact of Computerized Information Systems on the performance of the employees of the Palestinian Telecommunications Company. To achieve the objectives of the study, a questionnaire was designed and developed consisting of (60) paragraphs for the purpose of collecting data and measuring the variables of the study. The study reached a number of results, the most important of which were: The existence of a statistically significant effect on the operation and management requirements of the administrative information systems (physical, software, human, organizational) on the performance of the employees of the company, Respondents on the subject of the study are attributed Demographic variables (level of the scientific, years of experience, workplace, career level), and the presence of a good level of physical supplies, and the existence of a good level of human supplies and the presence of a good level of supplies software and the existence of a good level of regulatory requirements.
- Study of (Badah, 2007), which aimed to know the effect of computer work on the performance of employees in the hospital of neurosurgery in Dubai. The analytical descriptive method was used and the questionnaire was distributed to a simple random sample consisting of 222 doctors, technicians, administrators and patients. The study concluded that there is a positive relationship between independent variables (equipment, software, appropriate specialists, and data resources) and performance in the hospital. The study recommended the need to keep abreast of developments in the field of information technology and databases in such a way that health institutions can increase their efficiency In the use of these systems to improve performance, and the need to introduce control procedures on the uses of devices used in the hospital to prevent the security and confidentiality of information to damage and change.
- Study of (Al-Saudi, 2006), the aim of this study was to investigate the impact of Computerized Information Systems on the performance of employees in the Social Security Institution. Data were distributed to the 369 members of the sample. The statistical methods were used to analyze the data. Statistical methods were used to determine the perceptions of the sample members of the dimensions of information systems and performance, the study model and the effect of independent variables on the dependent variable and the analysis of the single variance. The study reached several results, the most important of which are: The perceptions of the respondents regarding the requirements of operating the information

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system were high. The respondents' perceptions of the job performance came to a medium degree. The impact of the main requirements for the management and operation of the computerized, software, human and organizational information system in the job performance. The study showed that there are statistically significant differences in respondents' perceptions of the requirements of operating the information system, due to the demographic variables (gender, age, academic qualification, experience, and career level).

- Study of (Abu Sabt, 2005) which aimed to assess the role of these systems in the decision-making process of decision makers in Palestinian universities in the Gaza Strip. The study reached a number of results, the most important of which is that the current information systems do not rise to expert systems where they do not provide solutions to problems. And not to provide external statistical information and lack of direct contact with the centers of statistics inside or outside the country. And that they have competence and managerial and technical expertise that are very commensurate with the work assigned to them. And that the devices used in universities are modern and highly efficient in Palestinian universities. And that there is a positive relationship between the quality of information and the use of information systems in the decision-making process. And that the programs used help to the flexible exchange of information among users of the system and the presence of modern techniques in the systems used, including technical. And that there is a strong relationship between the organizational level and the quality of decisions.
- Study of (Hayajneh, 2006) aimed to measure the extent of the use, knowledge and perceptions of physicians of the health information system in one of the educational hospitals in the Hashemite Kingdom of Jordan. Hijija followed in his study the descriptive analytical method and relied on a questionnaire to collect the data consisting of 38 paragraphs distributed on a class sample representing the study society consisting of 82 doctors. The sample cosnists of 29 medical doctors on duty before and after the implementation of the health information system. The study found several results, the most important of which is that doctors use the system on a daily basis, and that the system facilitated their access to information, which helped them improve the quality of health care service. The study showed that 76% of physicians are not fully aware of all system features. This fact prevents the integration of system objectives. The most important results of the study were the ability of the system to deliver laboratory results in the shortest possible time. And other sections. The study also showed that there is an urgent need to protect the security and confidentiality of information. The results also showed that the system helps to eliminate the phenomenon of moderation and favoritism. The study also showed that the system helps to improve the performance of workers and increase their productivity, but also showed that the system does not help to clarify the responsibilities of workers. The study recommended that training courses be held to increase the staff's full knowledge of all the features of the system and to undertake some studies related to the protection and security of health information.
- Study of (Al-Bashaabsha, 2005), which aimed to identify the reality of the quality of administrative information systems in the institution of social security and the level of functional performance. In order to achieve the objectives of this study, a questionnaire of 28 variables was developed to measure the study variables. Statistical analysis of (300) employees. The study found the most important results: The existence of a significant impact on the quality of management information systems in raising the level of job performance, the existence of a relationship of strong statistical significance between the information systems with different dimensions and job performance, the presence of a significant impact of the software requirements on the performance, the existence of statistically significant differences between respondents' Attributable (age, academic qualification, job level)
- Study of (WHO, 1998) which concluded several results, the most important: that many topics still need further study and expressed the hope that the groups can report and choose any way to improve decision-making to develop human resources in the field of health and explained that the group must take into account the type of information you need For decision-making and problem-solving were due to lack of a particular type of information

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or lack of systems that link information to decision-making

9. THE THEORETICAL FRAMEWORK OF THE STUDY

Computerized Health Information System

Al-Dweik (2010) defines it as a set of elements, records, processes, saves, retrieves and disseminates information in support of health care organizations where this information can be divided into health information and management information. "WHO's Regional Office for the Eastern Mediterranean also defined it as a comprehensive term used to include rapidly emerging specialization And Loggia computing and communications networks and to support health-related fields such as medicine, nursing, management, pharmacy and dentistry (see 20/10/2009 history, www.emro.who.int) and this definition covers a very broad range includes the following areas:

- Preserving, processing, retrieving and exchanging administrative and clinical information concerning patients through the electronic health record.
- Hospital information systems.
- Health education and health promotion, epidemiological monitoring and health monitoring.
- Support administrative and medical decisions.
- Save the analysis of radiological images and clinical signs electronically.
- Providing scientific models and telemedicine.

Health information systems are also defined in the Scientific Encyclopedia as information systems consisting of computer hardware, software, procedures and processes designed specifically for the collection, processing, storage and management of health care related information to support medical and administrative decisions (Geisler & Wickramasinghe 2008). (Wager et al., 2005) see it as an integrated system that contains subsystems consisting of information, processes, people, and information technology. These systems interact with one another to support the health care organization.

Objectives of Computerized Health Information Systems

Studniki & others (2007) identified the objectives of using health information systems in PHC centers as follows:

- Facilitate the analysis process for a wide range of data and information needed to make a decision
- Increase the speed of performance and decision making without reference to large volumes of paper and files.
- The production of a large number of outputs, which facilitates the process of feedback and reduce the frequency of work and information, where data is entered from any terminal once and benefit the rest of the health center.
- Support data quality by setting data entry restrictions to force users to enter the form and style required.
- Monitoring the functioning of the health organization, planning and development of health programs.
- Complementarity by linking sub-health systems together.
- Dissemination of health information and health education through training and development programs.

The Importance of Health Information Systems in Health Organizations

The purpose of information management is to access, manage and use information in order to improve the performance of health-care services in better targeting, management and support (Al-Shurbagi, 2001). Jad Al-Rab (2009) sees the importance of health information systems in health organizations is as follows:

- The data, information and medical statistics are useful in the field of planning and the development of the policy of comprehensive treatment services, both preventive and therapeutic.
- Data, information and medical statistics enable performance evaluation. A close and accurate view of available data enables us to shed light on the efficiency of medical, therapeutic and administrative activities in the hospital.
- The statistical, medical, therapeutic and administrative data are used in hospitals in the proper preparation of the budget, since the correct and correct data have reached the appropriate performance rates and this leads to the precise identification of the material and human possibilities on which the budget is based. Whether it is necessary for medical, therapeutic, or financial, or administrative work, this enables the establishment of a sound basis for the budget.

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- The improvement of services in hospitals comes in large part through data and statistics, whether inside or outside the hospital, this data enables to determine the efficiency of performance.

