



# The Role of Administrative Management in Managing Human Resources Management Practices in the Salah Al-Din Electricity Distribution Branch From an Administrative Point of View (Case Study)

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**Abstract:** The objective of this research is to investigate the relationship that exists between e-management and improvement on human resource management (HRM) practices with in Salah al-Din Electricity Distribution Company. The study specifically examines the effects of e-management on different aspects of HRM such as job analysis, recruitment, training and development, performance appraisal and reward. Research design: descriptive-analytical, data collection and sampling were companies of 250 employees who using questionnaires and analysis. The study employs correlation and regression analysis to gauge the impact of e-management instruments, such as e-training, digital communication network and electronic governance on better HRM practices. Results reveal a significantly strong positive relationship between e-management and HRM practices such as e-recruitment ( $r=0.50$ ), performance appraisal ( $r=0.50$ ) and training of employee ( $r=0.57$ ). However, the study also highlights weaknesses in e-monitoring mechanisms, suggesting the need for further improvements in electronic supervision and administrative efficiency. These findings emphasize the importance of digital transformation in HRM, recommending the adoption of AI-driven recruitment systems, enhanced digital monitoring, and expanded e-learning platforms to optimize human resource management in the organization.

**Keywords:** E-management, Human Resource Management, Digital Transformation, Performance Evaluation, E-Governance

## Introduction

It has become an urgent necessity due to the reasons of modern technological development in our current era to reduce the use of modern technology as life has become directly dependent on technologies and huge developments in societies, companies and organizations as the human use of this technology daily is continuous and in a tremendous and large development as countries have become racing to obtain it.

Therefore, these countries began to use it in all fields, especially in office work, where paper transactions were dispensed with and became a thing of the past, these developments accelerated using the Internet and social networking sites and integrating them to take advantage of them and use them continuously to complete transactions and began working with electronic management and became a big difference from before and an important achievement in modern organizations where an electronic environment was created and trained workers using computerization as electronic management employs electronic

services and eliminates the old traditional work routine and select the best methods of progress and development electronically and the study consists of The study's and the second research's methodological framework: The third debate and the theoretical framework: The fourth theme, conclusions and suggestions, and the study's methodological approach.

## **Methodology**

### **Methodological framework of the study**

#### **Problem of the study**

In the current day, an organization's ability to succeed relies on how dependent it is on technology and how quickly the Internet is developing. This is due to the major advancements in information technology, especially in the administrative elements that impact enterprises. In order to improve their reality, firms must focus on staff training through a variety of strategies. Additionally, they need to be aware of administrative strategies and make wise choices, and reach the elected and required goals to guide the organization to safety. Additionally, it impacts all human resources management practices, which in turn manages the completion of all administrative transactions within the organization and the speed of implementation of actions related to that the organization.

Does e-management contribute to human resource management practices?

1. What is the level of e-management on human resource management practices in the respondent organization?
2. To what extent does the respondent business implement human resource management practices?
3. How does the respondent organization's use of e-management improve employee training?

#### **Importance of the study:**

**The importance of the study for my case study lies in the following:**

#### **The importance of the study:**

This study's significance stems from the fact that it selected the neighborhood that would be used by Salah Al-Din Electricity Distribution Company, which is essential to the company's growth and development. A dependent variable and an independent variable were also examined in the study, along with the effect of e-management on Salah al-Din Electricity Distribution Company's HRM procedures. which could benefit Salah al-Din Electricity Distribution Company and help them understand what applies to it. It should also be used in the research organization. This would raise the level of e-management and increase interest in it by improving it, developing human resources practices, and teaching staff members how to use technology, administrative techniques, computing, and applications to deal with external challenges and complete transactions as quickly as possible.

#### **Objectives of the study**

The most important objectives that the current study seeks to achieve are:

- a. determining the degree of e-management in Salah Al-Din Electricity Distribution Company and its effects on human resource practices in the study organization, taking into account its aspects (quality, databases, information technology, human resources, and service concept).
- b. Determine Salah al-Din Electricity Distribution Company's degree of HR procedures.

### **Hypothesis of the study**

The researcher created a model that depicts the key factors that will be examined in the present study based on the problem and goals of the investigation. These variables are the independent variable (the function of e-management), whose dimensions are (e-training, electronic devices, communication networks and e-government), and the dependent variable (human resource practices), whose dimensions are (job analysis and description, selection, appointment, training, wages and rewards). The arrow indicates the relationship of the effect. The arrow indicates the correlation.

