

THE IMPACT OF ELECTRONIC KNOWLEDGE MANAGEMENT ON DEVELOPING THE PERFORMANCE OF (HR) IN JORDAN

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Abstract: *The study aimed to identify the impact of electronic knowledge management on developing the performance of human resources in the Islamic International Arab Bank in Jordan, and the extent to which individuals working in it perceive the importance of electronic knowledge management, The study is based on the descriptive and analytical method. The study population consisted of all workers at the various administrative levels in the Arab Islamic International Bank in Jordan in all its branches, which were (55) branches, and (500) employees. And (226) questionnaires were valid for analysis ,The results of the study showed that there is a correlation between electronic knowledge management and the performance of human resources in the bank, as it came at a high level, and the dimensions of electronic knowledge management in the bank came at a high level as well. The results of the study showed that the performance of human resources as a whole was at a high level, through the application of electronic knowledge management processes and a standard for measuring performance and the components of developing the performance of human resources, with the need to create a department specialized in electronic knowledge management to develop knowledge and develop the performance of individuals.*

Keywords: electronic knowledge management, human resources performance, Jordan

1. Introduction

Electronic knowledge management is one of the most important modern administrative concepts. Therefore, attention must be paid to knowledge and its management, as organizations in all sectors have tended to organize, manage and employ human expertise and the implicit and explicit information accumulated by workers and the organization, to make the most of these experiences and skills in achieving the organizations 'strategic goals and the Arab Islamic International Bank in Jordan. The evaluation of the performance of human resources is one of the main functions and activities in the organization, as the evaluation of the performance of the organization is the outcome of evaluating the performance of human resources policies, and the performance evaluation is a system that includes organizational performance in general and the performance of human resources in particular in the Arab Islamic International Bank in Jordan and as a result of progress The scientific knowledge that our contemporary world is witnessing in various fields. Banking institutions have sought to pay attention to knowledge in developing the performance of their human resources in order to achieve their general objectives, as human resources are the most important element of production as they are their intellectual capital, which forces institutions to pay attention to the knowledge in the minds of workers to exploit These resources to the fullest. Hence, this study came with the aim of identifying the impact of electronic knowledge management on developing the performance of human resources in the Islamic

The Study Problem and Its Questions

In view of the increasing developments in the world and the importance of keeping pace with banking institutions as a result of globalization and global openness, and rapid technological developments,

institutions seek their survival, growth and development. Note that the Islamic International Arab Bank represents great importance to local authorities in all governorates in Jordan, as the bank provides the necessary financing services, banking services, consultations, technical support and capacity building to local bodies and interested parties through service and investment development projects, and encouraging partnerships between the public and private sectors to develop The reality of local communities, and this requires the bank to increase interest in the concept of electronic knowledge management among the bank's employees, which is reflected in raising the level of performance of these employees and maintaining its vital role that the problems they face are increasing and they are an obstacle to its growth, prosperity and development, and that poor provision of this service affects Negatively to these groups in particular, and to economic development in Jordan in general. Hence the problem of the study, which was represented by the following main question:

- Is there an impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge) on developing the performance of human resources in its dimensions (speed of performance, quality of performance, size of performance) in the International Arab Islamic Bank in Jordan?

The Significance of the Study

We can summarize the importance of this study in the following main aspects:

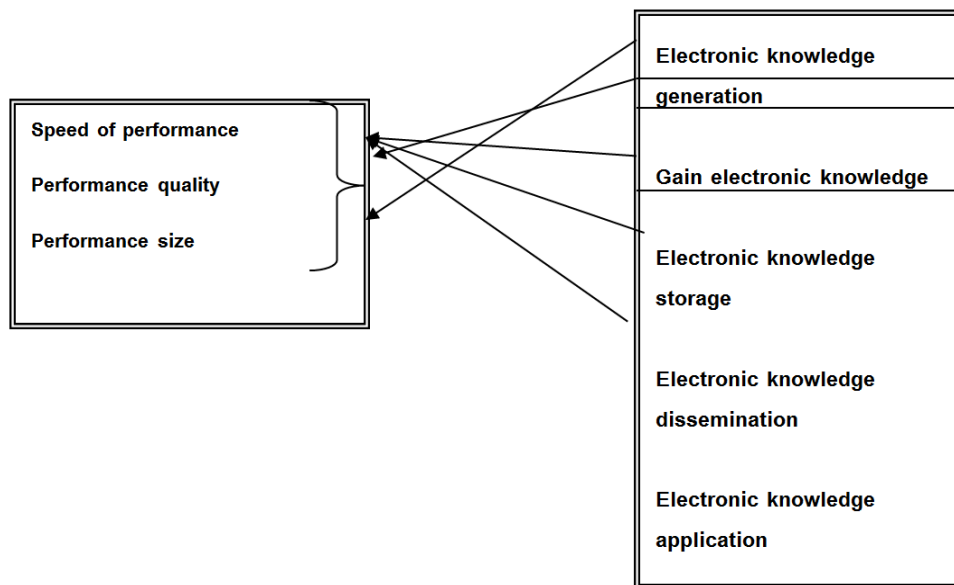
- Enhancing the role of electronic knowledge of all kinds and forms in the Islamic International Arab Bank in Jordan. Study the effect of electronic knowledge management on the performance, development and maintenance of human resources in the bank. The study contributes to enhancing the possibility of developing the bank's performance and increasing its production capabilities.

Objectives of the Study

This study seeks to achieve the following goal: To identify the impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on developing the performance of human resources in its dimensions (speed of performance, size of performance, quality of performance) at the Islamic International Arab Bank in Jordan.

