

# The Role of Electronic Management in Implementing Administrative Tasks in Light of the Corona Pandemic

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## Abstract

The world today is experiencing an unprecedented crisis in the history of mankind, as the peculiarities of this crisis are a result of globalization that has made the world today a small global village connected to continents, dominated by the free movement of capital and goods without the slightest degree of freedom of movement of people. Today's crisis is not related to a crisis of an economic system, nor a crisis of speculation and the greed of banking institutions and people. Rather, it is a crisis that determines the fate of humanity.

It is known today that the source of the crisis is not economic, political or security, but is primarily health, and this is without going into the details of its cause, whether natural or fabricated, as this health crisis represented by the so-called emerging corona virus obliged most of the world's population a day, and made countries close on themselves. The state of emergency was enacted to avoid the spread of this virus among the largest number of people, and the total restriction to freedom of movement and earning internally and internationally caused a major economic depression with all its social and living shocks and more psychological shocks for individuals, and before the Algerian authorities took a set of precautionary measures for prevention. From the spread of the virus and limiting its spread in Algerian circles after recording a considerable number of positive cases, as a result, work was stopped close to a group of vital facilities and national and local institutions that require the personal presence of the applicant, which led to the disruption of the interests of individuals.

The current research will be divided into three chapters, the first chapter includes (what is electronic management), and two topics are branched from it, and the second chapter deals with (electronic management structure and fundamentals), and the third chapter (the role of electronic management in the permanence and continuity of management in light of the Corona pandemic), then concluded the research With findings

and recommendations.

**Key words:** electronic management, implementation, administrative tasks, Corona pandemic

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## Introduction

The current circumstance for the outbreak of the new Corona epidemic is exceptional par excellence, and when the exception is confirmed, the need for the individual, community or government actor appears, so the exception is a real basis for readiness and the ability to manage the situation with what it entails in terms of crisis that calls for high management capacity and good investment of material and human resources, and from here the importance of Evaluating the procedures, the various policies and the other manifestations of institutional intervention and others, and the value of analyzing and deconstructing the accompanying discourse appears, and it is in the public interest and great benefit that the intervention processes accompany the paths of an intellectual, scientific and academic movement that values and supports efforts and warns of pitfalls, fabricated paths and impassable options, and proposes more solutions To accelerate development and reform.

The new Corona epidemic crisis and the repercussions it has created on various economic, social, psychological and security aspects have prompted most countries to rethink their methods of

intervention in the administrative aspects and the sustainability of providing public service to citizens by relying mainly on electronic management, which depends mainly on the progress of the service on modern technology, although Iraq, in turn, is not immune to this epidemic and despite calls from experts and academics for the need to adopt electronic management, and we do not deny the existence of some scarce efforts to modernize public administration and build electronic management, but the administration The electronic in Iraq remains very far away except what the developed countries have reached and not far from what some neighboring countries have reached because there is no real political desire to switch to electronic management, but as the example says a useful harmful Lord, the Corona crisis is a real opportunity for the Iraqi government to move and adopt electronic management.

## Research problem

In light of the successive developments in our world today, it has become necessary for the modern state to invest these technologies of communication and information in the development of its national and territorial administrative system, and in developing the means and forms of providing public services in a

desire to rid its citizens of the suffering in seeking and obtaining services. The continuity of the public facility in performing its function regularly and consistently requires the administration to adopt digitization and the method of remote management, which contributes to solving many administrative problems related to administrative work, or that can be considered as a result of the administrative function, which made the transformation of technology in the administrative field a trend for many of countries and companions.

### Research importance

The situation that Iraq is experiencing as a result of the outbreak of the new Corona epidemic, imposed on it declaring a state of health emergency and taking a set of preventive measures that limit the continuity of the regular functioning of public facilities and the constant protection of the health security of citizens, as the Corona crisis and its economic and social repercussions, pushed Iraq Like other countries, it has to reconsider its methods of intervention in the areas of health, education and social services.

Which includes the adoption of the remote management method in the educational system, including the suspension of attendance studies in public and private institutions at their various levels and wires, the closure of many public spaces and places, as well as the suspension of some facilities associated with services directed to

citizens, while maintaining vital public facilities to perform their services, by adopting the digitization method. And working remotely within the framework of electronic services, as a parallel and accompanying measure to limit the spread of the new Corona epidemic and infect the middle employees.

### Research aims

The research aims to:

- Identifying the role of electronic administration in carrying out administrative tasks in light of the Corona pandemic.
- Identifying the role of electronic management in the sustainability and continuity of management in light of the Corona pandemic.

### Search limits

Objective limits: The role of electronic administration in implementing administrative tasks in light of the Corona pandemic.

