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The Role of Specialists in Improving the Quality of Government Institutions' Information Documentation During COVID 19

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Abstract

This study aimed to identify the impact of the Corona pandemic (COVID 19) on the need for specialists in the documentation and electronic archiving and the quality of the information. The descriptive approach applied in this study. The data was collected from 155 lecturers from Jordanian governmental institutions. The findings concluded that there is a positive effect of the corona pandemic on the need for specialists in archiving and electronic documentation and the quality of the information. The study recommends that the most important of which were create a specialization in document management and electronic archiving for the bachelor's level, and to hold intensive training courses and workshops for jobs that need to acquire skills in dealing with digital content in response to keeping pace with emergency changes, and which need speed in acquiring the necessary basic skills for document management and digital dealings with archives.

1. Introduction

The digitization of activities and processes in all fields is one of the great developments that occurred at the end of the last century. These development are increasing day by day in the current century with the emergence of modern technologies in the field of applications and modern means of communication. Such changes reduced the technological gaps between countries in various fields [1]. Some developing countries were able to catch up with developed countries by working on the use and employment of information technology in their activities, and even contributed to the development and manufacturing of technologies and applications [2]. It is worth noting there is an explosion of information at great rates as a result of the tremendous developments, but despite all this, the information must have credibility and quality in order to be more important to decision makers [3]

The inevitability of catching up with the nations that are advanced in preparing their official and private institutions in hosting electronic resources and converting all paper, audio and visual resources into electronic sources, as the stage requires speed of retrieval and eliminating the paperwork routines that have become an obstacle to institutions due to their weak retrieval capabilities in addition to the spaces that require availability to store this huge amount of documents, which requires great effort in preservation, organization, research, restoration and maintenance [4], [5]. All of this confirms the importance of moving from the traditional paper-based archive to electronic archives, in line with the modern's demand for speed, accuracy, ease, modernization and the welfare of society [6], [7]. However, all these facts are from experiences and events were unable to bring about the desired change in local institutions, then the corona pandemic (COVID 19) came to blow the winds of mandatory change in approaches and methods related to the use of remote communication to prevent mixing and the spread of disease [8].

Corona pandemic is one of the most important emergency changes in the year 2020 that cast its shadow over all fields, starting with the health field and ending with the entertainment field, as the Corona pandemic contributed to the acceleration of the pace of transformation and change in the use and employment of information technology and communication and information technology [9], [10]. The Corona pandemic emphasized the necessity of using modern technologies through remote communication to avoid mixing in order to preserve the health of the people and emphasized the necessity of using modern means of communication through the Internet as a way of life and not one of a group of methods, but rather a necessity of life in itself. Emphasizing that the digitization of peoples, not only sources of information, is forced digitization of all people's par excellence [11]–[13].

Based on that, this study came to examine the role of specialists in improving the quality of government institutions' information documentation during the Corona pandemic. The archive takes a very important position in many institutions

as it is the basic memory of any institution, no matter how small or large, and a means of preserving its history and linking its present with its future. Therefore, the development of those in charge of archiving and documentation comes as a requirement that coincides with the new variables that directly affected the methods and mechanisms of transactions, in addition to activating the use of some technologies that not used in the last. Hence this study aims to investigate the role of specialists in improving the quality of governmental institutions - information documentation through the Corona pandemic. It also aims to define the impact of specialists on information documentation of government institutions. In addition, the study aims to know and define the impact of specialists on information documentation of government institutions through the Corona pandemic.

2. Literature Review

2.1 Information documentation

Adopted archives in the past decades were based on paper documents, but after the Second World war the situation changed completely, not only to the increasing amounts of information produced by the state organizations, but for progress in the forms of media that is records and stores the information, whether text, sound, images, information, or a video, with the possibility of linking and integrating these medias. It was not initially for the emergence of information technology and the development of networks a significant impact on the archival work in terms of integration and openness to global information systems the way they merged their libraries and distribute and open systems but played confidential and privacy elements a key role in keeping the insular nature of the work of archival [2] [14].