Study Form

Based on the study problem, questions and objectives, the following hypothetical model for the study was constructed:



Source: The researcher's preparation based on previous studies

Figure.1. The study model.

Study Hypotheses

To answer the study's questions, and based on the study's model and variables, the following hypotheses were formulated:

1- The main hypothesis: There is no statistically significant effect at the level ($\alpha \leq 0.05$) for managing electronic knowledge in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge to develop the performance of human resources in its dimensions (Speed of performance, quality of performance, size of performance) at the Islamic International Arab Bank in Jordan.

From this hypothesis, a group of the following sub-hypotheses are divided:

There is no statistically significant effect at ($\alpha \leq 0.05$) for generating electronic knowledge on developing the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the Islamic International Arab Bank in Jordan.

- There is no statistically significant effect at the level ($\alpha \leq 0.05$) of acquiring electronic knowledge on developing the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the Islamic International Arab Bank in Jordan.

- There is no statistically significant impact at the level of ($\alpha \leq 0.05$) for the dissemination of electronic knowledge on developing the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the Islamic International Arab Bank in Jordan.

- There is no statistically significant effect at the level of ($\alpha \leq 0.05$) for storing electronic knowledge on developing the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the Islamic International Arab Bank in Jordan.

- There is no statistically significant impact at the level of ($\alpha \leq 0.05$) for applying electronic knowledge on developing the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the International Arab Islamic Bank in Jordan.

Boundaries of the Study

Objective (scientific) boundaries: The study included two important topics: electronic knowledge management and its indicators (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge), and human resource performance and its indicators (speed of performance, quality of performance, and volume the performance).

Spatial boundaries: This study was applied to the Islamic International Arab Bank in Jordan with all (50) branches

Temporal boundaries: The study was completed during the extended period (2019/2020).

Human boundaries: applied to all 500 employees of the Islamic International Arab Bank in Jordan.

METHOD AND PROCEDURES

Study methodology: In this study the researcher relied on the descriptive and analytical method.

Study population: The study population consisted of all workers at the various administrative levels in the Islamic International Arab Bank in Jordan with all its 50 branches.

Study sample: The questionnaire was distributed to all two years using the comprehensive inventory method from all employees at various administrative levels in all branches and offices (226) employees - Study tool: After referring to previous studies and literature related to the subject of the study (electronic knowledge management and performance), the researcher by developing the paragraphs of the resolution, in their final form, they consist of three parts and (50) items, To ensure the stability of the performance in its two parts (knowledge management and the human resource performance measure), the internal consistency of Cronbach's Alpha was calculated, where the results were as shown in the following table.

Table 1. The internal consistency factor of Cronbach Alpha.

Fields	Internal consistency
Electronic knowledge generation.	0.87
Gain electronic knowledge.	0.89
Electronic knowledge storage.	0.92
Electronic knowledge dissemination.	0.91
Electronic knowledge application	0.95
Electronic knowledge management as a whole	0.97
Speed of performance	0.71
Performance quality	0.73
Performance size	0.91
Human resource performance as a whole	0.85

Source: Prepared by the researcher based on the results of the statistical analysis (SPSS)

Table 1 shows that the values of the internal consistency coefficient Cronbach alpha for all the dimensions of the paragraphs of the study tool (the questionnaire) ranged between (0.71-0.97), where the stability is weak if the parameter values are less than (0.60). (Sekaran assumed) & Bougie, 2010, 184) that the minimum reliability coefficient is (0.70), and consistency is good whenever the values of the parameter are (0.80) or more. Therefore, the values in the previous table are an indication of the stability of the study tool, the consistency between its items, its reliability to do statistical analysis.

Previous studies

1. Entitled "The Role of Electronic Knowledge Management in Developing the Performance of Human Resources in the Economic Corporation: A Field Study in Saidal Complex".[1]

The study aimed to identify the role of electronic knowledge management in developing the performance of human resources in the economic institution in the Saidal complex, where the researcher conducted a field study of the complex, and then followed in the study the inductive approach and the study population consisted of all the workers of the complex and a random sample of (350) employees was taken in the complex. One of the most important results is that there is a direct impact relationship between electronic knowledge management and human resource performance, taking into account demographic variables, and the study recommended the adoption of economic institutions to manage electronic knowledge and take advantage of its positive repercussions on human resources and develop its performance in the economic institution.

2. Entitled "The Impact of Electronic Knowledge Management on Human Resources: A Case Study of the Electricity and Gas Distribution Directorate (Sonelgaz) in Ain Temouchent." [2]

This study aimed to know the effect of electronic knowledge management on human resources by refining the knowledge and skills of employees in order to achieve the general objectives of the directorate. The researcher adopted a questionnaire consisting of (24) questions distributed among the employees and heads of departments in the directorate. The results are that there is a positive impact on electronic knowledge management on human resources, and the study recommended good activation of electronic knowledge management and its support on outstanding performance to achieve competitive advantage.

3. "Knowledge management in human resource management: Foreign-owned subsidiaries' practices in four CEE countries." [3]

The study aimed to identify the importance of a knowledge transfer strategy to achieve general business sustainability, and this issue aims to provide some ideas about a specific field - the complexity of human resource management in subsidiary companies owned by foreigners - especially in light of the longitudinal experimental research conducted in (2011-2013) and (2015-2016), and electronic knowledge management and knowledge transfer play an important role in human resources management at the local level and also between the headquarters and local branches.