Second- Improve Administrative Performance

Job performance is one of the most important activities that reflect both the objectives and the means necessary to achieve them. It expresses the employee's efficiency or the desired level of achievement in this work and is related to the outputs that the organizations seek to achieve (Al-Rubiq, 2004). If it does not amount to the required level of work, it requires the development of new means and methods and the training of staff to improve their performance. This is only recognized in the performance evaluation of employees (Al-Mana, 2006). Therefore, this section will explain the improvement of administrative performance in terms of its concept and definition of clarifying the performance criteria and methods of evaluation and its relation to administrative information systems.

Improved performance is the ability of information to detect performance, which can be measured by the completion of activities, the making of progress and the pooling of resources (Al-Moghrabi, 2002). The improvement of performance is the use of all resources available to improve output and process productivity, Capital is employed in the ideal way and requires improvement of the performance of any organization. The balance of the following four elements (Al-Mana, 2006): quality, productivity, technology, cost.

The balance of these elements confirms the expectations and needs of FAO stakeholders taken into account and calls this integrated approach the management of overall improvement.

The role of management information systems in improving administrative performance

The importance of management information systems lies in its ability to achieve many benefits for the organization such as flexibility, speed, inventory control, production control and market research. It also helps to improve performance by increasing the speed of delivery and accuracy of transactions, providing customer services according to their needs and desires in support of the decision-making process and thus improve the quality of decisions and increase their value and productivity based on the information provided and associated with the productivity of the organization. The researchers in this world agreed that efforts should be focused on improving the quality of management information systems, which De-turn to improve functionality (Al-Bashaabsha, 2005).

10. FIELD STUDY

First- Methodology of the study:

In order to achieve the objectives of the study, the researchers used the descriptive analytical method in which he tries to describe the phenomenon of the subject of the study, and analysis of data, and the relationship between the components and opinions that are raised around it and the processes that it contains and effects.

Second- Society and Study Sample:

The population of the study is defined as all the characteristics of the phenomenon studied by the researchers. Based on the problem of the study and its objectives, the target community consists of (289) of the departments and divisions responsible for the health information systems in the Dar Al-Shifa Medical Complex- Gaza administratively. A sample of 30 samples was used to test the internal consistency, structural validity, and stability of the questionnaire. After verifying the validity and reliability of the questionnaire test, 220 samples were distributed to the study population. Total of (197) questionnaires were retrieved with rate of (%89.5).

Third- The Study Tool:

The instrument of study means that the tool measures what is being measured. The validity 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 specialized arbitrators in order to ascertain the accuracy of the linguistic language of the questionnaire, the clarity of the instructions of the questionnaire, 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. Thus, the validity of the questionnaire was ascertained from the point of view of the arbitrators.

2. Internal Validity

The internal consistency confirmed the consistency of each paragraph of the questionnaire with the area to which this paragraph belongs. The researchers calculated the internal consistency of the questionnaire by calculating the correlation coefficients between each of the sub-question areas and the total score of the same field

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Results of the internal consistency of the first axis "computerized health information systems"

Table (1) shows the correlation coefficient between each of the items in the field of "equipment and equipment used" and the total score of the field, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 1: The coefficient of correlation between each paragraph of the field of "equipment and equipment used" and the total score of the field

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	Dar Al-Shifa Medical Complex has equipment to support its activities.	.484	*0.008
2.	Dar Al-Shifa Medical Complex has an IT department.	.806	*0.000
3.	The appropriate computers are available to complete the required work.	.764	*0.000
4.	The systems used provide sufficient space for information storage.	.658	*0.000
5.	Data entry is available to suit business needs.	.577	*0.002
6.	The means of information extraction are commensurate with the needs of the business.	.634	*0.000
7.	The speed of the devices is commensurate with the volume of work to be performed.	.717	*0.000
8.	The information network used provides adequate information systems capabilities.	.578	*0.002
9.	Modern and highly efficient communication technologies are available.	.898	*0.000
10.	High efficiency maintenance techniques are available in the event of hardware failure.	.622	*0.001

* The arithmetic average is statistically significant at the level of significance (α ≤ 0.05).

Table (2) shows the correlation coefficient between each of the fields of the "used databases" and the total score of the field, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 2: The coefficient of correlation between each paragraph of the field of "used databases" and the total score of the field

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	The software used is compatible with the devices used.	.495	*0.007
2.	Computer software and applications are easy to use.	.615	*0.001
3.	Programs are controlled to ensure data integrity.	.776	*0.000
4.	The databases are highly scalable.	.740	*0.000
5.	The databases have the ability to retrieve data.	.680	*0.000
6.	The databases have the ability to add and modify.	.570	*0.002
7.	The databases in the systems take into account the non-repetition of stored data.	.445	*0.017
8.	Helps databases to identify the problem and find solutions.	.502	*0.006
9.	Software is updated to suit your business needs.	.595	*0.001
10.	Instructions are available to run programs that I need to do in my work.	.460	*0.012

* The correlation is statistically significant at the level of significance.

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Table (3) shows the correlation coefficient between each of the "networks" area and the total score of the field, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 3: The correlation coefficient between each paragraph of the field "networks" and the total score of the field

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	There is an internal computer network in Dar Al-Shifa.	.530	*0.004
2.	Suit the computer network used with business needs.	.542	*0.003
3.	The computer network has a fast connection speed.	.777	*0.000
4.	The computer network is maintained periodically.	.777	*0.000
5.	The computer network is protected from hacking and tampering with information.	.551	*0.003
6.	The computer network can be developed flexibly in a technical way.	.477	*0.009
7.	The computer network uses modern and efficient physical components.	.488	*0.008
8.	The computer network reduces the time and effort required to implement the work.	.713	*0.000
9.	There is a connection between the internal computer network of Dar Al-Shifa Medical Complex and the Internet.	.626	*0.001

* The correlation is statistically significant at the level of significance.

Table (4) shows the correlation coefficient between each of the top management support areas and the total score of the field, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 4: The correlation coefficient between each paragraph of the "support of senior management" and the total score of the field

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	Senior management is interested in developing computerized health information systems.	.637	*0.000
2.	Senior management is encouraged to use computerized health information systems.	.816	*0.000
3.	The senior management follows the work process based on the use of information systems.	.729	*0.000
4.	Senior management provides training programs and special courses on the use of computerized health information systems.	.568	*0.002
5.	Senior management is interested in suggestions on the use of computerized health information systems.	.720	*0.000
6.	Senior management provides the necessary requirements and financial support to improve the use of computerized health information systems.	.627	*0.001
7.	Senior management provides the necessary staff to carry out the training process for its employees.	.726	*0.000
8.	Senior management is interested in analyzing the problems that are facing them and prioritizing their solution.	.728	*0.000

* The correlation is statistically significant at the level of significance.

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Table (5) shows the correlation coefficient between each paragraph of the "system users" and the total score of the field, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 5: The correlation coefficient between each paragraph of the "users of the system" and the total score of the field

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	Employees in existing systems have the ability to adapt to business requirements.	.475	*0.010
2.	Responding to the requirements of beneficiaries by high-system employees.	.611	*0.001
3.	Maintenance and guidance for beneficiaries by high system employees.	.680	*0.000
4.	Human cadres possess the necessary skills to operate and maintain computerized information systems.	.650	*0.000
5.	The department concerned with the computerized systems shall abide by what is stated in the prescribed time.	.710	*0.000
6.	The Computer Systems Department provides the same level of services at all times.	.663	*0.000
7.	Employees in the Department of Computer Systems and System Users participate in system design and development.	.602	*0.001
8.	Users are well qualified to use the network.	.618	*0.001

* The correlation is statistically significant at the level of significance.

Results of internal consistency of the second axis "performance improvement"

Table (6) shows the coefficient of correlation between each of the paragraphs of the "performance improvement" axis and the total degree of the axis, indicating that the correlation coefficients shown are significant at (α≤0.05). Thus, the field is considered valid of what is being measured.

