



The Role of Management Information System Requirements In Enhancing Knowledge Management Processes: An exploratory study of the opinions of a sample of workers at Duhok polyTechnical University

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Abstract

The importance of Management Information Systems (MIS) lies in their ability to provide clear and accurate information that supports the development of effective strategic directions within universities. MIS plays a crucial role in enabling continuous development in higher education by aligning with the rapid growth of technology. This alignment is essential for entering a new phase of capacity building and for establishing the foundational elements necessary to ensure high-quality systems and outputs. Ultimately, this contributes to achieving institutional goals and enhancing knowledge management. Knowledge management, in particular, is a key area that has attracted significant interest from researchers, who have studied it from various perspectives to enrich the field and improve its application across universities. It aligns closely with the goals of digital transformation, which is the chosen focus area for Duhok Polytechnic University. In this context, a set of hypotheses was formulated based on the research framework. Data was collected through a specially designed questionnaire, and statistical tests were conducted using the SPSS software. The study produced several important findings most notably that the quality of knowledge improves when it is continuously stored and updated. Based on these findings, several recommendations were proposed, the most important being the need for Duhok Polytechnic University to establish a clear vision for implementing effective knowledge management strategies.

Keywords: *MIS, knowledge management, management*



دور متطلبات نظم المعلومات الإدارية في تعزيز عمليات إدارة المعرفة: دراسة استطلاعية لآراء عينة من العاملين في جامعة بوليتكنك دهوك

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الملخص

تكمن أهمية نظم المعلومات الإدارية (MIS) في قدرتها على توفير معلومات دقيقة وموثوقة تُسهم في صياغة توجهات إستراتيجية فعالة داخل الجامعات. وتؤدي نظم المعلومات الإدارية دورًا محوريًا في تعزيز التطور المستمر في التعليم العالي من خلال مواكبة النمو السريع للتكنولوجيا. ويُعد هذا التوافق أمرًا ضروريًا للانتقال إلى مرحلة جديدة من بناء القدرات، وإرساء الأسس اللازمة لضمان جودة عالية للأنظمة والمخرجات، بما يسهم في تحقيق الأهداف المؤسسية وتعزيز إدارة المعرفة.

وقد حظيت إدارة المعرفة باهتمام كبير من الباحثين، إذ تناولها العديد من الدراسات من زوايا متعددة بغرض إثراء مجالها وتطوير تطبيقاتها العملية في الجامعات. وهي تتوافق بشكل وثيق مع أهداف التحول الرقمي، الذي يمثل المجال المحوري لهذه الدراسة في جامعة بوليتكنك دهوك.

وفي هذا الإطار، تم صياغة مجموعة من الفرضيات استنادًا إلى الإطار البحثي، وجمعت البيانات من خلال استبانة صُممت خصيصًا لهذا الغرض، كما أُجريت التحليلات الإحصائية باستخدام برنامج SPSS. وقد توصلت الدراسة إلى عدد من النتائج المهمة، كان أبرزها أن جودة المعرفة تتحسن عند تخزينها وتحديثها باستمرار ومشاركتها. واستنادًا إلى هذه النتائج، طُرحت مجموعة من التوصيات، أهمها ضرورة أن تضع جامعة بوليتكنك دهوك رؤية واضحة لتنفيذ استراتيجيات فعالة لإدارة المعرفة.

الكلمات المفتاحية: نظم المعلومات الإدارية، إدارة المعرفة، التحول الرقمي، التعليم العالي



1.Introduction:

Rapid technological developments in the business environment in general have brought about a fundamental change in the concept of the universities and their role in the society, and then in the patterns of its adaptation of management information systems and knowledge process to enhance the performance , which was reflected in the flood of research that hastened to find renewed entrances and paths that respond in their propositions and solutions, in order to maximize organizations size and type in facing the challenges. Perhaps in presenting knowledge management requirments, there are indications of mechanisms that carry with them the theoretical prospects and the practical capabilities of an approach that provides excellence for the tasks of re-engineering organizations, their strategy and models of operations, which we tried to realize and perhaps employees according to the requirements of the digital transformation of organizations and how to apply it in business. For that pourpose, the paper highlighted the importance and the nessicity of utilizing the requirments of MIS in order to enhance the process of knoledge management.

