The Reality of Digital Transformation in the Palestinian Ministry of Interior and National Security

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Abstract: This study aimed to identify the reality of digital transformation in the Palestinian Ministry of Interior and National Security from the point of view of workers in computer and information technology units.) employees, and the study tool (the questionnaire) was distributed, and the comprehensive survey method was used, where (61) questionnaires were retrieved with a percentage of (87.1%), and they were unloaded and analyzed using the statistical packages SPSS. The study reached several results, including: The availability of dimensions of digital transformation to a large extent in the Ministry of Interior, Security and National and its amount reached (77.5%). The average overall score for the senior management support dimension scored a large approval degree and a relative weight (78.2%), and The Dimension strategic directions it received a large approval degree and a relative weight (76.3%), The Dimension the technical infrastructure necessary for digital transformation achieved a large approval degree and a relative weight. (73.4%), The Dimension human resources, it scored a large approval degree and a relative weight (72.2%), The Dimension coordination, a large approval degree and a relative weight (82.7%), The Dimension data privacy and security, it scored a large approval degree and a relative weight (80.7%), The Dimension the organizational structure and job description, it received a high degree of approval and a relative weight of (79.3%). The study presented a set of recommendations, the most important of which are: the need for the ministry's administration to provide a special budget to develop the quality of its electronic services as a lever for digital transformation, the need for the ministry's administration to spend sufficient amounts on innovation in how to provide its services, for the ministry to have high-speed internet lines and its services available uninterrupted, the need to match the number of Employees in computer and information technology departments and units with the volume and quality of work to bridge the gap between the required performance and actual performance, that the ministry develop a clear methodology for exchanging data and information between the components of the ministry, work on providing information security elements for the uploaded data and files, that the ministry provide a clear and specific job description for the main tasks in Computer and information technology departments/units in the ministry.

Keywords: Digital Transformation, Ministry of Interior and National Security, Gaza Strip, Palestine.

Introduction

The technological progress and the information revolution that the world has witnessed in the world of communications for decades have brought about tremendous changes and a positive impact on the business world through the introduction of new variables. Raising efficiency in addition to improving performance levels based on harnessing the capabilities of this technology on the human element, which represents the main driver for the use of these technologies. It is not necessary to abolish all traditional systems.

According to (Jarbou, 2018), it has become imperative for decision makers and those interested in managing these organizations to keep up with the changes that contribute positively to the process of development in various fields, to advance scientific progress, and to study the challenges they face in various fields, including economic, social, And technology in order to confront and overcome it without colliding with it, and for that, decision makers and interested parties took it upon themselves to make the necessary arrangements and apply some modern management concepts.

This information revolution has played a role in developing some new administrative concepts and patterns, including digital transformation, electronic management, and other concepts that depend on information technology.

(Al-Halabi et al., 2022) believes that digital transformation is an essential factor for providing services efficiently and effectively, as it is a necessity for all institutions that seek to improve their services and achieve governance and effective communication, whether internally at the level of the organization, or externally with various partner institutions. Rather, it has become a natural process for organizations seeking to maintain their competitive advantage.

In the context of the Palestinian Ministry of Interior and National Security's endeavor to fulfill its lofty mission and services, and to continue as an essential element in the transformation process, it is necessary for it to develop in an integrated manner, taking into account the necessity of exploiting all the opportunities and possibilities offered by the technological revolution and digital technology.

The researchers believe that digital transformation helps organizations, including the Ministry of Interior, in providing electronic services at low costs, in addition to the growth of their work, obtaining statistics and analysis of good data, and helping them to face some challenges represented by the risks of cybercrime.

Based on the foregoing, the study seeks to highlight the reality of digital transformation at the Ministry of Interior and National Security in Gaza Strip, from the point of view of the computer and information technology units.

Definition of Key Terms

There are many terms that were used in the study, the most important of which are:

- **Digital Transformation**: integrating digital technology into all areas of work with the aim of providing advanced modern technologies through a digital environment (Al-Halabi et al., 2022)
- **Procedural definition**: A process by which the business model of government institutions is transformed into a digital technology-based model.
- **The Ministry of Interior and National Security**: It is one of the sovereign and most important ministries in the Palestinian government, as it performs an outstanding performance in carrying out its tasks and ensuring the interest of the homeland and the citizen, organizing civil life, and implementing the law for everyone (http://www.moi.gov.ps).

Problem Statement

Today, digital technology in general and the digital cloud in particular has become a new model for benefiting from the information revolution, in coordination and cooperation between companies, governments and institutions within the framework of exchanging data and information and enhancing the role of technology and the Internet in the administrative, control and regulatory process for it, and this is consistent with the study of (Saleem, 2011) which It turns out that digital transformation has become one of the concepts that most attracted the attention of stakeholders in the information field because of the opportunities it provides to organizations to improve the electronic services they provide. The process of digital transformation is an advanced idea that is in line with the requirements of the times and helps to establish an infrastructure at reduced costs. It also provides a wide scope for companies and organizations as it provides many benefits to the data owner and users, and works to secure data and services, flexibility and cost efficiency for the user (Al-Assaf, 2000). .

Therefore, this study comes to shed light on the reality of digital transformation and the availability of the necessary requirements to manage the digital transformation process for its adoption in administrative work, and to provide services to the public at the Ministry of Interior and National Security.

Based on the foregoing, the researchers found the problem of the study and its importance, so the study will focus on exploring the reality of managing the digital transformation process at the Ministry of Interior and National Security - Gaza Strip.

Research Questions

From the foregoing, the main question that the head will answer has been concluded, which is:

What is the reality of applying the requirements of digital transformation by the Ministry of Interior and National Security from the point of view of workers in computer and information technology units?

A number of sub-questions are derived that the study will answer, as follows:

Q1-: What is the availability of senior management support in the Ministry of Interior necessary to manage the digital transformation process?

Q2-: What is the availability of strategic directions in the Ministry of Interior necessary to manage the digital transformation process?

Q3-: What is the availability of the technical infrastructure in the Ministry of Interior necessary to manage the digital transformation process?