The following hypothesis was developed in light of the factors the researcher found in the study model, which attempts to investigate their effects on one another:

1. The first main hypothesis: There is a significant correlation between e-management and HRM practices.
2. The second major hypothesis states that e-management and HRM practices are significantly impacted.

### **Limitations of the study**

1. Temporal Limits: The current investigation was conducted between 2024 and 2025.
2. Spatial Restrictions: Salah Al-Din Electricity Distribution Company was the exclusive focus of this investigation.
3. Human Limits: Salah al-Din Electricity Distribution Company was the sole subject of this investigation.
4. Intellectual Limits: Based on the studies identified in the research model, this study was restricted to assessing the effect of e-management on Salah al-Din Electricity Distribution Company's HRM practices.

### **Methodology of the study**

This study will employ a descriptive-analytical methodology to address the research issues and evaluate the viability of its hypotheses. It will investigate the causal links between Salah Al-Din Electricity Distribution Company's use of e-management and HRM practices.

### **Study population and sample**

The study population is made up of 250 male and female employees of Salah al-Din Electricity Distribution Company. Because the community is homogeneous, the researcher used a basic random sampling technique based on O'Maskeran to choose a simple sample of the study population. The community was used to determine the sample.

### **Sources of data collection**

In order to achieve the objectives of the study, the researcher used two main sources of data collection:

1. Secondary sources:

Which will be collected from books and periodicals related to the topic of the various articles and those available in the World Wide Web (Internet).

2. Primary Sources:

The questionnaire will be used by the researcher to collect the study's primary data because it will be designed and its paragraphs constructed in a way that allows the researcher to measure the variables of the study accurately by drawing on prior research on the topic and theoretical literature that addressed its variables.

### **Statistical Methods Used**

1. The research data will be analyzed using a range of statistical techniques found in the Statistical Package for Social Sciences (SPSS). These techniques include:
2. Using percentages and frequencies to characterize each respondent's unique attributes.
3. Use arithmetic means and standard deviations to determine how well respondents agreed with the study's variables and various aspects.
4. To determine if the independent variable and its many dimensions have an impact on the dependent variable, use the correlation coefficient, simple regression analysis, and multiple regression analysis.
5. Cronbach's alpha coefficient to determine the study tool's stability.

### **Result and Discussion**

#### **Theoretical Framework**

##### **E-management:**

The term e-management is considered one of the modern management terms that emerged as a result of the emergence of tremendous developments in the information and communication network, as defined by Najm Aboud as the administrative process based on the Internet, communication networks, and business networks (Asmaa Ayouda, 2023, p. 17).

Where e-management is defined as 'the use of electronic means and techniques in all required by practice, organization, procedures, trade, or advertising (Ashour Abdulkarim, 2010, p. 13).

E-management is also defined as a management approach based on the assimilation and conscious use of communication technology in exercising the basic functions of administration and providing services and activities in the era of globalization and continuous change (Mohammed Qalabi, Belkadi Al-Amin, 2014, 113).

##### **Objectives of e-management:**

The application of e-management in organizations is due to achieving multiple objectives (Fidaa Hamed, 2014, p. 228)

1. Reducing the cost of administrative procedures and related processes
2. Accommodating a larger number of customers simultaneously

3. Cancelling the paper-based national archive system and replacing it with the archive system, which is soft in handling and able to correct errors.
4. To correct errors quickly. Characteristics of e-administration

The characteristics are as follows (Surya & Sabria, 2021)

1. Paperless management: It contains a set of basics
2. Where there is paper, but it is not heavily used, as there is an electronic archive and voice messages.
3. Locationless Management : It relies mainly on mobile phones and other devices.
4. Timeless management: The worker works in real time 24 hours a day.
5. Management without rigid organisations: Peter Drucker talked about smart organisations that rely on knowledge work.

### **Obstacles to e-management.**

(Doherty, N,F and King, M, 1998)

- Lack of clarity of administrative leadership New employees do not master electronic work.
- Lack of consensus on the objectives of e-management, which leads to disagreements and conflicts.
- Employees' fear of not being able to keep up with modern technology
- Illiteracy in electronic dealing for some employees due to the lack of acceptance of electronic work.