While in recent years, and particularly since the beginning of the nineties, technological uses have evolved in areas related to information, scientific research, electronic publisher, and databases [15], [16]. In the face of worsening of these huge quantities of documents and mutual phones on open networks and the information it was necessary to find appropriate technical solutions to control the various technological aspects [17], [18]. Advanced technologies have been imposed in the function of archiving and preserving correspondence, which require organizations of all kinds to switch to the use of computers in preserving correspondence, and in the field of the archives function, its importance and techniques in the field of classification, preservation, circulation and confidentiality, this is to equip them with advanced skills in using computers and electronic technologies to develop electronic archiving systems, as well as skills to protect them [19], [20].

The emergence of interest in electronic archiving and documentation in light of the changing economy and unstable environments that are concerned with storing its history. It is also one of the concepts that has been growing in recent times, and the past years have witnessed a great interest by organizations towards adopting electronic archiving, and including it in its strategies and policies, and this concept has gained great importance in light of the increasing importance of the knowledge objectives that focus on storing, generating and creating information to enhance productivity levels, efficiency and effectiveness in organizations [21]–[23].

Researchers have indicated that it has become very difficult to directly access or retrieve information, due to the rapid dynamism in the nature of information, and its tremendous increase in recent times, which has made it difficult for institutions to access information. Therefore, managers should be aware of how to find it due to its importance in generating knowledge. Hence the interest in the archive, whose concept revolves around the mechanism for preserving documents related to the work and tasks of the institution, which have been completed, and this information has historical, administrative, legal or financial significance, and is preserved in the office of a department or store called the archive [20]. Researchers also pointed out the importance of archiving data electronically and protecting it from risks that may occur [24]–[29].

The lack of interest in training and development in the field of classification and electronic archiving, that the process of arranging documents is done in discretionary ways that are not subject to a specific classification system, and that the use of wooden shelves in archive halls is very high, which constitutes a danger to archival documents, and that the archive halls lack to necessary amenities [30], [31], [31]. The processes of technical organization of information in line with the needs of psychological tests have been employed in an automated program that facilitates the entry, addition and retrieval of the tests, which saves a lot of time and effort and increases work efficiency [32]–[34].

2.2 Quality of Information

Researchers indicates that poor quality due to inaccessible data and information results in shortcomings. Information quality can be measured with variables as in time, accurate, convenient to access and reliable [35], [36]. The quality of information can be approached using the distinction of information-as-artifacts, and information-as-deliverables. The former can be subject to technical quality considerations involving assessments of variation, i.e., the difference between true conditions and their symbolic representations [37]. The relationships between information quality and strategic benefits along with institutional value were in upright agreement, statistical analysis highlighted that improvement in different aspects of information quality can lead to a better organizational image [38]–[41].

Information system design theory benefit professionals by providing insights as to how organizations can deal with the different types of uncertainties related to participating in electronic data exchanges [42]–[44]. The importance of information quality in today's information age is not just the technical quality of the system that will drive benefits to the

organization or society, but the information that is produced by the system [42]. Online information quality (IQ) plays a critical role in influencing the quality of consumers' experience and decisions in the online environment [45].

3. Research Methodology:

The researcher will follow the descriptive analytical method to provide an accurate description of it. Because of this approach has many advantages, and its ability to identify and become familiar with the problem in all aspects. the study sample consisted of (155) of the employees of Jordanian governmental institutions. The questionnaire was distributed in appropriate ways according to the characteristics of the sample, and the following tables show the results that were reached about the characteristics of the study sample individuals, explained as follows:

The frequencies and percentages of the demographic variables (age in years, years of experience, and position) were calculated as shown in the following table:

Table 1: The Distribution of the Sample Members According to the Demographic Variables

Variable	Level	Frequency	Percentage
Age in years	Less than 30 years	37	23.9%
	30 years - 40 years	35	22.6%
	41 years –50 years	38	24.5%
	older than 50	45	29%
	Total	**155**	**100%**
Experience	Less than 5 years	48	31%
	5 years – 10 years	35	22.6%
	11 years – 15 years	34	21.9%
	15 years More than	38	24.5%
	Total	**155**	**100%**
Position	Director	38	24.5%
	Director's assistant	42	27.1%
	Head of department	34	21.9%
	Other	41	26.5%
	Total	**155**	**100%**

It was found from the above table that those whose age groups ranged older than 50 years were (45) individuals with a percentage of (29), and those whose age groups 30 years - 40 years they were (37) with a percentage of (23.9%). And it was evident from the above table that those with experience of less than 5 years, their numbers reached (48) with a rate of (31%), and those with 11 years – 15 years, their number was (34), a percentage (21.9%). It was evident from the above table that those with position director's assistant, their numbers reached (42) with a rate of (27.1%), and those with position head of department, their number was (34), a percentage (21.9%).