Q4-: To what extent are the human and organizational resources available in the Ministry of Interior and National Security necessary to manage the digital transformation process?

Q5-: How appropriate is the organizational structure to manage the digital transformation process in the Ministry of Interior and National Security?

Q6-: What is the extent of the necessary coordination to manage the digital transformation process in the Ministry of Interior?

Q7-: What is the degree of impact of data privacy on the Ministry of Interior and National Security's management of a digital transformation process?

Research Objectives

Based on the established research questions, this study aims to achieve the following objectives:

1. Knowing the reality of digital transformation at the Ministry of Interior and National Security.
2. Studying the role of senior management in the Ministry of Interior in managing the digital transformation process.
3. Identify the strategic directions for the success of managing the digital transformation process
4. Explore the readiness of the technological and technical environment to manage the digital transformation process.
5. Studying the impact of coordination between the components of the ministry in managing the digital transformation process.
6. Study the role of human and organizational resources in managing the digital transformation process.
7. Identify the role of the organizational structure and job description in managing digital transformation.
8. Recognize the impact of data privacy in adopting digital transformation.
9. Coming up with recommendations that contribute to strengthening the management of the digital transformation process.

Research Importance

The aspects of the study's importance can be identified from the contribution and expected addition from it, as follows:

Scientific (Theoretical) Importance:

1. The importance of this scientific study is evident in the fact that digital transformation is one of the most important modern technologies that is expected to revolutionize the performance of institutions in terms of quality and improve the service provided by these institutions to the beneficiaries, due to its role in providing distinct programs and applications and very large storage spaces.
2. Enriching scientific research on this topic, as it is considered one of the modern topics according to the researchers' point of view.

Practical (Applied) Importance:

1. You may work to support decision-making at the Ministry.
2. May support the oversight process of the Ministry's services and projects.
3. Assist in organizing and arranging work within the ministry.

Research Limits and Scope

The scope of the study shall be as follows:

1. **Objective Limits**: The study focused on the reality of digital transformation in the Palestinian Ministry of Interior and National Security.
2. **Human Limits**: The study was conducted on workers in the computer and information technology units of the Ministry of Interior.
3. **Institutional Limits**: The study was conducted on a sample of workers in the Ministry of Interior - the southern governorates.
4. **Spatial Limits**: The study was conducted in the southern governorates of the State of Palestine.
5. **Temporal Limits**: The year 2022.

Previous Studies

➢ Study of (Al-Halabi et al., 2022) aimed at identifying the impact of transformational leadership and its role in managing the digital transformation process in the Ministry of Interior and National Security - the civil part. To achieve the objectives of the study, the researchers used the analytical descriptive approach, and the questionnaire was used as a tool for collecting data from a sample The study consisted of (207) employees working in supervisory positions in the Ministry, and (165) questionnaires were retrieved from the distributed questionnaires. The study reached a number of results, the most prominent of which is the existence of a direct relationship between the application of digital transformation and transformational leadership in all its dimensions.

➢ A study of (Al-Jifnawi, 2021) titled "Digital Transformation of National Institutions and Cybersecurity Challenges from the Point of View of Academic Police Officers in Kuwait", which aimed to identify the digital transformation and challenges of cybersecurity in the State of Kuwait from the point of view of academic officers, and the researcher used the descriptive analytical approach To achieve the objectives of the study, and to collect data for the study, the researcher designed a questionnaire and distributed it to the study sample consisting of 80 academic officers. For educational qualification, experience, age and training courses.

➢ A study of (Kuzu, 2020), which aimed to identify the impact of strategic planning on the adoption of digital transformation by universities, in addition to identifying methods of digital construction of education systems in universities. The researcher used the descriptive approach, and the researcher built a special questionnaire to collect data from the study sample, which is a number of universities. Turkish, and the results showed that strategic planning has an important and major role in adopting digital transformation, and the adoption of computerized systems has a fundamental role in digital transformation.

➢ A study of (Madi and Abu Hajeer, 2020), which aimed to identify the extent of the readiness of Palestinian private universities for digital transformation, and the researchers used the descriptive analytical approach to achieve the purpose of the study. , Gaza), and (170) questionnaires were distributed, and 65% of the questionnaires were retrieved by (110) questionnaires. They are good at adopting digital transformation, and the scarcity of human and financial resources was the most important obstacle facing the implementation of the transformation.

➢ A study of (Abdullah, 2019), which aimed to identify the most important factors that contribute to the implementation of digital transformation in the Sultanate of Oman. The study concluded that the Ministry's Information Authority adopted a strategic plan for all government departments to implement digital transformation.

Commenting On Previous Studies

It is clear from the review of previous studies that these studies have varied and varied according to the different goals that they sought to achieve, as well as the different environments that were applied to them, the variables they studied, the curricula used and the tools that were used. About previous studies:

Benefits from previous studies

− Enriching the theoretical framework in the study.
− Building the questionnaire study tool.
− Ensure that the current study is not repeated.

‒ Provide the necessary references for the study, especially foreign references.

The Study Is Characterized

‒ The study was applied to the environment of the government sector institutions in Gaza Strip and the administration of the Ministry of Interior and National Security.

‒ The use of a number of tools for the data, as the researchers relied on more than one method in collecting primary data, most notably interviews, questionnaires, and holding a workshop.

Theoretical Framework

The prominent role of knowledge has led to the emergence of societies called knowledge societies, which are societies based on knowledge, keeping pace with the rapid technological transformations that the world is witnessing, whether by using new technologies, or updating and upgrading existing programs and technologies, in addition to contributing to the emergence of modern terms in This aspect as the term digital transformation. According to (Al-Balochi et al., 2020), there are many concepts for the term digital transformation, which can be considered a phenomenon resulting from a group of modern digital technologies that operate simultaneously, and among these technologies are computer, artificial intelligence, cloud computing, and others. (Lanzolla, 2018) believes that digital transformation contributes to decision-making and strategic planning through the production of large and new amounts of information.