### **Second: Financial constraints**

- Lack of financial resources to provide infrastructure for e-administration in developing integrated networks
- The Directorate lacks the necessary financial allocations for the development of e-management staff.
- Maintenance services are expensive
- The high costs of the Internet.

### **Third: Human Constraints: (Rashid et al, 2014)**

- Language barrier
- Barriers to rapid change among employees
- Employees' lack of knowledge about the distribution of roles and powers and the diversity of responsibilities
- Lack or contradiction between employees and knowing their desires

### **Human Resources Management Practice:**

Definition of human resources: A set of integrated and interconnected policies and activities whose design and implementation are jointly undertaken by supervisors, team leaders, and human resources management specialists (Hamza, 2022).

Human resources rely on an interconnected strategic approach to managing the organization's assets and value, both individuals and groups, to achieve the highest organizational value (Patro, 2013, 2689).

1. Job Analysis and Description:

Describing something means naming it by its content, and describing that thing as a "job description." It is a definition of the features of each job based on the information collected about it, and writing a complete description of its operations, responsibilities, and duties (Jassim, 2010).

Libraries benefit from the benefits of determining their human resource needs according to their work requirements and serving their ultimate goals, which are the beneficiaries. Upon completion of the job analysis process, the library completes two processes: Job description and job specifications: a. Job title b. Job location c. Summary of duties and responsibilities d. Basic tasks e. Tools used f. Extent and type of supervision g. Working conditions and job hazards h. Nature of work: a. Intelligence and mental ability b. Level of education c. Previous experience and level of training d. Physical abilities e. Extent and type of responsibility f. Some special abilities (Darra).

2. Selection and Appointment:

The organization identifies the employees, and a comparison must be made between the applicants. To fill vacant positions, the goal is to achieve compatibility between the requirements of various job duties and the qualifications and characteristics of applicants. In other words, it involves placing the right people in the right position (Hassan Sultan, 2014, 183).

Selection and appointment are a natural extension of the study function to attract the workforce. The selection process involves comparing applicants for a specific position, assessing the job's qualifications and ensuring the right person is placed in the right position (Mahawi, 2016, 77).

3. Training:

Training is defined as an activity aimed at bringing about changes in individuals and groups. Examples include information, experience, performance evaluation, and work, and changes in the individual and group, enabling them to perform the required tasks to the best of their ability. (Shikha, 2010).

4. The Importance of Training:

Training is of great importance in the lives of employees and workers in all sectors, and we are getting rid of it. (Al-Mutairi, 2012, 11)

- a. It is considered an important source of training for developing work and achieving productivity.
- b. It is essential for continuous improvement in all areas of employee life, in order to keep pace with rapid developments and bear the burdens that affect the functional cadres.

5. Wages and Rewards:

The Importance of the Wage System: Wages are generally considered (Majid Mansour, 2019, 5):

- a. Satisfying employee needs and boosting their morale.
- b. Reorganizing employee needs and defining and coordinating priorities.
- c. Controlling, enhancing, and directing employee behavior to ensure the public interest.
- d. Achieving and completing the tasks and activities sought by the directorate.

The wage and reward system is concerned with individual stability and integration into the organization, achieving employee job satisfaction. The wages and salaries employees receive contribute to their satisfaction, which is reflected in the overall performance behavior within the organization, such as job stability, reducing absenteeism, and maintaining regular attendance (Al-Qawasmeh, 2020).

### Research Paper Third Practical and Applied Aspect

Analysing the relationship and impact between e-management and HRM practices Firstly: Analysing the significance level of demographic characteristics The demographic data of the study participants were analysed, which included gender, age, job title, years of experience, and educational level. The results revealed that:

**Table 1.** Demographics Summary

group	Ratio 1	Ratio 2	Ratio 3	the total
Sex	Males (74%)	Females (26%)	-	100%
the age	35 to under 45 years old (38%)	45 years and older (28%)	Under 35 years old (34%)	100%
Job title	Administrative staff (40%)	Managers and employees (60%)	-	100%
Years of experience	10-15 years old (36%)	15-20 years old (28%)	Under 10 years old (36%)	100%
Educational level	Bachelor's degree (56%)	Master's degree (32%)	Diploma or less (12%)	100%

The table was prepared by the researchers.