Spatial boundaries: Iraq - Baghdad.

Time limits: The research was conducted in the 2021 academic year.

## Chapter 1: What is electronic management

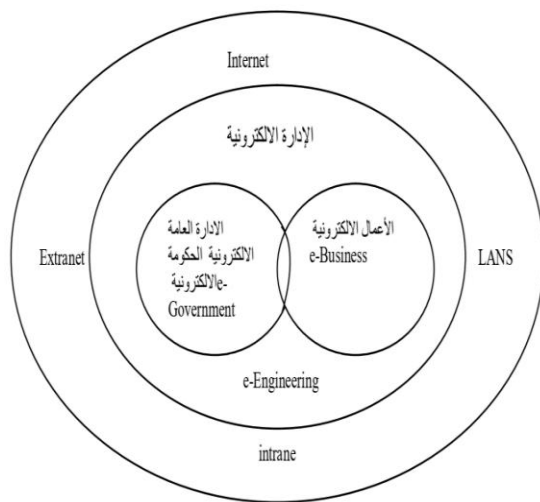
### The first topic: The concept of electronic management

Opinions and trends differ on the concept of electronic management, some of whom see it as a modern term that

emerged as a result of the knowledge revolution in the communication information that has pervaded the sky of the world in which we live, especially after the emergence of the so-called concept of digital revolution, and as a result of modernity this term and its uses between various educational sectors, especially its emergence in several names such as electronic management, e-government, smart government and digital government, and defines it as the exchange of business and transactions between the parties through the use of electronic means rather than relying on the use of other material means such as direct communication. It is known as the mechanization of all tasks and activities of the administrative institution by relying on all necessary information techniques to achieve the objectives of the new administration in reducing the use of paper and simplifying procedures and eliminating routine and quick and accurate achievement of tasks and transactions so that each department is ready to link with the subsequent e-government. It is defined as this administrative process based on taking advantage of the outstanding potential of the Internet and business networks in planning, guidance, resource control and core capabilities of the organization and others without limits in order to achieve its objectives" integrated electronic system based on communication and information technologies to transform manual administrative work into work

carried out through modern digital technologies. Bird defines it as: a group of pivotal business management entities in the organization that operate through a system of technical procedures, programmed systems, high-tech with the cohesion of knowledge bases, and digital communication systems within integrated loops of planning, organization, coordination and control, and researchers see through previous definitions of electronic management as a business model based on information technology and the functioning of various modern devices to achieve enterprise objectives with minimal effort and time.

The electronic administration was also defined based on the form of the relationship that has come to define the nature of communication between the actors within the national state, and how the shift to employ modern technology has affected the formulation of those links of various kinds, as the electronic administration by the World Bank has defined a concept that involves the use of information and communication technology, to change The way in which citizens and businesses interact with the government to allow citizen participation in the decision-making process, link better ways of accessing information, increase transparency, and enhance civic enjoyment. " Perhaps this is what can be illustrated in Figure (1)



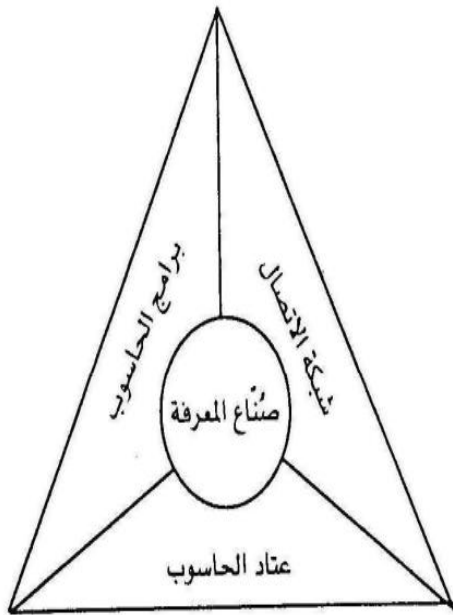
## The second topic: Elements and functions of electronic management

The application of electronic management requires the necessity to provide basic elements that translate electronic business and create jobs that fall within the context of electronic transformation in traditional management, which can be clarified according to the following:

A / Electronic Management Elements:  
The elements of electronic management include three basic components as follows:

- 1- Computer Hardware Includes the physical components of the computer, its various systems, and its accessories.
- 2- Software includes system programs such as operating systems, network management systems, electronic tables, programming auditing tools, and it also includes programs

Applications, such as e-mail programs, commerce programs, databases, and project management programs, in addition to various networks (Internet, extranets, intranets). Knowledge makers: As digital leaders represent all that includes intellectual capital, managers, and analysts of knowledge resources, the role of knowledge makers lies in trying to create a new knowledge culture within electronic management, by changing ways of thinking and upgrading administrative work methods, according to what They have experience and knowledge in the field of informatics See Figure No. (2) It is worth emphasizing the need for an element of integration during the actual establishment of the electronic management model, by giving priority to the integration of processes, which represent a means by which information systems and work methods are united from For the sake of dividing interests, allowing users to go to one window. Figure (2) illustrates this.



