

Abstract

This research aimed to identify the impact of the automation of human resources departments in the Palestinian universities on the quality of work from the perspective of workers in these departments and the mechanisms of their development. The population of this study consisted of all employees in the departments of human resources in the universities applying automation: Al- Najah National University, Birzeit University and Al Quds Open University. The researcher used descriptive methodology and the method of the comprehensive survey of the research population, where he distributed questionnaires to all members of the population. The questionnaire consisted of (118) items. Statistical Package for Social Sciences (SPSS) was used in analyzing the results of the study and their interpretation.

The Research concluded with the following important results:

- The total score for the use of automation components in the work of the subjects was generally high and in the field of the efficiency of automation systems, it was revealed that the degree of accuracy, speed and relevance of information provided by the automation was very great and significant.
- The results showed the presence of challenges and obstacles in the application of automation in human resources services which were of medium degree and the most important were financial and technical challenges.
- It was clear that the most important mechanisms for the development of the application process of automation in human resources services was to address technical problems, as well as the automation of all functions and tasks of human resources.

In the light of these findings, the researcher recommended the following:

- ☒ The need to activate and use Mobile (Mobile phone) and the systems of audio and video conferencing in training and development and holding meetings remotely and adoption of electronic mail and electronic signature in all administrative transactions carried out in Palestinian universities, Creating awareness among employees in the departments of human resources of the importance of automation in improving the quality of the services provided.
- ☒ The Top Management should provide the financial support to the infrastructure necessary for the fully automated system and Re-formulation of laws and regulations to suit the application of automation.
- ☒ The researcher recommends all Palestinian universities that have not yet applied automation to adopt and apply automation in all its departments, particularly the Human Resources Departments, because of its great benefits to these universities.