4. Findings

4.1 The Results of Descriptive Statistics of Study Fields

The first objective was to present results related to variable of "archiving and documentation". To answer the first question, arithmetic means and standard deviations were calculated for paragraphs of opinions of faculty members about the importance of archiving and documentation, and the following table clarifies that:

Table 2: Opinion of Faculty Members about the Importance of Archiving and Electronic Documentation

No.	Paragraph	Arithmetic mean	Standard deviation	Rank	Level
1	Working with the electronic document system is characterized by speed, accuracy and transparency	3.33	0.97	7	Medium
2	Easily exchange data between all branches of the authority	3.50	0.96	4	Medium
3	Facilitate to access to the information by users	3.63	1.01	3	Medium
4	Saving time and effort in obtaining information	3.35	1.01	6	Medium
5	The ability to search the content of documents remotely	3.74	1.01	1	Medium
6	Reduces the tasks assigned to the workers	3.64	1.1	2	Medium
7	Multiple people were able to view the information at the same time	3.20	0.91	8	Medium
8	Direct access to information by users	3.43	1.00	5	Medium
As a total		**3.47**	**0.69**		**Medium**

Table 2 indicates that the arithmetic means of the faculty members' opinions about the importance of archiving and documentation came at a medium level. The general result indicates that there is a medium level of the faculty members' opinions about importance of archiving and documentation from the point of view of the study sample, as the arithmetic mean of the general total was (3.47) the standard deviation of (0.69) with level medium, and this indicates that the responses of the study sample were positive, ranging from high to medium grades distributed over paragraphs of this field. As for the standard deviation values, they are high, indicating that the answers of the study sample are varied and divergent to some extent in this field.

Table 3: The Role of Specialist in Archiving and Electronic Documentation

No.	Paragraph	Arithmetic mean	Standard deviation	Rank	Level
1	Follow up on amendments and checks on electronic documents	3.51	1.02	6	Medium
2	Organize the contents of files to enable employees to access them	3.41	1.04	8	Medium
3	Create electronic documents and ensure their validity	3.50	1.03	7	Medium
4	The use of the scientific method in documentation and archiving	4.02	0.98	1	High
5	Define a priori mechanism for maintaining and indexing documents	3.65	1.02	4	Medium
6	Contribute to the optimal use of available information	3.65	0.98	4	Medium
7	Facilitate access to information by users	3.70	1.02	3	High
8	Using the scientific method in electronic documentation and archiving	3.75	1.01	2	High
Total		**3.64**	**0.70**		**Medium**

Table (3) indicates that the arithmetic means of the role of specialists in electronic archiving and documentation came at a medium level. The general result indicates that there is a medium level of the role of specialists in electronic archiving and documentation from the point of view of the study sample, as the arithmetic mean of the general total was (3.64), the standard deviation of (0.70) with level medium ,and this indicates that the responses of the study sample were positive, ranging from high to medium grades distributed over paragraphs of this field. As for the standard deviation values, they are high, indicating that the answers of the study sample are varied and divergent to some extent in this field.

