

Measuring the Effectiveness of Human Resources Management System in the Ministry Of Interior in the Kingdom Of Bahrain

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Abstract

This study is an attempt to assess the effectiveness of using HRMS in human resources directorate at the Ministry of Interior in terms of Availability, Integration, Ease of Use, and Time Saving. Descriptive approach was applied in this research. In order to collect primarily data, a self-completed questionnaire was designed and distributed and received 100 in-house respondents. The participants are from the human resources directorate forming a mixture of managers, officers, policemen, and civilian employees. For descriptive statistics, SPSS was applied.

Based in the findings of this study, the conclusions are as follows: The HRMS is effective and can improve the Ministry's employees' performance and the Ministry has benefited greatly from it in terms of Availability, Integration, Ease of Use, and Time Saving. However, it needs further technical improvements, information-related enhancements, teamwork communication, and end-of-service delivery to customers.

Key Words: Availability, Integration, Ease of Use, and Time Saving.

Introduction

Over the last twenty years, the field of information technology has dominated many fields. As technology contributed and automated the systems in facilitating the work and speeding up its procedures. IT is the lifeblood of life because it provides a secure and easy environment for communication, data preservation and use. This accelerated technological development and the increasing need for speed of performance and achievement in addition to the desire of customers to obtain multiple services accurately and without error, with the failure of traditional tools to respond to those desires led to the need to review the systems and methods used. Information technology is a broad term meaning all the technologies used to store, process, distribute or create data and information.

Technology and the world of informatics to benefit from it as much as possible, because of its successful role in all aspects of life, which contributed to changing many methods to the best, providing the required features of speed performance, reducing costs, improving the quality of work, and getting accurate and accurate outputs. These advantages provide a lot for the organization as a whole, in achieving the desired objectives for survival, growth and expansion in the delivery of various services. This is achieved through many of the existing technical tools such as the emergence of expert systems, artificial intelligence, databases and other tools related to communication and data sharing. Database systems, for example, not only save data, but also go through several stages before getting data from the employee and monitoring them as well. The processing process, such as organizing, sorting, storing, coding and analyzing, eventually results in high accuracy and record time.

Hence, a new term for the use of technology in human resources management called HRMS (Human Resources Management Systems) meaning the application of technology through the network as an integrated business environment. The importance of human resources in the renaissance of people is not to be forgotten, and the attempt to direct and develop this energy is one of the most important efforts that the institutions are trying to perform in order to improve the overall performance of the employees and thus the productivity desired by them and by the institution as a whole.

Human resources also carry out other tasks such as ensuring that all activities, events and events are met and that the teams and their work are lined together. It also develops public relations and tries to strengthen it in the organization in order to maintain a good working environment aimed at developing performance. Therefore, the attempt to link information technology and its application in human resources departments is a very important subject because of its great benefits to the institution improving its position.

In order to study this subject, the researcher has chosen his work environment, which is the Human Resources Department at the Ministry of the Interior in Bahrain. This department has great importance in serving the human resources working in an important Ministry such as the Interior Ministry, in order to realize the vision of Bahrain 2030 successfully. The directorate has many valuable awards such as:

- Quality Management System, ISO 9001 in 2007.
- Committed to Excellence 1 star, 31 Mar 2015.
- The Environment Friendly system ISO 14001 in Nov 2017.
- Stevie Award for Best Use of Technology in Customer Service- Jan 2018.
- Recognized for Excellence 4 star, Apr 2018.

The research will focus on studying the impact of using the ORACLE HRMS application in the HR Directorate, which is named Al Rasid, this is the main work environment for mostly all the HR Directorate employees. It is the system that researchers should study in terms of the effect of using it and measuring the difference between its use and the traditional methods, to know the real benefit obtained, and whether this system actually helped transform the system into a new system that keeps pace with the technical development to achieve the objectives of the institution.

The researcher should also study and devise clear methods that any future searcher of the system can be able to measure the effectiveness of these electronic systems to know the difference in the overall level of performance between the past and the present.

