Ability of Applying The Requirements of E-Purchasing In National Company For The Manufacture Of Home Furniture in Mosul

Hiba M. Hussein Al-Ta'ay
Lecturer
Northern Technical University
Technical Management College/ Mosul
hiba_mohammed@ntu.edu.iq

Abstract

This research aims to determine the ability of applying of e-purchasing in the public company the manufacture of ready-made Home Furniture in Mosul / this concept is acquiring a great interest of many researchers and others as well as industrial and service companies in developing countries especially those who are trying to meet the needs of customers in same time and adequate quality and at lowest cost , this concept differs from classical concept because it focuses on elimination of waste & increasing the speed of delivery of materials and levels, so the objective of this research is to produce theoretical frameworks for the companies in general and in specific about the concept of e-purchasing and its importance, the research reached some recommendation such as that the researched company have acceptable knowledge about this concept, as well as the availability of requirements for its applying.

Introduction

The world witnessed rapid changes and qualitative jumps in the business environment, especially in the late nineties of the last century as a result of technological development, especially in the field of information and communication technology, which had a negative and positive impact on organizations according to their competitive abilities. Use of computer, internet technologies and intranets in the activities and functions of organizations, Is necessary and if not inevitable and in a way that achieves many benefits for organizations, including reducing the time, effort , money and wins largest possible number of customers in several areas. Therefore, many organizations have adopted the concept of e-purchasing, In order to determine the possibility of our organization to adopt this concept, the present research seeks to provide a theoretical framework for the concept of e-purchasing, its benefits , applications and requirements, as well as including the extent of ownership of the company methodology, The second part included the theoretical aspect of the third axis include the scientific side while the fourth axis included the conclusions and proposals.

The first axis
Research Methodology

First: The problem of research

In order to achieve this, several methods and systems are adopted, including the application of modern purchasing systems represented by electronic purchasing. In order to determine the possibility of applying this concept in our organizations, the researcher visited the National Company for the manufacture of household furniture in Mosul And interviews with unit officials and production divisions to view the progress of purchasing processes in order to determine the availability of possibilities of applying electronic purchasing. In addition the problem can be reflected in the research questions:

1. Does the company's management have a clear understanding of the concept of e-purchasing?
2. What are the prerequisites for applying e-purchasing?
3. Does the company in question have the requirements of the electronic purchasing application and what are the most appropriate requirements for it?

Second: The importance of research

The importance of research is as follows:

1. Introducing the concept of e-purchasing and its importance and objectives in order to achieve effective methods in the process of manufacturing and purchasing
2. Demonstrate diversity in the perceptions and visions of researchers regarding e-purchasing and develop the level of interest in related concepts within the field of operations management.
3. Definition of electronic purchasing, problems and bottlenecks in the company in question.

Third: Research Objectives

The research aims to:

1. Defining the company interest concerning the electronic purchasing and the benefits it can achieve as a result of its successful application.
2. Identify the necessary requirements and give them the ability to apply the concept of electronic purchasing.
3. Identify the availability of these requirements in the company in question.

Fourth: Hypothesis of research

The methodological treatment of the research problem requires determining its hypothesis that "the company in question has the basic requirements of electronic purchasing"

Fifth: Research Methodology

The research was based on the descriptive and analytical methods of testing the hypothesis of research, describing the society and the sample of the research, as well as the description and diagnosis of the research variables.

Sixth: Methods of data collection and analysis

The following methods were used to collect research data and information:

1. The use of Arab and foreign sources of books, periodicals, letters and university lectures related to the subject of research to cover the theoretical side of the research and support the field side.

2. Personal interviews, observations and data obtained from the company in question.
3. The questionnaire form has been formulated based on the opinions of a number of specialized writers.

Seventh: Limits of research

1. Special boundaries Search: represented by the national company for the manufacture of furniture in Mosul.
2. Time Limits: The research shall take the period from 1/3/2018 to 1/6/2018 for the purpose of obtaining the necessary data for the research.