2.The concept of management information system :

It is defined as a group of individuals, equipment, procedures, software and databases that work manually or automatically to collect, store and process information and then present it to the user (Al-Sharabi, 2008, 7). And it prepares information to the manager for the purpose of making a decision and that this information describes the internal operations in the facility and its surroundings, as well as describes the information that occurs now, in the past and in the future (Al-Kilani et al., 2003, 60). The American Information Systems Association defines MIS as a system consisting of An automated



information system that collects, organizes, and presents information for use by the administration in the areas of planning and control of the activities carried out by the organizational unit (Kazem and Abdel Hamid, 1983, 207). Most writers and researchers agreed that MIS are a group of interrelated elements that collect, review, and process It stores and distributes information to support decision-making, coordination and control in the organization, and to provide managers with the results of the organization's performance (44: 2000, Laudon & Laudon). Based on the previous definitions, we can say that it focused on :

Information systems are concerned with identifying, collecting, processing analyzing information.1- and

2-Provide information to users with similar needs .

2.1 importance of MIS

Information is the driving nerve of all systems. Therefore, the management information system derives its importance from information that represents a vital resource through which organizations seek to survive, achieve goals and excel, and thus communication is achieved between its parts and through it, communication between them on the one hand and between workers and beneficiaries on the other (Fattah, 2015) , 32). Information systems play a strategic role in the life of organizations to ensure their continuity and success. These systems support management in planning and controlling systems, in addition to assisting them in creating new services, reducing costs, which enables them to obtain a competitive advantage and access to excellence (Al-Bakri, 14, 2000).And it plays an important role in re-engineering operations by providing speed and efficiency in data operation and ease of communication, which leads to raising the efficiency of



operations, facilitating cooperation efforts between work groups, analyzing this data to provide better service, and following up their performance on the level of service or commodity provided by the organization (Al-Kurdi et al., 2003: 102-110).

2.2: The Hardware Requirements MIS

1-Physical requirements

It reflects the computer, which sometimes refers to the central processing unit and all mainstream equipment such as input and output devices and communication equipment (Parker 1989: 21). The concept of physical requirements means hardware, equipment, and all material means and materials used in data processing, and this concept is not limited to computers only, but rather all the tangible things on which data is recorded. Examples of computer hardware are (O'Brien, 2000: 22-23).

A- Computer Systems:

Which consists of the Central Processing Unit (CPU) and a variety of interrelated means and devices, examples of which are large computer systems, medium-sized computer systems, and microcomputer systems.

B -Computer Peripherals:

It includes various means such as the keyboard and the electronic mouse for entering data and commands, screen and printers for information output, and magnetic and optical disks for storing data resources.

2-The Programming Requirements

The software refers to a group of programs used by the accounts within the database. The quality of the programs directly affects the quality of the entire management information system. (Aujan, 1997: 17). programs are very important in achieving (User-Interface) and improving attitudes towards the



information system. also the software contains computer programs that control the operation of the computer, and these programs allow the computer to carry out multiple operations to send bills to beneficiaries and provide managers with information to increase profits, reduce costs, and provide better services to beneficiaries. Software is all data processing instructions. It has been divided into two types of programs, namely (O'Brien,2000: 26) (Al-Abadi and Al-Aridi, 2012: 67):

A- Application Software :It is a group of programs that perform direct : .processing for personal use by the end user

B- Systems software's: (Laudon & Laudon,1994,171) Clarifies is a set of general programs that are designed by companies and want to deal with various computer components such as the central microprocessor, communication links and multimedia.

3- Human requirements

refers to a group of people who undertake the design and preparation of programs, data identification, coding, entry and security, computer operation, also include (system manager, analysts and designers, programmer's team, database administrator, information technology specialists, (Mohsen, 2021: 73). The information system operates data and presents it to users through an individual or a group of individuals who operate the outputs of the information system themselves as a result of the availability of computers (Mohsen, 2021: 65) (Parker 1989: 21).

4- Regulation Requirements

Its considered by the management to be studied very important before proceeding with the adoption of information systems applications and after their implementation to ensure compatibility between them, and these



requirements include the location of the beneficiary in the organizational structure and the nature of needs and the availability to information, management support (Fattah, 2015, 52).