Tables and Figures

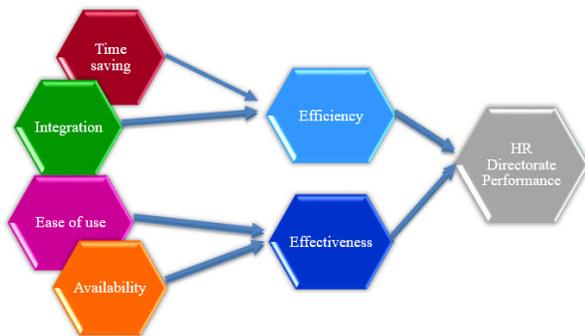


Figure 1: Theoretical Framework of the Study

This study is based on the researcher's belief that information technology has a strong impact on the performance of any institution, such as human resources management in the Ministry of Interior in the Kingdom of Bahrain. After reading the previous literatures such as Xie

Zheng, Seetha Ram [30] and Asem Omari [2], the researcher designed this scheme to fit within this research and what the researcher wanted to show. Through this theory, effect is usually observed through efficiency and effectiveness in the organization.

This chart illustrates the four important variables in raising the performance of any organization; Time saving, Integration, Availability and Ease of use. Time Saving is the most important element through which we can reduce the duration of time for any action in the field of human resources, such as recruitment procedures, which require a lot of time to collect and confirm data and then distribute the job applicant in the job and the right place.

Integration is one of the critical pillars of the HR system, since the completeness and reliability of information is one of the most important sources to be adopted in order to complete the work procedures. Availability also necessary elements to access information at anytime and anywhere, where it is sometimes necessary to access information urgently to implement some important actions in the field of human resources.

The last variable is Ease of use, which is one of the necessities any employee or client may call for in order to implement the procedures in an uncomplicated and smooth manner helping to accomplish the tasks in order to achieve customer satisfaction and achieve the desired goals. These arrows illustrate the relationships between these variables and the result of each one, whether efficiency or effectiveness in order to reach the desired result of improving the final performance of human resources management.

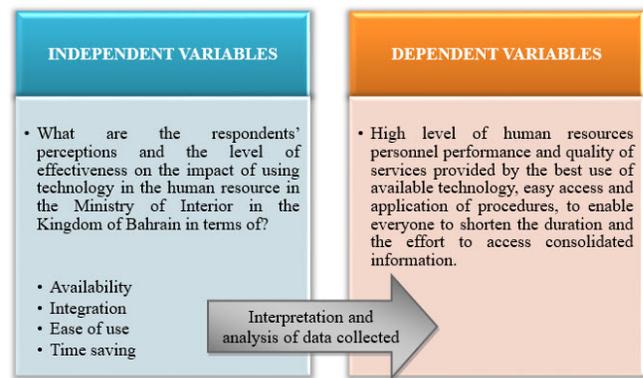


Figure 2 Sources: Conceptual Framework of the Study

This adopted the notion that will measure the effect of HRMS in Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain. Figure 2.2 illustrates that the respondents' perceptions and the level of effectiveness of using HRMS in Human Resources Directorate in the ministry of Interior of the Kingdom of Bahrain along with availability, integration, ease of use, time saving. The belief of human resource managers and employees will help the improvements or enhancement of the information technology in Ministry of Interior.

This chart illustrates four independent variables that directly affect the efficiency of human resource management, which we investigate to determine or measure the impact on the performance of the employee or the institution as a whole.

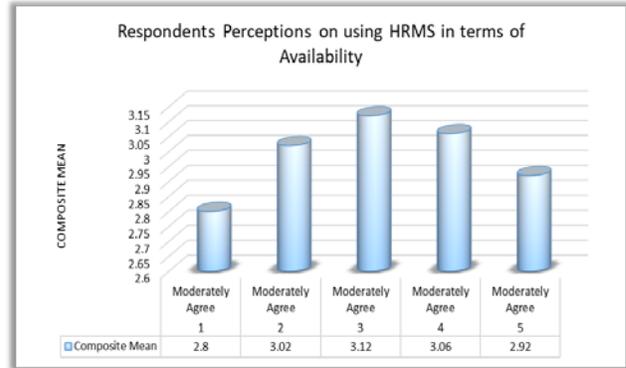
The chart shows the three conceptual stages through which any strategic plan passes from the input phase of the four variables, through the processing phase of the data, ending with the outputs to be reached.