According to the Omani Ministry of Technology and Communications, digital transformation is defined as the use of information and communication technology with the aim of developing institutional performance, increasing effectiveness and efficiency in the level of government service provision by employing modern and renewable technologies, and (Al-Shoubri, 2020) defines digital transformation as organizations' use of technical methods in managing its business and activities, in addition to data processing through the provision of a secure digital technical environment based on databases protected by a secure system. (Hajjaj, 2021) defines digital transformation as organizations investing in digital programs and applications available via the Internet in order to reach the beneficiaries of their provided services with the aim of improving performance, and (Madi and Abu Hajeer, 2020) defines it as a continuous process through which all elements are introduced. Technology and electronic means in all administrative work policies and procedures in order to provide high quality services that are in line with international standards.

The researchers adopt the following definition of digital transformation as a procedural definition, which is a process through which the business model of government institutions is transformed into a model based on digital technology.

According to (Al-Balochi et al., 2020), the use of digital transformation technologies was not limited to companies or private institutions, but rather the government sector and its institutions took the initiative to use them.

According to Saudi Vision 2030, the most important digital transformation technologies are:

‒ Digital Video.

‒ Cloud Computing.

‒ Mobile Phone Devices.

‒ Social Networks.

‒ Online Platforms.

‒ Smart Sensors.

‒ Location Detection Technology.

‒ Electronic Display Screens.

Digital Transformation Goals

Spear (2020) sees that digital transformation achieves a number of important goals, the most important of which are:

‒ Spreading the culture of digital transformation and building the digital mentality among all employees in organizations.

‒ Organizations have an important information digital infrastructure that enables them to carry out their work via the Internet.

‒ Providing electronic services at all times with high quality and low costs.

‒ Achieving a competitive advantage, in addition to distinguishing between all institutions.

‒ Developing the outputs of the administrative process and strengthening the electronic system.

Hajjaj (2021) believes that the purposes of digital transformation are:

- Determine the target sectors and the field of work, and identify the targeted geographical boundaries for providing services, through the use of modern technical means in research and communication.

- Gathering the necessary basic information about the audience of beneficiaries in order to facilitate communication.

- Creating databases that include all beneficiaries.

- Combine centralization and delegation through centralization and decentralization of work.

- Increase the efficiency of management and field work

Benefits of Digital Transformation in Organizations

The digital transformation achieves a set of benefits for all service providers and also for the beneficiaries of the services, according to (Hajjaj, 2021), among these benefits:

- Significantly saving time, effort and cost for beneficiaries and institutions.
- It contributes to improving the quality of services.
- Simplify procedures for obtaining services.
- Helps eliminate duplication, in addition to achieving transparency in work.
- Contributes to getting rid of routine procedures.
- Achieving excellence in government performance and improving the level of services provided.
- Develop organizational structures within organizations.

According to (Al-Balochi et al., 2020), digital transformation has effects on performance, which are as follows:

- Speed in doing business.
- Enhancing the ability and flexibility to keep pace with changes quickly.
- Eliminate red tape and bureaucracy.
- Increase business efficiency.
- Achieving integrity, transparency and maintaining data confidentiality.
- Networking between all components of the ministry.
- Reducing employee errors.
- Saving financial expenses.
- Facilitate easy updating and dissemination of information.

Factors affecting the management of the digital transformation process:

The researchers studied and reviewed a number of previous literature on digital transformation. It was noted that a number of previous researchers touched on some models that contribute to some of the requirements necessary for the digital transformation process. Some of these factors will be addressed as follows:

- **Digital Transformation Strategy:**
- Building the vision and mission of digital transformation.
- Senior management support
- Nurturing creative individuals within the ministry.
- Determine responsibilities and roles and monitor and review the system.
- **Spreading The Culture Of Digital Transformation:**
- Emphasizing the right of individuals to training.
- Participation of workers in digital transformation programs.
- Spreading the culture of training and continuing education.
- **Human Resources:**
- Developing workers' skills by identifying current and future needs in information systems.
- Attracting the best qualified individuals in the field of programming and computing.
- **Technological And Material Requirements:**
- The availability of the technological environment and digital communications.
- Availability of financial support.
- The existence of an electronic network linking the components of the ministry to each other.
- Data privacy and security and an approved data security policy.
- **Administrative And Organizational Requirements:**
- Provide flexible management systems.
- Partnership with entities, experts and outsiders.
- Existence of systems for evaluation and technical development.
- Issuing legislations that allow digital transformation.
- Reviewing applicable laws and regulations.

Erik & Lorin believes that there is a set of practices that lead to the adoption of digital transformation in organizations, namely:

- Adopt a clear policy for the introduction of information and communication technology.
- Freedom of decision and dedication to human resources.
- Provides outstanding technological performance associated with the latest technological developments.
- An outstanding investment in continuous technical training.
- Continuous emphasis on hiring the best human resources.

Digital transformation steps (Al-Halabi et al., 2022):

- Preparing a strategic vision to achieve digital transformation and identify future needs.
- Analyzing the external environment as an essential step before starting the digital transformation due to the rapid technological developments in order to build an updated strategy according to the latest developments.

- Designing a digital experience for users by adopting a specific application to work through.
- Evaluating the current reality, examining the basic digital infrastructure, and determining its extent and suitability for the objectives.
- Consulting with a range of external experts to ensure digital excellence is achieved and successful.

Digital Transformation Tools
- Email System.
- File Transfer System.
- Lists Search Service.
- Postal Menus Service.
- Spider Network Service.

Second- Ministry of Interior and National Security:
It is one of the most important ministries in the Palestinian government, bearing complex responsibilities under intertwined conditions, difficult data and multiple security and political crises, as it contributed to finding solutions to many problems, providing an appropriate work environment, finding appropriate alternatives, developing work and facilitating administrative operations and procedures. The Ministry must impose the rule of law on everyone without discrimination or favoritism, control the security situation, provide security for the citizen, and protect the internal front - and to address the events and security crises. The Ministry of Interior received the attention and care of the Palestinian political leadership as one of the most important political ministries for its role in providing security and safety for the Palestinian citizen, and it undertakes important changes and seeks to develop new leaders in order to implement its role, a more comprehensive security service for the Palestinian public.