Table presents detailed tabulation of demographic characteristics for the statistical sample, disaggregated so that each category contributes 100% to the whole. The most significant findings include:

1. Gender
  - The proportion of the males was 74%, at highest which points out a male dominated work situation.
  - The percentage of females was 26%, which is significantly lower compared to that of males, taking into account the potential barriers for females' representation in such places.
2. Age
  - The 35 to under 45 age group was the most dominant (38%), meaning that the majority of employees were middle-aged.
  - The age of 45 and above followed at 28% due to high perspective with a number of highly experienced workers.

- The group aged under 35 made up 34%, which was significantly fewer than the number of older people in the labour market.

3. Job Title

- Management positions constituted the largest group (40%) as the most common job title held in our sample.
- The latter figure was higher at 60%, lined up with proportions working at managing levels of the organizational hierarchy.

4. Years of Experience

- The biggest group were those with 10-15 years, at 36%, reflecting that most employees are of intermediate experience.
- In second place were the 15-20 years experienced, with a percentage of 28%.
- 36% were poor experienced employees (some of the young), that is almost 1/3 each of new to profession staff.

5. Educational Level

- Over half of employees were bachelors with 56 percent, indicating a high level of education in sample.
- 32% were those with a Master's degree was good indicating there lots of highly qualified workers.
- As for diploma and less, their percentage was 12%, it is the least percentage recorded compared to other types showing that targeted institutions as indicated in table prefer those with university degrees.

Second: Investigating the Relationship between e-governance and human resource management practices. The coefficient of correlation was computed between e-governance and different human resource practices and presented in Table 2:

**Table 2.** The coefficient of correlation was computed between e-governance and different human resource practices

Practice	Correlation coefficient (r)	Correlation Degree
Effective Training	0.57	Strong Correlation
Monitoring Mechanisms	0.30	Weak to Moderate Correlation
Electronic Recruitment	0.49	Moderate to Strong Correlation
Performance Evaluation System	0.50	Moderate to Strong Correlation
Using Technology in Human Resource Development	0.36	Moderate Correlation

The table was developed by the authors.

From the above table it is evident that:

- The strongest has been found between e-management and effective training (0,57), so in this case introduction of e-management considerably strengthens the process of training.
- The weakest association was between e-management and monitoring systems (0.30), this may indicate the need to reinforce e-monitoring.

- E-management had the weakest correlation with monitoring mechanism (0.30), suggesting a need for enhancing e-monitoring.

### Third: Impact analysis of e-management and human resource practices--Regression Analysis

Impact of e-management on human resource practices Using regression analysis, the effect of e-management on human resource management practices was examined as follows.

**Table 3.** Impact of e-management on human resource practices Using regression analysis

Dependent Variable	Regression coefficient (impact)	p-value	Coefficient of determination (R <sup>2</sup> )
Effective Training	0.48	0.0000003	0.32
Monitoring Mechanisms	0.32	0.0115	0.09
Electronic Recruitment	0.50	0.0000167	0.24
Performance Evaluation	0.50	0.0000087	0.25
Technology in Development	0.45	0.0021	0.13

Table prepared by the researchers

- All p values are less than .05, indicating that the effect is significant and statistically reliable.
- A stronger effect is for e-recruitment and performance appraisal (0.50 on both) which means that when e-management is implemented in these areas it will have a clear impact.
- It had a lowest effect on control mechanisms (0.32) and it was significant (R<sup>2</sup>=0.09, P< 0.01), i.e., is explained by other than e-management factors d.
- Effective training presented the highest coefficient of determination (R<sup>2</sup> = 0.32), meaning that e-management accounts for 32% of the variation on this type of training. While the rest percentage require other factors including learning culture and organizational policies.

### Conclusion

- E-management has a strong and beneficial impact on HRM practices, specifically in e-recruitment, PA and effective training.
- Furthermore, the studied sample is highly experienced and has high academic qualifications depth thus making some of its outcomes convincing to believe the resulted data are valid.
- Their effect was on monitoring mechanisms was also poor This suggested that e-monitoring required more technical and administrative development.

### Recommendations:

- Use technology for recruitment and evaluation: Employ modern technologies such as artificial intelligence, data analytics in hiring people and measuring their work performance.

2. Enhanced electronic monitoring systems: To mitigate the low impact of e- management on monitoring, it would be beneficial to develop intelligent monitoring systems that are based on real time tracking and live performance analysis.
3. Enhance the utilization of e-management in training: Investment should be made for interactive e-training and self learning systems.
4. Carry on more researches on other influencing factors: How the factors such as organizational culture, financial resources and leadership support influence HR practices should be known; to explore.

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