

“The Impact of Information Governance on Quality of Healthcare Services” (Applied Study at Armed Forces Hospital in Najran)

Researcher:

Saud Abdul-Wahab Al Wadei
Armed Forces Hospital at Najran



Abstract

The study's objectives were to ascertain the reality of information governance's application and its contribution to raising the standard of care given to patients at the Armed Forces Hospital in Najran, as well as the application of information governance's dimensions of transparency, organizational environment, and strategic vision and their contribution to quality healthcare services. The questionnaire was utilized to collect the results of data analysis, and the study used a descriptive analytical methodology. To analyze the data, the research used the Social Statistical Package Program (SPSS) in addition to Excel, while a sample of (300), the results found that, the hospital has plans to place the state's regulations into effect as well as strategies for its vision of digital transformation and service governance. Regarding the application of the dimension of (transparency) in information, most participants are in agreement, and what is its role of quality healthcare services, there are channels of communication between the hospital's various departments, which helps to raise the standard of care, to fulfil vision 2030, the hospital requires to shift to digital transformation, which will raise the standard of healthcare services offered, that It is necessary for the hospital management to draw attention and develop the necessary strategies and plans to implement the state's directives regarding digital transformation and improving health services, the need to pay attention to the channels of communication between the different departments of the hospital, which helps To raise the level of health care in the hospital, the need for hospital managers to have experience related to their field of health work, with the need to have a limited understanding of the principles and practices of information technology governance.

Keywords: Information Governance - Quality of Health Care Services - Armed Forces Hospital in Najran

Preface:

The right to health is one of the essential rights because of its direct relationship with the human right in living, and with the development of communication and information resources and the availability of the Internet networks within an Integrated system, the Health Institutions have become dependent on the internet and the information communication channels to complement each other in their system in a way with which they can be described as a model of progress and development, in an effort to raise the standard of the healthcare services offered. In this context, (Berrenechea.2013) suggested that "governance tends to manage information in organizations in order to achieve a high degree of its benefit, while reducing the risks associated with information. Governance is carried out on all forms and functions of information, and includes structured and unstructured information, and comprises the content revealed in document control applications, portals, file transfer protocol sites, e-mail and databases, internal and external networks".

It defined (Smallwood.2014:5) as "that it encompasses the fundamental ideas of risk management, compliance, long-term digital storage, information technology, data management, information security, and privacy, as well as the organization's operations. Furthermore, he underlined that it is a strategic framework made up of responsibilities, procedures, standards, and measurements that include the organization, people, and accountability, for the creation, security, saving, use and disposal of information in the suitable ways that can achieve the organization's objectives. also (Blair.2016: 7) confirmed that information governance is "a new approach associated with many specialties such as documents' control and saving, archiving, information technology governance, information control and monitoring processes, and it is an evolving model that requires organizations to make significant modifications in handling of their information".

To offer an all-encompassing, strategic, and cooperative approach that governs all types of information and to coordinate the autonomous functions that conclude information management, organizations have commenced to apply "information governance" structures. Consequently, information governance is the best use of resources to reach best practices in managing all types of information (not only the documents) and the transformation of information into assets that realize a competitive advantage for the organization. In another relevant context, information governance would help health sector institutions in raising the level of patient-provided health services, as the use of modern technologies in the circulation of information in the health sectors and institutions would contribute in the improvement of the quality of patient-provided health services by those hospitals, and speed up completion of the procedures followed.

Problem of Study:

Information governance represents one of the most essential resources on which health institutions in the Saudi Kingdom should depend to achieve their goals. the importance of its application imbedded in helping the quality of healthcare services to improve performance and subsequently the perfection of patient-provided health services. however, the Saudi health sector is still situated under the level of aspirations of the state's vision and strategy to improve the sector and services provided to citizens and residents alike. In this context, the results of (Tayeb, 2018) study which is conducted in the Kingdom of Saudi Arabia showed some challenges in implementing governance such as the general organizational climate, the absence of

creativity culture and adoption of change. the researcher noted through his work in the military hospital in Najran that there are still shortcomings with regard to information governance in the hospital, and he believes that when the hospital's information governance is finished, the standard of the healthcare services it offers patients would go up. therefore, the study attempts to address the following primary query:

What is the role of information governance in raising the quality of Healthcare Services provided to patients at Armed Forces Hospital in Najran?

Study Questions:

The following questions often have a response from the study:

1. What is the reality of the application of information governance and what its role in improving the quality healthcare services offered to auditors in the Armed Forces Hospital in Najran?
2. What is the reality of the application of the dimension of (transparency) in information and what is its role of quality healthcare services provided to patients in the Armed Forces Hospital in Najran?
3. What is the reality of applying the dimension of (organizational environment) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran?
4. What is the reality of applying the dimension of (strategic vision) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran?
5. What are the challenges for implementing information governance in the Armed Forces Hospital in Najran, and impact at quality healthcare services of patient-provided health services?
6. What are the views of the study sample about information governance and its role of quality healthcare services provided to patients at the Armed Forces Hospital in Najran, as per the variables: age, years of experience, academic qualification?

Variables in Study:

1. Independent Variable is: Information Governance.
2. Dependent Variables is: Quality Healthcare Services.

Study Hypotheses:

The study presumes the following:

1. The quality of healthcare services offered to patients at the Armed Forces Hospital in Najran is positively correlated with the adoption of information governance at a substantial level of (5%).
2. At a significant level (5%), a statistically significant association exists between the reality of the application of the dimension of (transparency) in information and quality healthcare services provided to patients in the Armed Forces Hospital in Najran.
3. At a significant level (5%), a statistically significant association exists between the reality of applying the dimension of (organizational environment) in information and quality healthcare services provided to auditors in the Armed Forces Hospital in Najran.
4. At a significant level (5%), a statistically significant association exists between the reality of applying the dimension of (strategic vision) in information and quality healthcare services provided to auditors in the Armed Forces Hospital in Najran.
5. At a significant level (5%), a statistically significant association exists between the challenges for implementing information governance in the Armed Forces Hospital in Najran, and impact on quality healthcare services provided to patients.

Terminologies of the Study:

- Information Governance: defined by (Silic & Back, 2013: 73) as “a modern terminology that can be used to determine the various policies, procedures and operations that aim to manage information at the organizational level and that provide support and assistance to avoid organizational, legal, operational, administrative and environmental risks”.
- Health services: defined as “they are plans and programs that get involved in the community with the objective of diseases fighting, patients treating or health prevention” (Metzner& Darks, 2006: 12).
- Electronic governance: It is known as “the proper use of resources effectively, economically efficiently and transparently to provide the best for all services provided electronically to private sector citizens (companies), and

among government agencies as well as citizens, through the institution's good control over its various resources" (Yasi Elham, 2020: 334).