Table 6: correlation coefficient between each of the paragraphs of the axis of "improve performance" and the overall degree of the axis

No.	Item	Pearson coefficient of correlation	"Sig." value
1.	Employees are involved in the planning of the Dar Al Shifa complex	.566	*0.002
2.	The technical and administrative procedures are periodically reviewed and modified.	.675	*0.000
3.	The administrative structure of the Dar Al-Shifaa complex is consistent with the nature of its activities.	.516	*0.006
4.	Coordination in the Dar Al-Shifa complex is done between the different jobs.	.481	*0.009
5.	There is a manual in Dar Al-Shifa that defines the job description for each employee.	.378	*0.034
6.	Performance appraisal helps employees improve performance.	.700	*0.000
7.	Training helps staff improve performance.	.672	*0.000
8.	A specialized unit is responsible for training programs.	.591	*0.001
9.	There are clear methodological steps that contribute to the creation and development of the "brainstorming map".	.402	*0.026
10.	There is easy access to the medical record.	.502	*0.006
11.	There is an activation of the process of medical control on the mechanism of implementation of decisions taken.	.356	*0.048

12.	Adequate information is available in terms of inclusiveness.	.585	*0.002
13.	There is a rapid exchange of information between different medical bodies regarding the diagnostic and therapeutic process of the patient.	.559	*0.002
14.	Easy reporting process for senior management.	.746	*0.000
15.	Information used to raise the efficiency of work and employees.	.386	*0.031
16.	The information used will speed up the accuracy of the work.	.556	*0.002

* The correlation is statistically significant at the level of significance.

Second- Structure Validity

Structural validity is a measure of the validity of a tool that measures the extent to which the objectives of the tool are achieved and shows how closely each field of the study relates to the question paragraphs.

Table (7) shows that all correlation coefficients in all fields of the questionnaire are statistically significant at ($\alpha \leq 0.05$). Thus, all fields of the questionnaire are considered authentic for what is being measured.

Table 7: The correlation coefficient between the degree of each area of the questionnaire and the total score of the questionnaire

The Field	Pearson coefficient of correlation	"Sig." value
Equipment and equipment used.	.895	*0.000
Databases used.	.864	*0.000
Networks.	.889	*0.000
Support senior management.	.850	*0.000
Users of the system.	.865	*0.000
Computerized health information systems used.	.967	*0.000
Improve the performance.	.780	0.000

* The correlation is statistically significant at the level of significance.

Fourthly- Reliability of the study instrument Reliability:

The questionnaire is consistently meant to "give the questionnaire the same results if repeated several times.

The researchers investigated stability using the Cronbach's Alpha Coefficient equation. The researchers used the Alpha-Cronbach method to measure the stability of the questionnaire, and the results were as shown in Table 8.

Table (8): Alpha Cronbach coefficient to measure the stability of the questionnaire

The Field	Number of paragraphs	Alpha Cronbach coefficient	Self-honesty *
Equipment and equipment used.	10	0.875	0.935
Databases used.	10	0.775	0.880
Networks.	9	0.783	0.885
Support senior management.	8	0.839	0.916
Users of the system.	8	0.777	0.882
Computerized health information systems used.	45	0.949	0.974
Improve the performance.	16	0.833	0.913
All Fields Together	61	0.960	0.980

* Self-honesty = positive quadratic root of the Cronbach alpha factor

It is clear from the results shown in Table (8) that the value of the Alpha Cronbach coefficient is high for each field, ranging from (0.775 to 0.949), while all the paragraphs of the questionnaire reached (0.960). As well as the value of self-honesty is high for each field, ranging between (0.880 to .0.974) and all the paragraphs of the questionnaire reached (0.980). This means that the coefficient of self-honesty is high.

Statistical treatments used:

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The questionnaire was abstracted and analyzed through the Statistical Analysis Program (SPSS).

Normality Distribution Test:

The Kolmogorov-Smirnov Test (K-S) was used to test whether or not the data followed normal distribution, and the results were as shown in Table 9.

Table 9: Shows the results of the normal distribution test

The Field	"Sig." value
Equipment and equipment used.	0.987
Databases used.	0.942
Networks.	0.706
Support senior management.	0.978
Users of the system.	0.162
Computerized health information systems used.	0.872
Improve the performance.	0.980
All Fields Together	**0.704**

It is clear from the results shown in Table (9) that the probability value (Sig) of the study fields is greater than the significance level (α≤0.05). Thus, the distribution of data for these fields follows the natural distribution, where the scientific tests will be used to answer the hypotheses of the study.

The following statistical tools were used:

- Frequencies & Percentages: to describe the sample of the study.
- Arithmetic mean and relative arithmetic mean.
- The Cronbach's Alpha test: to determine the persistence of the paragraphs of the questionnaire.
- K-S test: Kolmogorov-Smirnov Test: to see whether the data follow normal distribution.
- Pearson Correlation Coefficient: to measure the degree of correlation: This test examines the relationship between two variables. It has been used to calculate internal consistency and structural honesty of the questionnaire, and the relationship between variables.
- T test in the case of a single sample: to determine whether the average response has reached the intermediate approval level (3) or increased or decreased. It has been used to ascertain the mean significance of each paragraph of the questionnaire.
- T-Test (Independent Samples T-Test): to see if there are statistically significant differences between two sets of independent data.
- One Way Analysis of Variance (ANOVA) was tested to determine whether there were statistically significant differences between three or more sets of data.

11. ANALYSIS OF THE STUDY AXES

Statistical description of the research sample according to personal characteristics and characteristics

The following is a presentation of the research sample according to personal characteristics and characteristics

Table 10: Distribution of the sample of the study

Personal data	Category	The Number	Percentage%
Gender	Male	145	73.6
	Female	52	26.4
Age	Less than 30 years	69	35.0
	From 30 to less than 40 years	63	32.0
	From 40 to Less than 50 years	44	22.3
	50 years and over	21	10.7
Academic Qualification	Public secondary school or below	6	3.0
	Diploma	27	13.7
	BA	120	60.9
	M.A.	37	18.8
	Ph.D.	7	3.6
Nature of work	Administrative	65	33.0

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	Health Administration	132	67.0
Place of work	Outpatient clinics	25	12.7
	Sections	172	87.3
Years of service	Less than 5 years	55	27.9
	From 5 - less than 10 years	56	28.4
	10years and over	86	43.7
Job Title	Director of department and above	14	7.1
	Head of the Department	90	45.7
	Administrative Head	15	7.6
	Administrative	78	39.6

Table (10) shows that 73.6% of the study sample is male, while the remaining 26.4% is female.

The researchers attributed this to the fact that the Dar Al-Shifa Medical Complex is the main compound in the Gaza Strip and there are outpatient clinics and central departments so most of the competencies of human resources are located within Dar Al-Shifa compound for the great work pressure during the 24 hours, and since both sexes do the same work, On the same requirements of computerized health information systems. As a result, females prefer to work within the primary health care centers and clinics in the regions, and prefer to avoid as far as possible the places that suffer from work pressure and friction with the public as the society is male and female.

35.0% of the study sample was under 30 years of age, 32.0% were aged 30-40 years and 22.3% were aged 40-50 years, 10.7% (50 years) and more.

The researchers attribute this to the diversity of the average age, which indicates the availability of expertise. It is also noted that 79.3% of the study population is less than (50) years old, and this is because the Palestinian society is young and young.

(13.7%) have an average diploma, 60.9% have a bachelor's degree, 18.8% hold a master's degree, and 3.6% hold a PhD degree, Where the researchers note from the previous results that (74.6%) of the study population of holders of a bachelor's degree and diploma.

The researchers attributed this to the fact that most jobs in Dar Al-Shifa require a minimum diploma for administrative, medical and medical support, and a bachelor's degree for medical posts.

