

THE IMPACT OF MANAGEMENT INFORMATION SYSTEMS ON THE SECURITY CRISIS MANAGEMENT “A STUDY ON THE GENERAL DIRECTORATE OF PASSPORTS IN RIYADH-KSA”

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ABSTRACT: *The study aimed to investigate the impact of management information systems on crisis management through the application on the General Directorate of Passports in Riyadh and its relationship with some variables for the year (1437-1438). Random sample was selected consist of (135) employees, to achieve the objectives of the study, A questionnaire was constructed and consisting of (33) items distributed on five paragraphs (the impact of information systems in predicting the crisis, the impact of information systems to contain the crisis, the impact of information systems for mitigating the detriment of the crisis, the impact of information systems to regain control, the impact of information systems in taking lessons from the crisis). After confirmation of the suitability and stability of the study tool, a questionnaire has been applied to the sample. The results showed that the impact of information systems was seen on all the paragraphs where they were all hypotheses acceptance, while the results did not show significant differences attributable to changes in the academic level, experience, and age, with the exception of the paragraph except for the paragraph of "the impact of information systems for mitigating the detriment of the crisis." and differences came in favor of master or higher, and the paragraphs of the impact of information systems in predicting the crisis, the impact of information systems to take lessons from the crisis, the differences came in favor of the experienced (20-25). in light of these findings set of recommendations have been out , most notably the need to update systems management information in the Directorate of immigration and the need to prepare prior plans to cope with crises.*

KEYWORDS: Management Information Systems, Crisis, Security Crisis

INTRODUCTION

Modern organizations experiencing many of the visions and ideas of modern management principles that will raise the efficiency of the organization and improve the performance of the administrative and technical personnel, among the most prominent of these trends of interest in the management information systems, as one of the most important features of modern management.

According to several studies (Rothstein, 2006;, 2004 Edvardsson) successful organizations seek to take advantage of modern methods and management models in order to be able to adapt to changes in the various business environments variables to be able to address the shortcomings in financial capabilities, higher levels of performance and level of services provided by organizations to achieve remarkable success to achieve progress, which seeks to do.

In the same context (Abdulmutallab, 2014) mention that the political and economic changes successive may Excreted many of the crises that have affected the performance of

organizations, which impose on those organizations to provide information based on the integrated database for planning crisis management and dealing with it effectively when they occur, and the probability to take place.

Alkhashani & Qutub (2007) have stressed that the importance of management information systems lies in the ability of those systems to provide adequate information on all administrative levels, which will reflect positively on the possibility of managing organizations in facing these crises

Due to the multiplicity of services carried out by the General Directorate of Passports for individuals and groups, or to citizens and residents, it would require that the administrative activities based on an effective information system to be able to meet the needs of the auditors, on the one hand; at the same time be able to respond to internal and external successive variations, and shorten the proceedings which dissipates a lot of time, effort and expense.

Study Problem

Saudi Arabia has seen significant efforts in the field of administrative reform, which is based on the development of administrative work methods to improve the means of the administrative contact and that would activate management climate, which helps to reduce the time and effort of Directorates Passport Services to work in a changing environment, and this increases the likelihood of exposure of these directorates of crises that threaten its potential and the non-possession of those directorates an effective system of information it would lead to a recurrence of crises and increase the intensity, and therefore the problem of this study identified to answer the following question:

The first question: What is the effect of management information systems on the security crisis management, in the General Directorate of Passports in Riyadh? And emerged from this question the following assumptions:

- (1) There is an impact of information systems in predicting the security crisis
- (2) There is an impact of information systems in containment security crisis.
- (3) There is an impact of information systems to mitigate the harm of security crisis
- (4) There is an impact of information systems to regain control.
- (5) There is an impact of information systems to take lessons from the security crisis
- (6) "There is a statistically significant difference at the level of significance ($\alpha \leq 0.05$) for the effect of management information systems on the security crisis management, from the point of view of the staff consideration due to gender, age academic qualification, and experience?"

Study objectives: The aim of this study was to identify:

- (1) The impact of management information systems on the security crisis management in the General Directorate of Passports in Riyadh.
- (2) Disclosure of the impact of the independent variable of information systems on dependent variable the (security crisis management)

The importance of the study:

The study gaining its importance practically from discussing the subject of management information systems, which is a very important issue as one of the most important elements that would detect the strengths and shortcomings in the work of General Directorate of Passports in Riyadh, as well as derive their importance from being one of the first studies at the knowledge of the researcher, which linked between these two subjects personnel - management information systems and crisis management - in Saudi Arabia, so it is considered a foundation stone for further studies based on this field.