The Ministry of Interior and National Security consists of two civil and military parts, and the civil part is represented by a number of agents, assistants, departments, directorates, and some public departments such as: the General Administration of Passports and the General Administration of Tribes Affairs, in addition to the competent units that belong to the minister directly, or belong to the ministry's agent.

As for the security part, which is the subject of the research, it is represented by the competent agencies, departments and security bodies of the ministry, and some of them are followed directly to the minister and some of them are affiliated with the Commander -in -Chief of the National Security Forces (http://www.moi.gov.ps Accessed 2/11/2022).

Methodology and Procedures:
The study's methodology and procedures are considered a main axis through which the applied aspect of the study is accomplished. Accordingly, the researchers will address in this chapter the procedures that were followed in preparing the study by clarifying the study's approach and its community and then determining the sample on which the study was applied, as well as preparing a tool The main study (the questionnaire) and the mechanism of its construction, development, validity and reliability, and the chapter ends with the statistical treatments that were used in analyzing the data and drawing conclusions.

First- Study Methodology: The researchers used the analytical descriptive approach in order to achieve the objectives of the study, through which it tries to describe the phenomenon under study, analyze its data, and the relationship between its components and the opinions that are raised about it and the processes that it includes. According to (Al-Assaf, 2000), the The descriptive analytical approach did not stop at collecting information to describe the phenomenon, but rather went beyond that to clarifying the relationship and its amount, and deducing the reasons behind a certain behavior from previous data.

Second- Study Population And Sample: The study population is considered to be all the vocabulary of the phenomenon that the researchers will carry out its study on (Abu Al-Hasani, 2017) and through the problem of the study and its objectives, the target study community consists of workers in computer and information technology units and departments at the Ministry of Interior and National Security, and for Data collection for the study was done using the simple random sampling method.

Third, The Study Tool: We consider the questionnaire as the most widely used and widespread tool among the researchers. In order to conduct the applied study, the researchers prepared the questionnaire in order to measure the readiness of the Ministry of Interior and National Security - the southern governorates to manage the digital transformation process.

Table 1: Scores of the scale used in the questionnaire

Response	Strongly Disagree	←								Strongly Agree
Degree	1	2	3	4	5	6	7	8	9	10

Validity of the Study Tool
The validity of the questionnaire reflects the measurement of the paragraphs of the questionnaire, what it was prepared to measure. The validity of the questionnaire has been verified through the following:

The Veracity of the Arbitrators "Virtual Honesty":
The researchers presented the study tool in its initial form to a group of arbitrators from among the specialists. Among the axes of the study, in addition to suggesting what they deem necessary to amend or delete the wording of the phrases, and based on the observations made by the arbitrators, the researchers made the amendments agreed upon by the arbitrators.

Internal Consistency Validity: It means "the extent to which each paragraph of the questionnaire is consistent with the axis to which this paragraph belongs. It was calculated on the sample of the exploratory study of (20) questionnaires, by calculating the correlation coefficients between each paragraph and the total score of the axis to which it belongs."

A. The Results Of The Validity Of The Internal Consistency Of The Axes Of The Reality Of Digital Transformation:

- **The First Dimension: Senior Management Support:** The following table shows the correlation coefficients between each paragraph of the dimension: support of senior management and the overall degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 2: The validity of the internal consistency of the dimension: "Support of senior management"

#	Item	Correlation Coefficient	Probability Value
1.	The Ministry's administration allocates the appropriate time towards digital transformation efforts in all transactions.	0.728	*0.000
2.	The Ministry's administration undertakes the strategic and tactical planning process for digital transformation.	0.545	*0.000
3	The Ministry's administration considers digital transformation in its business and transactions a priority in its future goals.	0.766	*0.000
4	The Ministry's administration provides a special budget to develop the quality of its electronic services as a lever for digital transformation.	0.694	*0.000
5	The Ministry's administration adopts all creative initiatives seeking to implement digital transformation.	0.817	*0.000
6	The Ministry's administration urges all agencies to appreciate and support the building of their information technology work teams as a lever for digital transformation.	0.662	*0.000
7	Supports the Department of the Ministry to participate in the electronic transformation competition, which is carried out by the Ministry of Communications and Information Technology	0.461	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

- **The Second Dimension: Strategic Directions:** The following table shows the correlation coefficients between each of the paragraphs of the dimension: strategic directions and the overall degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 3: The validity of the internal consistency of the dimension: "Strategic Directions"

#	Item	Correlation Coefficient	Probability Value
1.	The Ministry's strategic directions include clear goals towards implementing digital transformation.	0.536	*0.000
2.	Ministry departments are working to understand their internal environment (strengths and weaknesses) and related to their ability to digital transformation.	0.839	*0.000
3.	The Ministry's departments seek to develop their strategic plan to transform threats into opportunities that will be utilized in the future in the digital transformation process.	0.868	*0.000
4.	The Ministry's departments seek to study and understand their external environment and the opportunities and threats it may contain if they implement digital transformation.	0.688	*0.000
5.	The Ministry's departments are working on adopting the strategic direction based on spreading the culture of electronic excellence at all levels.	0.578	*0.000
6.	The Ministry's departments spend sufficient amounts of money on innovation in how they provide their services.	0.727	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

- **The Third Dimension: The Necessary Technical Infrastructure For Digital Transformation:** The following table shows the correlation coefficients between each paragraph of the dimension: the technical infrastructure necessary for digital transformation and the overall degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 4: The validity of the internal consistency of the dimension: "The technical infrastructure necessary for digital transformation"

#	Item	Correlation Coefficient	Probability Value
1.	The Ministry has high-speed internet lines and its services are available without interruption.	0.745	*0.000
2.	The Ministry has computers and modern software to benefit from the information.	0.796	*0.000
3.	Technical support services are available to all departments on a routine basis.	0.515	*0.000
4.	There is an internal and external network connection with government agencies.	0.450	*0.000
5.	The software tools needed to build and manage the digital transformation process are available.	0.552	*0.000
6.	The Ministry updates all activities and information on the Ministry's website.	0.378	*0.000
7.	There are clear mechanisms in the Ministry to ensure the continuity of providing electronic services in crises and emergencies.	0.449	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