It is a set of rules and procedures that define the relationship between individuals and workers in the information system among themselves on the one hand, and the relationship of the information system unit with the organizational formations in the on the other hand, and in order to identify the most important organizational requirements and study their relationship to the management information system, it is necessary for the organization as it is composed of two main aspects: (Al-Taie, 2005: 205):

A- The organizational climate, which includes the structure (the size of the organization, functional structure), social structure, and the dynamic structure.

b- The organizational process, which includes time, organizational maturity, available resources, and organizational problems.

Today's organizations operate in light of a rapidly changing and competitive global society, and in their quest to survival, these organizations must take the coordination of their components as the force that enables linking and unifying everything in business organizations and making it in permanent motion (Rachman et al., 2001: 170).

3: Knowledge management

Malhotra (1998) defined it as "the embodiment of organizational processes that search for the combination of the ability of information technologies to process data and information and the ability to create and innovate for workers (Al-Qahwi, 2013, 25).



It is also defined as the process of defining, collecting, storing, retrieving, disseminating, and applying virtual and tacit intellectual capital for the better benefit of individuals, the market, and society (Jamila and Lala, 2020, 8).

Knowledge management directly contributes to raising the level of performance of organizations and achieving their desired goals, as through it the departments of those organizations can identify what knowledge used in their business and applications and then how to work to raise and develop this knowledge in order to achieve the goals. The application of knowledge is the purpose of knowledge management is to invest knowledge. Obtaining it, storing it and participating in it is not enough. What is important is to convert this knowledge into implementation. The success of any organization in its knowledge management programs depends on the amount of implemented knowledge.

The subject was dealt with from several angles, some of them dealt with it from a technical perspective focusing on information technologies that facilitate the dissemination and application of knowledge.

3.1: The importance of knowledge management:

The importance of knowledge management stems from being an important topic that integrates with other modern intellectual topics in the field of management such as total quality management (TQM), benchmarking, ISO and business re-engineering, all of which contributed to the development of knowledge and the creation of accumulation. Knowledge in light of the growing globalization and the spread of modern communication systems and the expansion of the information network, which facilitated the spread and exchange of knowledge.



It also provides an important indicator to contribute to the removal of restrictions that help in development and change to keep pace with the requirements of the environment of all kinds, and increases the company's returns, employee satisfaction and loyalty, and improves the competitive position by focusing on intangible assets that are difficult to measure, and results appear in the long term (Al-Ali et al., 2005, 28). In this context, the collective knowledge existing in the minds of the employees and vendors can be considered the most vital and important resource today for any organization as it helps in promoting and strengthening the core capabilities of work (Bernouti, 2011, 83).

3.2: Knowledge management Process :

The agreement that knowledge is a subject of management clearly indicates acceptance of the idea of the process. Therefore, the content of knowledge management processes is represented by diagnosing knowledge, determining its objectives, generating, storing, distributing and applying it (Mertins, et al. 28, 2001). We find in Burk's thesis when he defined the knowledge management processes represented by Creation, innovation, organization, participation, use and reuse, which also refers to the concept of operations. Others did the same in their description of the tasks of knowledge management operations (Burk, 1999, 26) (40, 2000, Rastogi). As far as the topic of interest of our research is concerned, we find a degree of correspondence, if described correctly, between the operational concept of knowledge and the mechanisms of activities and events of the university as a knowledge organization. This faces practical dilemmas in organizations other than universities, which may not find it feasible to invest in knowledge management processes according to That is, an examination of its



components and the sequence of its stages. Likewise, the stages or sequence of knowledge management processes show systematic consistency with the stages of digital transformation (Jamila &lala, 2020, 9).