In addition, 33.0% of the sample respondents said that the nature of their work is administrative, while 67.0% are the nature of their work. The researchers attribute this to the fact that Dar Al-Shifa Medical Complex is the largest medical and health center in the Gaza Strip, Central, and drug stores, so it is normal that the majority of the study group of health administrators.

12.7% of the study sample works in outpatient clinics while 87.3% work in the departments. The researchers attributed this to the fact that Dar Al-Shifa Medical Complex has the main sections that serve all the citizens of Gaza Strip. All hospitals in Gaza Strip, primary care centers, specialist surgeons, specialized care departments, and referral sections serves patients who need clinical care. Outpatient clinics are for patients who complain of various diseases in Gaza Strip.

(27.9%) of the sample study years of service less than (5) years, (28.4%) have years of service ranging from (5) to less than (10) years, while (43.7%) have years of service (10). The researchers attributed this to the fact that the largest proportion of those with experience is the percentage of workers who have more than 5 years of service (72.1%). The researchers attributed this to the stability of the labor force provided by the Ministry of Health to its employees. The staff of the Palestinian Ministry of Health, which represents their safety compared to private clinics and civil centers.

(7.1%) of the sample of the study their job title, department manager and above, (45.7%) head of department, (7.6%) are administrative head, while (39.6%) have administrative job title. Since the Dar Al-Shifaa complex is a medical complex, it is natural that the owners of the administrative jobs of the medical and health personnel who hold managerial positions are more than the administrative staff.

Analysis of question paragraphs:

To analyze the questionnaire paragraphs, a single sample T test was used to determine whether the average response score had reached the intermediate approval level (3) or not.

Zero Hypothesis: The mean response is equal to (3) and corresponds to the average degree of approval according to the Likert scale.

Alternative Hypothesis: The average response score is not equal to (3).

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If Sig >0.05 (Sig is greater than 0.05), the null hypothesis can not be rejected. In this case, the average of the individuals' opinions on the phenomenon studied is not substantially different from the average degree of approval (3). But If Sig <0.05 (Sig is less than 0.05), the null hypothesis is rejected and the alternative hypothesis is accepted that the average views of individuals differ substantially from the average approval level (3). In this case, it is possible to determine whether the average response substantially increases or decreases the degree of intermediate approval (3) by means of the value of the test. If the value of the test is positive, it means that the arithmetic average of the answer exceeds the degree of intermediate approval and vice versa.

- **Analysis of the paragraphs of the first axis "computerized health information"**

First- Analysis of the field of "equipment and equipment used"

The T test was used to determine whether the average response was 3 or not. The results are shown in Table (11).

Table 11: The arithmetic mean and the probability value (Sig) for each paragraph of the "Equipment and equipment used"

No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	Dar Al-Shifa Medical Complex has equipment to support its activities.	3.11	62.28	1.42	0.078	3
2.	Dar Al-Shifa Medical Complex has an IT department.	3.34	66.77	4.59	*0.000	1
3.	The appropriate computers are available to complete the required work.	3.05	61.05	0.65	0.257	6
4.	The systems used provide sufficient space for information storage.	3.09	61.77	1.19	0.118	5
5.	Data entry is available to suit business needs.	3.19	63.78	2.42	*0.008	2
6.	The means of information extraction are commensurate with the needs of the business.	3.10	62.07	1.24	0.109	4
7.	The speed of the devices is commensurate with the volume of work to be performed.	2.86	57.22	-1.61	0.055	9
8.	The information network used provides adequate information systems capabilities.	2.95	58.96	-0.57	0.286	7
9.	Modern and highly efficient communication technologies are available.	2.78	55.65	-2.55	*0.006	10
10.	High efficiency maintenance techniques are available in the event of hardware failure.	2.92	58.37	-0.95	0.172	8
All paragraphs of the field together		3.04	60.79	0.80	0.212	

* The correlation is statistically significant at the level of significance.

Table (11) provides the following:

- The arithmetic average of the second paragraph "In Al-Shifa Complex, the Information Technology Department is equal to 3.34 (the total score of 5), ie the relative arithmetic mean is 66.77%, the test value is 4.59 and the probability value is 0.000. Therefore, this paragraph is statistically significant at the level ($\alpha \leq 0.05$), indicating that the average response rate for this paragraph has exceeded the average approval level of 3, which means that there is considerable agreement by the respondents on this paragraph.
- The arithmetic mean of the ninth paragraph "Modern and highly efficient

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communication techniques" is equal to 2.78, ie, the relative arithmetic average is 55.65%, the test value is -2.55, and the probability value is 0.006. Therefore, this paragraph is statistically significant at the level ($\alpha \leq 0.05$), indicating that the average response rate for this paragraph has fallen below the average approval level of 3, which means that there is little agreement by the respondents on this paragraph.

- The average of arithmetic equals 3.04, the relative arithmetic average is 60.79%, the test value is 0.80, and the probability value (Sig.) is 0.212. Therefore, the field of "used equipment and equipment" is not statistically significant at ($\alpha \leq 0.05$), indicating that the average response to this area is not significantly different from the average approval level of 3, which means that there is a moderate approval by the sample members in this field.

The researchers attributed this to the availability of a sufficient number of modern computers suitable for the number of staff and supported large storage areas and high speeds and provide the necessary protection to prevent cases of vandalism. In contrast, the network used in health centers of the problems of interruption and low speed sometimes, despite the modernity and because of this huge operations which are done at the same time.

These results differed with some studies such as Abu Kareem (2013), which found that the devices are the most information systems that improve the administrative performance, Al-Omari (2009), which has reached a good level of material requirements, (2006), which found a positive relationship between the independent variables (equipment, software, appropriate specialists, data resources) and hospital performance, and Al-Saudi (2006) Human and organizational performance, and Abu Sabt (2005) found that the devices used in universities are modern and highly efficient.

Second- Analysis of the "Database used"

The T test was used to determine if the mean response was 3 or not. The results are shown in Table (12).

Table 12: The arithmetic average and the probability value (Sig) for each paragraph of the "used databases"

No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	The software used is compatible with the devices used.	3.44	68.80	5.27	*0.000	1
2.	Computer software and applications are easy to use.	3.27	65.33	3.43	*0.000	3
3.	Programs are controlled to ensure data integrity.	3.27	65.36	3.50	*0.000	2
4.	The databases are highly scalable.	3.10	61.97	1.25	0.106	6
5.	The databases have the ability to retrieve data.	3.17	63.38	2.19	*0.015	4
6.	The databases have the ability to add and modify.	3.07	61.44	0.88	0.189	7
7.	The databases in the systems take into account the non-repetition of stored data.	3.12	62.40	1.54	0.063	5
8.	Helps databases to identify the problem and find solutions.	3.03	60.61	0.38	0.354	9
9.	Software is updated to suit your business needs.	3.07	61.36	0.80	0.213	8
10.	Instructions are available to run programs that I need to do in my work.	2.97	59.48	-0.29	0.386	10
All paragraphs of the field together		3.15	62.97	3.04	*0.001	

* The correlation is statistically significant at the level of significance.

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From Table (12) we can draw the following:

- The computational average of the first paragraph "The software used with the devices used" corresponds to 3.44 (the total score of 5), ie, the relative arithmetic average is 68.80%, the test value is 5.27, and the Sig. value is 0.000. Therefore, this paragraph is statistically significant at the level (α≤0.05), indicating that the average response to this paragraph has exceeded the average approval level of 3, which means that there is considerable agreement by the sample members on this paragraph.
- The mathematical average of the tenth paragraph "The instructions required to run the programs that I need to perform in action" equals 2.97, ie the relative arithmetic mean is 59.48%, the test value is -0.29, and the probability value (Sig.) is 0.386. Therefore, this paragraph is not statistically significant at the level (α≤0.05), indicating that the average response rate for this paragraph is not substantially different from the average approval level of 3, which means that there is a moderate approval by the respondents on this paragraph.