- **Fourth Dimension: Human Resources:** The following table shows the correlation coefficients between each paragraph of the dimension: human resources and the total degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 5: The validity of the internal consistency of the dimension: "Human Resources"

#	Item	Correlation Coefficient	Probability Value
1.	A sufficient number of qualified specialized personnel are available to develop the IT infrastructure.	0.862	*0.000
2.	Consulting bodies and experts are used to provide advice in the field of implementing digital transformation.	0.707	*0.000
3.	The Ministry's administration attaches importance to training employees and developing their capabilities in the field of digital transformation.	0.601	*0.000
4.	Most of the Ministry's employees have academic qualifications that enable them to deal with any digital transformation.	0.634	*0.000
5.	Opportunities are available for all employees to learn digital transformation skills.	0.740	*0.000
6.	The skills and qualifications of the occupants of job titles in computer and information technology departments/units are commensurate with the job requirements mentioned in the job description card.	0.378	*0.000
7.	The number of workers in computer and information technology departments and units is commensurate with the volume and quality of work to bridge the gap between the required performance and the actual performance.	0.849	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

- **The Fifth Dimension: Coordination:** The following table shows the correlation coefficients between each of the paragraphs of the dimension: Coordination and the total degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 6: The validity of the internal consistency of the dimension: "Coordination"

#	Item	Correlation Coefficient	Probability Value
1.	The Ministry sets a clear methodology for exchanging data and information between the components of the Ministry.	0.615	*0.000
2.	The Ministry's administration encourages cooperation between all security agencies.	0.794	*0.000
3.	There are some joint projects between government agencies in Gaza Strip.	0.758	*0.000
4.	The application of digital transformation achieves a kind of transparency in the work of the ministry.	0.627	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

▪ **The Sixth Dimension: Data Privacy and Security:** The following table shows the correlation coefficients between each of the paragraphs of the dimension: privacy and data security and the overall degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 7: Validity of internal consistency for the dimension: "Data privacy and security"

#	Item	Correlation Coefficient	Probability Value
1.	Data security and privacy are among the biggest challenges facing the Ministry of Interior in digital transformation.	0.734	*0.000
2.	Information security elements are available for uploaded data and files.	0.893	*0.000
3.	Customers (citizens - employees - partner institutions) feel reassured about the privacy of their data.	0.785	*0.000
4.	There is an information security policy approved by the Ministry.	0.403	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

▪ **Seventh Dimension: Organizational Structure And Job Description:** The following table shows the correlation coefficients between each of the paragraphs of a dimension: organizational structure, job description, and the overall degree of the dimension, which shows the correlation coefficients are statistically significant, as the probability value (Sig) is less than (0.05), and thus it turns out that the paragraphs of the dimension are true.

Table 8: Validity of internal consistency for the dimension: "Organizational Structure and Job Description"

#	Item	Correlation Coefficient	Probability Value
1.	The existence of an organizational structure in computer and information technology departments/units that includes subsections commensurate with the nature of work.	0.905	*0.000
2.	The existence of a suitable placement for the private organizational structure in computer and information technology departments/units in the ministry.	0.656	*0.000
3.	There is a clear and specific job description for the main tasks in the departments/units of computer and information technology in the ministry.	0.656	*0.000

* The correlation is statistically significant at ($\alpha \leq 0.05$).

1. **Structural honesty:** Structural validity is considered one of the measures of the validity of the tool and measures the extent to which the goals are achieved, and it shows the extent to which each axis of the study is related to the total score of the questionnaire items, and the following table shows that the correlation coefficients for each axis are statistically significant, as the probability value (Sig) is less than (0.05), Thus, the axes of the study are considered true in their representation of what was set to be measured.

Table 9: Structural validity of the questionnaire axes

The Hub	Correlation Coefficient	Probability Value
The Reality Of Digital Transformation		
Senior Management Support	0.881	*0.000
Strategic Directions	0.793	*0.000
Technical Infrastructure Needed For Digital Transformation	0.725	*0.000
Human Resources	0.702	*0.000
Coordination	0.576	*0.000
Data Privacy And Security	0.801	*0.000
Organizational Structure Job Description	0.534	*0.000

Stability of the Study Tool

The stability of the questionnaire means that it gives the same result if it is re-applied more than once under the same circumstances, or in other words, the stability of the questionnaire means the stability of the results of the questionnaire and not changing it significantly if it was redistributed several times during certain periods of time, and it has been calculated The stability of the resolution in two ways:

1. **Consistency By Cronbach's Alpha Coefficient:** The following table shows that all Cronbach's alpha coefficients are high, as the digital transformation axis obtained a coefficient of 0.896, while the cyber security axis obtained a stability coefficient of 0.942, and this indicates that the resolution has a high stability coefficient.

Table 10: Cronbach's Alpha coefficient for measuring the stability of the resolution

The Hub	The Number Of Paragraphs	Cronbach's Alpha coefficient
The Reality Of Digital Transformation	38	0.896

Senior Management Support	7	0.714
Strategic Directions	6	0.720
Technical Infrastructure Needed For Digital Transformation	7	0.689
Human Resources	7	0.777
Coordination	4	0.691
Data Privacy And Security	4	0.698
Organizational Structure Job Description	3	0.605

2. **Stability by Split-Half Method:** The test items were divided into two parts, which are the questions with odd numbers and the questions with even numbers, then the correlation coefficient was calculated between the scores of the odd questions and the scores of the even questions, and then the correlation coefficient was corrected by the Spearman Brown equation.

Corrected correlation coefficient = $\dfrac{2r}{1+r}$ where r is the correlation coefficient between the scores of the odd questions and the scores of the paired questions.

The following table shows that the value of the corrected correlation coefficient (Spearman Brown) is high and statistically significant, and this indicates that the questionnaire has a high stability coefficient.