4. Reviewing the Effects of Knowledge Management and Information Technology on Organizational Performance with the Intermediary of Human Resources Strategies Approach (Case Study: Headquarter of the Agricultural Bank of Iran)". [4]

The study aimed to provide solutions to enhance the level of organizational performance in the organization, the main indicators were extracted, and standard questionnaires were used to design a comprehensive questionnaire to be managed according to the size of the study sample consisting of (248) managers of the bank's headquarters and experts who were selected on the basis of Morgan's table (based on The "stratified" random survey, the results of the study indicated that electronic knowledge management and information technology directly and without an intermediary role for the human resources strategy approach affects the organizational performance of the bank's headquarters offices through impact rates equal to (40% and 2%). The management of electronic knowledge and information technology (5%) respectively, and if an appropriate approach to the Bank's HR strategy (role broker) is in place, the impacts on organizational performance will increase significantly (60% and 35% respectively).

5. "Knowledge Management and its Impact on Organizational Performance: Evidence from Pakistan." [5]

The study aimed to measure the effect of electronic knowledge management on organizational performance with a moderating role for transformational leadership behavior and participation in the telecom sector in Punjab, Pakistan. How leaders motivate their employees and how to enhance organizations' performance using their knowledge. The research approach was deductive. The stratified randomized approach was used to measure the study, and a simple random sampling technique was used to collect data from employees, as well as from telecom sector managers. The sample size was (280) workers in the telecommunications sector. This research is important both academically and practically in public and policy-making. How an organization can effectively improve its performance when long-term commitment, trust, and successful employee socialization and organizational citizenship behavior occur in the organization.

The previous studies and literature were used in determining the general framework of the study by defining the dimensions of electronic knowledge management with its five criteria and the performance of human resources in its three dimensions to stand up and identify the investigations and related topics in the theoretical framework and link the results to the findings of the researchers from the results in order to be able to build on the findings of the researchers In their studies and research.

The theoretical framework of the study

1.2: Knowledge Management.

In the study of [6] defines electronic knowledge management "is the department concerned with

identifying the information and knowledge necessary for the facility and obtaining it from its sources, preserving, storing, developing and increasing it." [7] pointed out the importance of knowledge in the following:

1. Knowledge of human resources is the primary source of value.
2. It gives the real basis for how organizations are created, developed, matured, progressed, and reformed again.
3. Knowledge is the basis for creating and sustaining competitive advantage in organizations.
4. Knowledge has contributed to the flexibility of organizations by supporting them to adopt forms of coordination, structure and design that are more flexible and cope with all circumstances.
5. Knowledge helped in the transformation of organizations into knowledge societies that bring about a radical change in these Organizations, to adapt to the rapid and continuous change in the business environment and to face the increasing complexity in different environments.
6. The knowledge directs managers in the organization to how to manage their organizations.

The electronic knowledge management processes are:

1- Generation of electronic knowledge: It is intended to generate electronic knowledge: "It is the creation, derivation and formation of knowledge within the organization or is the process of creating knowledge and creating it within the boundaries of the organization and obtaining new knowledge" [8] it is considered one of the most important knowledge management processes, by possessing the knowledge necessary to achieve the organization to its goals.

Electronic knowledge can be generated through several methods, including innovation, purchase, discovery, acquisition or acquisition, all of these processes refer to the generation of electronic knowledge through direct purchase, and absorption refers to the ability to comprehend, assimilate the apparent knowledge, and acquisition refers to obtaining Knowledge inherent in the minds of innovators and creators, which indicates the identification of existing knowledge [7]

2-The process of acquiring electronic knowledge

It means all the activities through which the organization seeks to obtain and acquire knowledge from its various sources, such as those containing explicit knowledge such as databases or tacit knowledge such as specialists, competitors, customers, experts.

Store electronic knowledge:

Electronic knowledge storage means "the process of collecting and organizing data related to the activities of the organization and storing it in specific rules so that it can be accessed by individuals working in organizations." This knowledge into an internal structure that includes extracting tacit knowledge from the minds of workers distinguished in knowledge of the organization through dialogue and training and organizing it in a way that is accessible to all members of the organization, as well as preserving visible knowledge, such as records, notebooks and books related to policies and procedures and documenting them using advanced storage media in databases. In organizations. [9]

Disseminating electronic knowledge.

"It is the process of transferring knowledge and transferring it to the employees who need it in a timely manner in order to perform essential tasks." [10] and it means the exchange of experiences, ideas and practices among working individuals through communication with each other, and using what they know to solve problems creatively. It is shared and used as a reality that is constantly growing through the distribution and exchange of knowledge experiences of workers.

The process of distributing knowledge refers to ensuring that knowledge reaches the worker seeking it in a timely manner, and that it reaches the largest possible number of people working in the organization. The distribution and sharing of knowledge has become easier by using advanced technologies, such as the

Internet and advanced communication networks. The process of transferring and sharing knowledge takes place through joint work, communication and informal sessions, or through the exchange of documents, and learning from work, discussions and training in person.

5-: Apply electronic knowledge

The purpose of applying electronic knowledge is to transform knowledge into operational processes, and the knowledge contribution must be directed directly towards developing the performance of human resources in cases of sound decision-making and job performance, as it is natural for the application of electronic knowledge to be based on the knowledge available and available in the organization.