In general, the arithmetic average is 3.15, the relative arithmetic average is 62.97%, the test value is 3.04, and the probability value (Sig.) is 0.001. Therefore, the "used databases" field is statistically significant at the level (α≤0.05). The degree of response to this area has exceeded the average approval level of 3, which means that there is considerable agreement by the sample members on the paragraphs of this area.

The researchers attribute this to the availability of databases used by the Palestinian Ministry of Health, as well as provide instructions for running the programs.

These results were agreed with Abu Kareem (2013), which concluded that the management and operation of the databases is highly capable of adding and modifying. The management and operation of the databases are highly capable of storage, Al-Halabi (2010) which concluded that the requirements of computerized administrative information systems (physical, software, human, organizational) are highly efficient, (Al-Omari, 2009), which found a statistically significant impact on the operational and management requirements of MIS (physical, software, human, organizational) on the performance of employees of the telecommunications company, and the existence of a good level of software requirements, (Badah, 2007), which found a positive relationship between independent variables (equipment, software, appropriate specialists, data resources) and hospital performance, and (Al-Saudi, 2006), which reached the effect of the main requirements for the management and operation of the physical information system, software, human and organizational performance.

Third- Analysis of the "networks" field

The T test was used to determine whether the average response score had reached the intermediate approval score of 3. The results are shown in Table (13).

Table 13: The arithmetic mean and the probability value (Sig.) for each of the paragraphs of the field "networks"

No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	There is an internal computer network in Dar Al-Shifa.	3.66	73.16	7.26	*0.000	1
2.	Suit the computer network used with business needs.	3.24	64.74	3.02	*0.001	3
3.	The computer network has a fast connection speed.	3.09	61.85	1.08	0.141	7
4.	The computer network is maintained periodically.	2.90	57.96	-1.32	0.095	9
5.	The computer network is protected from hacking and tampering with information.	3.03	60.51	0.30	0.383	8
6.	The computer network can be developed flexibly in a technical way.	3.20	64.06	2.52	*0.006	4
7.	The computer network uses modern and efficient physical components.	3.10	61.93	1.32	0.094	6

8.	The computer network reduces the time and effort required to implement the work.	3.33	66.53	4.39	*0.000	2
9.	There is a connection between the internal computer network of Dar Al-Shifa Medical Complex and the Internet.	3.19	63.88	2.21	*0.014	5
All paragraphs of the field together		3.19	63.84	3.72	*0.000	

* The correlation is statistically significant at the level of significance.

Table (13) provides the following:

- The arithmetic average of the first paragraph "There is an internal computer network in the Dar Al-Shifa complex" equals 3.66 (the total score of 5), ie, the relative arithmetic average is 73.16%, the test value is 7.26, and the probability value is 0.000. Therefore, this paragraph is statistically significant at the level (α≤0.05), indicating that the average response rate for this paragraph has exceeded the average approval level of 3 which means that there is a high degree of approval by the respondents to this paragraph.
- The arithmetic mean of the fourth paragraph "The computer network is periodically maintained" equals 2.90, ie, the relative arithmetic average is 57.96%, the test value is -1.32, and the probability value (Sig.) is 0.095. Therefore, this paragraph is not statistically significant at (α ≤ 0.05), Indicating that the average response rate for this paragraph is not significantly different from the average approval level of 3, which means that there is a moderate approval by the respondents on this paragraph.

In general, the arithmetic average is 3.19, the relative arithmetic average is 63.84%, the test value is 3.72, and the probability value (Sig.) is 0.000. Therefore, the field of networks is statistically significant at (α ≤ 0.05), the average response level for this field has exceeded the average approval level of 3, which means that there is considerable agreement by the sample members on the paragraphs of this area.

The researchers attributed this to the presence of an internal computer network to suit the needs of work, characterized by speed of communication, and is maintained periodically, and is characterized by protection from penetration and tampering with information, and can be developed flexibly in terms of technicality.

These results were consistent with some studies of (Badah, 2007), which found a positive relationship between independent variables (equipment, software, appropriate specialists, data resources) and hospital performance, and Ammar (2009) which reached the availability of phusical, echnical, human and administrative requirements for the application of electronic management.

Fourth: Analysis of the paragraphs of the "support of senior management"

The T test was used to determine whether the average response was 3 or not. The results are shown in Table (14).

Table 14: The arithmetic average and the probability value (Sig) for each of the paragraphs of the "senior management support"

No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	Senior management is interested in developing computerized health information systems.	3.24	64.82	2.66	*0.004	1
2.	Senior management is encouraged to use computerized health information systems.	3.05	61.02	0.58	0.280	3
3.	The senior management follows the work process based on the use of information systems.	2.99	59.90	-0.06	0.476	6

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4.	Senior management provides training programs and special courses on the use of computerized health information systems.	3.09	61.87	1.09	0.139	2
5.	Senior management is interested in suggestions on the use of computerized health information systems.	3.01	60.21	0.12	0.452	4
6.	Senior management provides the necessary requirements and financial support to improve the use of computerized health information systems.	2.76	55.26	-2.71	*0.004	8
7.	Senior management provides the necessary staff to carry out the training process for its employees.	3.01	60.10	0.06	0.477	5
8.	Senior management is interested in analyzing the problems that are facing them and prioritizing their solution.	2.85	57.04	-1.72	*0.043	7
All paragraphs of the field together		3.00	60.07	0.06	0.476	

* The correlation is statistically significant at the level of significance.

From Table 14, the following can be drawn:

- The arithmetic average of the first paragraph "The senior management is concerned with the development of computerized health information systems" equals 3.24 (the total score of 5), ie, the relative arithmetic mean is 64.82%, the test value is 2.66 and the probability value (Sig.) is 0.004. This paragraph is statistically significant at the level ($\alpha \leq 0.05$), indicating that the average response rate for this paragraph has exceeded the average approval level of 3 which means that there is a high degree of approval by the respondents to this paragraph.
- The arithmetic mean of the sixth paragraph, "senior management provides the necessary requirements and financial support to improve the use of computerized health information systems" equals 2.76, ie, the relative arithmetic average is 55.26%, the test value is 2.71, and the probability value (Sig.) is 0.004. This paragraph is statistically significant at the level ($\alpha \leq 0.05$), indicating that the average response rate for this paragraph has fallen below the average approval level of 3, which means that there is little agreement by the sample members on this paragraph.

In general, the arithmetic average is 3.00, the relative arithmetic average is 60.07%, the test value is 0.06 and the probability value (Sig.) is 0.476. Therefore, the area of "senior management support" is not statistically significant at ($\alpha \leq 0.05$) which indicates that the average degree of response to this field is not significantly different from the average approval level of 3, which means that there is a moderate approval by the sample members in this field.

The researchers attributed this to the fact that senior management is interested in the development of computerized health information systems, encourages the use of computerized health information systems, follows up the work process based on the use of information systems, provides training programs and special courses related to the use of computerized health information systems, and provide the necessary requirements and financial support to improve the use of computerized health information systems, provide the necessary cadres to carry out the training process for their employees, and analyze the problems that face them and prioritize their solution.

The results were consistent with Al-Otaibi (2010), which concluded that the Academy's management supports the transition to the use of information technology to manage human resources.

These results differed with some studies such as Al-Yaseen & others (2010), which showed that most decision makers do not care about using the actual operational use assessment model in the process of evaluating their computerized information systems. Most managers consider this

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model as a formal framework only without actually using it Evaluation.

Fifth: Analysis of the paragraphs of the "users of the system"

The T test was used to determine whether the average response was 3 or not. The results are shown in Table (15).