B/ Electronic management functions: E-management performs a number of key functions that have been important pillars of administrative reform, and a radical change in traditional management methods, including:

**E-planning Electronic planning varies over traditional planning in three features:**

- Electronic planning represents a dynamic process in the direction of broad, flexible, timely, short-term and renewable goals, continuous and continuous development
- It is an ongoing process thanks to permanently flowing digital information
- It goes beyond the idea of dividing the traditional work between management and implementation work, all workers can contribute to

electronic planning everywhere and at any time.

The digital environment gives strength to electronic planning, based on what distinguishes the digital environment from rapid change, across local and global networks, thus achieving access to new ideas, markets, products, and non-existent services, which gives advantage, and preference for the electronic planning process at the expense of the traditional form.

**E-Organizing:** In light of the electronic transformation, Dr. Najm Abboud believes that the components of the organization have been transformed from the traditional model to electronic organization, through the emergence of a new organizational structure based on some fixed and large units, vertical organization from top to bottom, to the form of an organization known as matrix organization, based mainly on small units, companies without organizational structure, as well as the change in the components of the organization.

Thus, the administrative division becomes based on teams, rather than administrative division on the basis of units and departments, and the transition from a series of written administrative orders to independent units and advisory authority, from administrative organization that highlights the role of direct president to direct multi-head organization, from detailed regulations to self-managed teams, from the



centrality of power to the multiplicity of positions of power.

**Electronic control: E-controlling:** If traditional censorship focuses on the past to come after planning and implementation, electronic censorship allows for real-time monitoring through the enterprise or internal company network, which gives the possibility of reducing the time gap between the scientific discovery of deviation, or error, and the process of correcting it, and a renewed continuous process reveals deviation first-on-time, through the flow of information and networking between managers, employees, suppliers, consumers and everyone works at the same time, which is what It leads to increased achievement of electronic trust and electronic loyalty, both between employees and management and between beneficiaries and management, which means that electronic censorship is closer to trust-based control.

**Electronic driving:** The change in the electronic business environment and the shift in management concepts have led to a qualitative shift, the result of which has been the transition to the electronic driving pattern, which is divided into the following three types:

- **Practical technical leadership:** based on activities based on the use of Internet technology, characterized by increased provision of information, improving quality, in addition to

the speed of obtaining it, which is known as the leadership of the sense of confidence), (Technology sense software, enabling the electronic leader to have the ability to improve the various dimensions of technical development in devices, software, networks and applications, in addition to being characterized by the leadership of the sense of time in the sense of making the electronic leader characterized by new specifications, is the speed of movement, response and initiative on Conducting business, making decisions.

- **Soft human leadership:** The idea of soft driving presents the need for a leader characterized by craftsmanship, knowledge increase and good handling of customers, who are looking for speedy response to their demands, and soft driving is characterized by high ability to manage competition, reach the market, and focus on the element of innovation in providing services to customers.
- **Self-driving:** Self-driving is based on a range of specifications, the leader must be characterized within the management of online business, which makes self-leadership characterized by the ability to stimulate the soul, focus on the completion of tasks, desire for

initiative, in addition to high skill, and flexibility to adapt to the developments of the changing environment.

The shift in electronic management functions at the expense of traditional functions of management leads to the result of eliminating the creations of the individual within the administrative organization, abandoning the spirit of collective action resulting from direct contact between observers and management, and the need to take this aspect into account, especially since there are theories focusing on the humanitarian factor in the organization, and it has what it represents (School of Human Relations in organization)

## Chapter 2: Electronic Management Structure and Basics

### First Research: Network Construction of Electronic Management

The electronic management networking offers a variety of electronic networks that take different forms, depending on the nature and level of readiness of management, which often include the following networks:

- Internet, a global information network, represents collaborative connections to many computer networks, made up of different automated computers, connected

in a simplified and easy way, so that they look like a single piece, or a single system.

One of the most important services provided by the Internet for electronic management can be mentioned:

- **Dialogue Forums Service:** News Group, which includes a service that supports many interlocutors who communicate on a particular topic over the Internet
- **Conversation Service:** Chatting is a means of communication between the peoples of the world, and offers file sharing, free communication service, according to three styles:
  - Print-read conversation service on the screen
  - Audio-voiced conversation service often used with printing
  - Visual conversations through cameras (see each other) and the Internet provides other services that facilitate the work of electronic management, including:

**Remote communication service:** Where the information exchange program is represented according to different models, it may be communication by phones, microwaves, by satellite.