Therefore, the inputs to this process are the variables on which we measure the impact of technology on the performance of human resources, and how these variables can develop the overall performance by enabling the employee to the effectiveness provided by the systems and technical programs to achieve the desired efficiency.

These variables are taken into consideration by anticipating and visualizing the impact of technology, and then gathering these views in the form of collected data from interviews and questionnaire for their analysis and interpretation in a scientific and real way to arrive at reliable facts to build the final form of output.

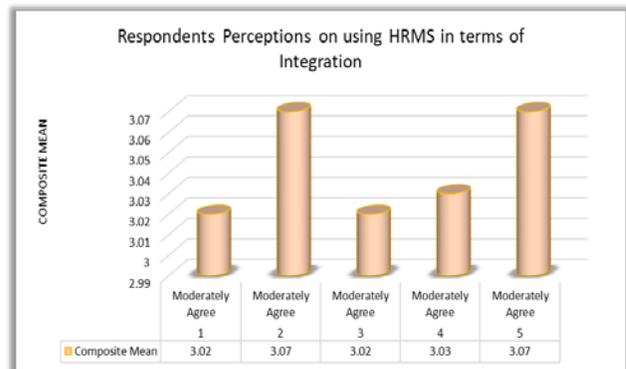
The last process shows the required outputs represented by the high performance of the employees and the senior management in order to reach a reliable and reliable efficiency that enables the institution to compete and continue to reach international standards of institutional excellence and quality by saving time and effort to access the integrated information from any place any time.

Graph 1. Respondents Perceptions on using HRMS in the Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Availability**.



Graph 1 presents the assessment of human resource management system in the Ministry of Interior in terms of Availability. As shown in the graph, the indicators number three, the technology provides good information security with composite mean of 3.14 means moderately agree; is the highest value among the values shown in the graph, which means that the respondents find some kind of trust in the system, which represents a secure environment for the data handled by the staff, and gives us the perception of the adoption of the system to keep information more confidential than the traditional methods..

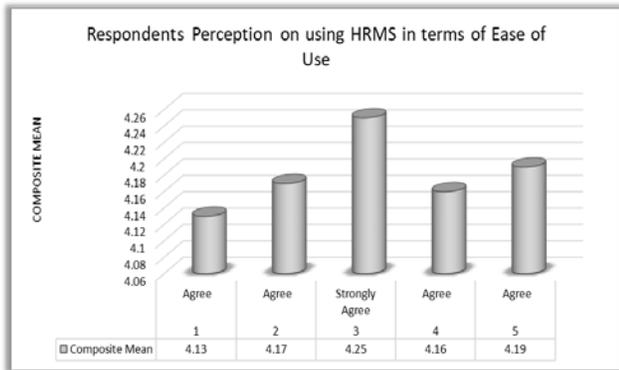
Graph 2. Respondents Perceptions on using HRMS in the Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Integration**.



Graph 2 presents the assessment of human resource management system in the Ministry of Interior in terms of Integration. As shown in the graph, the indicators number two, the technology protects the data with a different level of confidentiality and the indicator number

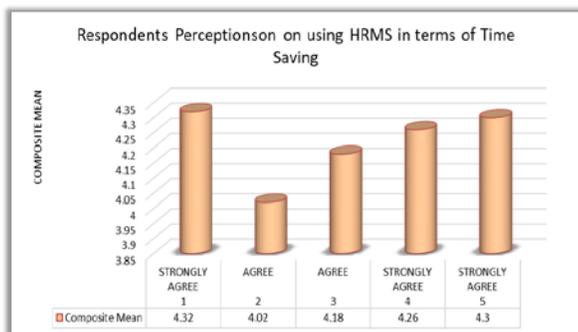
five, it facilitates the communication process between all parties end by providing service to customers with composite mean of 3.07 means moderately agree; are the highest values among the values shown in the graph, which indicates somewhat that respondents believe technology contributes significantly to increasing communication between the parties to transfer protected data among them, thus taking care to give the necessary powers to each of these entities.