Table 15: The arithmetic mean and the probability value (Sig.) for each paragraph of the "system users"

No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	Employees in existing systems have the ability to adapt to business requirements.	3.48	69.59	5.66	*0.000	1
2.	Responding to the requirements of beneficiaries by high-system employees.	3.15	63.08	2.01	*0.023	2
3.	Maintenance and guidance for beneficiaries by high system employees.	3.14	62.87	1.77	*0.039	4
4.	Human cadres possess the necessary skills to operate and maintain computerized information systems.	3.15	62.90	1.89	*0.030	3
5.	The department concerned with the computerized systems shall abide by what is stated in the prescribed time.	3.09	61.88	1.16	0.123	6
6.	The Computer Systems Department provides the same level of services at all times.	2.92	58.36	-0.98	0.163	8
7.	Employees in the Department of Computer Systems and System Users participate in system design and development.	2.93	58.67	-0.76	0.224	7
8.	Users are well qualified to use the network.	3.13	62.67	1.51	0.066	5
All paragraphs of the field together		3.12	62.48	2.30	*0.011	

* The correlation is statistically significant at the level of significance.

Table (15) shows the following:

- The arithmetic mean of the first paragraph, "Workers in existing systems have the ability to adapt to business requirements" equals 3.48 (the total score of 5), ie, the relative arithmetic average is 69.59%, the test value is 5.66, and the probability value is 0.000. The paragraph is statistically significant at $\alpha \leq 0.05$, indicating that the average response to this paragraph has exceeded the average approval level of 3, which means that there is considerable agreement by the respondents on this paragraph.
- The computational average of the sixth paragraph "The computer systems section provides the same level of services at all times" equals 2.92, ie, the relative arithmetic mean is 58.36%, the test value is -0.98 and the probability value (Sig.) is 0.163. Therefore, this paragraph is not statistically significant at the $\alpha \leq 0.05$, indicating that the average response rate for this paragraph is not significantly different from the average approval score of 3, which means that there is moderate approval by the sample members of this paragraph.

In general, the arithmetic average is equal to 3.12, the relative arithmetic average is 62.48%, the test value is 2.30 and the probability value (Sig.) is 0.011. Therefore, the "system users" field is statistically significant at $\alpha \leq 0.05$. The average response level for this field is essentially different from the average approval level of 3, which means that there is considerable agreement by the sample members on the paragraphs of this area.

The researchers attributed this to the administration responsible for the computerized health system at the Dar Al-Shifa Health Complex

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in Gaza, and the opinion of members of the community that the employees in the existing systems have the ability to adapt to the work requirements. Human cadres have the skills to operate and maintain computerized information systems.

These results were agreed with some studies such as Abu Kareem (2013), which found that the response by the staff in the systems is high, and the study (Al-Omari, 2009), which found a good level of human inputs, and study (Ammar, 2009). The study of Al-Saudi, 2006, which found the impact of the main requirements for the management and operation of computerized, physical, software, human and organizational information system in the Kingdom of Saudi Arabia. Performance (Abu Sabt, 2005), which showed that there is a diversity of specialists in decision support systems and that they have competence and managerial and technical expertise that are very commensurate with the work assigned to them. These results differed with some studies (Hayajneh, 2006), which showed that the system does not help to clarify the responsibilities of workers, and study (WHO, 1998) which showed that many topics still need further study and hoped that the groups can report and choose which way to improve decision-making to develop human resources in the health field.

Analysis of all paragraphs of the first axis "computerized health information systems"

The T test was used to determine whether the average response was 3 or not. The results are shown in Table (16).

Table 16: The arithmetic average and the probability value (Sig) for all the first axes of the "computerized health information systems"

axis	SMA	Relative arithmetic mean	Test value	"Sig." value
Computerized Health Information Systems	3.10	62.06	2.29	*0.012

* The correlation is statistically significant at the level of significance.

Table (16) shows that the arithmetic average of all paragraphs of the first axis equals to 3.10 (total score of 5). The relative arithmetic average is 62.06%, the test value is 2.29 and the probability value is 0.012. Therefore, the subjects of the first axis are statistically significant at a level of $\alpha \leq 0.05$, indicating that the average response rate has exceeded the degree of approval of the medium of 3, which means that there is a high degree of approval by the sample on the paragraphs of the first axis in general, and attributed to the researchers that the work carried out by the staff compound Al-Shifa Medical Center relies mainly on the various applications of health information systems. The higher the efficiency of computerized health information systems is, the better the level of administrative performance of employees.

These results were in agreement with Al-Gharabawy (2014), which found a high degree of approval for the use of computerized health information systems applications and the level of performance of health center staff. The study of (Al-Arabi, 2012), which confirmed the existence of a relationship of statistical significance between the use of information technology and the performance of employees, and the study (Schoen & others, 2012), which found the existence of a positive relationship between computerized health information systems and the level of job performance of workers in health centers. (Al-Otaibi, 2010), which found that there is clarity in the study sample of the importance of the use of information technology in the management of human resources, and the study (Al-Bashaabsha, 2005), which reached the existence of significant impact of the quality of MIS in raising Level job performance.

These results differed with some studies such as AL-Arabi (2012), which showed no statistically significant relationship between the use of information technology and the speed of achievement, and Al-Dweik (2010), which concluded that there are constraints that limit the effectiveness of health information systems.

Analysis of paragraphs of the second axis "Improving performance"

The T test was used to determine whether the average response was 3 or not. The results are shown in Table (17).

Table 17: the arithmetic average and the probability value (Sig) for each of the paragraphs of the "performance improvement"

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No.	Item	SMA	Relative arithmetic mean	Test value	"Sig." value	Ranking
1.	Employees are involved in the planning of the Dar Al Shifa complex	2.85	57.04	-1.47	0.071	16
2.	The technical and administrative procedures are periodically reviewed and modified.	2.93	58.56	-0.87	0.192	13
3.	The administrative structure of the Dar Al-Shifaa complex is consistent with the nature of its activities.	3.02	60.31	0.19	0.424	7
4.	Coordination in the Dar Al-Shifa complex is done between the different jobs.	3.06	61.25	0.74	0.231	4
5.	There is a manual in Dar Al-Shifa that defines the job description for each employee.	2.91	58.13	-0.99	0.161	14
6.	Performance appraisal helps employees improve performance.	2.93	58.67	-0.74	0.231	11
7.	Training helps staff improve performance.	3.21	64.17	2.30	*0.011	1
8.	A specialized unit is responsible for training programs.	3.15	63.01	1.72	*0.043	2
9.	There are clear methodological steps that contribute to the creation and development of the "brainstorming map".	2.88	57.70	-1.21	0.113	15
10.	There is easy access to the medical record.	3.05	61.02	0.62	0.267	5
11.	There is an activation of the process of medical control on the mechanism of implementation of decisions taken.	2.93	58.56	-0.90	0.184	12
12.	Adequate information is available in terms of inclusiveness.	3.02	60.41	0.25	0.403	6
13.	There is a rapid exchange of information between different medical bodies regarding the diagnostic and therapeutic process of the patient.	2.97	59.39	-0.36	0.360	10
14.	Easy reporting process for senior management.	3.02	60.31	0.17	0.432	8
15.	Information used to raise the efficiency of work and employees.	3.01	60.21	0.13	0.450	9
16.	The information used will speed up the accuracy of the work.	3.10	61.94	1.10	0.137	3
All paragraphs of the field together		3.00	60.05	0.04	0.483	

* The correlation is statistically significant at the level of significance.

Table (17) shows the following:

- The mathematical average of the seventh paragraph "The training courses help staff improve performance" equals to 3.21 (the total score is 5), ie, the relative arithmetic mean is 64.17%, the test value is 2.30 and the probability value (Sig.) is 0.011. Therefore, this is a statistically significant at level ($\alpha \leq 0.05$), indicating that the average response to this paragraph has exceeded the average approval level of 3, which means that there is

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considerable agreement by the sample members on this paragraph.

- The arithmetic average of the first paragraph "involves the planning staff of Dar Al-Shifa" equals 2.85, ie, the relative arithmetic average is 57.04%, the test value is -1.47, and the probability value (Sig.) equals 0.071. Therefore, this is not statistically significant at level ($\alpha \leq 0.05$), which indicates that the average response level for this paragraph is not significantly different from the average approval level of 3, which means that there is moderate approval by the respondents on this paragraph.