- Quality of health services: the world health organization (WHO) defined the quality of health services as; compliance with standards and correct performance, in a safe manner acceptable to society, and at an appropriate and acceptable cost, such that it leads to a change and impact on the percentage of disease cases. and mortality, disability and malnutrition rates" (WHO, 2016).

Literature Review

The world's development perceived in all economic, social, and commercial fields makes it critical for institutions with all commercial orientations to keep up with these developments in organizations. As a result, over the past few decades, many established and rising economies have realized the necessity for governance, particularly in light of the world's political and economic fluctuations. because of advancements and developments in communications and information, the world has become a region or a small village in which people can rapidly exchange information, easily, and in a short period of time. getting and possessing information and knowledge has become an ongoing concern for many parties, as interest in receiving information and reliance on it has grown in many production or service sectors.

As information and communication channels have evolved and Internet networks have entered integrated systems, the entire world has become dependent on information, means of communication, and Internet networks, to complement each other in a system that is been minimally described as a model of progress and development, as indicated by (Al-Moubaideen, 2011: 13) that "due to the tremendous and rapid development witnessed by the communications and information technology sector, which is now playing a vital and direct role in various aspects of economic, developmental, social, cultural, educational, and other aspects of life, through the various uses of its applications that also include administrative and service aspects and everything related to life affairs, it was necessary for governments around the world to consider keeping pace with devolution, to get use of all these available capabilities in the development of their general performance in more than an aspect".

Governance Concept:

The definition of governance is "a system of guidelines and practices used to lead and manage organizations; in general, governance is the process of identifying and assigning rights and obligations to different stakeholders, such as the board of directors, managers, shareholders, and other parties connected to the company". Moreover, governance is to formalize and set the guidelines and processes for making decisions inside that company. (Ghader, 2012: 2).

Concept of Information Governance:

The idea of information governance as a subset of corporate governance includes "Records management, content management, information technology, data management, information security, data privacy, risk management, compliance, long-term digital saving, and trade business of companies., according to Smallwood (2014: 5). Additionally, Smallwood confirms that it is a strategic framework made up of roles, procedures, standards, and metrics that encompass the organization, people, and accountability for the development, security, and preservation of information. finally, the use and disposal of the same in appropriate ways to achieve the goals of the organization. according to (Blair. 2016: 7), information governance is "a new approach associated with many disciplines such as managing and maintaining records, archiving, information technology governance, and information monitoring and control processes, which is an evolving model that requires organizations to make significant adjustments in their dealings with Information". Information governance is defined as "how to manage the information assets of an organization in order to support the desired outputs and results", (National Archives of Australia, 2013).

Silic & Back, (2013: 73) define information governance as "one of the modern terms that can be used to define the various policies, procedures, and processes that aim to manage information at the organizational level and that provide support and assistance in avoiding organizational, legal, operational, administrative, and environmental risks."as stated by Barrenechea (2013), it is also "represented by the effective use and management of information assets of organizations in order to obtain added value and reduce risks related to information and deal with information in all its forms, functions, and locations, and this includes information in e-mail, organizational databases, social networks, and smart phones". additionally, it is referred to as "an effective means and tool in the organization by creating flexibility in information technology and in the structures and processes of information systems, as it is seen as the organizational ability to control the installation and application of the information technology strategy and is considered as a guide for the suitable direction for achieving a competitive advantage for the foundation" (Abdul Rahman, 2013: 222).

Electronic Governance:

In order to achieve its objectives and uphold the necessary standards of responsibility, integrity, and transparency, (Al-Ajla 2021: 99) defined e-governance as "the system through which the organization's businesses are directed and monitored at the highest level." it also refers to the "method in which all officials and the governmental and non-governmental foundations practice their powers in order to formulate public policies and provide public goods and services to citizens". e-governance is also described as "the efficient, economical, and transparent use of resources to improve the delivery of all electronic services to citizens" (Elham 2020). According to Faiza (2018), e- governance is also described as "a set of operations and procedures surrounded by a legal framework, which aims to regulate official and informal transactions, information, correspondences, and documents between the government and the citizen, find the secure ways to save, archive, and digitize them, and provide a mechanism to retrieve the same, based on information technology applications". also defined as "Information technology which is used in administrative tasks, based on solid foundations for processing and procedures in governmental organizations, to ensure the authenticity of the inputs and the accuracy of the outputs" (Abdul Mohsen et al., 2019). Therefore, e-governance is referred to as "the utilization of information technology and communication to deliver information and services for individuals and society at the whole, the thing that facilitate decision-making and boosts credibility and transparency".

Objectives of Information Governance:

According to Kahn and Blair (2009: 26), the general goals of corporate governance are to increase decision-making speed and effectiveness (efficiency), to maximize the information benefits to add value, and to lower costs and risks that the organization may be exposed to. the goals of information governance can be reviewed in more detail as follows:

1. To increase openness and information management to reach the organization's greatest operational performance.
2. To create and maintain a permanent record of the organization's information management activities, which provide tangible proof of how information is handled over time.
3. To reduce risk, and insure privacy and content protection, information security, data leakage prevention, and cost containment.
4. To control over content through consistent management of information containers, the establishment of unambiguous authority and policy, and the representation of organizational directions as a policy.
5. To continually evaluate the content to ensure whether risk, expense, or inefficiency outweigh its usefulness.
6. To clean up and discard content in accordance with approval and retention dates to increase efficiency and lower risk.

Quality Concept:

It was described by Mataria (2016: 71) as "a set of characteristics related to the provided commodity or service, which has the capacity to satisfy clients' requirements and expectations." additionally, it was described as "a relatively variable administrative process related to the provided good or service, which seeks to meet the customers' express and implicit needs, by involving and empowering every employee of the company, keeping up with the efficient use of its resources and the ongoing development of all of the company's operations, (Shehaiber, 2017: 48). in addition to being described as "taking efforts and investing energies, to improve the administrative approach and its specifications" (Al-Buhy, 2018: 7). it was also described as "measuring the level of services provided to the public, which are compatible with the service provider's expectations, through trust, reliability, tangibility, empathy, responsiveness, and safety at the end " (Awkal, 2019: 19). it is also defined as "measuring of customer awareness level with regard to services provided, which is expected to better meet his needs and desires and increase his satisfaction (Abu Nahl, 2020: 35). the researcher concludes from the foregoing that quality can be described as the institution's capacity to offer services to its beneficiaries in a way that satisfies their needs, desires, and requirements through mastery of work and performance and best-effort completion.

Concept of Quality of Health Services:

The quality of health services contributes to adopting efficient procedures in operations and drawing attention to their concepts and components in order to achieve the strategic goals of hospitals. as long as hospitals work in a dynamic environment and seek to achieve the planned goals to ensure survival and continuity, the type of dealing with the relevant network and the method and nature of this dealing cast a shadow on the quality of health service, especially since the current world is the world of services (Hamoud, 2016). the ability of health organizations to match patient expectations and desires by providing the required surroundings and tools for delivering healthcare is a sign of the quality of those services (Tilli,

2021). according to Al-Ahmadi and Al-Zoghbi (2014), the quality of health services includes tangibility, reliability, responsiveness, trust, credibility, and empathy. it is also "the extent to which the customer's expectations are met, i.e. the conformity between what he hopes to get and the actual performance of the institution, in all stages and aspects of providing the service. according to the customer's perspective, this entails conformance with his needs and adherence to the guidelines established for providing service (Widad, 2014: 180).