1-knowledge Acquisition

Attracting knowledge means extracting knowledge from its human sources (knowledge existing among experts) and symbolic (digital and physical media) and transferring and storing it in the knowledge base or in knowledge management systems (Yassin, 2007, 74). It is intended to determine the type of knowledge required that the organization seeks To achieve it and determine its sources and methods of obtaining it, that is, identifying the people who hold it, their locations, and the location of this knowledge in databases and information, as well as identifying appropriate knowledge to develop solutions to the problem facing the organization (Abutayeh, 2022, 13). It is considered one of the most important knowledge management processes, which includes innovation, acquisition, and purchase. Knowledge and the ability to understand and assimilate apparent knowledge and obtain latent knowledge. It must be understood that this does not only mean obtaining new knowledge, but rather the ability to be creative and develop ideas and solutions, and the necessity of mixing explicit and implicit knowledge to form new knowledge from this mixture (Abdullah and Girgis, 2014, 3). This first process is considered the most important of the processes or stages of knowledge management, because the success of knowledge management projects and programs depends on the accuracy of diagnosis, and because this process contributes significantly to determining the form and depth of other processes.



2-Knowledge Generation

It means creating knowledge through the participation of individuals, work teams, and work groups supporting the generation of knowledge capital within a climate of positive practices that contribute to defining problems and finding good solutions in an innovative manner to ensure excellence in achievement (Abutayeh, 2022, 13). The essence of the concept of knowledge management is based on Knowledge creation processes, whether through employing the existing knowledge accumulation in the organization to create new knowledge or benefiting from the overall interactions of knowledge holders within the organization and with its markets and competitive environment to create new, unprecedented and innovative knowledge (Yassin ,2007, 93).

3- Knowledge Transferring (sharing, distributing):

Knowledge transfer is a term and concept that is synonymous and linked to the concept of knowledge sharing. Knowledge sharing means every activity aimed at transferring an idea, information, knowledge, or something owned by one individual to (another) or to a group of individuals. The process of distributing knowledge includes the terms transfer, sharing, diffusion, moving, and flow (Al-Kubaisi, 2005:75). Knowledge transfer refers to joint activities with the flow of knowledge from one group to another, including communication, translation, transmission, technology and performance. The organization can achieve knowledge sharing through training, which is the main means of sharing, and the official training programs are clearly successful, but most knowledge sharing processes take place through communication processes, which are the fastest, most flexible, and easiest to move across the organization's internal borders. (Descouza, 2003) added that



unless the organization distributes knowledge efficiently, it will not generate a return on the cost, and that if it is easy to distribute explicit knowledge through the use of electronic tools, then it is still looking to distribute the tacit knowledge that exists in the minds of workers and their experiences, which constitutes The biggest challenge for knowledge management (Al-Sakarna, 2009: 273). Knowledge grows as a result of use and participation, and by increasing ideas, experiences, and skills among individuals, it becomes participatory knowledge (Abutayeh, 2022, 13).

4-Knowledge Implementation

Implementing knowledge is an activity that is close in characteristics to efforts to explore the unknown in the vastness of space, where there are no clear boundaries and no specific ends. It is true that the journey of applying knowledge is not entirely mysterious, but rather those with knowledge, experts and technicians, go to it with awareness and deep understanding of the features of the new experience, but it is a type of experiment that may present new things or lead to unexpected surprises from which we learn a lot and explore questions through which new scientific and humanitarian facts are presented. It involves investing in knowledge, i.e. transforming knowledge into an implementation state. Knowledge that is not transformed into implementation is merely a cost, and the gap between what you know and what you implement is one of the most important criteria for evaluating the administrative field (Aboutaya, 2022, 13). The responsibility for application falls on the manager, who must work to encourage his organization to apply knowledge well. It is no secret to anyone that the Internet has had a clear role in using knowledge in addition to methods for applying knowledge represented by initiatives. Internal expert work,



training, and therefore the success of the organization depends entirely on knowledge management and its application to the required extent (Al-Duri and Al-Hayt, 2013, 8). It also includes the process of using the implementation of knowledge tasks when making decisions or carrying out tasks, and this does not necessarily require that those who use it understand it. Rather, it is possible to use it and the organization can achieve the use of knowledge in making decisions or implementing tasks (Bernouti, 2011, 135).

4: Research Methodology :

4.1: Problem statement:

In the context of rapid technological advancements and the growing emphasis on digital transformation in higher education, universities face increasing pressure to enhance their administrative efficiency and knowledge management practices. However, many institutions, including the one under study, encounter significant challenges in effectively aligning (MIS) requirements with (KM) process. These challenges include inadequate technological infrastructure, limited dissemination and sharing of knowledge, lack of strategic vision for KM, and insufficient evaluation and updating of stored knowledge. Furthermore, there is a limited understanding of how MIS can be leveraged to support and improve KM processes.