In general, the arithmetic mean is 3.00, the relative arithmetic average is 60.05%, the test value is 0.04, and the probability value (Sig.) is 0.483. Therefore, the field of "performance improvement" is not statistically significant at the level ($\alpha \leq 0.05$). The response to this field is not significantly different from the average approval level of 3, which means that there is considerable agreement by the respondents on this paragraph.

The training programs help employees to improve performance, the presence of a specialized unit responsible for the training programs, and the information used leads to the speed and accuracy of the completion of the work. The coordination in the Dar Al-Shifa complex is between the various functions. . The administrative structure of the Dar Al-Shifa complex is commensurate with the nature of its activities and the ease of the reporting process that is relevant to senior management.

These results were consistent with some studies (Al-Gharabawy, 2014), which concluded that there is a positive relationship between computerized health information systems and the level of performance of health center workers, and the study of Zine El-Din and El-Ajrami (2013) which concluded that the electronic programs contribute to increasing the performance and productivity of employees in the Deanship of Admission and Registration, the programs used in the Deanship contributed to the selection of qualified elements in the field of information technology, the training needs are determined electronically to develop the performance of the functional staff Deanship of Admission and Registration. The study (AL-Arabi, 2012), which found a statistically significant relationship between the use of information technology and job performance of employees, and the existence of a statistically significant relationship between the use of information technology and (performance size, performance quality, performance efficiency. (Schoen & others (2012) which found progress in using health information technology in primary health care practices, particularly in the United States. Study of (Al-Dweik, 2010), which concluded that the computerized health information system currently used in Gaza European Hospital has a good impact on the fields of medical and administrative work as well as medical and administrative decisions. The study (Myeong, Choi, 2010), which showed the results of the survey is a positive change in the impact of information technology on the policy decision-making process of government users. (Ammar, 2009), which showed that the use of electronic management works to increase the efficiency and efficiency of job performance to a large extent, through the rapid completion of work increase productivity, speed and accuracy of delivery of instructions, and save time and effort of staff. (Al-Omari, 2009), which found a statistically significant impact on the operation and management requirements of MIS (physical, software, human, organizational) on the performance of employees of the telecommunications company. The study (Badah, 2007) recommended by the study that the need to keep pace with developments in the field of information technology and databases in a way that enables health institutions to increase efficiency in the use of these systems to improve performance. A study (Hayajneh, 2006) showed that the system facilitated access to information, which helped them improve the quality of health care service. The study also showed that the system helps to improve the performance of workers and increase their productivity. The study of (Al-Bashaabsha, 2005), which showed an important impact of the quality of MIS in raising the level of job performance, the existence of a relationship of strong statistical significance between information systems with different dimensions and job performance.

Test the hypotheses of the study

Ho1: There is a statistically significant role at the level of ($\alpha \leq 0.05$) of computerized health information systems in improving administrative performance in Dar Al-Shifa Medical Complex.

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Table 18: The correlation coefficient between computerized health information systems on improving administrative performance in Dar Al-Shifa Medical Complex

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at the level of ($\alpha \leq 0.05$) of computerized health information systems in improving administrative performance in Dar Al-Shifa Medical Complex.	.802	*0.000

* The correlation is statistically significant at the level of significance.

Table (18) shows that the correlation coefficient is 0.802 and that the probability value (Sig.) is 0.000 which is less than the significance level ($\alpha \leq 0.05$). This indicates a statistically significant relationship between computerized health information systems Dar Al-Shifa Medical Complex at a statistical significance level ($\alpha \leq 0.05$).

These results were in agreement with a number of studies such as AL-Arabi (2012), which found a statistically significant relationship between the use of information technology and employee job performance, and Al-Dweik (2010), which showed that the computerized health information system currently used in Gaza Hospital (Al-Omari, 2009), which found a statistically significant impact on the requirements of operation and management of administrative information systems (physical, software, human, organizational) on the performance of employees, and a study of (Hayajneh, 2006) that showed that the system did not improve staff performance and increase productivity.

These results differed with some studies such as Badah (2007), which recommended that the development of information technology and databases should be kept in a way that enables health institutions to increase their efficiency in using these systems to improve performance.

It has the following sub-assumptions:

H01-1: There is a statistically significant role at ($\alpha \leq 0.05$) level of equipment and devices used to improve administrative performance at Dar Al-Shifa Medical Complex.

Table 19: The correlation between the equipment and the equipment used to improve the administrative performance in Dar Al-Shifa Medical Complex

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at ($\alpha \leq 0.05$) level of equipment and devices used to improve administrative performance at Dar Al-Shifa Medical Complex.	.579	*0.000

* The correlation is statistically significant at the level of significance.

Table 19 shows that the correlation coefficient is 5.79 and that the probability value (Sig.) is 0.000 which is less than the significance level ($\alpha \leq 0.05$). This indicates a statistically significant relationship between the equipment and devices used to improve the administrative performance of the compound Dar Al-Shifa Medical Center at a statistical significance level ($\alpha \leq 0.05$).

The researchers attributed this to the fact that the equipment used in the Dar Al-Shifa complex is modern and sophisticated, and that its use leads certainly to the improvement and quality of the administrative performance, which leads to the completion of the work quickly, accurately and efficiently, and this led to the facilitation of work procedures and the completion of the largest number of transactions daily.

These results were agreement with Al-Gharabawy (2014), which found a high degree of approval by the study community regarding the possibilities of using computerized health information systems, and Abu Kareem (2013), which concluded that the devices are (Al-Halabi, 2010), which concluded that the requirements of the computerized administrative information systems (physical information systems) , Software, human, regulatory) (Al-Omari, 2009), which found a statistically significant impact on the operation and management requirements of MIS (physical, software, human, organizational) on the performance of the employees of the telecommunications company, and the existence of a good level of (Al-Saudi, 2006), which showed the impact of the main requirements of the management and operation Computerized

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information system in physical functionality, study (Abu Sabt, 2005), which showed that the devices used in universities are modern and highly efficient.

H01-2: There is a statistically significant role at the level (α ≤ 0.05) of the databases used to improve administrative performance in Dar Al-Shifa Medical Complex.

Table 20: correlation coefficient of the databases used to improve administrative performance in Dar Al-Shifa Medical Complex

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at the level (α ≤ 0.05) of the databases used to improve administrative performance in Dar Al-Shifa Medical Complex.	.691	*0.000

* The correlation is statistically significant at the level of significance.

Table (20) shows that the correlation coefficient is 0. 691, and that the probability value (Sig.) is 0.000 which is less than the level (α ≤ 0.05). This indicates a statistically significant relationship to the databases used to improve the administrative performance of Dar complex Shifa Medical - Gaza at a statistical significance level (α ≤ 0.05).

The researchers attribute this to the fact that the databases used at Dar Al-Shifa are highly efficient, leading to improved administrative performance.

These results agreed with Abu Kareem (2013), which concluded that the management and operation of the databases is highly capable of adding and modifying, and that the management and operation of the databases are highly capable of storage. Al-Halabi (2010) which concluded that the requirements of computerized administrative information systems (physical, software, human, organizational) have high efficiency, (Al-Omari, 2009), which found a statistically significant impact on the operational and management requirements of MIS (physical, software, human, organizational) on the performance of employees of the telecommunications company, the study (Badah, 2007) that found a positive relationship between independent variables (equipment, software, appropriate specialists, data resources) and hospital performance, (Al-Saudi, 2006) found that there is a positive relationship between the independent variables (equipment, software, appropriate specialists, data resources) and hospital performance, (Al-Bashaabsha, 2005), which found a significant impact of software requirements on job performance.

H01-3: There is a statistically significant role at the level (α ≤ 0.05) of the networks in improving administrative performance in Dar Al-Shifa Medical Complex.