According to Al-Otaibi (2020: 28), it is "a problem relating to organizational performance and its development, and this is measured by a number of indicators, the most important of which is the satisfaction of the service recipient with the quality of services in terms of speed, cost, reliability, transparency, and fairness in service provision, which imposes service organizations to develop their services in line with developments in technical fields, information, and communication technologies. according to Abu Akr (2016), service is "mostly intangible products that seek to satisfy the needs and desires of customers, and achieve fair benefit for them, against a price equivalent to expectations from these services." according to (Yamina, 2017: 20) definition, they are intangible activities that take place as a result of an exchange process between two parties and may be connected to a physical product with no option for ownership transfer. it may also be described as "series of actions taken by the service provider to offer services to a client in an effort to meet his or her requirements and desires. the service provider's motivation may not be to deliver something substantial or tangible, but rather to reap a benefit (Abu Nahl, 2020: 36). according to Abu Saada (2019: 64), it is "the institution's operations through interaction between it and the beneficiary, in order to give a non-profit service that meets his desires and brings about his happiness".

It is described as "an activity or performance that is presented in a tangible or intangible form, with the aim of achieving the beneficiary's desire" (Wahba, 2018: 60). Service is defined by the researcher as "an activity or benefit rendered to another party by a party; it is essentially intangible, entails no ownership, but is perceived by the senses through the benefit rendered to the beneficiary." it is described by Abdel Qader (2012: 11) as "a mutual interest or benefit between two parties that lacks a transferable substance, does not transfer ownership, and typically does not produce material outcomes, to find solutions to the client's problems or satisfy his requirements. the customer and the employee who will provide the service, should react together" (Al-Otaibi, 2020: 27).

Dimensions of Service Quality:

The customer's perspective has led to the identification of ten service quality parameters, which are now established for all services rendered. (Al-Ta'i et al., 2013- Al-Abdalat, 2015). it is a collection of traits, qualities, or variables that collectively make up aspects of service quality, and measurement is made for each of them to evaluate the general or quantitative level of service quality. these dimensions are, first; tangibility, which represents the elements or physical evidence in the provision of service represented by material facilities like buildings, equipment, and instruments. Second; response, which reflects the desire of service providers to assist students and the speed in providing service to them. third; reliability, which contains the variables related to the institution's fulfillment of its obligations and promises, and various things promised to customers, and its interests in solving outstanding problems. it measures accuracy, investigation of objectivity and correctness in providing services. fourth; service providers have to show tact by being kind, appreciative, and friendly while personally speaking to customers. fifth; credibility, which is synonymous with trust, candor, and prioritizing the interests of the consumer. Sixth; safety refers to the absence of risks and uncertainties for the customer in the service. Seventh; try to comprehend the customer, which entails learning about their needs.

Objectives of Quality:

Generally, there are two main categories of quality targets, and they are as follows (Malika, 2020: 22):

1. Quality control objectives: these are linked to the standards the organization wishes to uphold because these standards are created at the level of the entire organization by using lower-level specifications linked to distinctive qualities like safety and customer satisfaction.
2. Quality improvement objectives: which are frequently restricted to error reduction and creating new goods and services that better delight clients. Joadah (2014) added some of the objectives the organization seeks to achieve through the application of quality to its products, including developing a culture that prioritizes customers and consumers, fostering an environment that supports and maintains continuous development, involving all employees in development, monitoring and developing process measurement tools, and activating the tasks and activities required to convert inputs from raw materials into products.

Previous studies:

The researcher's goal in this stage of the study is to review several papers that he believes have some connection to the topic of the current investigation. the following study represents some comparisons and approaches between the current study and the prior studies as a consequence of looking for similar studies:

Studies that addressed the impact of information governance on the quality of health service:

The study (Al-Otaibi et al.2022) the study found that the responses of the study participants regarding the dimensions of the reality of applying governance standards in the government health sector in the city of Riyadh were of a high degree. the goal of the study by Al Dfairy et al. (2022) the study concluded that there is a positive correlation between the use of artificial intelligence and the standard of healthcare services as well as a positive relationship between the role of AI and employee performance and behavior within the healthcare facility. Study of (Shibl et.al. 2021), among the research results: the availability of electronic management in the hospitals studied to a high degree, and the availability of health service quality to a high degree. Study (Al ashgar et.al. 2021), the study's findings demonstrated that the application of electronic management—which includes devices and equipment, communication networks, and decision makers—has a statistically significant effect on the hospital's ability to provide high-quality healthcare services that are dependable, responsive, and guaranteed. Study (Masoodi and Makkawi, 2020). the study's most significant finding is that implementing electronic governance to Algeria's health system management will raise performance effectiveness and enhance the caliber of the country's medical services. Study of (Anna et al. 2019) the findings demonstrate that, depending on the level of decentralization, there exist relationships between money, organization, and governance. Study (Yoob and Bodabza,2017) according to the study's findings, the public hospital followed the guidelines of the average corporate governance standard and offers highly effective healthcare services from the perspective of its clients. Applying hospital governance principles has little impact on raising the standard of care provided by the hospital. the purpose of this study is to ascertain how governance systems contribute to the enhancement of government institutions' financial, institutional, and functional performance.

Studies that addressed the Information technology governance and its role in developing performance in the health sector:

Study (Manseki,2022) the study found that there are numerous indicators supporting the application of information technology governance, with the transparency axis being one of the most crucial dimensions, which clarifies how (IT) governance actually works. study (Seham, 2021) the research concluded that the agendas of health governance strategies in the hospitals studied were moderate to low, which was reflected in patients' satisfaction with health services. study of (Al Haiek, 2016) the utilization of corporate governance guidelines makes a substantial contribution to improving performance. the purpose of the study (Ilham and Layla, 2014) according to the study's findings, good governance helps a company's financial performance grow and improve by raising its value, expanding its pool of potential external funding, and lowering the likelihood of a financial crisis.

Literature Gap and Comment on Previous Study:

In current research, there is a noticeable gap that exists in the literature concerning the impact of Information governance on quality of healthcare services. therefore, this study aims to address this research gap by examining the relationship between the Information governance and quality of healthcare services. this study is comparable to previous studies in that it exemplifies one of the modern trends or models in the field of how the information governance on quality of healthcare Services, which can be successfully applied in the administrative sector in the quest for continuous improvement. also, the current study agrees with earlier investigations in adopting a descriptive methodology and statistical tools such as arithmetic means, standard deviations, and testing of differences between means. in terms of methodology, instruments, selecting an appropriate study sample, selecting appropriate statistical procedures, and utilizing the questionnaire as a means of gathering data, the researcher benefited from the findings and suggestions of the earlier investigations. additionally, it can be said that prior studies have a significant influence on the development of the current study and that their treatment of a variety of topics has given the researcher a thorough understanding of the topic of institutional effectiveness and digital transformation, even though there have been some differences in the objectives, tools, or methods.