Study idioms:

Information systems: a group of overlapping technical and human, material and administrative components overlapping and interacting with each other to carry out various administrative acts of planning, organization, implementation, control, evaluation, and communication means, in order to develop the administrative work and raise its efficiency (Hashim and others, 2014; p167).

Security crisis management: A sudden event affecting or has the possibility to influence the organization as a whole produces prejudice the current work of the organization system, thus weakening its competitive position and requires management of rapid intervention to contain and mitigate their impact ((Mitroff and Anagnos, 2001, 34-35).

Study limits and its determinants:

- **Human limits:** this study limited on a sample of officials in the Directorates o Passports.
- **Spatial limits:** the study was applied in the General Directorate of Passports in Riyadh
- **Time limits:** study was applied in the year 1437 AH / 1438 H

Study determinants

The study generalization was limited on the results of the study tool that was used in this study to detect the impact of management information systems on the security crisis management, study on the passport officials in Riyadh and with its validity and reliability, which is developed by researcher.

Theoretical frame and previous studies

The development of modern technology contributes in the development of managerial working methods in recent years and has also provided an opportunity to improve the means of the administrative contact and that would effectively administrative climate that helps to reduce the time and effort, imposed on institutions shift from traditional methods to the use of sophisticated methods rely on new technology that help in reducing administrative costs and make work more accurate and quick.

The success of administrative work tied up with the efficiency of work productivity which requires effective management organizes its activity and coordinate its members efforts in

order to achieve the desired objectives; therefore the most organizations make use of the means of technological progress in the development of administrative work through the development of information systems to make the organization capable to adapt to various changes in the internal and external environment of the organization (Alsalmi, 2001).

Management Information Systems (MIS) concept:

The management thinking Abounding with many definitions of management information systems, as defined by the (Abd ulmutallab ,2014: p. 13) "a set of interrelated and interactive elements with each other and that work on the collection and processing of information, storage and distribution in order to support decision-making and to secure control of the organization, in addition to the analysis of the problems relating to the organization and the surrounding environment. (kroenke, 2011, P36)) define it as an administrative system that supports information and communication technologies as the basis for the administrative work so they can let the organization to achieve its goals effectively and make them better able to cope with ongoing changes, either internally or externally .

Romney and Steinbart (2009, 6) define management information systems as a system compile and record, store and process the data to produce information for decision-makers.

The Lutfi (2005: 17) defines management information systems as "systems that aim to provide information and information services which should include two systems, the first focused on the system of information collection and the second to provide information services.

Management information systems and its important components:

Administrative literature agrees that the management information systems components are hardware, software, both (systems and applications), databases, procedures, personnel and communications. The organization capable of achieving this combination is successfully be able to benefit from the advantages offered by the information system for all administrative levels (Alkhashani & Qutub, 2007).

The importance of management information systems reside in its work to achieve plenty of administrative flexibility in the mandate and administrative empowerment based on management team, so the management information systems represent an effective tool to achieve mutual relationship in order to facilitate communication between the organization and it's environment, in addition to activating the communication channels horizontally and vertically between the administrative units within the organization. And thus helps the organization to cope with the constraints and increase their ability to compete (Saleem, 2002).

The concept of the security crisis:

Administrative literary Indicates that the crisis in general is an unexpected event occurring affect the performance of the organization, and in this regard. (Coombs, 2011) defines the crisis as an unexpected event and unpredictable impact on the organization's performance and the serious implications of the Organization to lose their ability to compete. And close to the previous definition (Hayali ,2011) defines the crisis as a sudden event reduces the chances of organization progress and outstanding performance and may lead to the collapse of the entire organization. In light of the above it can be said that the most prominent crisis indicators are the following:

1. Threat
2. Time pressure
3. Surprise

Remarkably the difference between the concept of crisis management in general and the management of security crises is limited in the presence of the security nature of the crisis management and their results, which requires two types of security operations namely: preventive operations, which precedes the crisis and act to prevent the crisis before it happens, the other type is the process of confrontation and the control of the unstable security situation.

