



مركز دان الاكاديمي للعلوم والبحث العلمي

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- 8.References in the text are written in American Psychological Association (APA) style
- 9 .The sources are arranged alphabetically at the end of the research according to the author's last name.
- .All appendices are mentioned at the end of the research after the references.



**Editor Chief's Message:**

.In the name of God, the Most Gracious, the Most Merciful

In continuation of our mission to disseminate knowledge, promote cultural and scientific awareness, and cultivate a space for knowledge and scientific research, I am pleased to present to you the sixth issue of the peer-reviewed journal "Dan Scientific Journal." This issue continues our journey of spreading knowledge and fostering a culture of scientific research among all segments of society. The editorial team has been keen to present diverse content that combines originality and modernity, keeping pace with the rapid scientific advancements in various fields. We have also strived to provide a wider platform for the writings of researchers and ambitious students, believing in the importance of supporting young scientific talents and encouraging their creativity and innovation. In this issue, we have ensured the presentation of diverse content that combines serious inquiry with addressing research problems, reflecting our aspirations to keep abreast of developments and meet the interests of our readers. This issue is the fruit of the dedicated efforts of our team, writers, and researchers who contributed their ideas and creativity, playing a significant role in its production in this form, which we hope will meet with your approval. On this occasion, we look forward to further progress and excellence, asking God to grant us success in continuing to fulfill our mission to the fullest. We also invite professors, researchers, and all those interested to enrich the journal with their valuable contributions, so that it may remain a vibrant platform for thought, science, and creativity. We hope that readers will find in this issue something that enriches their knowledge and motivates them to further reading and research. We always welcome your opinions and suggestions that contribute to the development and advancement of our journal. We look forward to further progress and prosperity for our journal, hoping that it will continue to fulfill its scientific mission and be a leading platform in disseminating knowledge and serving the scientific community. May God grant us success..

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**The impact of e-management on the efficiency and effectiveness of performance in healthcare organizations: An applied study on the health insurance sector in Sudan, 2021-2025**

Prepared by:

Malik Al-Na'eem Mohamed Ali Mohamed Al-Nour

Muadh Imad Al-Amin Al-Hassan

**Abstract:**

The study examined the impact of e-management on the efficiency and effectiveness of performance in health organizations in Sudan. The problem addressed in the study was answering the questions: What is the impact of e-management on the efficiency and effectiveness of performance in health organizations in Sudan? This study aimed to identify the impact of e-management on the efficiency and effectiveness of healthcare organizations, to identify the patterns of e-management (planning, organizing, directing, controlling, and decision-making) in health insurance in Sudan, and to highlight the current state of efficiency and performance effectiveness within the Sudanese health insurance system. The study employed a descriptive-analytical approach, utilizing a questionnaire to collect data. The study yielded several key findings, most notably a statistically significant relationship between e-management and performance efficiency and effectiveness in Sudanese health insurance. Furthermore, the study demonstrated the impact of e-planning on performance efficiency and effectiveness within the Sudanese health insurance system. The study recommended several measures, including: developing e-planning tools to be more dynamic and flexible in response to external changes;

supporting e-direction through meticulous monitoring and employee engagement in an interactive digital environment; utilizing real-time digital performance indicators to monitor operational efficiency and improve resource utilization; enhancing the automated distribution of organizational tasks; minimizing manual intervention to increase operational efficiency and reduce administrative errors.

### **The Problem of the Study:**

The business sector has witnessed significant development, particularly in recent decades. Effective planning in healthcare organizations is a crucial factor influencing task completion and productivity to achieve desired outcomes. Performance efficiency is a primary objective for healthcare organizations. While efforts are being made to provide services, they have not yet reached the required level, and there are shortcomings in the provision of electronic services to beneficiaries.

**The study problem lies in answering the following questions:**

### **Main Question:**

What is the impact of electronic management on the efficiency and effectiveness of performance in healthcare organizations in Sudan?