This study seeks to address these gaps by diagnosing the current state of MIS and KM within the university, examining the relationship and impact between them, and exploring how MIS requirements can be optimized to enhance knowledge management practices. Without addressing these issues, the university risks inefficiencies, missed opportunities for institutional learning, and a diminished capacity to achieve strategic goals in a knowledge-driven academic environment.



The research problem can be formulated with the following questions:

- 1- Does Duhok PolyTechnical University care enough about the requirements of management information systems?**
- 2- Does the university administration have knowledge of knowledge management processes?**
- 3- Does university administration practice knowledge management processes within an organized scientific curriculum based on the use of developments in advanced information and communications technology?**

4.2: The importance of the study

The university cannot achieve success without obtaining the required information from the internal and the external environment. Therefore, the study dealt with important variables represented by the requirements of the management information system and knowledge management processes, as the link between these two variables in itself represents a modest practical addition worthy of attention, especially if the indication of scarcity is confirmed. The importance can also be determined by the following:

1. Urging the surveyed departments to address these topics through study and analysis and to benefit from their capabilities for survival, continuity and growth.
2. The possibility of improving the colleges' performance when applying the study model in its final form.
3. Identify the level of availability of management information systems requirements at the university.
4. Great focus on management information systems requirements and the use of advanced technology and programs to meet successive and increasing



challenges, as well as saving time and effort to enhance knowledge management processes.

4.3: study objectives :

The main objective of this study is to establish an intellectual and practical framework to clarify the core concepts of the research—namely, Management Information Systems (MIS) and Knowledge Management (KM)—and to identify their various requirements. Additionally, the study aims to provide a field-based framework to achieve the following specific objectives:

1. Diagnose the current state of the administrative information system requirements and knowledge management processes within the targeted organization.
2. Examine the relationship and impact between the management information system requirements and the knowledge management processes.
3. Enhance the effectiveness of management information system requirements in supporting and improving knowledge management practices.

4.4: Study hypotheses:

H1: There is a significant relationship between management information systems requirements and knowledge management processes at the university.

H2: There is significant effect between management information systems requirements and knowledge management processes at the university.

5: Description and diagnosis of the study variables



1.gender:The results of the study indicate that male represent the majority of the sample, accounting for 66.7%, while females constituted 33.3% of the total sample. This distribution reflects a predominance of males over females, suggesting the potential to train and develop them for long-term service contributions.

2. Age:The age distribution of the sample was as follows:Individuals aged 21 to 30 years represented 10% of the sample.Those aged 41 to 50 years accounted for 23.3%.Participants aged 51 years and above constituted 11.7%.This diverse age representation highlights the study's interest in including various age groups and benefiting from their skills and experiences.

3.educational level:The educational qualifications of the sample were as follows:Holders of a bachelor's degree made up the largest portion at 46%.Postgraduate degree holders (master's or higher) represented 40%.Diploma holders constituted 13.3%.This distribution shows a high level of academic qualifications among the respondents, indicating strong educational competence within the sample.

4. Years of Service:Participants' years of service were distributed as follows:Those with 11 years or more of service represented the largest group at 66.7%.Individuals with 6 to 10 years of service accounted for 20.2%.Those with 5 years or less comprised 13.3% of the sample.This suggests that most of the participants have extensive work experience, which enhances their ability to perform tasks effectively.



	variable	Categories	%	fi
1	gender	male	66.7	80
		female	33.3	40
		total	100	120
2	Age	30-21	10	12
		40-31	55	66
		50-41	23.3	28
		and over51	11.7	14
3	Educational level	Higher Certificate	40.0	48
		Bachelor's	46.0	56
		diploma	13.3	16
		total	100	120
4	Number of years of service	or more11	66.7	80
		6-10	20.2	24
		or less5	13.3	16
		total	100	120

A- Management information systems:

1. Description of the material requirements dimension: It appears from Table No. (1), paragraph (X1), that the percentage of agreement on (appropriate computers are available to accomplish the required work at the university) reached (73.3%) and was reached by (44) individuals from the sample. This indicates it's a good percentage.