The security crisis management defined as “gathering all the possibilities and expertise of the security sets for sensor crises and prediction which may lead to destabilize security and stability in order to besiege and resistance in order to minimize losses to the lowest possible level and re-security matters to normal (Altarawneh ,2011, p. 88)

Management crisis stages

Management is usually pass through five stages (Mitroff and Anagnos, 2001):

- 1- **The discovery phase of crisis signals:** crisis usually preceded by several signals may predict crisis.
- 2- **Preparation phase for a crisis:** where various organizations are keen to prepare for the crisis through the development of methods of prevention stage from the crisis in the event of taking place.
- 3- **Phase of damage Containment:** When the crisis happen organizations of all kinds are trying to seeking to contain the crisis in order to prevent harm Aggravation.
- 4- **Actively restore phase:** at this stage, organizations seek to contain the damage after the crisis to implement a number of programs to restore vitality for the organization.
- 5- **Learning phase:** in this stage, organizations are trying to take lessons from what happened in order to lease it in facing future crises.

The importance of information systems to contain security crisis.

crisis information systems play a major role for a team of security crisis management in determining the enemy trends, objectives and the extent to which he wants access and help the presence status information in determining the enemy intentions where it was easy to identify opponents and their abilities and their methods and their character names and work on data analysis and classification this is the first aspect of the crisis which is expected crises, (Shalaan ,2012, p. 174).

along with the identification opponent's intentions requires the coming together of all security devices in order to prevent security abusers leaks inside, and the most important organs to do the work are the General Directorate of passports, where is the official body in determining the identity of the entrants to the state and to make sure their documents and identities based on management information accurate and speed and clarity fast processor and the large

numbers entering the systems Kingdom of various nationalities, either for work or to visit the holy places and the best example of these systems system (ABSHER) which is used in the General Directorate of passports several years ago and has proved a great excellence in managing security crises, especially when the issuance of decisions require a review of millions residents to the Passport Directorate within a short period.

LITERATURE REVIEW

Several studies conducted on the role of information systems in crisis management, and those studies.

Study of (Ogunleye, 2014), which sought to examine the effectiveness of crisis management systems through the application on Toyota company to manufacture cars and British petroleum BP, The results indicated that there is no effectiveness of the systems used in crisis management in of the two samples of the study and the study suggested more effective system in crisis management of the system used in the two companies.

Study of (Fontain, 2012) to identify the crisis management mechanisms in Malaysia in terms of surveyed views (150) manager in Malaysian business organizations and the study concluded that crisis management based on information system of an effective system can help to develop better organizational culture and approach based on operations.

Study of (Abu Omar, 2009) to detect the effectiveness of computer based information systems and their impact on the crisis management in the banking sector in Palestine through the application on all banks operating in Palestine, 21 banks have been taken it a stratified random sample consisting of 186 employees and the study concluded that the effectiveness of computerized management information systems in crisis management in these banks.

Study of Alkhashani & Qutub (2007) to identify the effectiveness of management information systems in the Jordanian industrial companies manages crises that exposed. A sample of 16 industrial company was selected. To gather the necessary data a questionnaire has been distributed, the study found that there is an impact of the effectiveness of management information systems on industrial companies to manage crises it faces. , But the impact of the effectiveness of management information systems mixed in each stage of the management of these companies to the crises that exposed.

The method and procedures

Study Curriculum: the type of curriculum depends on the nature of the study and its objectives, and this study depends on descriptive studies and therefore the suitable approach to their goals is descriptive and analytical approach where they are discussing the phenomenon in question without researcher's interference.

Study population and sample: The study population consisted of all employees in the General Directorate of Passports of Riyadh in Saudi Arabia. For the year (1437 -1438 h). A researcher had chosen a sample of 135 employees randomly, and the table (1) shows the distribution of the sample according to the variables of the study.

Table (1) frequencies and percentages according to the study group's variables

Variable	Class	Frequency	Percentage
Academic level	Bachelor	93	0.69
	M A and above	42	0.31
Experience	Less than 5 years	38	0.28
	5-10 years	42	0.31
	More than 10 years	55	0.41
Age	20 – 35 years	85	0.63
	More than 35 years	50	0.37
Total		135	100%

Study tool

In order to achieve the objectives of the study, the researcher developed a questionnaire, which was developed in reliance on a number of previous studies related to the subject and by reference to the related literature and taking the opinions of the arbitrators and specialists in public administration, business management and human resources management. In that light the researcher was drafted (33) items distributed on five paragraphs and (33) adequacy, divided into five paragraphs (information systems impact on predicting the crisis, information systems effect in containing the crisis, the impact of information systems for mitigating the detriment of the crisis, the impact of systems information regain control, the impact of information systems to take lessons from the crisis).

Study tool trust

To check the reality of the study tool, the researcher adopted the method of content sincerity, the researcher show (study tool) in its initial draft on the (5) arbitrators hold doctoral degree in public administration, for measurement and evaluation. The researcher asked the arbitrators for their comments and opinions about the validity of these paragraphs and representation for the purpose for which it had prepared for him, and the suitability of each paragraph of the field put into it, and add or delete any paragraph they deem appropriate, after restoration of the questionnaires, three paragraphs was excluded and thus the tool became finalized (30) paragraphs instead of (33) paragraphs.