1. Does electronic planning affect the efficiency and effectiveness of performance in health insurance in Sudan?
2. Does electronic organization affect the efficiency and effectiveness of performance in health insurance in Sudan?
3. Does electronic guidance affect the efficiency and effectiveness of performance in health insurance in Sudan?
4. Does electronic monitoring affect the efficiency and effectiveness of performance in health insurance in Sudan?

5. Does electronic decision-making affect the efficiency and effectiveness of performance in health insurance in Sudan? Study Objectives: This study aimed to investigate the following:

1/ To identify the impact of e-management on the efficiency and effectiveness of performance in health insurance in Sudan.

2/ To identify the patterns of e-management [planning, organizing, directing, and controlling] in health insurance in Sudan.

3/ To highlight the current state of efficiency and effectiveness of performance in health insurance in Sudan.

4/ To identify the efficiency and effectiveness of performance in health insurance in Sudan.

### **Study Hypotheses:**

To answer the research problem, we adopted the following hypotheses:

Main Hypothesis: There is a relationship between e-management and the efficiency and effectiveness of performance in health insurance in Sudan.

To test this hypothesis, it was broken down into the following sub-hypotheses:

1/ E-planning has an impact on the effectiveness of performance in health insurance in Sudan.

2/ E-organization has an impact on the effectiveness of performance in health insurance in Sudan.

3/ E-directing has an impact on the effectiveness of performance in health insurance in Sudan.

4/ E-control has an impact on the effectiveness of performance in health insurance in Sudan.

5/ E-decision-making has an impact on the effectiveness of performance in health insurance in Sudan. The Importance of the Study:

The importance of this research stems from the following:

1. Scientific Importance: This study aims to link the two main variables (e-management and performance efficiency and effectiveness) in an attempt to highlight the integration of these two variables in our current era. The research addresses the concept of efficiency and effectiveness, which is an important and widespread topic in our contemporary societies and receives considerable attention. This research can contribute to enriching the knowledge of researchers, practitioners, and students in the field of business, and offers new insights into the role of e-management in improving organizational performance.

2. Practical Importance: This study focuses on how healthcare organizations can adopt e-management to enhance performance efficiency and effectiveness in their environments. The study provides a scientific framework that helps improve performance and achieve goals with high efficiency, thus contributing to achieving the desired outcomes. It also highlights the role of e-management in supporting organizations to ensure their continuity, growth, and ability to meet societal demands and adapt to environmental and technological changes.

## **Results:**

1 .The study showed that e-management has a clear positive impact on improving administrative performance at the Sudanese Health Insurance Corporation. Most employees expressed strong acceptance of using electronic planning, organizing, directing, controlling, and decision-making systems, which contributed to enhancing the effectiveness and efficiency of institutional work.

2 .Electronic planning and organization proved important in organizing administrative work, tracking tasks, and effectively allocating resources, although

some areas require further development, such as continuously updating operational plans and automating certain processes.

3 .The results showed that electronic directing improves internal communication and the clarity of instructions for employees, while electronic monitoring helped in better performance tracking and course correction, with potential for more accurate monitoring of completion stages.

4 .The use of digital data and analytical reports contributed to improving the speed and accuracy of decision-making and reducing processing time, thus enhancing the institution's ability to respond quickly to challenges and changes.

5 .The implementation of e-management led to increased efficiency, as it improved resource utilization, increased productivity, and reduced task completion time. E-government has also contributed to enhancing institutional effectiveness by achieving strategic goals, improving service quality, and positively impacting beneficiaries.

6 .The study confirms that e-government plays a pivotal role in improving administrative performance within healthcare organizations, both in terms of efficiency and effectiveness, and is a strategic tool for supporting institutional development and digital modernization.

## **Second: Recommendations:**

1 .Develop e-planning tools to be more dynamic and flexible in the face of external changes, thereby enhancing the organization's ability to adapt quickly to challenges.

2 .Improve the automated distribution of organizational tasks and reduce manual intervention to increase operational efficiency and minimize administrative errors.