Research Methodology

Approach of Study:

The descriptive analytical technique, which makes use of analytical, statistical, and descriptive methodologies, is essentially what this study is based on. the descriptive method is referred to as "a set of research procedures integrated to describe the phenomenon or topic based on the collection, classification, processing and analysis of facts and data sufficiently and accurately in order to reveal significance and results"(Mutawi&Khalifa2014: p 111).

Population and Sample:

The study population consists of Armed Forces Hospital in Najran, they are (300) administrative staff working the Armed Forces Hospital in Najran, in addition of (700) health specialties working in the hospital.

Sample size / calculation:

The study's suitable sample size is now (278).

$$S = \left[\frac{N \times p(1-p)}{[N - 1 \times (d^2 \div z^2)] + p(1-p)} \right]$$

Statistical Materials and Methods:

The statistical analysis was carried out using the following methods and tests by means of the IBM SPSS v 24 statistical package for social science software:

1. Cronbach's alpha for reliability
2. Pearson Correlation Coefficient to test internal consistency (construct validity)
3. Frequency and percentages
4. Means and standard deviation.
5. Chi-square for goodness of fitness.
6. Independent samples t-test
7. P-values <0.05 for one-way analysis of variance (ANOVA) are regarded as significant.

Reliability:

When a questionnaire is administered to the same or similar individuals' multiple times, it is said to be reliable if it produces results that are consistent. Because a trustworthy questionnaire is generalizable, it should yield results that are roughly comparable each time. the researchers have chosen to use Cronbach's alpha, which is the most widely used reliability metric (Swanlund, 2011). according to the study's reliability analysis using Cronbach's Alpha, each dimension's reliability fell between 0.879 and 0.963. These values are high this indicate that they are acceptable and satisfied for the researchers – since the sample size is somewhat small, table (1).

Table (1): Reliability Test by Cronbach's Alpha Method

Dimensions	No of Items	Cronbach's Alpha
Application of information governance	10	.936
The dimension of (transparency) in information	5	.879
The dimension of (organizational environment) in information	5	.908
The dimension of (strategic vision) in information	5	.917
Identifying the challenges for implementing information governance	10	.963

Construct Validity:

According to Hair et al. (2006), "validity" often refers to the process of ensuring that a questionnaire measures the things it was designed to test. the relationship between each item and the overall score of the dimension it belongs to is tested by the researchers using the pearson correlation coefficient, one of various ways for testing validity. According to Table (2), all of the pearson correlation coefficients between the individual items and the dimension's overall score were within the range of (0.704 – 0.903), indicating a positive, high, and statistically significant level at 0.01). this indicates that within its dimensions, the questionnaire has a high degree of construct validity.

Table (2): Pearson Correlation Test Between Statements and Dimension

Dimensions	Item No.	Correlation with the dimension	Item No.	Correlation with the dimension
Application of information governance	Q1	.824**	Q6	.820**
	Q2	.820**	Q7	.786**
	Q3	.830**	Q8	.759**
	Q4	.823**	Q9	.704**
	Q5	.828**	Q10	.793**
(transparency) in information	Q1	.834**	Q4	.812**
	Q2	.777**	Q5	.827**
	Q3	.854**		
(organizational environment)	Q1	.872**	Q4	.834**
	Q2	.816**	Q5	.871**
	Q3	.885**		
strategic vision	Q1	.888**	Q4	.850**
	Q2	.827**	Q5	.885**
	Q3	.882**		
Identifying the challenges for implementing	Q1	.903**	Q6	.859**
	Q2	.878**	Q7	.868**
	Q3	.877**	Q8	.858**
	Q4	.862**	Q9	.872**
	Q5	.818**	Q10	.869**

(**) correlation is significant at level (0.01)

Socio-demographic:

The researcher utilized the following statistical equation to collect sampling, and the sample size that is adequate for the study is 300 individuals. Of them, 94% should be from the administrative staff and 206 from the health specialties. the table (3) shows that most individuals were male about (51.3%), the female were (48.7%).

Table (3): Parent's Gender

Gender	Sample (100%)	
	F	%
Male	154	51.3
Female	146	48.7
Total	300	100%

Academic qualification:

The table (4) shows that most individuals' qualifications were bachelor about (45.7%), followed by higher diploma about (26.0%), master degree with (16%) Ph.D. degree with (7.7%) and the rest of them were higher secondary school with (4.7%).

Table (4): Parent's Academic Qualification

Academic qualification	Sample (300,100%)	
	F	%
Higher Secondary School	14	4.7
Bachelor	137	45.7
Higher Diploma	78	26.0
Master	48	16.0
Ph.D.	23	7.7
Total	300	100%

Job experience:

The table (5) shows that most individuals' experience was (5) Years - less than (10) years about (44.7%), followed by (10) Years - less than (15) years about (32.0%), More than (15) years with (12.7%), and the rest of them were Less than (5) years with (10.7%).

Table (5): Parents Job Experience

job experience	Sample (300,100%)	
	F	%
Less than (5) years	32	10.7
(5) Years - less than (10) years	134	44.7
(10) Years - less than (15) years	96	32.0
More than (15) years	38	12.7
Total	300	100%

Age:

The table (6) shows that most individuals' age (30) Years - less than (40) years about (53.3%) of them, followed by ((20) Years - less than (30) years about (23.7%), (40) Years - less than (50) years with (19.7%), more than (50) years with (2.7%) and the rest of them were Less than (20) years with (0.7%).

Table (6): Parents Age

Age group	Sample (300,100%)	
	F	%
Less than (20) years	2	.7
(20) Years - less than (30) years	71	23.7
(30) Years - less than (40) years	160	53.3
(40) Years - less than (50) years	59	19.7
More than (50) years	8	2.7

Data Analysis and Results:

Results of research questions:

Q1: What is the reality of the application of information governance and what its role in improving the quality healthcare services provided to auditors in the Armed Forces Hospital in Najran?