The goal of electronic knowledge management for the process of applying electronic knowledge is to invest knowledge, so the generation of electronic knowledge, discovery, acquisition, dissemination, storage and participation in it are insufficient matters, and the goal is to transfer this knowledge into implementation and its proper application, and that the success of any organization in electronic knowledge management programs does not depend on the volume of knowledge. The implemented measure is based on what is available to it, so the gap between what it knows and what it has implemented from what it knows is one of the most important evaluation criteria in the field of knowledge and its management. In order for organizations to be able to implement what they know they have to define the required model. There are multiple electronic knowledge management models that guide departments on how to invest knowledge and transfer it to implementation and its proper application.

2 Human resource performance.

[11] sees in his study of human resources management "as a group of integrated and overlapping activities that are jointly designed and implemented by managers, team leaders and human resources specialists so that each of them contributes an effective role to the success of activities. The most important of these policies, activities or transportation are the subsystems within the resource management system." Human resources in human resource planning, recruitment, selection, training, development, motivation, transfer, promotion, and the formulation of good relations with management and employees, performance evaluation, and career path planning.

Results of hypothesis testing:

Main hypothesis: There is no statistically significant effect at the level ($\alpha \leq 0.05$) of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on the performance of human resources in its dimensions (speed of performance, quality Performance, and size of performance) at the Islamic International Arab Bank in Jordan.

To verify the validity of this hypothesis, multiple linear regression analysis of the impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on the performance of human resources in its dimensions (speed of performance, quality of performance and size of performance) in the Islamic International Arab Bank in Jordan and the results were as follows:

Table 2. Analysis of the results of multiple linear regression of the impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, knowledge storage, electronic knowledge dissemination, and application of electronic knowledge on the

performance of human resources in its dimensions (speed of performance, quality of performance, and size of performance) in the Arab Islamic International Bank in Jordan.

Dependent variable	Model summary		Analysis of ANOVA			Coefficient				
	R	R ²	F Calculate	Degree of freedom DF	Sig. F statistical	Statement	B	Standard error	t calculated	Sig. t statistical
Speed of performance	.714	.510	22.249	5	.000	Electronic knowledge generation.	.092	.063	1.456	.148
						Gain electronic knowledge.	-.141	.069	-2.049	.043
						Electronic knowledge storage.	.278	.112	2.481	.015
						Electronic knowledge dissemination.	-.280	.099	-2.821	.006
						Electronic knowledge application	.445	.095	4.693	.000
quality of performance	.870	.758	66.906	5	.000	Electronic knowledge generation.	.268	.081	3.311	.001
						Gain electronic knowledge.	.432	.088	4.904	.000
						Electronic knowledge storage.	-.125	.143	-.874	.384
						Electronic knowledge dissemination.	-.087	.127	-.681	.497
						Electronic knowledge application	.412	.121	3.396	.001
Size of performance	.408	.166	4.268	5	.001	Electronic knowledge generation.	-.055	.138	-.397	.692
						Gain electronic knowledge.	-.247	.150	-1.648	.102
						Electronic knowledge storage.	.500	.244	2.052	.043
						Electronic knowledge dissemination.	-.560	.216	-2.590	.011
						Electronic knowledge application	.586	.206	2.838	.005

Source: The researcher's preparation based on the results of the statistical analysis (SPSS)

First: Speed of performance

The results indicate the existence of a statistically significant impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge) on speed of performance, in the International Arab Islamic Bank in Jordan, where the correlation coefficient reached ((R)). = 0.714, which indicates the existence of a statistically significant correlation relationship between the independent variables combined (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) and the dependent variable (speed of performance) and it appeared that the value of the determination coefficient (R² = 0.510) indicating that the dimensions of knowledge (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) together explained 51% of the variance in (speed of performance), while the rest is due to Other variables were not included in the model, as the value (F = 22.249) was reached at a level of confidence equal to (sig = 0.000), thus rejecting the null hypothesis and accepting the

alternative which states "for There is no statistically significant impact at the level ($0.05 > \alpha$) for electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on the performance of human resources (speed of performance) in the Arab Islamic Bank International School in Jordan, "and this confirms the significance of the regression at a significance level $0.05 > \alpha$.

It appears from the table of transactions that the values of (B) in the dimension of (generating electronic knowledge.) On the speed of performance reached (.092) and that the value of (t) was (1.456) and in statistical terms it reached (.148), which indicates that this effect is not significant..

It appears from the table of transactions that the values of (B) in the dimension of (electronic knowledge acquisition) on the speed of performance reached (-.141) and that the value of (t) was (-2.049) and in statistical terms it reached (.043), which indicates that the effect of this dimension Significant This means that an increase in (electronic knowledge acquisition) by one unit will lead to an increase in (speed of performance) by (-141).

It appears from the transactions table that the values of (B) at the dimension of (storing electronic knowledge) on the speed of performance reached (.278) and that the value of (t) was (2.481) and in statistical terms it reached (.015), which indicates that the effect of this dimension is significant, This means that an increase in (electronic knowledge storage) by one unit will lead to an increase in (speed of performance) by (.278).

It appears from the table of transactions that the values of (B) at the dimension of (spreading electronic knowledge) on the speed of performance reached (-.280) and that the value of (t) was (-2.821) and in statistical terms reached (.006), which indicates that the effect of this dimension Significant, and this means that an increase in (electronic knowledge dissemination) by one unit will lead to an increase in (speed of performance) by (-.280).

It appears from the table of transactions that the values of (B) in the dimension of (applying electronic knowledge) to the speed of performance reached (.445) and that the value of (t) was (4.693) and in statistical terms reached (.000), which indicates that the effect of this dimension is significant, This means that an increase in (application of electronic knowledge) by one unit will lead to an increase in (speed of performance) by (.445).