In order to arrive at accurate indicators and based on the nature of the current research , objectives and mechanisms of testing hypotheses , The statistical program was used SPSS Ver. 16 to perform the required statistical analysis . These equations , in particular the ratios, frequencies , computations and standard deviations, by using the fifth Ligerd scale

Eighth: Description of the research community identified

The questionnaire was distributed to (30) individuals and retrieved from them (27). Thus, the percentage of responses (90%) who have information and experience in performing the tasks of the company and table (1) To the characteristics of the individuals in question.

Table (1) Characteristics of individuals surveyed

Sex									
Female					Male				
%		Number			%			Number	
26%		7			74%			20	

Length of service								
31 And more		21-30 year		11-20 year		1-10 years		
%	Number	%	Number	%	Number	%		Number
4%	1	44%	12	22%	6	30%		8

Qualification									
M.A.		Higher Diploma		BA		Diploma		Preparatory	
%	Number	%	Number	%	Number	%	Number	%	Number
-	-	-	-	74%	20	26%	7	-	-

Career status					
Director of Division		Managers of the Department		Higher Management	
%	Number	%	Number	%	Number
52%	14	33%	9	15%	4

Source: Preparation of the researcher based on the results of the questionnaire

The above table shows that the percentage of male respondents in the sample was the largest percentage than females. The percentage was 74% for males versus 26%

for females, which indicates the focus on the male element in the company being investigated.

As for the academic achievement, the research sample was distributed on the certificate of technical diploma, where they reached 26% of the respondents and the holders of the bachelor degree who reached 74% which reflects their possession of the scientific qualifications that enable them to identify the concept of electronic purchasing and thus influence their response on relevant questions.

As for the period of service, the service period ranged from (21-30) years for 44% and 30% for the period of service between 1-10 years and 22% for those who have exceeded their period of service (31) years or more. This indicates that the research sample has the experience and knowledge, while the largest percentage of those with service (21-30 years) The percentage of managers in higher management (15%), department managers (33%) and managers of the people (52%).

The second axis
Theoretical / Electronic Purchasing
First: The concept of electronic purchasing

The Internet is like any other means of communication used by companies for the purpose of making certain behavioral changes through the transfer of the customer from one stage to another, from the stages of the purchasing process to the stage of making a decision to buy, as the company (CIPS) that electronic purchasing should not adopt On the technology only, but on the need to improve the process to meet the objectives of the company and its customers. So the purchasing and processing staff should consider electronic purchasing as a positive opportunity to increase the added value of the company, CIPS has known the electronic purchasing as the joint use of information and communication technology during the Electronic strengthening of internal and external processes for the management of purchasing and processing to generate a range of options that make it easier to improve purchasing and processing performance management, referred to (Wening, 2001:6) e-purchasing as the processing of industrial purchases on the Internet that achieve competitive advantages in terms of cost and time as well as the maximum flexibility, which is an important part of electronic commerce. (Ali, 2001: 294) The use of these technologies to reduce the paperwork to a large extent, So that the customer has an easy electronic means to issue purchase orders or obtain a service, (Krajewski & Ritizam, 2005,518-520) noted that the emergence of virtual markets, and confirmed (Awaidish, 2008: 60) as a term used metaphorically to refer to the processes of electronic commerce between the General Organizations , Within (Okeke, 2015) The electronic purchase is the means that transferred the economic value between the seller and the buyer and has many advantages compared to conventional purchases, including speed, low cost and continuous development, which is the most effective way to buy online. (Al-Nuaimi, 2016:8) has defined e- purchasing as a perception of the consumer's situation to obtain sufficient information to avoid potential risks. Which enabled organizations and Internet technologies to have many opportunities to improve their purchases:

1. Electronic data exchange technology: a technology that enables the dispatch of routine work documents from a computer to a computer

2. Centers Manual: Used to reduce the cost of placing orders for processors as well as the cost of the services and the goods themselves.

3. Exchanges: Through electronic markets, where procuring organizations and sales organizations meet with each other to carry out their business.

