
**THE IMPACT OF ELECTRONIC
MANAGEMENT ON THE
EFFECTIVENESS OF THE CHANGE
DECISIONS IN THE
INTERNATIONAL BUSINESS
ORGANIZATION A PRACTICAL
STUDY TO THE INTERNATIONAL
ORGANIZATIONS IN THE STATE OF
KUWAIT.**



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Abstract:

The present study aimed to shed light on the reality of e-governance in international business organizations in the State of Kuwait; to identify the degree of application of e-management, and to reveal the relationship between e-management and the effectiveness of change decisions. The study used the questionnaire on a sample of

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three companies (55). The study reached several results, the most important of which are:

- Employees are highly aware of the extent to which e-management contributes to achieving the objectives of international business organizations, building a high degree of integration and real-time with customers, improving the performance of employees and the effectiveness of change decisions. It also showed a lack of human capabilities to implement e-management.
- There is a statistically significant impact (for planning departments knowledge and documents, services and meetings assignments, event management activities, management of electronic correspondence) on the effectiveness of decisions, and no impact of the independent variable (customer management) on the effectiveness of decisions within international businesses. The presence of statistically significant differences between the average respondents' responses on the impact of the components of e-management on the effectiveness of decisions is attributable to the level of education in part except after me (e-knowledge management - assignments management). While there are no statistically

significant differences between the respondents' average responses on the impact of electronic management components (e-planning department, e-knowledge management, e-document management, e-services management, customer management, e-meeting management, event management activities, e-mail management). Decisions are attributable in part to years of experience, except after assignments.

The study made several recommendations and suggestions.

Keywords: e-management - components of e-management - state institutions - effectiveness of decision.