Second: Quality of performance

The results indicate the existence of a statistically significant impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and electronic knowledge application) on the quality of performance in the International Arab Islamic Bank in Jordan, where the correlation coefficient reached $R = 0.870$, which indicates the existence of a statistically significant correlation relationship between the independent variables combined (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) and the dependent variable (quality of performance). The value of the determination coefficient (R^2) = 0.758, which indicates that electronic knowledge management (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) together explained 75.8% of the variance in (quality of performance), while the rest comes back In addition to other variables that were not included in the model, as the value ($F = 66.906$) was reached at a confidence level equal to ($\text{sig} = 0.000$),

Consequently, rejecting the null hypothesis and accepting the alternative which states: "There is no statistically significant impact at ($\alpha 0.05$) for electronic knowledge management in its dimensions

(electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on the performance of human resources. (Quality of performance) in the Islamic International Arab Bank in Jordan ", and this confirms the significance of the regression at a significance level of $0.05 > \alpha$.

It appears from the transactions table that the values of (B) in the dimension of (generating electronic knowledge) on the quality of performance reached (.268) and that the value of (t) was (3.311) and in statistical terms reached (.001), which indicates that the effect of this dimension is significant, This means that an increase in (electronic knowledge generation) by one unit will lead to an increase in (quality of performance) by (.268).

It appears from the table of transactions that the values of (B) for the dimension (gaining electronic knowledge) on the quality of performance reached (.432) and that the value of (t) was (4.904) and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, This means that an increase in (electronic knowledge acquisition) by one unit will lead to an increase in (quality of performance) by (.432).

It appears from the table of transactions that the values of (B) at the dimension of (storing electronic knowledge) on the quality of performance reached (-.125) and that the value of (t) was (-.874) and in statistical terms reached (.384), which indicates that the effect of this The dimension is not significant.

It appears from the table of transactions that the values of (B) after (publishing electronic knowledge) on the quality of performance reached (-.087) and that the value of (t) was (-.681) and in statistical terms it reached (.497), which indicates that the effect of this The dimension is not significant.

It appears from the transactions table that the values of (B) in the dimension of (applying electronic knowledge) on the quality of performance reached (.412) and that the value of (t) was (3.396) and in statistical terms it reached (.001), which indicates that the effect of this dimension is significant, This means that an increase in (electronic knowledge application) by one unit will lead to an increase in (quality of performance) by (.412)

Third: the size of the performance

The results indicate that there is a statistically significant impact of electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge) on the volume of performance in the Islamic International Arab Bank in Jordan, where the correlation coefficient reached (0.408). $R =$ which indicates the existence of a statistically significant correlation relationship between the independent variables combined (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge) and the dependent variable (performance size). The value of the determination coefficient ($R^2 = 0.166$), which indicates that electronic knowledge management (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, and application of electronic knowledge) together explained 16.6% of the variance in (the size of performance), while the rest is due to Other variables were not included in the model, as the value ($F = 4.268$) was reached at a confidence level equal to ($\text{sig} = 0.001$), thus rejecting the null hypothesis and accepting the alternative and Which states: "There is no statistically significant impact at ($0.05 > \alpha$) for electronic knowledge management in its dimensions (electronic knowledge generation, electronic knowledge acquisition, electronic knowledge storage, electronic knowledge dissemination, application of electronic knowledge) on the performance of human resources (size of performance) in the bank. Arab Islamic International in Jordan "This confirms the significance of the regression at a significance level of $0.05 > \alpha$.

It appears from the table of transactions that the values of (B) in the dimension of (generating electronic knowledge.) On the volume of performance amounted to (.055) and that the value of (t) was (.397) and in statistical terms it reached (.692), which indicates that this effect is not moral.

It appears from the transactions table that the values of (B) in the dimension of (acquiring electronic knowledge) on the volume of performance reached (.247) and that the value of (t) was (1.648) and in statistical terms it reached (.102), which indicates that the effect of this dimension is not significant..

It appears from the transactions table that the values of (B) at the dimension of (storing electronic knowledge) on the volume of performance reached (.500) and that the value of (t) was (2.052) and in statistical terms it reached (.043), which indicates that the effect of this dimension is significant, This means that an increase in (electronic knowledge storage) by one unit will lead to an increase in (volume of performance) by (.500).

It appears from the table of transactions that the values of (B) in the dimension of (spreading electronic knowledge) on the volume of performance amounted to (.560) and that the value of (t) was (2.590) and in statistical terms reached (.011), which indicates that the effect of this dimension is significant This means that an increase in (electronic knowledge dissemination) by one unit will lead to an increase in (size of performance) by (.560).

It appears from the transactions table that the values of (B) in the dimension of (applying electronic knowledge) on the volume of performance reached (.586) and that the value of (t) was (2.838) and in statistical terms it reached (.005), which indicates that the effect of this dimension is significant This means that an increase in (application of electronic knowledge) by one unit will lead to an increase in (size of performance) by (.586).

The first sub-hypothesis: There is no statistically significant impact at ($0.05 > \alpha$) for generating electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the bank.

To verify the validity of this hypothesis, simple linear regression was used, and the results were as follows:

Table 3. Analysis of the results of a simple linear regression of the effect of generating electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the bank.