Frequency distributions, arithmetic mean, and standard deviations for Table) 1 (the physical requirements variable

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree completely		I agree		neutral		I do not agree		Totally disagree			
	fi	%	fi	%	fi	%	fi	%	fi	%		
x1	14	23.3	30	5	4	6.7	8	13.3	4	6.7	3.70	1,169
x2	10	16.7	30	5	10	16.7	9	15	1	1.7	3.65	0.988
x3	10	16.7	27	45	14	23.3	8	13.3	1	1.7	3.62	0.976
X4	8	13.3	24	40	11	18.3	15	25	2	3.3	3.35	1,102
X5	8	13.3	19	31.7	15	25	12	20	6	10	3.18	1,200
General Average	16.66		43.34		18		13.72		4.68			
	60						18.4					

2. Description of the software requirements dimension:

It appears from Table (2) that the percentage of agreement on the dimension items in general reached (52%). This indicates the availability of these requirements in a good percentage at the university and shows its continued keenness to provide them.

Table (2): Frequency distributions, arithmetic means, and standard deviations for the software requirements variable

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree completely		I agree		neutral		I do not agree		Totally disagree			
	No.	%	No.	%	No.	%	No.	%	No.	%		
X6	4	6.7	33	55	12	20	9	15	2	3.3	3.47	0.947
X7	4	6.7	28	46.7	17	28.3	10	16.7	1	1.7	3.40	0.906
X8	7	11.7	21	35	17	28.3	13	21.7	2	3.3	3.30	1,046
X9	4	6.7	24	40	16	26.7	14	23.3	2	3.3	3.23	0.998
General Average	7.95		44.17				19.17		2.9		3.35	0.97
	52.12				22.07							



3. Description of human requirements:

It shown from table No. (3), paragraph (x10), that the highest percentage of agreement was on (the department specialized in information systems addresses the problems that I face in using the network or the system), which reached (66.6%), at (40) individuals from the sample. This indicates that it is a good percentage.

Table (3): Frequency distributions, arithmetic means, and standard deviations for the human requirements variable

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree completely		I agree		neutral		I do not agree		Totally disagree			
	fi	%	fi	%	fi	%	fi	%	fi	%		
X10	5	8.3	35	58.3	12	20	7	11.7	1	1.7	3.60	0.867
X11	4	6.7	24	40	20	33.3	10	16.7	2	3.3	3.30	0.944
X12	4	6.7	21	35	21	35	12	20	2	3.3	3.22	0.958
X13	6	10	26	43.3	16	26.7	9	15	3	5	3.38	1,027
X14	7	11.7	19	31.7	22	36.7	10	16.7	2	3.3	3.32	1,000
General Average	8.68		41.66		30.34		16.02		3.32		3.34	0.95
	50.34				19.34							

4. Description of the organizational requirements dimension:

It appeared from Table No. (4) that the largest percentage of agreement was (17x) on (senior management is interested in developing the information systems used), which amounted to (55%) by (33) individuals.



Table (4): Frequency distributions, arithmetic means, and standard deviations for the organizational requirements variable

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree completely		I agree		neutral		I do not agree		Totally disagree			
	fi	%	fi	%	fi	%	fi	%	fi	%		
X15	7	11.7	23	38.3	17	28.3	12	20	1	1.7	3.33	0.993
X16	12	20	12	20	19	31.7	16	26.7	1	1.7	3.30	1,124
X17	6	10	27	45	11	18.3	13	21.7	3	5	3.33	1,084
X18	6	10	24	40	17	28.3	10	16.7	3	5	3.33	1,036
General	12.93		35.82		26.65		21.27		3.35		3.32	1.05
Average	48.75				24.61							

C: Description of the knowledge management variable

1- Description of the dimension of knowledge generation

It was shown from Table No. (5) that the percentage of agreement on the paragraphs of this dimension reached (44.07), while the percentage of disagreement on the paragraphs reached 21.07. This indicates that there is a weakness in attention to the processes of knowledge generation, and this requires increased care and the activation of mechanisms and programs in order to increase efficiency of this dimension.



