

Abstract

Integrated Electronic Systems and their Importance in the Development of Management Performance Information Centers and Management Performance Services: An Applied Study on the Information Centers Affiliated to the Service Directorates in the Governorate of Beni-Suef; Supervised by

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The study discusses several problems : The increasing flow of information inside the governmental and non- governmental bodies which become a basic trait of our information era imposes a necessity of having a special administrative body working with in a comprehensive electronic information system in order to facilitate the use of information any time and in any from the user demands, and The disability of the traditional information systems to meet the needs of the information centers user , and The lack of awareness of the importance of information technology inside the information centers the sample of the study – the thing that led to its weakness and distance from the role that has been established for.

The study aimed to Identify the blockages that hinder user in dealing with information through traditional information systems, and Identify the concept of integrated electronic systems, and objectives, and the advantages that integrated electronic systems provided to the users, and Displaying some systems that are used in managing the documents, and knowing the actual position of information centers the sample of the study.

The study depends mainly on the field survey together with the descriptive method in collecting data around the sample of the study and in analyzing these data to reach the find results of the study . the study also depends on case-study which includes 12 case.

The researcher has divided the study into four chapters in addition to conclusion, recommendations, and appendix as follows: **The first chapter** : the need to information and the development of traditional systems. **The second chapter** : The comprehensive electronic information systems and its characteristics. **The third chapter**: The electronic systems for managing documents and information. **The fourth chapter** : The actual nature of the information centers, the sample of the study.

The researcher has reached certain conclusions that can be summed up as follows: The incomprehensive development of information services inside one governrate in addition to the waste of efforts and resources devoted for such developing , Some bodies refuse to invest in developing information systems giving secondary importance to this development and consequently appoint limited resources and budget to it, The absence of communication carols among centers which requires setting general policies and directions for developing information centers systems in the governorate considering the privacy of the user in each centers, Information centers , which are the sample or the study , have turned into fragile administrations in a way that some centers , work doesn't exceed the process of writing the files of to the directorate which the center belongs to .¹