Dependent variable	Model summary		Analysis of ANOVA				Coefficient			
	R	R ²	F calculated	Degree of freedom DF	Sig. F statistical	statement	B	Standard error	T calculated	Sig. t statistical
Speed of performance	.530	.281	43.357	1	.000	generating electronic knowledge	.323	.049	6.585	.000
Performance quality	.740	.547	134.079	1	.000	generating electronic knowledge	.821	.071	11.579	.000
Performance size	.143	.020	2.323	1	.130	generating electronic knowledge	.146	.096	1.524	.130

Source: The researcher's preparation based on the results of the statistical analysis (SPSS)

First: the speed of performance

The results indicate a statistically significant effect on the generation of electronic knowledge on the speed of performance, as the correlation coefficient reached ($R = 0.530$), which indicates a statistically significant correlation relationship between the independent variable (generation of electronic knowledge) and the dependent variable (speed of performance). The value of the coefficient of determination ($R^2 = 0.281$), which indicates that (electronic knowledge generation) explained 28.1% of the variation in (speed of

performance), while the remainder is due to other variables that were not included in the model, and the value of (43.357 F) =) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative, which states “There is no statistically significant effect at $\alpha \leq 0.05$ for generating electronic knowledge on the performance of human resources in its dimensions (speed of performance) in the bank”, This confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension (generating electronic knowledge) reached (.323) and that the value of (t) was (6.585) and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, and this means that An increase in (electronic knowledge generation) by one unit will lead to an increase in (speed of performance) by (.323).

Second: Quality of performance

The results indicate a statistically significant effect of the acquisition of electronic knowledge on the quality of performance, as the correlation coefficient reached ($R = 0.825$), which indicates a statistically significant correlation between the independent variable (electronic knowledge acquisition) and the dependent variable (quality of performance). The value of the coefficient of determination ($R^2 = 0.681$), which indicates that (electronic knowledge acquisition) explained 68.1% of the variance in (quality of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 236.475$)) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative which states “There is no statistically significant effect at the level of $\alpha \leq 0.05$ for the acquisition of electronic knowledge on the performance of human resources in its dimensions (quality of performance) in the bank”. Confirms the significance of the regression at the significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension of (electronic knowledge acquisition) reached (.713) and that the value of (t) was (15.378) and in statistical terms reached (.000), which indicates that the effect of this dimension is significant, and this means An increase in (electronic knowledge acquisition) by one unit will lead to an increase in (electronic knowledge acquisition) by (.713).

Third: the size of the performance

The results indicate a statistically significant effect of the acquisition of electronic knowledge on the volume of performance, as the correlation coefficient reached ($R = 0.083$), which indicates a statistically significant correlation between the independent variable (electronic knowledge acquisition) and the dependent variable (the size of performance). The value of the coefficient of determination ($R^2 = 0.007$), which indicates that (electronic knowledge acquisition) explained 0.7% of the variance in (the size of performance), while the remainder is due to other variables not included in the model, and the value of ($F = .768$) at a level of confidence equal to ($\text{sig} = 0.130$), thus accepting zero, which states: “There is no statistically significant effect at ($0.05 > \alpha$) for gaining electronic knowledge on the performance of human resources in its dimensions (size of performance) in the bank.” There was a statistically significant effect at the level of ($0.05 > \alpha$) for the acquisition of electronic knowledge on the performance of the resources on the size of performance at the level of significance of $0.05 > \alpha$.

The third sub-hypothesis: There is no statistically significant effect at the level ($\alpha 0.05$) for storing electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and size of performance) in the bank.

To verify the validity of this hypothesis, simple linear regression was used, and the results were as follows:

Table 4. Analyzing the results of a simple linear regression of the effect of storing electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and size of performance) in the bank.

Dependent variable	Model summary		Analysis of ANOVA			Coefficient				
	R	R ²	F calculated	Degree of freedom DF	Sig. F statistical	statement	B	Stand error	T calculated	Sig. t statistical
Speed of performance	.595	.354	60.746	1	.000	Electronic knowledge store	.310	.040	7.794	.000
Performance quality	.760	.578	151.804	1	.000	Electronic knowledge store	.722	.059	12.321	.000
Performance size	.210	.044	5.112	1	.026	Electronic knowledge store	.183	.081	2.261	.026

Source: Prepared by the researcher according to the results of the statistical analysis (SPSS).

First: the speed of performance

The results indicate a statistically significant effect of storing electronic knowledge on the speed of performance, as the correlation coefficient reached (($R = 0.595$), which indicates a statistically significant correlation relationship between the independent variable (electronic knowledge storage) and the dependent variable (speed of performance). The value of the coefficient of determination ($R^2 = 0.354$), which indicates that (storing electronic knowledge) explained 35.4% of the variance in (speed of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 60.746$) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative which states “There is no statistically significant effect at ($\alpha 0.05$) and to store electronic knowledge on the performance of human resources in its dimensions (speed of performance) in the bank”, and this Confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension (storing electronic knowledge) reached (.310) and that the value of (t) was (7.794), and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, and this means That an increase in (electronic knowledge storage) by one unit will lead to an increase in (speed of performance) by (.310).

Second: Quality of performance The results indicate a statistically significant effect of storing electronic knowledge on the quality of performance, as the correlation coefficient reached (($R = 0.760$), which indicates the existence of a statistically significant correlation relationship between the independent variable (electronic knowledge storage) and the dependent variable (quality of performance). The value of the coefficient of determination ($R^2 = 0.578$), which indicates that (electronic knowledge storage) explained 57.8% of the variance in (quality of performance), while the remainder is due to other variables that were not included in the model, and the value of ($F = 151.804$) at a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative which states: “There is no statistically significant effect at the $\alpha 0.05$ level and for storing electronic knowledge on the performance of human resources in its dimensions (quality of performance) in the bank.” This confirms The significance of the regression at the significance level of $\alpha < 0.05$. It appears from the table of transactions that the values of (B) at the dimension (storing electronic knowledge) reached (.722) and that the value of (t) was (12.321) and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, and this means that An increase in (electronic knowledge storage) by one unit will lead to an increase in (quality of performance) by (.722).