Study tool constancy:

To make sure the reliability of study tool, it has been verified test way and re-testing (test-retest) through the application of the scale, and re-apply after two weeks on a range of outside sample of the study (25) employees, and then Pearson correlation coefficient was calculated between their estimates on both occasions as it was (0.82). reliability coefficient also was calculating using the manner of internal consistency by Cronbach's alpha equation, (0.80), and it was considered as appropriate values for the purposes of this study.

Tool correction

After the completion of the collection of the questionnaires and the scale of the study sample has been translated from verbal scale in to a quantitative scale by giving category "very big" five degrees and the category to answer the "high" four degrees, and the category of the answer, "medium" three degrees "and the category of the answer" a few "two degrees, and the category of" very little "to answer one degree. Then calculate the total scores achieved on the paragraphs of the role of the initiative in three levels (low, medium, high) according to the means of the respondents answers on each paragraph and thus three levels used as follows:

Less than 1 - less than 2.50 degree low

2.50- less than 3.50 degree Medium

3.50- 5 degree high

The Statistical treatment

To investigate the impact of management information systems on the security crisis management appropriate statistical methods has been used, such as means and standard deviations. In addition to the use and testing of "T" of the sample per hypothesis compared to criterion (3)

The results of the study

This study aimed to demonstrate the impact of management information systems on the management of security crises and its relationship with some variables, the following is a discussion of the results according to the questions of the study:

The first question: what is the effect of management information on the security crisis management systems, in the General Directorate of Passports in Riyadh?

To answer this question means, standard deviations, was extracted for the impact of management information systems in crisis management, in the General Directorate of Passports in Riyadh from the point of staff consideration, the table below shows that.

Table (2): Means and standard deviations for the impact of management information on the security crisis management systems, in a Riyadh city from the point of staff consideration in descending order according to means.

Rank	Number	Field	Means	Standard deviations	level
1	2	The impact of information systems in the containment of the crisis	3.80	.486	high
2	4	The impact of information systems to regain control	3.72	.763	high
3	1	The impact of information systems in predicting the crisis	3.69	.757	high
4	5	The impact of information systems to take lessons from the crisis	3.55	.527	high

5	3	The impact of information systems for mitigating the harm crisis	3.48	.786	medium
		Total degree	3.64	.460	high

Table (2) shows that the means have ranged from (3.48-3.80), where the field of "the impact of information systems to contain the crisis" came in first place the highest arithmetic mean was (3.80), while the paragraph "the impact of information systems for mitigating to the detriment of the crisis" in last place and an arithmetic mean was (3.48), and the arithmetic mean of the instrument as a whole was (3.64)

Testing hypotheses

To test hypotheses means, standard deviations, were calculated by estimating study sample clauses separately, which were as follows:

The first hypothesis: there is an impact of information systems on predicting the crisis.

Table (3): The arithmetic means and standard deviations of paragraphs regarding the impact of information systems in predicting the security crisis, in descending order according to means

Rank	Number	Field	Mean	standard deviations	level
1	4	information system provides effective methods of for assessing the various risks to benefit from them in the future	3.86	.778	High
2	5	the information system Enhances collection and detection of defect markers that may be an indication of the occurrence of a crisis	3.82	.779	High
3	8	Information system provides prepared solutions in advance to cope with the expected crisis	3.79	.747	High
4	7	Management Information System pay attention to operations of classification, tabulation and analysis of crises indicators	3.76	.722	High
5	3	Information system contributes in dealing with all the mistakes and complaints seriously	3.66	.681	High
6	2	information systems could monitor early signs of the crisis	3.60	.614	High
7	6	Information system contributes in a survey of internal and external business environment related to the work the institution to identify the possibility of crisis indicators.	3.45	.721	Medium

8	1	Information system provides comprehensive data base of the enterprise	3.40	.631	Medium
		Paragraph as a whole	3.69	.757	High

Table (3) shows that the means have ranged from (3.40-3.86), where paragraph No. (4) which was " information system provides effective methods for assessing the various risks to benefit from them in the future ", "in the first place and an arithmetic mean was ((3.86), while paragraph 1, which was, " Information system provides comprehensive data base of the enterprise ," the last rank and an arithmetic mean was (3.40). The arithmetic mean of the field as a whole (3.69).