3 .Support e-guidance through close monitoring and employee engagement in an interactive digital environment to enhance the clarity of instructions and improve institutional communication.

4 .Utilize real-time digital performance indicators to monitor operational efficiency and optimize resource utilization, thereby raising the level of institutional efficiency.

5 .Leverage digital data to reduce decision-making time, thereby improving response speed and increasing the accuracy of administrative decisions.

6 .Enhance advanced training programs for employees on the effective use of electronic systems to ensure the full utilization of digital tools. List of Sources and References:

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## **The Impact of Incentives on Improving Employee Performance: A Field Study at Al Rajhi Bank in the Kingdom of Saudi Arabia**

**Prepared by:**

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University College of Tayma, University of Tabuk**

### **Abstract:**

This study aimed to explore the impact of incentives on improving employee performance at Al Rajhi Bank in the Kingdom of Saudi Arabia. The study employed the descriptive method and applied a questionnaire designed by the researcher, consisting of two main sections: the first section collected primary data, while the second section was divided into two parts. The first part assessed incentives through four dimensions: (incentive system, fairness in granting incentives, financial incentives, and non-financial incentives). The second part measured the improvement of employee performance. The questionnaire was administered to a convenient sample of 60 employees from Al Rajhi Bank. After analyzing the data using the Statistical Package for the Social Sciences (SPSS), the study found statistically significant positive effects of all incentive dimensions (incentive system, fairness in granting incentives, financial incentives, and non-financial incentives) on improving employee performance at Al Rajhi Bank in Saudi Arabia. Based on these findings, the study provided several recommendations: Based on this, the study presented several recommendations, the most important of which are: designing comprehensive and integrated incentive programs that satisfy all the employees' material and psychological needs, and ensuring the design of incentive systems that

adhere to fairness and transparency, and are based on objective criteria for performance evaluation.

**Keywords:** Incentives, Incentive system, Fairness in granting incentives, Financial incentives, Non-financial incentives, Employee performance improvement

### **Results:**

1 .The results showed a strong, statistically significant positive correlation between the incentive system and employee performance. The incentive system contributes to improving employee performance by 52%, confirming the positive impact of the incentive system on raising job performance levels. This finding supports the alternative hypothesis, rejecting the null hypothesis.

2 .The results showed a statistically significant, above-average positive correlation between fairness in awarding incentives and employee performance. Fairness in awarding incentives explains 46% of the change in employee performance, indicating the importance of applying fairness in incentive systems to improve job performance.

3 .The study showed a statistically significant, moderate positive correlation between financial incentives and employee performance. Financial incentives contribute to improving employee performance by 42%, reflecting the role of financial incentives in enhancing performance levels within the organization. 4. The results revealed a strong, statistically significant positive correlation between non-material incentives and employee performance. Non-material incentives contributed to improving employee performance by 55%, indicating their crucial role in enhancing job performance efficiency.

### **Recommendations:**

- 1 .Design comprehensive and integrated incentive programs that include both tangible and intangible elements to meet all the material and psychological needs of employees.
- 2 .Ensure that incentive systems are designed with fairness and transparency and are based on objective performance evaluation criteria.
- 3 .Link incentives to achieving clear and measurable objectives, including individual and team performance, to boost productivity and achieve organizational goals.
- 4 .Integrate incentives with continuous training and development programs, so that incentives become a tool for enhancing employees' professional skills and capabilities, thereby raising the level of organizational performance.
- 5 .Continuously evaluate incentive systems to ensure their alignment with the organization's internal and external variables and its evolving objectives.
- 6 .Establish a mechanism for periodically reviewing and adjusting the distribution of incentives to ensure organizational equality and fairness.