4. Auctions: Expand the exchange in organizations that place competitive offers to buy something.

Companies use the Internet to attract customers' attention to their products through online advertising in various forms, or through the use of traditional means of communication to drive customers to visit websites or to place an email address in the search engines. The Internet offers are great opportunity for customers to obtain information, And other means of communication, making the purchase process easier for customers where they can choose products and work orders after viewing product specifications and make comparisons and then make the purchase quickly, easily and relatively low cost so that the electronic purchasing it is easy to pay and buy depending on the shopper through the Internet. The steps of electronic purchasing are as follows and as shown in Figure (1) (Arabic British Academy For Higher Education, 2009:2)
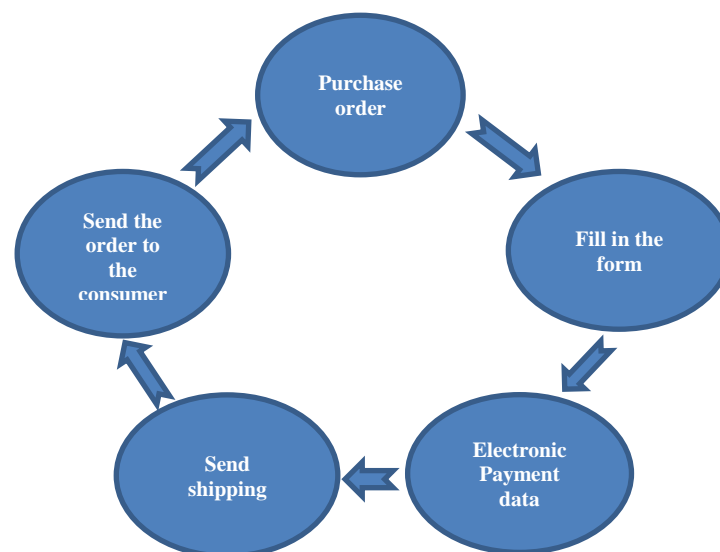

Figure (1) Electronic purchasing steps

Source: Arabic British Academy For Higher Education ,2009, caution warn of e- purchasing , http//www.abahe.co.uk : p2.

Know display steps of electronic purchasing

1. **Purchase order:** The buyer can order the product that he likes as soon as he chooses it.

2. **Complete a purchase or registration form**: The buyer will fill out a form that will enable him to know the methods of payment, shipping and delivery and choose the appropriate, or register in the store to buy from the purchase and then make the account opened in the store that owns the selected item.

3. **Electronic payment information:** Payment is made to purchase the product selected by the customer once you enter the credit card or any electronic payment method provided by this online store.

4. **Shipping:** In the data entry process, the buyer's request is sent to the shipping company of his choice.

5. **Sending the order to the customer**: The shipping company sends the product and delivers it to the buyer's place.

The researcher sees the possibility of viewing the electronic purchase process as a series of steps taken by three parties, namely the buyer, the seller and the banks. The seller agrees with the bank to arrange the money transfer process in order to be able to carry out its activity in electronic commerce, after which the buyer can then go to the site The buyer's credit card number is transferred to the bank, which in turn transfers the agreed value to the seller's account after confirming the buyer's data and the credit card. Lim the buyer's item as the end of the process.

Second: The Objectives and Advantages of E-purchasing

The customer's use of the Internet does not mean that he is satisfied with the electronic purchase. The marketing efforts of the website affect the electronic purchasing decision, where the customer knows the product and where it gets and the cost of obtaining it. Thus, the electronic purchase will aim to reduce the administrative expenses related to the orders and orders for the goods and services required, Facilitate purchasing from the best processors, provide the purchasing department with the necessary information, and establish the high and frequent purchase volume of high and low value of goods and services. As well as achieving the added value of the purchase by selecting the appropriate supplier and negotiate basic contracts, monitor supplier performance and customer satisfaction (Wning, 2001,8). The goal of e-purchasing is to eliminate the paperwork of all the important documents used to complete the purchases and save time for the strategic work of buying function. Moreover, the objectives of e-purchasing are to achieve a range of benefits for organizations and individuals and thus support, the competitive advantages of the company , also achieving a strong competitive position in the market (Awaidash, 2008: 61).