variable symbol	response scale										Arithmetic mean	standard deviation
	I agree severely		I agree		neutral		I do not agree		Strongly disagree			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Y1	2	3.3	16	26.7	26	43.3	14	23.3	2	3.3	3.03	0.882
Y2	1	1.7	24	40	21	35	12	20	2	3.3	3.17	0.886
Y3	6	10	20	33.3	22	36.7	12	20	0	0	3.33	0.914
Y4	1	1.7	19	31.7	27	45	13	21	0	0	3.13	0.769
Y5	4	6.7	31	51.7	16	26.7	8	13.3	1	1.7	3.48	0.837
Y6	3	5	29	48.3	15	25	11	18.3	2	3.3	3.33	0.951
Y7	8	13.4	21	35	19	31.7	8	13.3	4	6.7	3.38	1,166
General Average	5.97		38.1		34.77		18.45		2.61		3.26	0.19
	44.07				21.07							

Table (5): Frequency distributions, arithmetic means, and standard deviations for knowledge acquisition

2- Description of the knowledge generation

It shown from Table No. (6) that the largest percentage of agreement was for paragraph (y8), which states (the university uses different methods (electronic and non-electronic) to preserve knowledge), which amounted to (65%), with (39) individuals, and this percentage is considered good.



Table (6): Frequency distributions, means, and standard deviations for knowledge store

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree severely		I agree		neutral		I do not agree		Strongly disagree			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Y 8	9	15	30	50	10	16.7	7	11.7	4	6.7	3.55	1,096
Y9	7	11.7	25	41.7	16	26.7	11	18.3	1	1.7	3.43	0.981
Y 10	5	8.3	21	35	22	36.7	12	20	0	0	3.32	0.892
Y 11	6	10	29	48.3	16	26.7	7	11.7	2	3.3	3.50	0.948
Y12	5	8.3	21	35	22	36.7	11	18.3	1	1.7	3.30	0.926
Y 13	6	10	23	38.3	16	26.7	13	21.7	2	3.3	3.30	1,030
General Average	10.55		41.38		28.36		16.95		2.78		3.4	0.97
	51.93				19.73							

3- Description of the knowledge distribution dimension:

It was shown from Table No. (7) that the percentage of agreement on this dimension reached (48.02). This indicates that the university needs to increase its keenness and attention to this dimension and search for good mechanisms and methods for distributing knowledge in a better manner.

Table (7): Frequency distributions, means, and standard deviations for knowledge distribution

variable symbol	response scale										Arithmetic mean	standard deviation
	I agree severely		I agree		neutral		I do not agree		Strongly disagree			
	No.	%	No.	%	No.	%	No.	%	No.	%		
Y14	4	6.7	23	38.3	15	25	13	21.7	5	8.3	3.13	1,096
Y15	13	21.7	23	38.3	9	15	13	21.7	2	3.3	3.53	1,157
Y 16	7	11.7	24	40	17	28.3	10	16.7	2	3.3	3.40	1,012
Y17	7	11.7	16	26.7	18	30	15	25	4	6.7	3.12	1,121
Y 18	8	13.3	19	31.7	21	35	9	15	3	5	3.33	1,052
General Average	13.02		35		26.66		20.02		5.3 2		3.30	1.02
	48.02				25.34							



4- Description implementing the knowledge

It shown from Table No. (8) that the largest percentage of disagreement appeared in paragraph (y23), which states (The university grants employees sufficient powers to apply new knowledge.) It amounted to (30%) and was represented by (18) individuals from the sample.

variable symbol	response scale										Arithmeti c mean	standard eviation
	I agree severely		I agree		neutral		I do not agree		Strongly disagree			
	No	%	No.	%	No.	%	No.	%	No.	%		
Y19	5	8.3	23	38.3	16	26.7	13	21.7	3	5	3.23	1,047
Y20	4	6.7	23	38.3	21	35	9	15	3	5	3.27	0.972
Y21	5	8.3	24	40	19	31.7	10	16.7	2	3.3	3.33	0.968
Y22	7	11.7	20	33.3	21	35	12	20	0	0	3.37	0.938
Y23	6	10	24	40	12	20	15	25	3	5	3.25	1,099
General Average	9		37.98		29.68		19.68		3.66		3.29	1.00
	46.98				23.34							