Table 11: Partition half method to measure the stability of the resolution

The Hub	Correlation Coefficient Before Modification	Corrected Correlation Coefficient
The Reality Of Digital Transformation	0.914	0.955
Senior Management Support	0.490	0.656
Strategic Directions	0.560	0.718
Technical Infrastructure Needed For Digital Transformation	0.720	0.838
Human Resources	0.638	0.780
Coordination	0.443	0.614
Data Privacy And Security	0.713	0.832
Organizational Structure Job Description	0.349	0.527

We note from the previous table that all stability coefficients were high, as the digital transformation axis obtained a theat coefficient of (0.955), and this indicates that the resolution has a high stability coefficient.

Data Analysis, Testing and Discussion of Study Hypotheses
First: The Statistical Description of the Study Sample
The following tables show the statistical description of the study sample according to different variables: gender, age group, educational qualification, years of experience, and job title.

1. **Distribution Of The Study Sample:**

Table 12: shows the distribution of the study sample according to personal and organizational data

		Frequency	Percent	Valid Percent	Cumulative Percent
Age Group	Less than 30 years old	2	3.3	3.3	3.3
	30- Less than 35 years old	5	8.2	8.2	11.5
	35- Less than 40 years old	14	23.0	23.0	34.4
	40 years and over	40	65.6	65.6	100.0
	Total	61	100.0	100.0	
Qualification	BA	38	62.3	62.3	62.3
	Master's	20	32.8	32.8	95.1
	Ph.D.	3	4.9	4.9	100.0
	Total	61	100.0	100.0	
Years Of Service	Less than 5 years	1	1.6	1.6	1.6
	5- Less than 10 years	9	14.8	14.8	16.4
	10- Less than 15 years old	18	29.5	29.5	45.9
	More than 15 years	33	54.1	54.1	100.0
	Total	61	100.0	100.0	
Military Rank	Major	24	39.3	39.3	39.3
	Presenter	29	47.5	47.5	86.9
	Colonel	6	9.8	9.8	96.7
	Major General	2	3.3	3.3	100.0

	Total	61	100.0	100.0	
Job Title	Director General	3	4.9	4.9	4.9
	Director Of The Department	19	31.1	31.1	36.1
	Unit Manager	12	19.7	19.7	55.7
	Head Of The Department	27	44.3	44.3	100.0
	Total	61	100.0	100.0	

Through the results shown in the previous table, it was found that 65.6% of the study sample were (40 years and over), while 23.0% were between (35 to less than 40 years), and 8.2% were between (30 to less than 35 years), while 3.3% are (30 years or less). The researchers attribute the increase in the number of workers with older ages to the nature of work in supervisory positions in the ministry, which requires older ages.

The results shown in the previous table show that 62.3% of the study sample have a bachelor's degree, while 32.8% have a master's degree, and 4.9% have a doctorate. The researchers attribute this to the nature of work in the Ministry of Interior that requires a bachelor's degree.

Through the results shown in the previous table, it was found that 54.1% of the study sample had years of service (15 years or more), while 29.5% of their years of service ranged from (10 to less than 15 years), and 14.8% of their years of service ranged from (5 to less than 10 years), while 1.6% had years of service (5 years or less). The researchers attribute the high number of workers with experience (15 years or more) to the nature of ranks in the Ministry of Interior, which require long years of experience for promotion.

Through the results shown in the previous table, it was found that 47.5% of the study sample held the rank of lieutenant colonel, while 39.3% held the rank of major, 9.8% held the rank of colonel, while 3.3% held the rank of major general. The researchers attribute this to the nature of the organizational pyramid in the security institutions.

Through the results shown in the previous table, it was found that 44.3% of the study sample were named department heads, while 31.1% were named department directors, 19.7% were named unit directors, while 4.9% were named deputy directors. The researchers attribute this to the nature of the organizational hierarchy in the security institutions.

Second: Analyzing the Axes of the Questionnaire

"The researchers used the appropriate descriptive tests: arithmetic means, standard deviations, relative weights, arrangement of the digital transformation axes and the total score, then the researchers analyzed the data of each dimension of the digital transformation separately."

Table 13: Arithmetic means, standard deviations, relative weights, and rankings for each dimension of digital transformation and the total score

#	The Hub	SMA	Standard Deviation	Relative Weight (%)	Rank
1.	Senior Management Support	7.8220	1.51020	78.2	4
2.	Strategic Directions	7.6311	1.55846	76.3	5
3.	Technical Infrastructure Needed For Digital Transformation	7.3044	1.82992	73.0	6
4.	Human Resources	7.2201	1.84475	72.2	7
5.	Coordination	8.2746	1.87456	82.7	1
6.	Data Privacy And Security	8.0738	1.50093	80.7	2
7.	Organizational Structure Job Description	7.9344	1.83668	79.3	3
	The Overall Degree Of Digital Transformation	7.7515	1.60349	77.5	

It is clear from the previous table that "the relative weight of the total score of the respondents' responses to the paragraphs of digital transformation came to a large degree and amounted to (77.5%), as the coordination dimension ranked first with a relative weight of (82.7%), while the data privacy and security dimension came in the second rank with a relative weight of (80.7%) %), while the human resources dimension came last with a relative weight of (72.2%).

The researchers attribute this to the interest of the Ministry of Interior in digital transformation to keep pace with technological developments and the needs of society.

The following tables show an analysis of each dimension of digital transformation:

A. Paragraph Analysis The Dimension: "Support To Senior Management":

Table 14: Paragraph analysis: "The Dimension the support of senior management"

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	The Ministry's administration allocates the appropriate time towards digital transformation efforts in all transactions.	7.90	1.513	79.0	5
2.	The Ministry's administration undertakes the strategic and tactical planning process for digital transformation.	7.67	1.777	76.7	6

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
3.	The Ministry's administration considers digital transformation in its business and transactions a priority in its future goals.	8.08	1.429	80.8	2
4.	The Ministry's administration provides a special budget to develop the quality of its electronic services as a lever for digital transformation.	6.82	1.803	68.2	7
5.	The Ministry's administration adopts all creative initiatives seeking to implement digital transformation.	7.92	1.763	79.2	3
6.	The Ministry's administration urges all agencies to appreciate and support the building of their information technology work teams as a lever for digital transformation.	7.92	1.838	79.2	3
7.	Supports the Department of the Ministry to participate in the electronic transformation competition, which is carried out by the Ministry of Communications and Information Technology	8.44	1.911	84.4	1
	Total Degree	7.8220	1.51020	78.2	

The following is evident from the previous table:

- The paragraph "An administration supports the Ministry of Participation in the electronic transformation competition carried out by the Ministry of Communications and Information Technology" ranked first among the rest of the paragraphs with a relative weight of (84.4%), and this indicates a high degree of approval for this paragraph.