The aim of e-purchasing is to reduce paperwork, which reduces time and effort, and allows purchasing staff to negotiate and obtain better deals by accessing online vendors' bulletins.

The main advantages of e-purchasing for companies are (Wening: 2001,8):

1. Reduce administrative and operational costs by simplifying purchasing and reducing bureaucracy.

2. Savings in product costs due to increased competition.

3. Companies are looking to ease the load on the sales agent.

4. Companies improve manufacturing cycles.

5. Electronic purchasing is promoted at the level of supply to the highest level.

6. Provide information at the moment of the plant about the needs of customers.

7. Contracting with new processors and processors as a result of the global trend or the requirements of the global market.

Third: Obstacles and disadvantages of E- purchasing:

The Internet helps the customer getting the best offers he has to buy, which he may not find anywhere else, but this is free of charge. As there are benefits to buy the e-mail, there are obstacles and disadvantages to them. The consumer should be careful when buying from any online store more than when buying from any traditional shop, and the most important obstacles and disadvantages of electronic purchasing are in the following points: (Arabic British Academy For Higher Education ,2009 : 3) (Al-Nuaimi, 2016:14-17)

1. Incremental costs of shipping: carry in the volume of losses from ups and downs, uprising, plowing, corruption, phosphorus, and others. The original delivery and delivery of the goods or services and the speed of their need, sometimes the shipping costs are few or negligible and sometimes are close to the price of the item itself, and this allows the halls through specialized transport companies, the error output.

2. Customs procedures: Buying from abroad is a right for importers only. All consumers do not have import cards. Moreover, the customer will not be able to carry out the necessary procedures to release the imported product. He will need a specialized customs summary to help him pass customs through a long series of procedures that make him think a lot before repeating the experience of buying this way again, as well as it is possible to apply for importing forbidden goods in the local markets of the state that requests.

3. Product Refund Policy: The online purchase process is difficult to return the product again. First, the product refund policy must be identified before the purchase. Therefore, one of the basic responsibilities before purchasing is to examine the product to be bought completely because of the prevailing culture Which is the buyer responsibility for the goods and not the producer or seller and then the buyer is required to inspect the goods before buying and rest assured of its safety because it bears all responsibility once paid for.

4. Post-sale services: The terms of obtaining the warranty contain unreasonable things that are difficult to implement for the goods purchased through the Internet, such as the seller to install the product itself for the goods purchased through the Internet, otherwise the buyer's right to obtain the security is lost if he installed it, The online buyer should be warned that this is one of the conditions of obtaining the guarantee and he must make sure of this before buying until he is surprised, especially if the company that is buying from another country that allows buying from abroad makes installing this product a real problem for both parties.

5. Secure sites in electronic purchases: Many sites have developed some security factors that guarantee a suitable degree of safety for the buyer, This gives the browser to identify the safe sites of those insecure It uses the browser internet explorer it will do so automatically as possible easily disclose the secrets of customers, banks and companies to competitors by penetrating the Internet.

6. Fraud and data manipulation: There is a risk of fraud and because of the difficulty of verifying the identity of customers through the possibility of buying a fake credit card by some customers, which will hold carries the owners of these cards the financial

burdens of purchases they did not buy them originally, with possibility manipulation will of the copies of the purchase or shipment of goods as a result of the absence of paper our documents and the inability to sign in handwriting, which threatens the rights and interests of individuals and enterprises alike.

Fourth: Electronic purchasing requirements

Used in the purchasing process, which is the interface in electronic commerce a window for tangible profit that can be used in achieving the objectives of the company to grow, expand and prosper. So electronic commerce is one of the most significant developments on the management of purchasing, which contributes to the largest purchasing and processing. Technology tools Purchasing managers can organize the purchase of valuable and low value of goods and services throughout the supply chain in a way that saves time to use in strategic areas with greater value added, Then the application of electronic management depends on a set of requirements are: (Awaidash, 2008: 66-71).