Third: the size of the performance The results indicate a statistically significant effect of storing electronic knowledge on the volume of performance, as the correlation coefficient reached (($R = 0.210$), which indicates a statistically significant correlation relationship between the independent variable (electronic

knowledge storage) and the dependent variable (the size of performance). The value of the coefficient of determination ($R^2 = 0.044$), which indicates that (electronic knowledge storage) interpreted 4.4% of the variance in (volume of performance), while the remainder is due to other variables that were not included in the model, and the value of ($F = 5.112$) at a level of confidence equal to ($\text{sig} = 0.000$)), thus rejecting the null hypothesis and accepting the alternative, which states: “There is no statistically significant effect at ($\alpha = 0.05$) and to store electronic knowledge on the performance of human resources in its dimensions (size of performance) in the bank.” This confirms the significance of the regression at the significance level of $\alpha > 0.05$. It appears from the transactions table that the values of (B) at the dimension (storing electronic knowledge) reached (.183) and that the value of (t) was (2.261) and in statistical terms it reached (.026), which indicates that the effect of this dimension is significant, and this means An increase in (electronic knowledge storage) by one unit will lead to an increase in (size of performance) by (.183). The fourth sub-hypothesis: There is no statistically significant impact at ($\alpha = 0.05$) for disseminating electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and volume of performance) in the bank. To verify the validity of this hypothesis, simple linear regression was used, and the results were as follows: Table 5. Analysis of the results of a simple linear regression of the impact of disseminating electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, size of performance) in the bank

Table 5.

Dependent variable	Model summary		Analysis of ANOVA			Coefficient statement	Coefficient			
	R	R ²	F calculated	Degree of freedom DF	Sig. F statistical		B	Stand error	T calculated	Sig. t statistical
Speed of performance	.502	.252	37.385	1	.000	Electronic knowledge dissemination.	.238	.039	6.114	.000
Performance quality	.745	.555	138.193	1	.000	Electronic knowledge dissemination.	.642	.055	11.756	.000
Performance size	.120	.014	1.612	1	.207	Electronic knowledge dissemination.	.095	.075	1.270	.207

Source: The researcher's preparation based on the results of the statistical analysis (SPSS)

First: the speed of performance

The results indicate a statistically significant effect of spreading electronic knowledge on the speed of performance, as the correlation coefficient reached ($R = 0.502$), which indicates a statistically significant correlation between the independent variable (electronic knowledge diffusion) and the dependent variable (speed of performance). The value of the coefficient of determination ($R^2 = 0.252$), which indicates that (spreading electronic knowledge) explained 25.2% of the variance in (speed of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 37.385$)) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative, which states: “There is no statistically significant effect at ($\alpha > 0.05$) for the dissemination of electronic knowledge on the performance of human resources in its dimensions (speed of performance) in the bank.”, This confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension of (spreading electronic knowledge) reached (.238) and that the value of (t) was (6.114) and in statistical terms reached (.000), which indicates that the effect of this dimension is significant, and this means An increase in (electronic knowledge dissemination) by one unit will lead to an increase in (speed of performance) by (.238).

Second: Quality of performance

The results indicate that there is a statistically significant effect on the dissemination of electronic knowledge on the quality of performance, as the correlation coefficient reached ($R = 0.745$), which

indicates the existence of a statistically significant correlation between the independent variable (electronic knowledge diffusion) and the dependent variable (quality of performance). The value of the coefficient of determination ($R^2 = 0.555$), which indicates that (electronic knowledge dissemination) explained 55.5% of the variance in (quality of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 138.193$) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative, which states “There is no statistically significant effect at (0.05α) for the dissemination of electronic knowledge on the performance of human resources in its dimensions (quality of performance) in the bank”. Confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the transactions table that the values of (B) at the dimension of (spreading electronic knowledge) reached (.642) and that the value of (t) was (11.756), and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, and this means An increase in (electronic knowledge dissemination) by one unit will lead to an increase in (quality of performance) by (.642).

Third: the size of the performance

The results indicate that there is a statistically significant effect on the spread of electronic knowledge on the size of the performance, as the correlation coefficient reached ($R = 0.120$) indicating a statistically significant correlation between the independent variable (spreading knowledge) and the dependent variable (the size of performance). The coefficient of determination ($R^2 = 0.014$), which indicates that (electronic knowledge dissemination) explained 1.4% of the variance in (the size of performance), while the remainder is due to other variables that were not included in the model, and the value of ($F = 1.612$) At a level of confidence equal to ($\text{sig} = 0.207$), thus accepting the null hypothesis, which states: “There is no statistically significant effect at ($\alpha \leq 0.05$) for the dissemination of electronic knowledge on the performance of human resources in its dimensions (size of performance) in the bank”, and this confirms that there is no statistically significant impact at ($\alpha 0.05$) for disseminating electronic knowledge on the size of the bank's performance.

The fifth sub-hypothesis: There is no statistically significant impact at ($\alpha 0.05$) for applying electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and size of performance) in the bank.

To verify the validity of this hypothesis, simple linear regression was used, and the results were as follows:

Table 6. Analysis of the results of a simple linear regression of the impact of applying electronic knowledge on the performance of human resources in its dimensions (speed of performance, quality of performance, and size of performance) in the bank.