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**Electronic Monitoring Impact on Operational Performance: A Case  
Study of the Private Health Sector in El-Obeid City, North  
Kordofan State**

Prepared by:

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Dr. Mohammed Badawi Mohammed Ali

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**Abstract:**

The study aimed to identify the impact of electronic surveillance on operational performance, using the private health sector in the city of El Obeid in North Kordofan State as a case study. The main question addressed in the study was: What is the impact of electronic surveillance in its various dimensions (electronic surveillance, risk assessment, monitoring activities, information and communications) on a random sample of 250 individuals? A questionnaire was designed to collect data and followed a descriptive approach. To analyze the data and test the hypotheses, descriptive statistical methods were used via the SPSS

statistical package for social sciences and path analysis via the AOMS program. The results of the study showed: There is a significant relationship between electronic surveillance and operational performance, with a significance level of (.000). The study recommended that the administrations of private health sector institutions in the city of Al-obied rely on providing services through a deep understanding of customer needs and fully meeting them.

**Keywords:** Electronic monitoring, communications, creativity, innovation, operational performance.

### **Study Results:**

- There is a partial relationship between electronic monitoring and operational performance in its dimensions (creativity and innovation).
- There is a relationship between risk assessment and operational performance in its dimensions (creativity and innovation).
- There is a partial relationship between monitoring activities and operational performance in its dimensions (creativity and innovation).
- There is a partial relationship between information and communication and operational performance in its dimensions (creativity and innovation).

### **Study Recommendations:**

- The administrations of the private sector institutions studied in North Kordofan State should provide accurate and reliable information to support their decision-making.
  - Private healthcare institutions in El Obeid should adopt digital platforms that facilitate internal communication among employees, thus helping to provide high-quality services.
  - The administrations of private healthcare institutions in El Obeid should focus on providing services by deeply understanding and fully meeting customer needs.
  - A strategic plan should be developed to enhance excellence by improving service delivery methods.
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**Requirements for Holding Public Office in Egypt During the Ptolemaic Period( 23BC – 30 BC) A Historical Study**

Prepared by:

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**Abstract:**

This research examines the most important conditions and criteria associated with holding public office in Egypt during the Ptolemaic era (323 BC – 30 BC), in light of the administrative system established by the Ptolemies after Alexander the Great entered Egypt. It aims to analyze the nature of the administrative apparatus, the extent to which the Ptolemaic authority relied on the Greek and Egyptian elements, and the conditions of selection and appointment to various positions, whether administrative or financial. The research also discusses the extent of the influence of ethnic affiliation, competence, political loyalty, experience, and social status on holding public office. The research concluded that loyalty to the Ptolemaic authority and administrative competence were among the most important conditions, with the continuation of relative discrimination in favor of the Greek element in the higher positions.

**Keywords :**Public offices, Ptolemaic period, Ptolemaic administration, administrative conditions, Ancient Egypt, governance system, Greek officials, Egyptian officials, political loyalty, administrative competence.

### **Research Problem:**

The research problem is embodied in the following main question:

What were the most important conditions and criteria that determined who assumed public office in Egypt during the Ptolemaic period?

Several sub-problems arise from this question, including:

Was ethnic affiliation a fundamental condition for holding high-ranking positions?

To what extent did the Ptolemies rely on competence and experience versus political loyalty?

Were Egyptians given the opportunity to assume high-ranking positions, or were their roles limited to lower-level positions?

### **Research Significance:**

The significance of this research stems from its focus on an important administrative and political aspect of Egyptian history during the Ptolemaic period.

It contributes to:

- Understanding the nature of the Ptolemaic administrative system and its mechanisms.
- Highlighting the relationship between political power and the social structure.
- Clarifying the interaction between the Greek and Egyptian elements within state institutions.
- Enriching historical studies related to the administrative and political history of ancient Egypt.

### **Research Objectives:**

This research aims to achieve the following objectives:

- Identifying the structure of the administrative apparatus in the Ptolemaic period.
- Defining the basic requirements for holding public office.
- Analyzing the role of ethnicity and competence in filling public positions.
- Highlighting the differences between high and low–level positions in terms of the requirements for appointment.
- Evaluating the extent of Egyptian participation in the Ptolemaic administration.