1. **Support for higher management**: e-purchasing depends on the development of the main strategies to activate the activities of the purchasing function in the company in the direction of a large use of information and communication technologies and the responsibility is largely on higher management, which requires their ability to support efforts in setting up the requirements of electronic purchasing. In addition to support the skills required to bridge the technological gap by using modern means of communication and the ability to use, develop and implement them using information technology and activate participation between managers and employees through the electronic management interface (Beata & Anderson, 2001:37), refers to (Foster,2001,53) the support of higher management as the process of influencing employees towards achieving the objectives set. Management support stimulating others and enabling them to achieve the company's objectives. The most important challenges facing management are technology and its modern applications that build competitive capacity. The most important responsibilities of the administration that supports the rehabilitation of organizations to deal with technology is to deepen the use of electronic computers and the expansion of the application of information technology and the dissemination of electronic communication within the organizations as well as between them and customers with them. The company officials have full conviction and a clear vision to transform all paper transactions into electronic ones to provide full support and the necessary means to turn towards electronic purchasing (Al-Salami, 2001, 341-342).

2. **Infrastructural:**
ICTs, networks, applications, software and human skills. Information and communication technology is one of the most important means of production in modern times. The rate of rapid change in the development of this technology and its employment in organizations represents both an opportunity and a threat. By catching up with development similar to the global companies, and the threat that neglect leads to increase the gap between users and leave on the other hand which reflects negatively on the performance of the pioneer organizations in achieving their

objectives (Beata & Anderson, 2001,23) The Internet is one of the technological revolutions witnessed in the last century. Its services directly contribute to the growth of many global economies. The development of the use of the Internet in the framework of e-government, e-commerce and e-business has brought real and tangible benefits to those who have entered the portal of the Internet that is in the performance of its various functions and activities, so the Internet is a global connection through computer networks that connect together to exchange data and information (Daft, 2003,687), Other important elements of e-purchasing related to the infrastructure requirement are human resources. The human element is the mainstay of economic and social development. Access to the electronic world requires the development of human resources to create specialized and highly skilled staff related to the basic environment of information systems and databases And online work systems. Individuals in the electronic business deal with the technology intensively and sustainably and require their expertise and skills in the use of advanced technology in the performance of tasks daily such as correspondence, mapping, design, graphics and systems, and the development of processing systems such as complex applications for use through electronic networks (Obriskey,2001,50)

3. **Education and Training:** Training is both an administrative and a technical IS regarded one of the most important activities and practices in any company, whatever the nature or type of work and specialization, Spicily with the rapid and successive developments in science, technology and in work systems and procedures. The organizations seeking to develop the skills, experiences and behaviors of the staff and make them keep up to the extent possible developments in the internal and external environment (Hakim, 2003, 193) Therefore, it is a method that enables employees to apply management concepts effectively and acquire skills that enable them to use modern technologies and then achieve the objectives of the company is a reciprocal science to teach and learn a set of knowledges and methods related to work, So training and educating information will form a human base aware and educated with the importance of this trade and its mechanism that is basic demand of the electronic purchasing (Invancevich ,1998,12).

Fifth: Types of electronic purchasing

The first step in the e-purchasing process to be done without risk to the buyer is to know all the information about the product before buying (type, advantages, price compared to what others offer) the types of electronic purchasing are thus (Arabic British Academy For Higher Education ,2009 : 1)

1. **Web-based ERP:** Creating and approving purchase orders, receipt of goods and services through the use of software based on web technology.
2. **Electronic maintenance,** inspection and repair e-MRO: as described in the first type, but the applications have nothing to do with the product itself.
3. **E-sourcing**: The identification of new suppliers for a specific category of purchasing requirements using the web technology.
4. **E-tendiering:** This is done by sending requests for information and prices from suppliers and receiving responses from them using the technology of the web site.

5. **e-reverse auctioning:** This is done using web technology to purchase goods and services from a number of suppliers, whether known or unknown.
6. **News or e-informing:** Collecting and distributing purchasing information to and from internal and external parties using web technology.
7. **E-market sites:** In this type, buyers can access the services and products from the preferred suppliers, in addition to the shopping cart, create orders, wait for approval and obtain electronic purchase invoices.