Table (8): Frequency distributions, means, and standard deviations for knowledge implementing

Second: the correlation and influence relationships between the variables of the study

1- correlation at the macro level

Table (9) the correlation between management information systems and knowledge management

dependent variable the independent variable	knowledge management
management information systems requirements	0.701**
test result	accept the hypothesis

N = 60 **P ≤ 0.01

It appears from Table (9) that the correlations between the two variables at the overall level were valued at (0.701**) and at a significance level of 00.5,



which is a high degree of correlation, and this shows the extent of excellence in choosing the study model and selecting the variables.

2- Correlation at the micro level

Table) 10 (Correlation relationship at the micro level

the independent variable The dependent variable (knowledge management)	management information systems requirements
Knowledge Acquisition	**0.554
Knowledge generation	**0.574
Knowledge distribution	** 0.707
Knowledge applynig	** 0.645

Table (10) shows the correlations between the independent variable and the dimensions of the dependent variable at the micro level and for the study, and it came in first place in terms of the largest degree of correlation between the requirements of the management information system and the distribution of knowledge, at 70%.

3- The impact of management information systems requirements on knowledge management:

Table (11) the effect relationship between the variables of the study

	Information systems requirements					The value of the calculated significance level
	B value	value R2	The calculated t- value	The calculated F value	beta	
knowledge management	22,179	0.941	3,010	55,941	0.701	0.05

t- ,value (30) = 1.785N = 60) ($\alpha \leq 0.05$

It appears from Table (11) that the independent variable explains (94%) of the change in the dependent variable, meaning that 94% of the change



occurring in knowledge management processes is caused by the requirements of the administrative information system.

6:Conclusions

1. The university must recognize that knowledge management (KM) is not merely about possessing information; rather, it is about transforming that information into actionable insights. This transformation is achieved by aligning Management Information System (MIS) requirements with KM objectives. Such alignment creates a dynamic environment that fosters continuous learning, innovation, and a sustainable competitive advantage.
2. There is a clear need to enhance the processes of disseminating and distributing knowledge among university staff, ensuring that valuable information reaches all relevant departments and individuals.
3. The study highlighted the critical importance of providing the necessary Management Information System (MIS) requirements, emphasizing their positive impact on improving both administrative operations and overall management efficiency at the university.
4. The current software and network infrastructure used at the university are inadequate and do not meet the functional demands required for effective academic and administrative performance.
5. Senior management demonstrates a strong interest in the development and effective utilization of information systems, indicating institutional support for digital transformation initiatives.
6. The university does not heavily rely on traditional documentation and inbox-based methods to access knowledge, suggesting a partial shift toward more modern knowledge-sharing practices.



7. The quality of stored knowledge is not regularly assessed or updated, which may hinder the university's ability to maintain accurate and relevant information over time.

8. The findings indicate that the university actively promotes knowledge exchange across all administrative levels, reflecting a broad commitment to organizational learning.

9. However, the university lacks adequate communication tools that ensure professional, organization-wide knowledge sharing related to various institutional activities.

10. The university does not currently possess a clear and articulated vision regarding the strategies for implementing knowledge management practices.

11. MIS requirements play a pivotal role in enhancing KM processes, enabling organizations to harness knowledge effectively and stay ahead in today's competitive landscape.

6.1: Sugesstions :

1. The need to pay attention to providing a modern MIS at the university because it has a significant impact on improving work performance.

2. The university must provide the necessary material requirements for MIS at the university.

3. Increased interest in storing modern, efficient technologies at the university.

4. The necessity of providing a clear vision for the university regarding strategies for applying knowledge.

5. Increased interest in modern and efficient communications technologies at the university significantly.



6. The university provides means of communication that ensure the achievement of professional communications that spread knowledge related to activities among the organization's staff at all levels.
7. Increased interest among those working in the department concerned with the information system in my needs for the information system.
8. The need to easily obtain information available to senior management.
9. The need to pay attention to evaluating the quality of stored knowledge and constantly updating it.
10. Significantly improve modern and efficient communications technologies at the university.

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