Dependent variable	Model summary		Analysis of ANOVA			Coefficient			
	R	R ²	F calculated	Degree of freedom DF	Sig. F statistical	statement	B	Stand error	T calculated
Speed of performance	.650	.422	81.076	1	.000	Electronic knowledge application	.345	.038	9.004
Performance quality	.801	.642	199.366	1	.000	Electronic knowledge application	.775	.055	14.120
Performance size	.248	.062	7.286	1	.008	Electronic knowledge application	.220	.082	2.699

Source: The researcher's preparation based on the results of the statistical analysis (SPSS)

First: the speed of performance:

The results indicate a statistically significant effect of applying electronic knowledge on the speed of

performance, as the correlation coefficient reached ($R = 0.650$), which indicates a statistically significant correlation relationship between the independent variable (application of electronic knowledge) and the dependent variable (speed of performance). The value of the coefficient of determination ($R^2 = 0.422$), which indicates that (the application of electronic knowledge) explained 42.2% of the variance in (speed of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 81.076$) At a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative which states: “There is no statistically significant effect at (0.05α) for applying electronic knowledge on the performance of human resources in its dimensions (speed of performance) in the bank”. Confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension (application of electronic knowledge) reached (.345) and that the value of (t) was (9.004) and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant, and this means An increase in (application of electronic knowledge) by one unit will lead to an increase in (speed of performance) by (.345).

Second: Quality of performance

The results indicate that there is a statistically significant effect on the application of electronic knowledge on the quality of performance, as the correlation coefficient reached ($R = 0.801$), which indicates the existence of a statistically significant correlation relationship between the independent variable (the application of electronic knowledge) and the dependent variable (the quality of performance). The value of the coefficient of determination ($R^2 = 0.642$), which indicates that (the application of electronic knowledge) explained 64.2% of the variance in (the quality of performance), while the remainder is due to other variables not included in the model, and the value of ($F = 199.366$) at a level of confidence equal to ($\text{sig} = 0.000$), thus rejecting the null hypothesis and accepting the alternative, which states: “There is no statistically significant effect at $\alpha \leq 0.05$ for applying electronic knowledge on the performance of human resources in its dimensions (quality of performance) in the bank”, This confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the table of transactions that the values of (B) at the dimension of (applying electronic knowledge) reached (.775) and that the value of (t) was (14.120), and in statistical terms it reached (.000), which indicates that the effect of this dimension is significant and this means that An increase in (application of electronic knowledge) by one unit will lead to an increase in (quality of performance) by (.775).

Third: the size of the performance

The results indicate that there is a statistically significant effect on the application of electronic knowledge on the size of performance, as the correlation coefficient reached ($R = 0.248$), which indicates the existence of a statistically significant correlation between the independent variable (the application of electronic knowledge) and the dependent variable (the size of performance). The value of the coefficient of determination ($R^2 = 0.062$), which indicates that (electronic knowledge application) explained about 6.2% of the variance in (the size of the performance), while the remainder is due to other variables that were not included in the model, and the value of ($F = 7.286$) At a level of confidence equal to ($\text{sig} = 0.008$), thus rejecting the null hypothesis and accepting the alternative which states: “There is no statistically significant impact at $\alpha \leq 0.05$ for applying electronic knowledge on the performance of human resources in its dimensions (size of performance) in the bank.” Confirms the significance of the regression at a significance level of $\alpha > 0.05$.

It appears from the transactions table that the values of (B) at the dimension (applying electronic knowledge) reached (.220) and that the value of (t) was (2.699) and in statistical terms it reached (.008), which indicates that the effect of this dimension is significant, and this means that An increase in (application of electronic knowledge) by one unit will lead to an increase in (size of performance) by (.220).

Results:

1- The management of the Jordanian Islamic International Arab Bank and its employees enjoy a high degree of awareness of the importance of knowledge management, and an interest in providing sufficient and correct information to develop the performance of human resources.

2- The electronic knowledge management in the bank seeks to develop, develop and invest the knowledge stock available to human resources by adopting administrative methods and methodologies related to knowledge and its management.

3- There is a correlation relationship to study the effect of the independent variable (knowledge management) on the dependent variable (developing human resource performance), as there is an effect of the independent variable on the dependent variable, and through what the results showed, which is less than the level of significance (0.05).

4- There is no statistically significant effect of the two dimensions of knowledge (electronic knowledge acquisition and electronic knowledge dissemination) on the volume of performance in the Islamic International Arab Bank in Jordan

Recommendations

1- The necessity of the bank's interest by adopting the results of the creative processes in the electronic knowledge management to follow up on new knowledge-based creative opportunities, evaluate them and choose the best suited to the nature of the bank's work

2- The necessity of the bank's interest in creating a department specialized in electronic knowledge management whose task is to produce, generate, publish, store and apply electronic knowledge in a way that enables the bank's employees and benefits from them.

3- To fully benefit from the application of knowledge management, full support must be provided by the top management in the bank through the application of electronic knowledge management processes and a standard for measuring performance and the components of developing the performance of human resources in it.

4- The necessity to work on developing the infrastructure and technology to establish knowledge bases and banks for disseminating and exchanging knowledge and providing it to the bank's human resources according to the required timing.

5- The need for the bank to hold a number of courses, lectures, seminars and scientific knowledge workshops, to spread awareness of the importance of electronic knowledge management as a tool for developing the performance of human resources and providing the bank with the required qualifications according to its needs.

6- The necessity of presenting and circulating the study to the bank's management and its employees to benefit from the study and its good use and application to raise the level of human resources performance in the bank.

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