The second objective is to present the results related to the variable of " the impact of the Corona pandemic on information ". To answer the first question, arithmetic means were calculated for the answers of study sample individuals about paragraphs of the field of "represent the impact of the Corona pandemic on information", which are on two main axes, as the following:

Table 4: The Impact of the COVID 19 on Quality of Information

No.	Paragraph	Arithmetic mean	Standard deviation	Rank	Level
1	The electronic documentation systems in the institution made it easier to access to the information during the Corona pandemic	3.89	1.01	1	High
2	I could not get all the information through the institution's website	3.79	1.07	2	High
3	I could not handle archived files at the institution site	3.65	1.04	6	Medium
4	I able to easily access the information through the Foundation's website during the Corona pandemic	3.74	1.06	4	High
5	I think the documentation system in the organization needs to be developed	3.74	0.93	4	High
6	The Foundation provides an electronic archiving system for all parties in the organization	3.79	0.99	2	High
7	Providing an enormous amount of information daily at all time to guide the efforts of workers during the Corona pandemic	3.57	1.04	8	Medium
8	Rapid access to information during the Corona pandemic	3.63	1.03	7	Medium
Total		**3.73**	**0.75**		**High**

Table 4 indicates that the arithmetic means of the impact of the Corona pandemic on the needing for specialist in archiving and electronic documentation on the quality of the information among faculty members came at high level. The general result indicates that there is a high level of the impact of the Corona pandemic on the needing for specialist in archiving and electronic documentation on the quality of the information among faculty members from the point of view of the study sample, as the arithmetic mean of the general total was (3.73) and the standard deviation of (0.75) with level high, and this indicates that the responses of the study sample were positive, ranging from high to medium grades distributed over paragraphs of this field. As for the standard deviation values, they are high, indicating that the answers of the study sample are varied and divergent to some extent in this field.

Table 5: Quality of Information During COVID 19

No.	Paragraph	Arithmetic mean	Standard deviation	Rank	Level
1	The information provided by the archive (electronic system) is free and complete	3.55	0.98	7	Medium
2	The current information system provides you with a smooth flow of data and information	3.62	1.01	4	Medium
3	The information provided is not duplicate	3.59	1.02	5	Medium
4	The information provided is closely related to the topics you need on the job	3.70	1.11	3	High
5	The charts you need are available upon request	3.97	1.07	1	High
6	The information you need is arranged in a specific order that is easy to understand	3.88	1.02	2	High
7	The information provided by the system is correct and error-free	3.52	1.01	8	Medium
8	The information provided by the system is current information	3.58	0.96	6	Medium
Total		**3.68**	**0.76**		**High**

Table 5 indicates that the arithmetic means of the quality of the information those are available in the electronic archive through corona pandemic came at a high level. The general result indicates that there is a high level of the quality of the information those are available in the electronic archive through corona pandemic from the point of view of the study sample, as the arithmetic mean of the general total was (3.68) and the standard deviation of (1.07) with level high, and this indicates that the responses of the study sample were positive, ranging from high to medium grades distributed over

paragraphs of this field. As for the standard deviation values, they are high, indicating that the answers of the study sample are varied and divergent to some extent in this field.

4.2 Reliability

To measure the reliability of the study tool (the questionnaire), the researcher used (Alpha Cronbach's equation) to ensure the reliability of the tool. Table 6 shows the reliability parameters of the study tool**.**

Table 6: The Value of the Questionnaire Reliability Coefficient

Factor	Number of paragraphs	Cronbach's alpha
Specialist	8	0.847
Archiving and electronic documentation	8	0.840
Corona pandemic	8	0.881
Quality of the information	8	0.883
General reliability of the questionnaire	32	0.952

It is evident from Table 6 that the general reliability coefficient for the study axes is high, reaching (0.952) for the total of (32) paragraphs of the questionnaire, while the reliability of the axes ranges between a minimum of(0.840) and a maximum of (00) as a maximum, and this indicates that the questionnaire has a high degree of reliability.

4.3 Goodness of Fit Indices

The issue of goodness of conformity is one of the very important issues in path analysis, and it is related to the extent to which the theoretical model matches the field data, and there are many indicators of good conformity, and among the most prominent of these indicators provided by the statistical software Amos:

Table 7: Goodness of Fit Indices

Index	Chi-square	CMIN	CFI	TLI	RMSEA
Value	3.76	3.76	0.99	0.96	0.13

The Chi-Square index was (3.76), which is not good, indicating that the model does not match the data. The Comparative Fit Index (CFI) value (0.99) is greater than 0.90 and is very close to one, which indicates the good fit of the model to the data. As for the value of the Tuker-Lewis Index (TLI) it reached (0.96), which is a good value because it is close to one, which indicates the good fit of the model to the data. As for the value of the Root Mean Square Error of Approximation (RMSEA) of (0.13), it is an unacceptable value because it is greater than 0.08, which indicates the rejection of the mode.

