The Role of Information Technology in Improving Human Resources Management Procedures
An Empirical Study in The Civil Service Bureau-Bahrain
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Abstract

The study aims to achieve the following:
1- Identify the role of information technology in improving human resource procedures of the Civil Service Bureau in Bahrain
2- Assess the efficiency of management information system in improving operational procedures in terms of control, organization and communication,
3- Improve the standards associated with accuracy and speed
4- Recognize difficulties that might impact the efficiency of the management information system in terms of improving operational procedures in the Civil Service Bureau in Bahrain (Horison)
5- Identify the other aspects of the role information technology associated with other operational aspects according to the variables of the study.

- The researcher used descriptive method, and collected information using the interview and questionnaires. The study sample consisted of (45) employees from three different departments of the Civil Service Bureau in Bahrain which represents (17.5%) of the population of the study (257).
- The researcher designed a questionnaire consisting of (69) statements divided into five themes. Validity and reliability will be verified. To analyze the collected data, the researcher will use frequencies, percentages, means, tests, and One Way ANOVA.
- The results showed that information technology has a vital role in improving the procedures of human resource in the Civil Service Bureau Bahrain (M=4.104), operational procedures (M=3.836) and the procedures associated with control and organization (M=3.889).
- The indicators of accuracy in the Civil Service Bureau in Bahrain were "very high" with a mean of (3.284). The accuracy criteria based on the following:
  - The Law of Civil Service
  - Regulations and administrative orders
Job grades and ranks respectively.

- The results showed relates to the speed in the Civil Service Bureau is "very high" with a mean of (3.274) based on the speed criteria associated with "the employee’s personal information”, “appointment date”, "job title" and "circulars of human resources.

- The results are also revealed certain weaknesses in the efficiency of management information system including
  - Lack of highly skilled programmers and system analysts
  - Poor maintenance and follow-up of the devices
  - Resistance of the change by some of the staff
  - The lack of training programs on information technology for the staff

- Moreover, The findings indicate that there are statistically significant differences in the role of information technology in improving the procedures of human resources ascribed to the variable of gender in favor of males, but there are no statistically significant differences in the role of information technology in improving the procedures of human resources ascribed to the variables of marital status, educational level, qualification, experience and the number of training courses in information technology.

Based on the outcomes of analysis, the researcher recommends the following

1) Increase the number of supporting devices in the departments of the Civil Service Bureau
2) Continuously update the management information system for human resources (Horison) to reflect changes in laws and regulations of civil service.
3) Provide the Civil Service Bureau with a number of highly skilled programmers and system analysts, and adopt of electronic signature on the actions that come to human resources through the management information system (Horison).