To validate the hypothesis "there is an impact of information systems in predicting the crisis" it has been compared to the arithmetic mean of the field with a standard label (3) - standard acceptance using the "t" test as shown in Table 4.

Table (4): Means, standard deviations, and "t" test of the sample per hypothesis compared to criterion (3)

Variable	No	Means	standard deviations	T value	Degree of freedom	Statistical significance
The impact of information systems in predicting the crisis	135	3.69	.469	17.507	134	.000

Table No. (4) shows statistically significant differences ($\alpha = 0.05$) between the mean and criterion (3) as the value of "t" (17.507) and it is statistically significant was (0.000), shows that the proposed mean is less than the arithmetic mean, this is to accept this second hypothesis

The second hypothesis: the impact of information systems in containment security crisis

Table (5): Means, standard deviations of paragraphs related to the impact of the information systems in containment of the security crisis in descending order according to means

Rank	Number	Field	Mean	standard deviations	level
1	5	Information system contributes in the use of emergency measures that reduce and limit the damage caused by the crisis, efficiently	3.95	.821	High
2	3	Information system enhances the ability to control the crisis when they occur to reduce the	3.90	.471	High

Rank	Number	Field	Mean	standard deviations	level
		spread and persistence of an appropriate period of time			
3	6	Information system that facilitates the utilization of material and human resources necessary to contain the crisis.	3.86	.628	High
4	1	Information system provides the ability to quickly deal with any discovery of signs of crisis	3.77	.739	High
5	4	Information system that provides access to accurate and fast to ascertain the extent of damage caused, or which may be caused by the crisis	3.72	.567	Medium
6	2	Information system enhances the possibility of forming working groups to deal with the crisis effectively	3.60	.652	High
		Paragraph as a whole	3.80	.486	High

Table (5) shows that the means have ranged from (3.60-3.95), where paragraph number (5), which states that "Information system contributes in the use of emergency measures that reduce and limit the damage caused by the crisis, efficiently was in the first place and an arithmetic mean, was (3.95), while paragraph (2)" Information system enhances the possibility of forming working groups to deal with the crisis effectively was the last rank and an arithmetic mean was (3.60). The arithmetic mean of the field as a whole (3.80).

To validate the hypothesis "There is an impact of information systems in containment of the security crisis" has been compared to the arithmetic mean of the field with criterion (3) acceptance hypothesis- using the "T" test as shown in Table (6)

Table (6) means, standard deviations, and test the "T" of the sample per hypothesis compared to criterion (3)

Variable	Number	Mean	standard deviations	T value	Freedom degrees	Statistical significance
The impact of information systems in the containment of the crisis	135	3.80	.486	21.789	134	.000

The table above shows statistically significant differences ($\alpha = 0.05$) between the standard (3) as the value of "t" (21.789) and is statistically significant was (0.000), suggesting that the central premise is less than the arithmetic mean so we accept this third hypothesis

The third hypothesis: there is an impact of information systems to mitigate the harm of the security crisis

Table (7): Means and standard deviations of the vertebrae on the impact of information systems to mitigate the harm to the security crisis in descending order according to means

Rank	Number	Field	Mean	standard deviations	level
1	7	Information system provides the possibility to take advantage of the available human resources operations in the implementation of crisis management plans during the crisis.	3.57	.606	Medium
2	4	Information System maintains the confidentiality of communications and operations during the crisis	3.55	.636	Medium
3	1	Information system contributes in the mitigation of the effects of the crisis	3.52	.811	Medium
4	8	Information System contributes in lessen the damage caused by crises	3.49	.606	Medium
5	6	Information system enhances the chance to take advantage of the time factor when dealing with the crisis	3.47	.636	Medium
6	3	information system provides appropriate alternatives to reduce the effects of the crisis	3.44	.620	Medium
7	2	information system provides technical information and technical capabilities of the system users to contain the effects of the crisis	3.40	.646	Medium
8	5	Information system contributes in the distribution of tasks and define the powers quickly to contain the damage of the crisis.	3.37	.849	Medium
		Paragraph as a whole	3.48	.786	Medium

Table (7) shows the means have ranged from (3.37-3.57), paragraph number (7), which states that " Information system provides the possibility to take advantage of the available human resources operations in the implementation of crisis management plans during the crisis." In the first place and an arithmetic mean was (3.57), while the paragraph number (5), which reads Information system contributes to the distribution of tasks and define the powers quickly to contain the damage of the crisis.. " was The last and an arithmetic mean was (3.37). The arithmetic mean of the field as a whole (3.48).