**E-mail service:** It is one aspect of internet use, the email transmitted via email takes only seconds to reach any part of the world, and emails take multiple forms, so that they are in the



form of data, research, books, or videos as well as the possibility of dialogue, discussion of many topics and access to many areas by email.

**Web service:** [www.world-wide-web](http://www.world-wide-web)

Which includes the informative part of the Internet, with more than 12,000 computers currently equipped with the Web, shared by universities, publishing houses, and large companies, including pages of information in multiple areas (texts, images, sounds) and is easily accessible, and by clicking the mouse key the browser can switch from one computer in Canada to another in New Zealand.

Thus, the Internet played a prominent role in the boom of electronic management services, and provided it with many facilities under the development of modern technology, reconsidering the form and style of traditional management.

Intranet's internal network is the company's own network, relies on internet technology, and the organization's internal network provides all the information needed by all employees within the organization, from internal information, it is limited to workers belonging to the institution, no one else can access the websites, and provides the Internet with the protection, control and control of its resources of information, by what are called walls of fire

The internal network of the organization

and customers: It is an internal internet network that expanded and extended services to external users, authorized from within the internal organization, and the extranet represents a protected network whose role is to link the organization, company, or companies, as the users of the extranet must provide the password (Pass word) because a service organization is not directed to all people, as much as its use is intended for a specific category.

From the above, it can be said that the three networks: the Internet, the Intranet, and the Extranet are networks that work in parallel, and have the element of integration, as the Internet has a link to the organization's external network, and the intranet is the cornerstone, and the main starting point to the organization's external network, and from the two networks (the Internet and the Extranet) The reliance on information technology is used to move the organization to the level of work in electronic management, both in its internal environment, and in managing relationships with its external environment, and thus the importance of the network structure of electronic management appears in terms of the cover it provides, representing coordinated communication links that unite in establishing the information processing system. , Which allows communication and the provision of services directly on the line, with the difference in what the three networks can provide for the reality of electronic management.

## **The Second Research: The Transformation of Electronic Management and the Knowledge Society**

In line with the requirements of entering the information age, what it imposes and what keeps pace with the qualitative preparation for the application of the concepts of electronic management and electronic work, it is necessary to rebuild the community culture and provide the determinants of the knowledge society.

### **First / Definition of the Knowledge Society**

The knowledge society was defined as "describing the current and new development, from the march of human progress, as it crystallizes in the more advanced societies, and the knowledge society here is meant to be a society that is based on the dissemination and production of knowledge, and employs it in all areas of community activity: economy and civil society, politics, and private life, to steadily promote the human condition, i.e. the establishment of human development.

This definition of the knowledge society shows the perceptions of its content, that knowledge is a central building block for the organization of living in the community, and the development of human society can only be predicted in the case of arbitration of the knowledge factor, as a tool for advancement and development, so a society that does not exploit the conditions of knowledge

acquisition, and works to employ it fully judge its future with cognitive decline. In fact, there is a close correlation between the knowledge society and human development, because the presence of capital in knowledge societies has been accompanied by the presence of high human resources, and these human resources are achieved only through education.

### **Second / knowledge society: stages and characteristics**

There are several interrelated stages among them that ultimately lead to the formation of a knowledge society, which can be summarized as follows:

The first stage: its starting point is the existence of human capital that is the vanguard of knowledge, and it can, under different circumstances, be the basic structure for the development of the renaissance and the existence of the vanguard of the knowledge society and the users of modern technology.

The second stage: requires intensifying reform, and the use of modern science and technology in every country

- The courses, which constitute the ground, the environment, and the climate conducive to the growth of a knowledge society, by preparing the human being who is able to use information and technology in various walks of life on three levels:

**Educational level:** In which individuals learn the methods of programming new information within the framework of knowledge, their cognitive awareness increases and their awareness of power increases

**Research level:** Enables things to go deeper, explore laws, and use concepts.

**Level of experimental work:** which turns information into knowledge, knowledge into innovation, thus finding a selection of intellectuals and innovators, be able to produce outstanding works, add things to knowledge, or improve the use of knowledge and technology by practical work.

**Phase 3:** Representing the integration of the knowledge community and users of modern technology, within this stage the knowledge community is integrated, and the number of users of technology increases, which is accompanied by increased innovators and innovators, and one of the requirements of this stage is to support scientific research and development, as well as the establishment of communication infrastructure, and support e-education.

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