- The paragraph "The Ministry's administration provides a special budget to develop the quality of its electronic services as a lever for digital transformation" ranked last among the rest of the paragraphs with a relative weight of (68.2%), and this indicates a high degree of approval for this paragraph.

- In general, "the relative weight of the dimension: support of senior management reached (78.2%), which indicates that this axis enjoys a high degree of approval."

The researchers attribute this to the fact that the support of senior management for the digital transformation process helps the success of this process, as any process of change and transformation requires support from the senior management of this administration.

B. Analysis Of Paragraphs The Dimension: "Strategic Directions":

Table 15: Analysis of paragraphs: The Dimension the Strategic Directions

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	The Ministry's strategic directions include clear goals towards implementing digital transformation.	7.84	1.675	78.4	2
2.	Ministry departments are working to understand their internal environment (strengths and weaknesses) and related to their ability to digital transformation.	7.79	1.694	77.9	4
3.	The Ministry's departments seek to develop their strategic plan to transform threats into opportunities that will be utilized in the future in the digital transformation process.	7.82	1.784	78.2	3
4.	The Ministry's departments seek to study and understand their external environment and the opportunities and threats it may contain if they implement digital transformation.	7.95	1.371	79.5	1
5.	The Ministry's departments are working on adopting the strategic direction based on spreading the culture of electronic excellence at all levels.	7.72	1.724	77.2	5
6.	The Ministry's departments spend sufficient amounts of money on innovation in how they provide their services.	6.67	1.904	66.7	6
	Total Degree	7.6311	1.55846	76.3	

The following is evident from the previous table:

- The paragraph obtained "the Ministry's departments seek to study and understand its external environment and the opportunities and threats that may surround it if the digital transformation is applied," in the first place among the rest of the paragraphs with a relative weight (79.5%), and this indicates that there is a great degree of approval of This paragraph.

- The paragraph obtained "the Ministry's departments spend sufficient amounts on innovation on how to provide their services", in the last ranking of the rest of the paragraphs with a relative weight (66.7%), and this indicates that there is a medium degree of approval of this paragraph. "

- In general, "the relative weight has reached a distance: strategic directions (76.3%), which indicates that this axis has a large degree of approval."

The researchers attribute this to the importance of strategic directions that support the transformation process by the presence of a vision and a strategic plan for the transformation process.

C. Paragraph Analysis The Dimension: "The Technical Infrastructure Needed For Digital Transformation:

Table 16: Analysis of paragraphs: The Dimension the technical infrastructure needed for digital transformation

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	The Ministry has high-speed internet lines and its services are available without interruption.	5.93	2.040	59.3	7
2.	The Ministry has computers and modern software to benefit from the information.	6.52	1.988	65.2	6
3.	Technical support services are available to all departments on a routine basis.	7.46	2.240	74.6	4
4.	There is an internal and external network connection with government agencies.	8.10	2.300	81.0	2
5.	The software tools needed to build and manage the digital transformation process are available.	7.16	2.043	71.6	5
6.	The Ministry updates all activities and information on the Ministry's website.	8.20	1.948	82.0	1
7.	There are clear mechanisms in the Ministry to ensure the continuity of providing electronic services in crises and emergencies.	7.75	1.963	77.5	3
	Total Degree	7.3044	1.82992	73.4	

The following is evident from the previous table:

- The paragraph obtained "the ministry is updating all activities and information first -hand on the ministry's website," in the first place among the rest of the paragraphs with a relative weight (82.0%), and this indicates that there is a great degree of approval of this paragraph. "

- The paragraph obtained "the ministry has high -speed internet lines and its services are available uninterrupted", in the last ranking of the rest of the paragraphs with a relative weight (59.3%), this indicates a medium degree of approval of this paragraph.

- In general, "the relative weight has reached a distance: the technical infrastructure needed for digital transformation (73.4%), which indicates that this axis has a great degree of approval."

The researchers attribute this to the importance of a suitable artistic infrastructure that executes the process of digital transformation and achieves the desired goals.

D. Paragraph Analysis The Dimension: "Human Resources:

Table 17: Analysis of paragraphs: "The Dimension human resources"

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	A sufficient number of qualified specialized personnel are available to develop the IT infrastructure.	6.89	2.169	68.9	6
2.	Consulting bodies and experts are used to provide advice in the field of implementing digital transformation.	7.28	2.107	72.8	4
3.	The Ministry's administration attaches importance to training employees and developing their capabilities in the field of digital transformation.	7.33	2.127	73.3	3
4.	Most of the Ministry's employees have academic qualifications that enable them to deal with any digital transformation.	7.34	1.948	73.4	2
5.	Opportunities are available for all employees to learn digital transformation skills.	7.13	2.029	71.3	5
6.	The skills and qualifications of the occupants of job titles in computer and information technology departments/units are commensurate with the job requirements mentioned in the job description card.	7.82	1.478	78.2	1
7.	The number of workers in computer and information technology departments and units is commensurate with the volume and quality of work	6.75	2.126	67.5	7

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
	to bridge the gap between the required performance and the actual performance.				
	Total Degree	7.2201	1.84475	72.2	

The following is evident from the previous table:

– The paragraph obtained "the skills and qualifications of the occupants of the job names in the departments / computer and information technology units are suitable with the requirements of the jobs in the job description card" in the first place among the rest of the paragraphs with a relative weight (78.2%), and this indicates a great degree of approval of This paragraph.