Table (7): Parents' Perspectives Towards Application of Information Governance and what its Role in Improving the Quality Healthcare Services Provided to Auditors in the Armed Forces Hospital in Najran

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
The hospital administration is interested in information governance as a process of achieving high levels of patient care.	3.96	0.91	84.3**	Agree	2
The hospital has plans to place the state's regulations into effect as well as strategies for its vision of digital transformation and service governance.	3.97	0.86	130.8**	Agree	1
The hospital's adoption of an information governance plan and policy was met with strong worker support.	3.87	0.89	86.6**	Agree	4
The hospital's information governance practices really define the tasks, responsibilities, and lines of accountability.	3.91	0.81	132.3**	Agree	3
The hospital established techniques for storing, processing, and retrieving information.	3.85	0.89	98**	Agree	6
There is a strong desire to offer extremely useful information that can match the high level of services rendered by the hospital.	3.79	0.89	200.3**	Agree	7

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
Taking into account statutory, regulatory, and budgetary needs, the administration keeps its records and information for a suitable duration of time.	3.86	0.85	117.7**	Agree	5
In an effort to raise service standards, health practitioners are receiving training on the information governance program.	3.52	0.97	141.7**	Agree	9
Employees are interested in receiving outside training to gain approved certificates in information governance.	3.51	0.98	136.3**	Agree	10
Information governance is given a lot of attention by senior management, which aids in achieving its objectives and providing high-quality services.	3.74	0.88	172.1**	Agree	8
Total score	3.80	.89		Agree	

From Table (7), the total score of the dimension is (3.80) out of (5.0) lays in the range (3.40 -< 4.20) which denotes (agree) according to Five-Level Likert Scale, i.e. Regarding the use of information governance and its contribution to raising the caliber of medical care given to auditors at the Armed Forces Hospital in Najran, the majority of participants agree. the table demonstrates that all chi-square values are statistically significant (p -values < 0.05). Nevertheless, statistically significant differences exist between the expected and observed frequencies; that is, respondents' opinions regarding the first dimension's statements differ significantly from one another, with each mean value providing guidance. the following is found because the assertions were ranked from the highest mean to the lowest mean based on the mean:

The statement (the hospital has plans to place the state's regulations into effect as well as strategies for its vision of digital transformation and service governance) came in the first order with mean (3.97), chi-square (130.0**) which is significant, and level of response (Agree).

1. The statement (The hospital administration is interested in information governance as a process of achieving high levels of patient care) came in the second order with mean (3.96), chi-square (84.3**) which is significant, and level of response (Agree).
2. The statement (The hospital's information governance practices really define the tasks, responsibilities, and lines of accountability) came in the third order with mean (3.91), chi-square (132.3**) which is significant, and level of response (Agree).

And the lowest levels of response were;

1. The statement (In an effort to raise service standards, health practitioners are receiving training on the information governance program) came in the ninth order with mean (3.52), chi-square (141.7**) which is significant, and level of response (Agree).
2. The statement (Employees are interested in receiving outside training to gain approved certificates in information governance) came lastly in the tenth order with lowest mean (3.51), chi-square (136.3**) which is significant, and level of response (Agree).

Q2: What is the reality of the application of the dimension of (transparency) in information and what is its role of quality healthcare services provided to patients in the Armed Forces Hospital in Najran?

Table (8): Parents' Perspectives Towards Application of the Dimension of (Transparency) in Information and what is its Role of Quality Healthcare Services Provided to Patients in the Armed Forces Hospital in Najran

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
The hospital's strategy, long-term goals, and health purpose and vision are all made public and explained.	3.78	0.89	174.6**	Agree	3
The success of information governance in the hospital depends on information transparency and disclosure.	3.85	0.78	291.6**	Agree	1
The hospital supplies the tools required for its operations, which aids in establishing transparency.	3.75	0.90	189.3**	Agree	4
Create avenues for the timely, impartial distribution of knowledge for everyone.	3.80	0.88	233.9**	Agree	2

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
The care that hospital employees offer to patients is something they take responsibility for.	3.74	0.88	176**	Agree	5
Total score	3.78	.87		Agree	

From Table (8), the total score of the dimension is (3.78) out of (5.0) lays in the range (3.40 -< 4.20) which denotes (agree) according to Five-Level Likert Scale, i.e. Regarding the actuality of applying the dimension of (transparency) in information and its significance for the provision of high-quality medical care to patients at the Armed Forces Hospital in Najran, the majority of participants agree. additionally, the table demonstrates that all chi-square values are statistically significant (p-values < 0.05). Nevertheless, statistically significant differences exist between the expected and observed frequencies; that is, respondents' opinions regarding the statements in the second dimension differ significantly from one another, with each mean value providing guidance. the following is found because the assertions were ranked from the highest mean to the lowest mean based on the mean:

1. The statement (the success of information governance in the hospital depends on information transparency and disclosure) came in the first order with mean (3.85), chi-square (291.6**) which is significant, and level of response (Agree).
2. The statement (create avenues for the timely, impartial distribution of knowledge for everyone) came in the second order with mean (3.80), chi-square (233.9**) which is significant, and level of response (Agree).
3. The statement (the hospital's strategy, long-term goals, and health purpose and vision are all made public and explained.) came in the third order with mean (3.78), chi-square (174.6**) which is significant, and level of response (Agree).

And the lowest levels of response were;

1. The statement (the hospital supplies the tools required for its operations, which aids in establishing transparency) came in the fourth order with mean (3.75), chi-square (189.3**) which is significant, and level of response (Agree).
2. The statement (the care that hospital employees offer to patients is something they take responsibility for) came lastly in the fifth order with lowest mean (3.74), chi-square (176**) which is significant, and level of response (Agree).

Q3: What is the reality of applying the dimension of (organizational environment) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran?

Table (9): Parents' Perspectives Towards Applying the Dimension of (Organizational Environment) in Information and what is its Role of Quality Healthcare Services Provided to Auditors in the Armed Forces Hospital in Najran

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
The laws and regulations that support the development and execution of the hospital's information governance program are strictly observed by the administration.	3.75	0.89	171.0**	Agree	5
The hospital has an efficient regulatory structure that manages all facets of information governance and raises the standard of care.	3.86	0.77	296.5**	Agree	2
An organizational structure develops to establish roles and duties, promote the growth of information governance, and improve the standard of services offered.	3.77	0.88	185.2**	Agree	4
There are channels of communication between the hospital's various departments, which helps to raise the standard of care.	3.87	0.85	123.0**	Agree	1
According to the organizational structure, roles and responsibilities are clearly defined by information governance policies.	3.80	0.88	184.1**	Agree	3
Total score	3.81	.85		Agree	

From Table (9), the total score of the dimension is (3.78) out of (5.0) lays in the range (3.40 -< 4.20) which denotes (agree) according to Five-Level Likert Scale, i.e. the majority of participants agree about applying the dimension of (organizational environment) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran. additionally, the table demonstrates that all chi-square values are statistically significant (p-values < 0.05). Nevertheless, statistically significant differences exist between the expected and observed frequencies; that is, respondents' opinions regarding the third dimension's statements differ significantly from one another, with each mean value providing guidance. the following is found because the assertions were ranked from the highest mean to the lowest mean based on the mean:

The statement (there are channels of communication between the hospital's various departments, which helps to raise the standard of care) came in the first order with mean (3.87), chi-square (123.0**) which is significant, and level of response (Agree).