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The third axis
Field Side
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In order to determine the extent to which electronic purchasing requirements can be applied, it is necessary to study and determine the extent of the company's response to its variables. The description of the possibility of applying this concept and its diagnosis in the research sample requires identification of its potential with regard to the auxiliary factors to be applied before beginning to describe the variables approved in the questionnaire .

First: Description of the General Company for the manufacture of home furniture in Mosul Sample Research:

The reason for choosing this company is a field of research for a variety of reasons because it is a relatively large / mixed sector in Nineveh province, specialized in the manufacture of home furniture in Mosul, which is supported by the state continuously, supporting the national economy and developing industrial production in order to obtain the international quality certificate, As well as the importance of the products of this company, which covers most of the needs of the local market and the following table gives a definition of the company investigated.

<div align="center">

Table (2)
A simplified definition of the company in question *
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Company	Company Profile
National Furniture Manufacturing Company in Mosul	The company was founded in 1986 and works in the machinery of modern German origin, producing various types of furniture (including reception furniture, office furniture, dining rooms, bedrooms, dushma line and sponge factory and refrigerators, which was recently opened with modern machines and mechanisms) The reasons that prompted the researcher to choose this company In the following 1. It is one of the large industrial companies in the mixed sector in Nineveh province as well as the foundation of its establishment. 2. Being a company that has experience relative to its long life. 3. The diversity of its activities and the variety of its products offered to customers.

* Company brochure for sample research.

Second: Description and diagnosis of research variables

In order to determine the possibility of applying the requirements of electronic purchasing in the company sample of the research by identifying the availability of its requirements, and to show the directions of its managers towards this concept by

describing the answers of the respondents and their analysis in the company the research sample for the variables of the subject. The analysis was conducted through the use of the frequency distribution of responses of the respondents in the company, percentage distribution, the mean and the standard deviation to show the reality of the variables related to the application of electronic purchasing as in Table (3) and using the statistical program spss16.

Table (3)

Frequency distributions and the arithmetic mean of the variables of the questionnaire

standard deviation	Arithmetic mean	I do not agree strongly		I do not agree		Neutral agreed		agreed		Strongly agreed		variable
.7181	4.1481	-	-	3.7%	1	7.4%	2	59.3%	16	29.6%	8	X1
.6980	4.2222	-	-	3.7%	1	3.7%	1	59.3%	16	33.3%	9	X2
.8130	4.2593	-	-	3.7%	1	11.1%	3	40.7%	11	44.4%	12	X3
.8006	4.2222	3.7%	1	-	-	22.2%	6	33.3%	8	37%	12	X4
.9488	4.1481	-	-	7.3%	2	14.8%	4	33.3%	9	44.4%	12	X5
.7698	4.1481	7.4%	2	-	-	14.8%	4	40.7%	11	37%	10	X6
.6688	4.7037	-	-	3.7%	1	-	-	18.5%	5	77.8%	21	X7
.6427	4.4815	-	-	-	-	7.4%	2	37%	10	55.6%	15	X8
.6980	4.1111	3.7%	1	3.7%	1	7.4%	2	59.3%	16	25.9%	7	X9
.9740	4.2222	-	-	7.4%	2	14.8%	4	25.9%	7	51.9%	14	X10
.9799	3.9630	-	-	7.4%	2	25.9%	7	29.6%	8	37%	10	X11
.9578	4.0741	-	-	7.4%	2	18.5%	5	33.3%	9	40.7%	11	X12
.6360	4.5926	-	-	-	-	7.4%	2	25.9%	7	66.7%	18	X13
.8771	4.0000	-	-	3.7%	1	25.9%	7	37%	10	33.3%	9	X14
.8771	4.3333	-	-	7.4%	2	3.7%	1	37%	10	51.9%	14	X15
.6427	4.5185	-	-	-	-	7.4%	2	33.3%	9	59.3%	16	X16
.5724	4.4074	-	-	-	-	3.7%	1	51.9%	14	44.4%	12	X17
1.0755	3.8148	-	-	14.8%	4	22.2%	6	29.6%	8	33.3%	9	X18
.8006	4.1111	7.4%	2	3.7%	1	14.8%	4	40.7%	11	33.3%	9	X19
.7917	4.3704	-	-	-	-	18.5%	5	25.9%	7	55.6%	15	X20