To validate the hypothesis "There is an impact of information systems to mitigate the harm to the security crisis" has been compared to the arithmetic mean of the field with a criterion (3) acceptance hypothesis- using the "T" test as shown in table No. (8)

Table (8) means, standard deviations, and test the "T" of the sample per hypothesis compared to standard

Variable	Number	Mean	standard deviations	T value	Freedom degrees	Statistical significance
The impact of information systems for mitigating the harm crisis	135	3.48	.786	10.167	134	.000

The table above, shows a statistically significant differences ($\alpha = 0.05$) between means and criterion (3), the value of "t" was (10.167) with statistically significant (0.000), indicates that the mean premise was less than the mean, this is to accept this fourth hypothesis.

The forth hypothesis: there is the impact of information systems in the restoration control

Table (9): Means and Standard deviations for paragraphs on the impact of information systems in regaining control in descending order according to means

Rank	Number	Field	Mean	standard deviations	level
1	3	Information System provides an opportunity For the beneficiaries of the institution's activities and on how to deal with the crisis effectively and efficiently	3.85	.763	High
2	1	Information system contributes to overcome the crisis	3.79	.672	High
3	5	The system provides the ability to deliver information quickly through various means of communication and provides alternatives to communicate in the event of failure	3.74	.790	High
4	4	Information system enhances the institution's ability to continue to exercise the normal activity without any effect of the crisis	3.68	.899	High
5	1	Information system contributes in overcoming the crisis	3.63	.997	High
		Paragraph as a whole	3.72	.763	High

Table (9) shows that the means have ranged from (3.63-3.85), paragraphs number (3) which was "Information System provides an opportunity For the beneficiaries of the institution's activities and on how to deal with the crisis effectively and efficiently" in the first place and an arithmetic mean was (3.85), while paragraph (1), which was "Information system

contributes to overcome the crisis, "the last rank and an arithmetic mean was (3.63). The arithmetic mean of the field as a whole (3.72).

To validate the hypothesis "There is an impact of information systems to regain control" has been compared to the arithmetic mean of the field with a criterion (3), the criterion of acceptance hypothesis using the "t" test as shown in the table (10)

Table (10): Means and standard deviations and test "t" of the sample per hypothesis compared to criterion (3)

Variable	Number	Mean	Standard deviations	T value	Freedom degrees	Statistical significance
The impact of information systems to regain control	135	3.72	.763	19.507	134	.000

The above table show, statistically significant differences ($\alpha = 0.05$) between the mean and criterion (3) as the value of "t" was (19.507) and with statistically significant was (0.000), suggesting that the central premise is less than the mean, this is to accept this hypothesis.

The fifth hypothesis: there was no impact of Management information systems in taking lessons from the crisis

Table (11): Arithmetic means and standard deviations of the paragraphs concerning the impact of information systems in taking lessons from the crisis in descending order according to means

Rank	Number	Field	Mean	Standard deviations	level
1	6	Information system allows an objective assessment of plans and practices and decisions dealing with similar crises in other institutions	3.79	.577	High
2	1	Information system that provides the ability to store all the information about the crisis in order to take advantage of them	3.70	.646	High
3	3	Information system allows access to information about the crisis quickly and easily	3.63	.877	High
4	4	Information system enhances the possibility to evaluate the adequacy and effectiveness of the plans and programs of the previous crisis	3.49	.892	medium

Rank	Number	Field	Mean	Standard deviations	level
		management with a view to improve it to deal with future crises			
5	5	information system provides sufficient flexibility to take advantage of gaps in previous plans to avoid them with future crises plans	3.38	.844	medium
6	2	Information system increases the organization's ability to draw lessons from the crisis faced earlier in an attempt to take advantage of them in the future.	3.32	1.136	medium
		Paragraph as a whole	3.55	.527	High

Table 11 shows that the means have ranged from (3.32-3.79), where paragraph No. (6), "Information system allows an objective assessment of plans and practices and decisions dealing with similar crises in other institutions" in the first place and an arithmetic mean was (3.79), while paragraph (2), which was "Information system increases the organization's ability to draw lessons from the crisis it faced earlier in an attempt to take advantage of them in the future" the last rank and an arithmetic mean was (3.32.) The arithmetic mean of the field as a whole (3.55).

to validate the hypothesis "there is an impact of information systems to take lessons from the crisis" has been compared to the arithmetic mean of the field with criterion (3) , acceptance hypothesis - using the "T" test as shown in the table (12)

Table (12): Means, standard deviations, and test the "T" of the sample per hypothesis compared to criterion (3)

variable	Number	Mean	standard deviations	T value	Freedom degrees	Statistical significance
Incentive system	135	3.55	.527	13.824	134	.000

The table above show and statistically significant differences ($\alpha = 0.05$) between mean and criterion (3) as the value of "t" (13.824) and it is statistically significant (.000), the central premise is less than the arithmetic mean, so this is to accept this hypothesis.