Graph 3. Respondents Perceptions on using HRMS in the Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Ease of Use**.



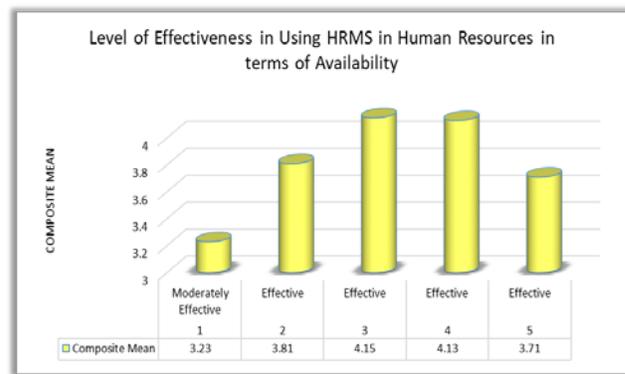
Graph 3 presents the assessment of human resource management system in the Ministry of Interior in terms of Ease of Use. As shown in the graph, the indicators number three, technology stores data better than conventional methods with composite mean of 4.25 means strongly agree; is the highest value among the values shown in the graph, which means that respondents believe that modern technologies certainly preserve data and information in better ways than traditional methods, whether because of easy preservation, easy retrieval of archived information or even stored and archived in a safe environment with excellent reliability.

Graph 4. Respondents Perceptions on using HRMS in the Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Time Saving**.



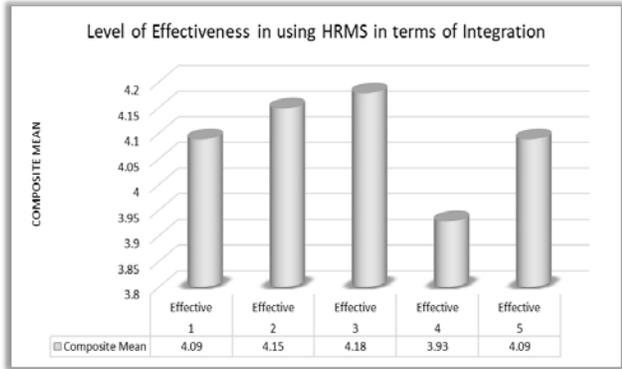
Graph 4 presents the assessment of human resource management system in the Ministry of Interior in terms of Time Saving. As shown in the graph, the indicators number one, it helps speed up business processes in working environment with composite mean of 4.32 means strongly agree; is the highest value among the values shown in the graph, which means that the respondents believe that HRMS contributes to accelerating the pace of work.

Graph 5. Level of Effectiveness as perceived by the respondents in using HRMS in Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Availability**.



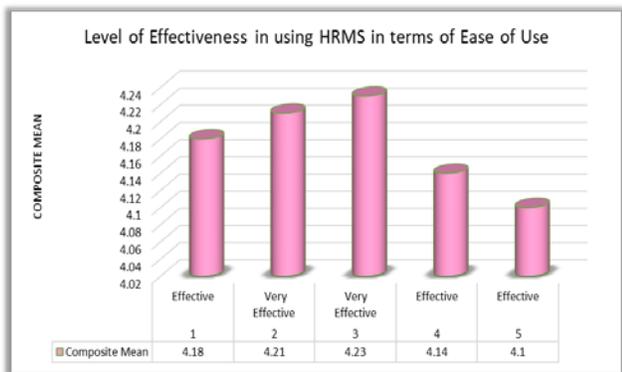
Graph 5 presents the assessment of human resource management system in the Ministry of Interior in terms of Availability. As shown in the graph, the indicators number three, the technology provides good information security with composite mean of 4.15 means effective; is the highest value among the values shown in the graph, which means that participants believe that the human resources management system actually secures the working environment, which prevents any hacker from entering the system or even preventing hackers from reading the data.