Source: Preparing the researcher based on the results of the calculator

1. Support higher management:

89% of respondents believe that higher management adopts the policies and procedures that contribute to the implementation of the concept of electronic purchasing. This confirms the values of the arithmetic mean and the standard deviation of respectively 4.1481 and 0.7181 for variable X1, while 92% This is confirmed by the values of the arithmetic mean and the standard deviation of 4.22 and 0.6980 respectively for the variable X2, And 85% of respondents indicated that the management adopts a policy to build a partnership relationship with the supplier through the values of the mean and standard deviation, respectively, 4.2593 and 0.8130 for the variable X3, while 70% of the respondents indicated that the product development strategy applied with the support of management This is confirmed by the values of the arithmetic mean and the standard deviation of 4.222, 0.8006 for variable X4, and 78% of the respondents showed that the company's management involves its employees in achieving the objectives of the buying function. This confirms the values of the arithmetic mean and the standard deviation of 4.1481, 78% of respondents said that higher management supports the method of continuous improvement of the work of the purchasing function and confirms the values

of the arithmetic mean and standard deviation, respectively, X5 respectively, 4.1481, 0.7698 of the variable X6 and meet these results with (Foster, 2001) Which is a positive sign of starting its practice and work under its foundations and principles and the ability to make the fundamental change that will happen in the work of the company.

2. Infrastructural

78% of respondents indicated that the use of hardware and equipment contributes to the reduction of routine work procedures. This confirms the values of the arithmetic mean and the standard deviation of 4.7037 and 0.6688 respectively for the variable X7, while 93% of respondents said that the company management uses modern methods in the field of communications and networks, This confirms the values of the arithmetic mean and the standard deviation of 4.4815 and 0.6427 respectively for the variable X8, and 85% of the respondents. The company obtains information about the completion of the work through the Internet through the values of arithmetic mean and standard deviation, respectively 4.111 and 0.6980 for the X9 variable, 77% of the respondents said that the company achieves its communication with customers through the company's website. This confirms the values of the arithmetic mean and the standard deviation of 4.222 and 0.9740 respectively for the variable X10, and 67% of the respondents show that the company management adopts special software in relationship management With the customer confirming the values of the arithmetic mean and the standard deviation of respectively 3.963 and 0.9799 for the variable X11, and 74% of the respondents. The company employs the advanced equipment and equipment in the field of rehabilitation of human resources and confirms the values of the arithmetic mean and standard deviation, respectively 4.041 0.9578 for the variable X12, while 92% of the respondents indicated that the company has a human resource with expertise and skills in information technology. This confirms the values of the arithmetic mean and the standard deviation, respectively, 4.5926 and 0.6360 for variable X13. These results coincide with Beata & Anderson (2001) Neglect leads to increase the gap between its users and leave it on the other hand, which reflects negatively on the performance of the organizations ascertaining to achieve their objectives.

3. Education and training

70% of the respondents indicated that the employee education and training programs are supported by higher management. This confirms the values of the arithmetical mean and the standard deviation of respectively 4.000 and 0.8771 for variable X14, while 89% of the respondents show that the company management encourages its employees to participate in training courses in the field of software. The values of the arithmetic mean and the standard deviation, respectively, were 4.333 and 0.8771 for variable X15, and 93% of respondents said that workers' education and training programs were necessary in the quality of purchased materials through mean values and standard deviation of 4.51 85 and 0.6427 for the X16 variable, while 96% of the respondents indicated that the education and training programs contribute to reducing the time required to complete the purchase work. This confirms the values of the arithmetic mean and the standard deviation of respectively 4.4074 and 0.5724 for variable X17, and 63% The analysis of