The sixth hypothesis: "is there a statistically significant difference at the level of significance ($\alpha \leq 0.05$) for the effect of management information systems in the security crisis management, from the point of staff consideration due to the variables of academic level, experience and age?"

to answer this question arithmetic means and standard deviations of the impact of management information systems in crisis management, in a civil Riyadh was extracted from the point of

staff consideration by academic level variable, experience, age, and to indicate the statistical differences between the arithmetic means test was used "T" for each of the academic level, experience, age, and analysis the unilateral variance to experience variable, and the tables below illustrate that.

First: Academic level

Table (13): Means, standard deviations, and test the "T" of the impact of the academic level of the impact of management information systems in the security crisis management,

	The academic level	Number	mean	standard deviation	T value	Freedom degrees	statistical significance
The impact of information systems in predicting the crisis	BA	93	3.76	.497	-.254	134	.800
	Master higher	42	3.78	.500			
The impact of information systems in the containmen t of the crisis	BA	93	3.80	.420	.184	134	.854
	Master higher	42	3.78	.506			
The impact of information systems to regain control	BA	93	3.83	.554	-.322	134	.748
	Master higher	42	3.84	.520			
The impact of information systems for mitigating the harm crisis	BA	93	3.36	.710	-2.418	134	.017
	Master higher	42	3.52	.554			
The impact of information systems to	BA	93	3.85	.617	-1.219	134	.225
	Master higher	42	3.93	.558			

take lessons from the crisis							
total degree	BA	93	3.69	.343	1.429	134	.155
	Master higher	42	3.78	.389			

Table (13) shows that there were no statistically significant differences ($\alpha = 0.05$) due to the impact of the academic level in all paragraphs and in the total score with the exception of the paragraph of "the impact of information systems for mitigating the detriment of the security crisis," was the differences in favor of the master and above.

Second: Experience:

Table (14): Arithmetic means and standard deviations of the impact of the experience on the impact of management information systems in security crises management by a variable number of years of experience in the current Job Categories

Variable	Categories	Number	Mean	Standard deviation
The impact of information systems in predicting the crisis	Less than 5 years	38	3.86	.542
	5-10 years	42	3.81	.564
	More than 10 years	55	3.74	.404
	Total	135	3.79	.497
The impact of information systems in the containment of the crisis	Less than 5 years	38	3.76	.263
	5-10 years	42	3.84	.518
	More than 10 years	55	3.75	.484
	Total	135	3.79	.469
The impact of information systems to regain control	Less than 5 years	38	3.76	.375
	5-10 years	42	3.88	.564
	More than 10 years	55	3.82	.560
	Total	135	3.83	.534
The impact of information systems for mitigating the harm crisis	Less than 5 years	38	3.64	.517
	5-10 years	42	3.49	.579
	More than 10 years	55	3.34	.713
	Total	135	3.45	.636
The impact of information systems to take lessons from the crisis	Less than 5 years	38	4.04	.721
	5-10 years	42	3.87	.579
	More than 10 years	55	3.87	.531
	Total	135	3.90	.586
Total Degree	Less than 5 years	38	3.81	.323
	5-10 years	42	3.77	.402
	More than 10 years	55	3.69	.355
	Total	135	3.74	.370

Table (14) shows variations in means, standard deviations, of the impact of the experience on the impact of management information systems in crisis management the security services because of the different categories of a variable number of years of experience, and to indicate the significance of statistical differences between the means were used one-way analysis of variance by the table (15)

Table (15): One-way analysis of variance of the impact of the number of years of experience on the impact of management information systems in the security crisis management

	Source	Sum of squares	Freedom degree	Mean squares	F value	Statistical significance
The impact of information systems in predicting the crisis	Between groups	.409	2	.205	.825	.440
	And within groups	40.652	132	.248		
	Overall	41.061	134			
The impact of information systems in the containment of the crisis	Between groups	.324	2	.162	.733	.482
	And within groups	36.213	132	.221		
	Overall	36.537	134			
The impact of information systems for mitigating the harm crisis	Between groups	.300	2	.150	.523	.594
	And within groups	46.989	132	.287		
	Overall	47.289	134			
The impact of information systems to regain control	Between groups	1.925	2	.963	2.420	.092
	And within groups	65.232	132	.398		
	Overall	67.157	134			
The impact of information systems to take lessons from the crisis	Between groups	.704	2	.352	1.027	.360
	And within groups	56.205	132	.343		
	Overall	56.909	134			
	Between groups	.347	2	.174	1.268	.284
	And within groups	22.435	132	.137		
	Overall	22.782	134			