1. The statement (the hospital has an efficient regulatory structure that manages all facets of information governance and raises the standard of care) came in the second order with mean (3.86), chi-square (296.5**) which is significant, and level of response (Agree).
2. The statement (according to the organizational structure, roles and responsibilities are clearly defined by information governance policies) came in the third order with mean (3.80), chi-square (184.1**) which is significant, and level of response (Agree).

And the lowest levels of response were;

1. The statement (An organizational structure develops to establish roles and duties, promote the growth of information governance, and improve the standard of services offered) came in the fourth order with mean (3.77), chi-square (185.2**) which is significant, and level of response (Agree).
2. The statement (the laws and regulations that support the development and execution of the hospital's information governance program are strictly observed by the administration) came lastly in the fifth order with lowest mean (3.75), chi-square (171**) which is significant, and level of response (Agree).

Q4: What is the reality of applying the dimension of (strategic vision) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran?

Table (10): Parents' Perspectives Towards (Strategic Vision) in Information and what is its Role of Quality Healthcare Services Provided to Auditors in the Armed Forces Hospital in Najran

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
Plans for information governance were approved by the hospital, and they received favorable responses and helped to raise the standard of healthcare.	3.76	0.88	180.4**	Agree	4
The adopted information governance policies are followed to create detailed strategies for duties and obligations.	3.88	0.78	164.3**	Agree	2
The management of the hospital is devoted to a distinct goal of offering outstanding medical care.	3.78	0.87	78.9**	Agree	3
To fulfil Vision 2030, the hospital requires to shift to digital transformation, which will raise the standard of healthcare services offered.	3.91	0.88	208.0**	Agree	1
In order to provide high-quality services, information and communication technology weaknesses are continually rectified.	3.78	0.91	155.4**	Agree	5
Total score	3.82	.86		Agree	

From Table (10), the total score of the dimension is (3.82) out of (5.0) lays in the range (3.40 -< 4.20) which denotes (agree) according to Five-Level Likert Scale, i.e. the majority of participants agree about applying the dimension of (strategic vision) in information and what is its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran. additionally, the table demonstrates that all chi-square values are statistically significant (p-values < 0.05). Nevertheless, statistically significant differences exist between the expected and observed frequencies; that is, respondents' opinions regarding the third dimension's statements differ significantly from one another, with each mean value providing guidance. The following is found because the assertions were ranked from the highest mean to the lowest mean based on the mean:

1. The statement (to fulfil Vision 2030, the hospital requires to shift to digital transformation, which will raise the standard of healthcare services offered) came in the first order with mean (3.91), chi-square (208.0**) which is significant, and level of response (Agree).
2. The statement (the adopted information governance policies are followed to create detailed strategies for duties and obligations) came in the second order with mean (3.88), chi-square (164.3**) which is significant, and level of response (Agree).
3. The statement (the management of the hospital is devoted to a distinct goal of offering outstanding medical care) came in the third order with mean (3.78), chi-square (78.9**) which is significant, and level of response (Agree).

And the lowest levels of response were:

1. The statement (plans for information governance were approved by the hospital, and they received favorable responses and helped to raise the standard of healthcare) came in the fourth order with mean (3.76), chi-square (180.4**) which is significant, and level of response (Agree).
2. The statement (in order to provide high-quality services, information and communication technology weaknesses are continually rectified) came lastly in the fifth order with lowest mean (3.78), chi-square (155.4**) which is significant, and level of response (Agree).

Q5: What are the challenges for implementing information governance in the Armed Forces Hospital in Najran, and impact at quality healthcare services of patient-provided health services?

Table (11): Parents' Perspectives Towards Implementing Information Governance in the Armed Forces Hospital in Najran, and Impact at Quality Healthcare Services of Patient-Provided Health Services

Statements	Mean	SD	Chi-Square	Acceptance level	Rank
Insufficient organizational systems within the organization and unclear distinction between roles and authority.	3.48	1.13	64.4**	Agree	10
Hospital administrators lack relevant experience and have a limited understanding of the principles and practices of IT governance.	3.62	1.12	75.7**	Agree	4
Lack of the technologies required for hospital workers to communicate through internal networks and systems.	3.60	1.15	67.2**	Agree	5
Inadequate financial funding allocated for the hospital's information technology governance program.	3.71	1.11	84.9**	Agree	1
Programs for administrative workers are inadequate in terms of information technology governance.	3.68	1.07	87.8**	Agree	3
Some employees' reluctance to participate in information governance training programs.	3.56	1.21	54.6**	Agree	6
Weak rules governing the activities and processes of information governance projects.	3.56	1.10	77.3**	Agree	7
The hospital's lack of a clearly defined information governance model.	3.70	1.07	88.6**	Agree	2
The hospital's administrative leadership has little interest in using and placing information governance into practice.	3.50	1.12	72.1**	Agree	9
Patients who receive hospital services are unwilling to deal with information governance processes.	3.53	1.17	59.3**	Agree	8
Total score	3.59	1.13		Agree	

From Table (11), the total score of the dimension is (3.5) out of (5.0) lays in the range (3.40 -< 4.20) which denotes (agree) according to Five-Level Likert Scale, i.e. the majority of participants agree about challenges for implementing information governance in the Armed Forces Hospital in Najran, and impact at quality healthcare services provided to patients. the table also reveals that all chi-square values are statistically significant (p-values < 0.05). Nevertheless, statistically significant differences exist between the expected and observed frequencies; in other words, respondents' opinions regarding the third dimension's statements differ significantly, with each survey participant's interpretation

depending on the mean value of the statement. the statements were ordered from the highest mean to the lowest according to the mean, and as a result, we obtain the following:

The statement (Inadequate financial funding allocated for the hospital's information technology governance program) came in the first order with mean (3.71), chi-square (84.9**) which is significant, and level of response (Agree).

1. The statement (the hospital's lack of a clearly defined information governance model) came in the second order with mean (3.70), chi-square (88.6**) which is significant, and level of response (Agree).
2. The statement (programs for administrative workers are inadequate in terms of information technology governance) came in the third order with mean (3.68), chi-square (87.8**) which is significant, and level of response (Agree).

And the lowest levels of response were:

1. The statement (the hospital's administrative leadership has little interest in using and placing information governance into practice) came in the ninth order with mean (3.50), chi-square (72.1**) which is significant, and level of response (Agree).
2. The statement (insufficient organizational systems within the organization and unclear distinction between roles and authority) came lastly in the tenth order with lowest mean (3.48), chi-square (64.4**) which is significant, and level of response (Agree).

In light of the following factors: age, years of experience, and academic background, what opinions does the study sample hold regarding information governance and its function in providing patients at the Armed Forces Hospital in Najran with high-quality healthcare services?