Table 21: The correlation coefficient between the networks to improve the administrative performance in Dar Al-Shifa Medical Complex

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at the level (α ≤ 0.05) of the networks in improving administrative performance in Dar Al-Shifa Medical Complex.	.694	*0.000

* The correlation is statistically significant at the level of significance.

Table (21) shows that the coefficient of correlation is 0.694 and the probability value (Sig.) is 0.000 which is less than the significance level (α ≤ 0.05). This indicates a statistically significant relationship between the networks on improving administrative performance in Dar Al-Shifa At a statistical significance level (α ≤ 0.05).

The researchers attributed this to the fact that the network used in the complex of Dar Al-Shifa is a modern network characterized by high speed of the transfer of data and information, which leads to the improvement of administrative performance.

These findings were consistent with some studies (Hayajneh, 2006), which showed that the system contributed to increased communication effectiveness among physicians and other departments.

H01-4: There is a statistically significant role at the level of significance (α ≤ 0.05) to support the senior management in improving the administrative performance in Dar Al-Shifa Medical Complex.

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Table 22: correlation coefficient to support the senior management to improve administrative performance in Dar Al-Shifa Medical Complex - Gaza

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at the level of significance ($\alpha \leq 0.05$) to support the senior management in improving the administrative performance in Dar Al-Shifa Medical Complex.	.738	*0.000

* The correlation is statistically significant at the level of significance.

Table (22) shows that the correlation coefficient is 0.738, and that the probability value (Sig.) is 0.000 which is less than the level ($\alpha \leq 0.05$). This indicates a statistically significant relationship to support the senior management in improving the administrative performance of Dar complex Shifa Medical - Gaza at a statistical significance level ($\alpha \leq 0.05$).

The researchers attributed this to the fact that the senior management of the Dar Al-Shifaa complex are highly qualified, specialists, doctors and supportive medical professionals who are well aware of the importance of supporting the senior management of the use of computerized health information systems and their positive impact on the process of improving administrative performance.

These results agreed with some studies (Abu Kareem, 2013), which found that there was agreement from the principals that the sample members can identify and judge that there is an IT department in the institution, and a study (Myeong, Choi, 2010) found that the survey is positive for the impact of information technology on the decision-making policies of government users. These changes were achieved through strong leadership and the study of (Ammar, 2009), which showed the commitment and support of the senior management of e-management policy.

These results differed with some studies such as Al-Yaseen & others (2010), which showed that most decision-makers do not care about using the actual operational use assessment model in the process of evaluating their computerized information systems. Most managers consider this model as a formal framework only without actually using it in the Evaluation.

H01-5: There is a statistically significant role at the level ($\alpha \leq 0.05$) of the users of the system in improving the administrative performance in Dar Al-Shifa Medical Complex.

Table 23: The correlation coefficient for the users of the system to improve the administrative performance in Dar Al-Shifa Medical Complex- Gaza

hypothesis	Pearson coefficient of correlation	"Sig." value
There is a statistically significant role at the level ($\alpha \leq 0.05$) of the users of the system in improving the administrative performance in Dar Al-Shifa Medical Complex.	.752	*0.000

* The correlation is statistically significant at the level of significance.

Table (23) shows that the correlation coefficient is 0.752 and that the probability value (Sig) is 0.000 which is less than the significance level ($\alpha \leq 0.05$). This indicates a statistically significant relationship between the users of the system Medical - Gaza at a statistical significance level ($\alpha \leq 0.05$). These results were consistent with some studies (Abu Kareem, 2013), which showed that the response by the system staff is high, and the study (Al-Saudi, 2006), which found the impact of the main requirements for the management and operation of the physical information system and software, human and organizational performance (Abu Sabt, 2005), which found that there is a diversity of specialists in decision support systems and that they have competence and managerial and technical expertise that are very commensurate with the work assigned to them.

12. CONCLUSIONS

- The results showed that 84.3% of the sample agreed to the availability of office automation systems and document management at Al-Shifa complex. 89.8% of the sample agreed to the availability of patient registration systems at Al-Shifa complex. 90.9% of the sample agreed to the availability of medical records systems at Al-Shifa complex. 66.0% of the sample agreed to the availability of blood bank records systems at Al-Shifa complex. It also confirmed that (49.7%) of the study

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sample agreed to the availability of radiation systems at Al-Shifa complex. 51.8% of the sample agreed to the availability of pharmacy systems at Al-Shifa complex. The results showed that (50.3%) of the study sample agreed to the availability of laboratory systems at Al-Shifa complex. 68.5% of the sample agreed to the availability of medical reporting systems at Al-Shifa complex. 61.9% of the sample agree on the study of electronic reporting systems at Al-Shifa complex. The results showed that 71.6% of the study sample agreed on the availability of internal department systems at Al-Shifa complex. (84.8%) of the study sample agreed to the availability of outpatient clinics and emergency department at Al-Shifa complex. The results confirmed that (28.4%) of the sample of the study agree to the availability of messaging systems such as e-mail and voice mail at Al-Shifa complex.

- The results showed that the field of "equipment and equipment used" is not statistically significant at the level of ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3) by the respondents on this field. The field of "databases used" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the average approval level (3). This means that there is considerable approval by the sample Paragraphs of this area. The field of "networks" is statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response to this field has exceeded the degree of intermediate approval which is (3). This means that there is a high degree of approval by the respondents the field. The field of "senior management support" is not statistically significant at the level of significance ($\alpha \leq 0.05$), indicating that the average response rate for this field is not significantly different from the average approval level (3). This means that there is moderate approval by individuals Sample on this field.
- The results showed that there was a high level of approval by the respondents in the field of "users of the system", which is statistically significant at the level of ($\alpha \leq 0.05$), indicating that the average response rate for this field differs significantly from the average approval level (3). The results showed that there was a high level of approval by the respondents in the area of "performance improvement", which is not statistically significant at the level of ($\alpha \leq 0.05$), indicating that the average response to this field is not significantly different from the average approval level (3).
- The results showed a statistically significant relationship between computerized health information systems on improving administrative performance in Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). The existence of a statistically significant relationship between equipment and devices used to improve administrative performance in Dar Al-Shifa Medical Complex - Gaza at a statistical significance level ($\alpha \leq 0.05$). There exists a statistically significant relationship to the databases used to improve administrative performance at Dar Al-Shifa Medical Complex-Gaza at a statistical significance level ($\alpha \leq 0.05$). The results also confirmed a relationship between the networks to improve the administrative performance in Dar Al-Shifa Medical Complex-Gaza. There is a relationship to support the senior management to improve the administrative performance in Dar Al-Shifa Medical Complex - Gaza. The results also confirmed the existence of a relationship between users of the system to improve the administrative performance in Dar Al-Shifa Medical Complex-Gaza.

13. RECOMMENDATIONS

- The need to establish a specialized department of computerized health information systems, with clear responsibilities, and includes technical and administrative specialists and health personnel, and the number and efficiency required, working as a team work to apply the mechanisms of work computerized health information systems, and be in direct contact with staff in clinics and sections to provide services and technical support as soon as possible with the best quality.
- Increased support from senior management to users by encouraging them to use computerized health information systems and understanding their different needs.
- The interest in providing the material resources of equipment and devices used

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in the computerized health information system.

- The use of database systems in administrative and medical decisions in clinics and departments that have the effect of raising the effectiveness of decisions by improving their quality.
- Attention to the provision of modern networks characterized by rapid communication, and the problem of slow network, through the provision of a main server.
- Provide a special e-mail to each employee using the computerized health information system, which facilitates the exchange of data between employees and increases communication with senior management.
- The need for the users of the system to participate in the process of design and evaluation of computerized systems, because it is important in reducing the causes of resistance to change and raise morale and notify employees of their functional importance.
- The importance of implementing qualitative campaigns aimed at health workers on the importance of computerized systems in improving performance and facilitating procedures to improve decision-making and lack of mistakes.

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