## **Research Methodology:**

The research relied on:

The historical method: by tracing the development of the administrative system in the Ptolemaic era.

The analytical method: by analyzing papyrus, literary, and historical texts.

The comparative method: by comparing the conditions of Egyptians and Greeks in holding public office.

## **Research Findings:**

The research reached several conclusions, most notably:

- Political loyalty to the Ptolemaic authority was an essential condition for holding high-ranking positions.
- Greeks monopolized most of the leading public positions, especially in central administration, finance, and the military.
- Egyptians participated in a number of positions, particularly at the local and religious levels.
- Competence and experience played an important role, especially for specialized financial and administrative positions.
- The Ptolemaic administrative system was characterized by a cultural and administrative duality between the Greek and Egyptian character.

## **Conclusion:**

The study concluded that the administrative system in Egypt during the Ptolemaic era was based on a combination of political, ethnic, and administrative considerations, where loyalty to authority and professional competence formed the theoretical basis for assuming positions, while Greek affiliation remained a determining factor for senior positions. This system reflected the nature of the Ptolemaic state as a Hellenistic state governing an ancient Egyptian society, thus creating a dual administrative structure as explained in the study under discussion.

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**The Impact of Performance Evaluation on Service Quality – A Case  
Study of Wad Madani Teaching Hospital, Al Jazirah State, 2025**

Prepared by:

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**Abstract:**

This study aimed to identify the impact of performance evaluation on the quality of healthcare services at Madani Teaching Hospital. The researcher adopted a descriptive–analytical approach, deemed suitable for the nature of the study. The study population comprised all employees of Madani Teaching Hospital. A questionnaire was used as the data collection tool. The study concluded that there is a positive relationship between performance evaluation measures and service

quality. The results also indicated a positive relationship between customer satisfaction and service quality. Furthermore, the study revealed a positive relationship between performance evaluation difficulties and service quality at the hospital. The study confirmed the hospital administration's efforts to improve service quality. The study recommended that hospital staff be educated on the importance of service quality, that they be provided with training courses and programs related to service quality improvement, and that healthcare services be delivered correctly and the first time.

**Keywords: Performance evaluation, service quality, Madani Hospital, Al Jazirah State.**

## **Results and Recommendations:**

### **1– Results:**

The most important findings of the study are as follows:

1– There is a positive relationship between performance evaluation metrics and service quality, as demonstrated by:

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a– Adherence to scheduled treatment times and the availability of advanced equipment and facilities.

b– The suitability of the hospital's overall appearance to the nature of the services provided.

c– Constant readiness to assist patients by ensuring the correct delivery of healthcare services the first time.

2– There is a positive relationship between patient satisfaction and service quality, as demonstrated by:

a– The services provided by the hospital, as evidenced by the suitability of hospital rooms for the number of patients.

b– The direct supervisor's attention to patient–related suggestions.

c– The attention given to patients by specialists.

3– There is a positive relationship between performance evaluation difficulties and service quality in the hospital, as demonstrated by:

a– Employees' lack of interest in evaluation results and their limited understanding of what is expected of them.

b– The absence of mechanisms for addressing patient problems.

c– Weak communication channels between hospital departments and administrations.

4– The hospital administration is making efforts to improve the quality of services within the hospital. These efforts include:

a– Providing high–quality healthcare services.

b– Staff members are committed to maintaining a high level of cleanliness and professional appearance.

c– The hospital administration is committed to acquiring the latest technologies to enhance service quality.

## **2– Recommendations:**

Based on the findings of the field study, the researcher recommends the following to the administration of Wad Medani Teaching Hospital:

1– Ensuring that healthcare services are provided correctly and on the first visit.

- 2– Responding promptly to patient complaints and ensuring the availability of accurate documentation and patient records.
- 3– Increasing financial support for hospitals.
- 5– Educating hospital staff about the importance of service quality.
- 6– Providing staff with training courses and programs related to improving service quality.
- 7– Involving staff in developing strategic plans and policies related to improving service quality.

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