One-way analysis of variance (ANOVA) and the independent samples t-test were applied to all dimensions in order to provide an answer to this topic. the outcomes were displayed in the subsequent table:

Table (12): Partners Differences about Information Governance and its Role of Quality Healthcare Services Provided to Patients Due to Demographic Characteristics.

Variable	Groups	Mean	SD	Test value	p-value
Gender	Male	3.78	0.57	T=1.241	.216>0.05
	Female	3.70	0.64		
Academic qualification.	Higher Secondary School	136.5714	25.33382	F=1.444	.220>0.05
	Bachelor	129.2044	20.94781		
	Higher Diploma	133.2308	21.35411		
	Master	133.8333	21.43504		
	Ph.D.	124.6522	17.67538		
Job experience	Less than (5) years	135.4375	18.041	F= 1.495	.216>0.05
	(5) Years - less than (10) years	132	22.80		
	(10) Years - less than (15) years	127.5208	19.75		
	More than (15) years	132.4211	20.72		
Age	Less than (20) years	133.5	36.06245	F=.113	.978>0.05
	(20) Years - less than (30) years	131.90	22.29		
	(30) Years - less than (40) years	130.225	20.03549		
	(40) Years - less than (50) years	131.7797	21.66363		
	More than (50) years	131.625	31.26357		

The findings of the independent samples t-test and ANOVA used to compare participant opinions regarding satisfaction by gender, age, educational background, and work experience are displayed in the preceding table (12) and reveal the following:

Each demographic characteristics p-value is greater than 0.05, indicating that there are no statistically significant differences. Accordingly, there are no statistically significant differences in the information governance and its function in providing patients at the Armed Forces Hospital in Najran with high-quality healthcare services when it comes to the parents' age, gender, educational background, and work experience.

Results Summary:

The study discussed (the Impact of Information Governance on Quality of Healthcare Services). 300 parents participated in the study, and the results showed that 51.3% of the participants are male, 45.7% of participants their academic qualification (Bachelor), the majority 44.7% of participants job experience between ((5) Years - less than (10) years), and 53.3% of participants in age group ((30) Years - less than (40) years).

Regarding the use of information governance, most participants agreed, and so its role in improving the quality healthcare services provided to auditors in the Armed Forces Hospital in Najran, the best five items first the hospital has plans to place the state's regulations into effect as well as strategies for its vision of digital transformation and service governance. Second the hospital administration is interested in information governance as a process of achieving high levels of patient care, third the hospital's information governance practices really define the tasks, responsibilities, and lines of accountability, fourth the hospital's adoption of an information governance plan and policy was met with strong worker support, fifth considering statutory, regulatory, and budgetary needs, the administration keeps its records and information for a suitable duration of time.

Regarding the application of the dimension of (transparency) in information, most participants are in agreement, and so its role of quality healthcare services provided to patients in the Armed Forces Hospital in Najran, the best three items as first the success of information governance in the hospital depends on information transparency and disclosure, second create avenues for the timely, impartial distribution of knowledge for everyone, third the hospital's strategy, long-term goals, and health purpose and vision are made public and explained.

Regarding the practicality of incorporating the organizational environment factor in information, the majority of participants agreed, and so its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran, the best three items as first there are channels of communication between the hospital's various departments, which helps to raise the standard of care, second the hospital has an efficient regulatory structure that manages all facets of information governance and raises the standard of care, third according to the organizational structure, roles and responsibilities are clearly defined by information governance policies.

Regarding the practicality of incorporating the strategic vision dimension in information, most participants agreed, and so its role of quality healthcare services provided to auditors in the Armed Forces Hospital in Najran, the best three items as first to fulfil Vision 2030, the hospital requires to shift to digital transformation, which will raise the standard of healthcare services offered, second the adopted information governance policies are followed to create detailed strategies for duties and obligations, third the management of the hospital is devoted to a distinct goal of offering outstanding medical care.

The majority of participants agree about the challenges for implementing information governance in the Armed Forces Hospital in Najran, and impact at quality healthcare services of patient-provided health services, the best five items firstly, inadequate financial funding allocated for the hospital's information technology governance program, secondly, the hospital's lack of a clearly defined information governance model, thirdly, hospital administrators are devoid of the necessary technology to enable hospital staff to connect via internal networks and systems, fourthly, due to their lack of relevant knowledge and their inadequate comprehension of IT governance concepts and practices.

Parents' satisfaction with information governance is not significantly different from one another in a statistically significant way, and so its role of quality healthcare services provided to patients at the Armed Forces Hospital in Najran, according to parents' gender, academic qualification, job experience, and age.

Result Discussions:

There is a general there is agreement at the Armed Forces Hospital in Najran is working to improve quality by following several methods, such as adopting and implementing regulations and strategic plans, information governance for its high level of patient care and attention, and in addition to defining the practices of this governance and accountability in dealing with information in general, with the availability of places to store patient information. All of these factors and others have made the Armed Forces Hospital in Najran have a very high level of quality improvement for the services provided to reviewers.

These texts give us a good idea of how serious the Armed Forces Hospital in Najran is about information governance. They show that the hospital is committed to using information governance to improve the quality of care for patients and staff. They also show that the hospital administration and staff are on the same page and are both committed to improving information governance, the results of this analysis indicate that the mean scores for the statements in this axis ranged between (3.97-3.51) and the total score mean 3.78.

The majority of the statements indicate agreement, which is supported by the statistical significance level of the chi-square coefficient, which was found to be less than (0.05). and this result is consistent with a study (Al-Otaibi et al.2022) which aimed to describe the impact of governance standards on the quality of government health services in the Kingdom of Saudi Arabia.

There is a general consensus that the Armed Forces Hospital in Najran applies the principle of transparency in information, which has led to the improvement of the quality of services it provides to patients. This is due to the disclosure of information, the fair and timely distribution of knowledge to all, and the publication and clarification of the hospital's strategy, long-term goals, and vision for all. All of this is aimed at enhancing transparency.

Therefore, we can conclude that transparency in information is one of the fundamental principles for improving the quality of healthcare services at the Armed Forces Hospital in Najran. The hospital is making great efforts to enhance transparency in this information, the mean response scores for this axis ranged between (3.85-3.74), with an overall mean of (3.78). this corresponds to a response of "Agree", which is supported by the statistical significance level of the chi-square coefficient, which was found to be less than (0.05).

And this result is consistent with a study (Manseki,2022) sought to determine the reality of information technology governance's application in the Jeddah branch of the Ministry of Health. The study found that there are numerous indicators supporting the application of information technology governance.

The results showed that the organizational environment plays a major role in improving the quality of healthcare services provided to auditors at the Armed Forces Hospital in Najran. This is due to the hospital's channels of communication, which help to raise the levels of healthcare, the effective organizational structure that controls all aspects of information and raises its level, and the information governance policies that are defined according to the organizational structure of the hospital. All of this indicates the importance of the organizational environment in information governance and improving the quality of healthcare at the Armed Forces Hospital in Najran. The mean response scores for this axis ranged between (3.87- 3.75), with an overall mean of (3. 81). This corresponds to a response of "Agree", which is supported by the statistical significance level of the chi-square coefficient, which was found to be less than (0.05).