– The paragraph obtained "the number of workers is proportional to the departments, computer units and information technology with the size of the work and its quality to fill the gap between the required performance and the actual performance, in the last ranking of the rest of the paragraphs with a relative weight (67.5%), and this indicates that there is an average degree of approval of this paragraph." .

– In general, "the relative weight has reached a distance: human resources (72.2%), which indicates that this axis has a large degree of approval."

The researchers attribute this to the presence of a sufficient number of information technology workers and qualified in this field, which supports the process of digital transformation.

E. Paragraph Analysis The Dimension: "Coordination":

Table 18: Paragraph analysis: "The Dimension coordination"

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	The Ministry sets a clear methodology for exchanging data and information between the components of the Ministry.	7.87	2.125	78.7	4
2.	The Ministry's administration encourages cooperation between all security agencies.	8.46	2.102	84.6	2
3.	There are some joint projects between government agencies in Gaza Strip.	8.54	2.102	85.4	1
4.	The application of digital transformation achieves a kind of transparency in the work of the ministry.	8.23	1.755	82.3	3
	Total Degree	8.2746	1.87456	82.7	

The following is evident from the previous table:

– The paragraph obtained "there are some joint projects between government agencies in Gaza Strip" in the first place of the rest of the paragraphs with a relative weight (85.4%), and this indicates that there is a very large degree of approval of this paragraph. "

– The paragraph obtained "the ministry puts a clear methodology for the exchange of data and information between the components of the ministry" in the last ranking among the rest of the paragraphs with a relative weight (78.7%), and this indicates that there is a great degree of approval of this paragraph. "

– In general, "the relative weight has reached a distance: coordination (82.7%), which indicates that this axis has a large degree of approval."

The researchers attribute this to the nature of work in security institutions and respect for the sequence in work and coordination that builds various departments.

F. Paragraph Analysis The Dimension: "Privacy And Security Of Data:

Table 19: Paragraph analysis: "The Dimension the privacy and security of data"

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	Data security and privacy are among the biggest challenges facing the Ministry of Interior in digital transformation.	8.74	1.425	87.4	1
2.	Information security elements are available for uploaded data and files.	7.38	1.872	73.8	4
3.	Customers (citizens - employees - partner institutions) feel reassured about the privacy of their data.	7.67	1.886	76.7	3
4.	There is an information security policy approved by the Ministry.	8.51	1.885	85.1	2
	Total Degree	8.0738	1.50093	80.7	

The following is evident from the previous table:

- The paragraph "is considered the security and privacy of data is one of the biggest challenges facing the Ministry of Interior in digital transformation" in the first place among the rest of the paragraphs with a relative weight (87.4%), and this indicates that there is a very large degree of approval of this paragraph. "

- The paragraph obtained "the informational security elements of the data and files raised" are available in the last ranking among the rest of the paragraphs with a relative weight (73.8%), and this indicates a great degree of approval of this paragraph.

- In general, "the relative weight has reached a distance: the privacy and security of data (80.7%), which indicates that this axis has a large degree of approval."

The researchers attribute this to the great interest that the ministry attaches to the security and privacy of data, especially as it relates to a governmental institution of a security nature.

G. Paragraph Analysis The Dimension: "Organizational Temple And Job Description":

Table 20: Paragraph analysis: "The Dimension the organizational structure and the functional description"

#	Item	SMA	Standard Deviation	Relative Weight(%)	Rank
1.	The existence of an organizational structure in computer and information technology departments/units that includes subsections commensurate with the nature of work.	8.02	1.765	80.2	1
2.	The existence of a suitable placement for the private organizational structure in computer and information technology departments/units in the ministry.	7.92	1.926	79.2	2
3.	There is a clear and specific job description for the main tasks in the departments/units of computer and information technology in the ministry.	7.87	2.069	78.7	3
Total Degree		7.9344	1.83668	79.3	

The following is evident from the previous table:

- The paragraph "The existence of an organizational structure in computer and information technology departments/units that includes subsections commensurate with the nature of work" ranked first among the rest of the paragraphs with a relative weight of (80.2%), and this indicates a high degree of approval for this paragraph.

- The paragraph "There is a clear and specific job description for the main tasks in computer and information technology departments/units in the ministry" got the last ranking among the rest of the paragraphs with a relative weight of (78.7%), and this indicates a high degree of approval for this paragraph.

- In general, "the relative weight of the dimension: organizational structure and job description was (79.3%), which indicates that this axis enjoys a high degree of approval."

The researchers attribute this to the existence of a clear and well-established organizational structure in security institutions, with a specific job description, which helps in the process of digital transformation.

Conclusions

The following Results were reached:

- The results of the study showed that there is an application of digital transformation to a large extent in the Ministry of Interior, Security and National and its amount reached (77.5%).

- The results of the study showed that The Dimension the support of the senior management, it obtained a high degree of approval and a relative weight of (78.2%).

- The results of the study indicated that the dimension of the strategic directions had a large degree of approval and a relative weight of (76.3%).

- The results of the study indicated that the technical infrastructure needed for digital transformation had a high degree of approval and a relative weight of (73.4%).

- The results of the study indicated that the human resources dimension had a high degree of approval and a relative weight of (72.2%).

- The results of the study indicated that The Dimension coordination, it obtained a high degree of approval and a relative weight of (82.7%).

- The results of the study indicated that the data privacy and security dimension had a high degree of approval and a relative weight of (80.7%).

- The results of the study indicated that the dimension of the organizational structure and job description obtained a large degree of approval and a relative weight of (79.3%).

Recommendations

- The need for the Ministry's administration to provide a special budget to develop the quality of its electronic services as a lever for digital transformation.
- The need for the Ministry's administration to spend sufficient amounts on innovation in how to provide its services.
- The establishment of the Ministry provides high-speed Internet lines and its services are available uninterrupted.
- The need for the number of employees in computer and information technology departments and units to be commensurate with the volume and quality of work to bridge the gap between the required performance and actual performance.
- That the ministry develop a clear methodology for exchanging data and information between the components of the ministry.
- A, Information security elements are available for uploaded data and files.
- The ministry shall provide a clear and specific job description for the main tasks in the computer and information technology departments/units in the ministry.

Acknowledgment

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