Graph 6. Level of Effectiveness as perceived by the respondents in using HRMS in Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Integration**.



Graph 6 presents the assessment of human resource management system in the Ministry of Interior in terms of Integration. As shown in the graph, the indicators number three, technology allows defining the powers to enable the authorized to complete the procedures with composite mean of 4.18 means effective; is the highest value among the values shown in the graph, which demonstrates the confidence of participants in the modern system, which sets the necessary powers for each individual in the institution in order to do its work without prejudice to the work of others.

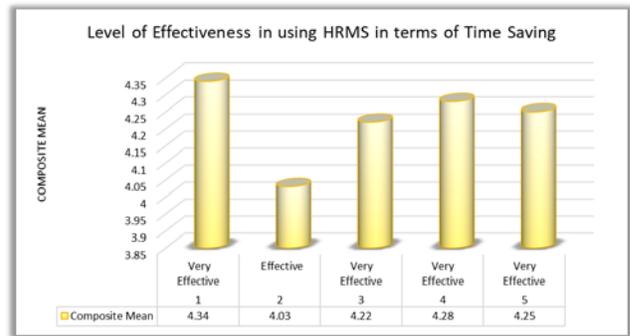
Graph 7. Level of Effectiveness as perceived by the respondents in using HRMS in Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Ease of Use**.



Graph 7 presents the assessment of human resource management system in the Ministry of Interior in terms of Ease of Use. As shown in the graph, the indicators number three, technology stores data better than conventional methods with composite mean of 4.23 means very effective; is the highest value among the values shown in the graph, which is clear that participants rely on the new system, which saves data in safe and clear ways

compared to old methods that relied on paper records, difficult to enter and search, and not safe from disasters.

Graph 8. Level of Effectiveness as perceived by the respondents in using HRMS in Human Resources Directorate in the Ministry of Interior in the Kingdom of Bahrain in terms of **Time saving**.



Graph 8 presents the assessment of human resource management system in the Ministry of Interior in terms of Time Saving. As shown in the graph, the indicators number one, it helps speed up business processes in working environment with composite mean of 4.34 means very effective; is the highest value among the values shown in the graph, which indicates the satisfaction of the respondents in terms of the speed of performance provided by the system and the acceleration of work procedures from the previous.

		Effectiveness Overall
Perception Overall	Pearson Correlation	.211*
	Sig. (2-tailed)	.035
	N	100

*. Correlation is significant at the 0.05 level (2-tailed).

The table 4.5 shows that the value .211 indicates that the correlation between the respondents' overall perceptions and the overall level of effectiveness of using HRMS in the Human Resources Directorate in the Ministry of Interior is low positive. It is significant at 95% level as the significant value of .035 is less than 0.05.

These results show the strength and direction of the association between the perceptions and the level of effectiveness in using HRMS. Because the relationship is positive, it means that respondents' expectations are directly proportional to the level of effectiveness of the system. This means that increasing of the level of effectiveness within the four variables will also increase perceptions and vice versa. The benefit of the system is clear to the participants and the convergence of their expectations. Therefore, it is clear that the researcher is

satisfied and confident with the results by nearly 95%, that the sample can give us a perception about the whole population.

As a result, it is clear that there is a significant relationship between the perceptions and the level of effectiveness in using HRMS in Human Resources Directorate in the ministry of Interior in the Kingdom of Bahrain.

Conclusions

Based on the significant findings of the study, the following conclusions are drawn first the HRMS in the Human Resources Directorate in the ministry of Interior in the Kingdom of Bahrain is effective and improve the Ministry's employee performance. Second the Ministry of Interior, represented by the Human Resources Directorate, has benefited greatly from the HRMS in terms of Availability, Integration, Ease of Use and Time Saving and lastly, The system needs further technical improvements, information-related enhancements, teamwork communication and end of service delivery to customers.

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