And this result is consistent with a study (Shibl et.al. 2021), the aim of this study is to highlight the role of electronic governance in modernizing the management of health organizations, as an effective mechanism to achieve this.

The study showed that the application of the strategic vision in information and its role in improving the quality of healthcare services for auditors at the Armed Forces Hospital in Najran. This is due to the digital transformation it requires to achieve Vision 2030, which leads to raising the levels of healthcare services provided, and the information governance policies that are followed to develop detailed strategies for duties and obligations to provide excellent medical care. This reflects the importance of the strategic vision in information governance and improving the quality of healthcare services.

The mean response scores for this axis ranged between (3.91- 3.78), with an overall mean of (3. 82). This corresponds to a response of "Agree", which is supported by the statistical significance level of the chi-square coefficient, which was found to be less than (0.05)

And this result is consistent with a study (Shibl et.al. 2021), the aim of this study is to highlight the role of electronic governance in modernizing the management of health organizations.

There are many challenges facing the implementation of information governance in the Armed Forces Hospital in Najran, which leads to a negative impact on the quality of health services provided to patients. In terms of the lack of funding allocated to the government program. And the hospital's lack of a defined model. And the inadequacy of the programs aimed at administrative staff with regard to information governance. And the noticeable lack of experience among hospital staff and their limited understanding of the principles and practices of information governance.

And the lack of technology necessary for hospital staff to communicate across networks and internal systems. In general, these challenges have a negative impact on the quality of health services provided to patients. The mean response scores for this axis ranged between (3.71- 3.48), with an overall mean of (3. 59). This corresponds to a response of "Agree", which is supported by the statistical significance level of the chi-square coefficient, which was found to be less than (0.05).

And this result is consistent with a study (Rabiei and others,2021). the goal of the study is for the Health Information Management (HIG) program to function as a comprehensive organizational framework for information life cycle management.

Conclusion:

A research design assignment entails a number of processes that are intended to create a methodological framework and construct the study tool-the dependent variable in a sound scientific manner. 300 people were sampled. the study's findings the challenges facing the implementation of information governance in the Armed Forces Hospital in Najran, and its impact on the quality of health care services provided to patients. The most important reasons were the insufficient financial funding allocated to the hospital's information technology governance program, the hospital's lack of a clearly defined model for information management, and the lack of managers. The hospital has access to the technology needed to enable hospital employees to communicate across internal networks and systems. one of the study's most crucial conclusions take into consideration the legal, regulatory and budgetary needs, management retains its records and information for an appropriate period of time.

Study Recommendation:

The study recommended that:

- In order to carry out the state's instructions about digital transformation and enhancing health services, hospital administration must pay attention and create the required plans and strategies.
- The hospital administration must pay attention to information governance as a process to achieve high levels of patient care.
- To achieve the success of information governance in the hospital, information transparency and disclosure must be achieved.
- The need to pay attention to the channels of communication between the different departments of the hospital, which helps to raise the level of health care in the hospital.
- The need for hospital managers to have experience related to their field of health work, with the need to have a limited understanding of the principles and practices of information technology governance.
- It is necessary for the hospital administration to provide financial funding allocated to the hospital's information technology governance program.
- The hospital must focus on digital transformation in order to meet the needs of Vision 2030 and improve the quality of healthcare services offered.
- The hospital administration must devote its material and moral efforts to provide distinguished medical care.
- Increase funding allocated to the hospital's information governance program.
- Develop a defined model for information governance in the hospital.
- Provide training programs for administrative staff in the hospital on information governance.
- Provide training opportunities for hospital officials on information governance.
- Provide hospital staff with the necessary technologies to communicate across networks and internal systems.

Limitations of the study:

- The limits of the topic are: the impact of information governance on quality of healthcare services
- Spatial Boundaries: field scope of this study is the Armed Forces Hospital in Najran.
- Difficulties faced by the researcher: to prepare this study, the researcher faced some difficulties related to the scarcity of information sources on the subject of information governance and its impact on the level of quality of health services, due to the fact that only a few of the respondents knew the concept of the term governance, in addition to the financial and administrative problems related to preparing the study and distributing the questionnaire. In which the researcher faced some difficulties.

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أثر حوكمة المعلومات على جودة الخدمات الصحية

دراسة تطبيقية في مستشفى القوات المسلحة بنجران

الباحث / سعود عبد الوهاب الودعي

المستخلص:

هدفت الدراسة إلى التعرف على واقع تطبيق حوكمة المعلومات وما أثرها في تحسين جودة خدمات الرعاية الصحية المقدمة للمراجعين في مستشفى القوات المسلحة بنجران، وهدفت إلى التعرف على واقع تطبيق ابعاد حوكمة المعلومات: (الشفافية – البيئة التنظيمية – الرؤية الاستراتيجية) ومعرفة دورها في جودة خدمات الرعاية الصحية، اتبعت الدراسة المنهج الوصفي التحليلي، وتم استخدام الاستبانة للحصول على بيانات التحليل، ولتحليل البيانات استخدم البحث برنامج الرزمة الإحصائية الاجتماعية (SPSS) بالإضافة إلى برنامج اكسل، حيث تم اختيار عينة مكونة من (300) فرد، وتوصلت الدراسة في نتائجها إلى أن المستشفى لديه خطط لوضع أنظمة الحوكمة موضع التنفيذ وكذلك استراتيجيات رؤية المملكة للتحويل الرقمي وحوكمة الخدمات، وأن غالبية المشاركين متفقون على تطبيق بعد (الشفافية) في المعلومات، كما أظهرت ان هناك قنوات اتصال بين أقسام المستشفى المختلفة مما يساعد على رفع مستوى الرعاية الصحية المقدمة، ولتحقيق رؤية (2030) يحتاج المستشفى إلى التحويل إلى التحويل الرقمي، الأمر الذي سيرفع مستوى خدمات الرعاية الصحية المقدمة، توصيات الدراسة أنه من الضروري على إدارة المستشفى الاهتمام ووضع الاستراتيجيات والخطط اللازمة لتنفيذ توجهات الدولة فيما يتعلق بالتحويل الرقمي وتحسين الخدمات الصحية، وضرورة الاهتمام بقنوات الاتصال بين أقسام المستشفى المختلفة والتي يساعد على رفع مستوى الرعاية الصحية في المستشفى، وضرورة أن يكون لدى مديري المستشفيات خبرة تتعلق بمجال عملهم الصحي، مع ضرورة أن يكون لديهم فهم محدود لمبادئ وممارسات حوكمة تكنولوجيا المعلومات.

الكلمات المفتاحية: حوكمة المعلومات – جودة خدمات الرعاية الصحية – مستشفى القوات المسلحة بنجران.