4.4 Hypotheses Testing

The study hypotheses regarding to the role of specialists in improving the quality of government institutions' information documentation through the Corona pandemic tested using path analysis using the statistical program Amos, and the results were as follows:

Table 8: The Effect of Corona Pandemic on Needing Specialist in Archiving and Documentation on the Quality of the Information

Exogenous Variables		Endogenous Variables	Un-Standardized Estimate	S. E	C.R	P-Value	Standardized Estimate
Specialist	→	Archiving And Documentation	0.162	0.093	1.749	0.082	0.149
Corona Pandemic	→	Archiving And Documentation	0.648	0.091	7.099	***	0.606
Corona Pandemic	→	Specialist	0.708	0.062	11.494	***	0.704
Corona Pandemic	→	Quality Of The Information	0.189	0.066	3.082	0.002	0.189

First hypothesis states: "There is positive effect of the role of specialists on the archiving and electronic documentation." Table 8 shows that the calculated value (C.R) was (1.749) with a standard error of (0.093), and the value of non-standard

estimates was (0.162) and the value of the standard estimates was (0.149). The value of the statistical significance of the research hypothesis was (0.082), which is greater than the level of significance (0.05), which indicates acceptance of the research hypothesis, which indicates that "There is positive effect of the role of specialists on the archiving and electronic documentation."

For the second hypothesis which states: "There is a positive effect of the Corona pandemic on archiving and electronic documentation."Table 8 shows the calculated value (C.R) was (7.009) with a standard error of (0.091), and also recommended the value of the standard computed (0.648) and the indicated value (0.606). The sign of the statistical significance value of the research hypothesis (0.001) and it is less than the significance level (0.05), which indicates the rejection of the research hypothesis indicating that " There is a positive effect of the Corona pandemic on archiving and electronic documentation."

For the third hypothesis which states: " There is a positive effect the Corona pandemic to the extent of needing for specialist in archiving and electronic documentation. "Table 8 shows that the calculated value (C.R) was (11,494) with a standard error (0.062), and the value of non-standard estimates was (0.708) and the value of the standard estimates was (0.704). The value of the statistical significance of the research hypothesis was (0.001), which is less than the level of significance (0.05), which indicates the rejection of the research hypothesis, which indicates that " There is a positive effect the Corona pandemic to the extent of needing for specialist in archiving and electronic documentation." For the fourth hypothesis which states: " There is a positive effect of the Corona pandemic and the needing for specialist in archiving and electronic documentation on the quality of the information."

Table 8 shows that the calculated value (C.R) was (3.082) with a standard error of (0.066). The value of non-standard estimates was (0.189) and the value of standard estimates was (0.189). The value of the statistical significance of the research hypothesis was (0.002), which is less than the significance level (0.05), which indicates the rejection of the research hypothesis, which indicates that "there is a positive effect of the Corona pandemic and the needing for specialist in archiving and electronic documentation on the quality of the information."

5. Discussion and Conclusion

The archive takes a very important position in many institutions, as it is the basic memory of any institution, no matter how small or large, and a means of preserving its history and linking its present with its future. Moreover, Corona pandemic effect on the need for specialists in documentation and electronic archiving and the quality of the information. The findings shows that there is a positive effect of the role of specialists and the Corona pandemic on the archiving and electronic documentation. In addition, there is a positive effect the Corona pandemic to the extent of needing for specialist in archiving and electronic documentation. Finally, there is a positive effect of the Corona pandemic and the needing for specialist in archiving and electronic documentation on the quality of the information. This paper recommends to create specialization in document management and electronic archiving for the bachelor's level, holding intensive training courses and workshops for jobs that need to acquire skills in dealing with digital content in response to keeping pace with emergency changes, and which need speed in acquiring the necessary basic skills for document management and digital dealings with archives, and to benefit from the rare experiences in this field which are available in both the National Library and the Manuscripts Department at the University of Jordan. In addition to the use of faculty members who specialize in this field, to supply Jordanian official institutions with the necessary knowledge.

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