Table (15) shows that there were no statistically significant differences at the significance level ($\alpha = 0.05$) due to the number of years of experience in all paragraphs and in the tool

Third: Age**Table (16): Means, standard deviations, and test the "T" of the impact of age on the impact of management information systems in managing security crises**

	Age	Number	Mean	Standard deviation	T value	Freedom degree	Statistical significance
The impact of information systems in predicting the crisis	20-35 years	85	3.98	.440	3.265	134	.001
	More than 35 years	50	3.72	.494			
The impact of information systems in the containment of the crisis	20-35 years	85	3.89	.458	1.418	134	.158
	More than 35 years	50	3.76	.470			
The impact of information systems for mitigating the harm crisis	20-35 years	85	4.01	.611	2.217	134	.028
	More than 35 years	50	3.79	.503			
The impact of information systems to regain control	20-35 years	85	3.64	.673	2.013	134	.046
	More than 35 years	50	3.40	.618			
The impact of information systems to take lessons from the crisis	20-35 years	85	3.87	.637	-.364	134	.716
	More than 35 years	50	3.91	.573			
Total degree	سنة 35-20	85	3.87	.414	2.488	134	.014
	أكثر من 35 سنة	50	3.70	.350			

Table (16) shows and no statistically significant differences ($\alpha = 0.05$) due to the impact of specialization in all fields and in the total score with the exception of the paragraphs of impact of information systems in predicting the crisis, the impact of information systems to take lessons from the crisis, came the differences in favor of the experienced (20-25)

RESULTS DISCUSSIONS AND RECOMMENDATIONS

The study aimed to detect the impact of management information systems in the security crisis management; study on the General Directorate of Passports in Riyadh, a questionnaire was used to collect data, and then has been processed using the statistical package for social Sciences (SPSS). The most significant results of the study are as follows:

1. The impact of information systems was statistically significant on all paragraphs, which means that there is an impact of management information systems on the security crisis management and possibly attributed the previous result to provide administrative information appropriate systems contribute in dealing with the security crisis in all its stages, because crises usually occur as a result of the failure to limit risks and extrapolated, monitoring and analysis the information present in the environment and report them properly, which leads to the decision-maker failed to anticipate crises and dealing with them when they occur, but when there is an effective information system that it can monitor the indicators of crisis and awareness, which reduces the severity of its effects. This result is consistent with the findings of the study (Abu Omar, 2009) which revealed the effectiveness of management information systems in facing security crises.
2. The role of information systems in facing security crises came uneven, according to the stages of the crisis, however, the results of the current study may reveals the good and comparable levels of the elements of the effectiveness of management information systems in crisis management in the departments of passports in Riyadh, which means that there is an actual use of the information in the mysterious which could administration of diagnosis and planning to cope with crises and reduce the severity of situations. This result is consistent with those indicated by the study (Alkhashani & Qutub, 2007) that the elements of management information systems vary among themselves in regards to the Confrontation.
3. Crisis did not show impact of variables demographic (academic level, experience, and age) on the paragraphs of the tool with the exception of the paragraph. " the impact of information systems for mitigating the detriment of the security crisis, " the differences was in favor of master or higher, and the paragraphs of the impact of information systems in predicting the crisis, the security services, the impact of information systems to take lessons from the crisis, and the differences were in favor of the experienced (20-25). And possibly because of the previous result that people with higher academic level more aware of the impact of information systems in managing security crises, as more knowledgeable of academic and practical terms the importance of management information systems on the security crisis management, with regard to the differences that was in favor of the experienced (20-35) may be due to people with less experience have witnessed inter developments administrative reforms carried out by the Kingdom of Saudi Arabia in order to provide unable to cope with changes in the service business organizations administrative environment, in all, sort of awareness of the importance of the adoption of management information as an effective way in dealing with security crises.

Recommendations

In light of the previous findings researcher recommends the following:

1. The need to concentrate on training courses for the staff of the Passport directorate officials ,train managers on how to take advantage of the information provided by these systems, when they are in the vague positions .
2. Taking into account the developments in technical fields than those imposed on the directorates of updating their passports constantly.
3. The need to prepare and manage security crises plans, keeping it constantly updated, and tested to assure for validity.

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