the value of the purchased items confirms the values of the mean and standard deviation, respectively, of 3.8148 and 1.0755 for the variable X18, while 74% of the respondents said that the company is involved in the new product development programs. This confirms the values of the arithmetic mean and the standard deviation, The results show that the company aims to develop its relations with the processors by benefiting from the education and training programs of its employees. This confirms the values of the arithmetic mean and the standard deviation, respectively, of 4.3704 and 0.7917 for the variable X20. These results correspond with Hakim, 2003). The education and training of workers is one of the most important activities and administrative practices in any company, whatever its nature or type of work and specialization, and with the rapid and successive developments in the field of technology.

Conclusions and Suggestions

First: Conclusions:
Depending on what was presented in the theoretical side and the results of the statistical analysis, a set of conclusions can be identified as follows:
1. It appears to be a good level of applicability of e-purchasing in the company being investigated.
2. The results of the description and diagnosis of the electronic purchase requirements indicate the following:
    a. It has been shown that there are encouraging capabilities towards the implementation of e-purchasing in the company, which is approve by the support and commitment of higher management to the importance of electronic purchasing and adoption of this strategy at the present time, as well as the ability of the company to generate the financial resources necessary to purchase equipment and training staff.
    b. Ensure that education and training programs are encouraged and supported and that they contribute to reduce the time required for purchasing.

Second: Suggestions
Based on the above conclusions, some suggestions could be made and as follows:
1. The necessity of the higher management initiative in the company to be applied to the electronic purchasing according to a strategic perspective because of its great importance in the development of work and current and future performance on the one hand and the presence of interest among the leaders of the company towards the implementation of that strategy on the other hand.
2. To ensure the strengths of the company in respect of electronic purchasing and to prepare other requirements that were considered determinants in the process of application.
3. Organizing training courses to educate employees on the concept and role of electronic purchasing and the importance of its application in service organizations.

Sources:
First : Books

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Annex (1)

Questionnaire

First: Information about the respondents

1. Sex: ( ) male ( ) female
2. Academic Qualification: Preparatory   ( ) Diploma ( ) BA   ( )
 High Diploma ( )   Master   ( )   PhD( )
3. Period of service in the company: (   ) years
4. Career Status: Higher Management (   ) Department Directors (   ) Managers (   )

Second: Electronic Purchase Requirements: A set of requirements required by the company to achieve electronic purchasing

1. **Higher Management Support:** Higher management responsibility and its ability to support and support efforts in establishing e-purchasing requirements

No.	Paragraph	I do not agree strongly	I do not agree	Neutral agreed	agreed	Strongly agreed
1	Higher management adopts policies and procedures that contribute to the application of the concept of electronic purchasing.					
2	The objectives of the purchasing function are met with the support of higher management as one of the effective strategies in achieving the company's strategy.					
3	Higher management adopts a policy of building strategic partnership relationships with the supplier.					
4	The new product development strategy is implemented with the support of higher management.					
5	The management of the company involves its employees in achieving the objectives of the purchasing function					
6	Higher management supports the continuous improvement approach to the purchasing function.					

2. **Infrastructure**: The groundwork for applying the concept of e-purchasing, including computers, ICT, networks, software, applications, human skills.

No.	Paragraph	I do not agree strongly	I do not agree	Neutral agreed	agreed	Strongly agreed
7	The use of equipment and equipment contributes to the reduction of routine work procedures.					
8	The company uses modern methods in communication and networking.					

No.	Paragraph					
9	The company obtains information about completing the work through the internet.					
10	The company checks its contacts with customers through the company's website.					
11	The company adopts special software in customer relationship management.					
12	The company employs advanced equipment and equipments in the field of human resource rehabilitation.					
13	The company has a human resource with expertise and skills in the field of information technology.					

3. **Education and Training:** an interactive process of activities and management practices in the company and work procedures to teach individuals working on methods related to work on the application of the concept of electronic purchasing.

No.	Paragraph	I do not agree strongly	I do not agree	Neutral agreed	agreed	Strongly agreed
14	Provide e-learning and training programs for employees in support of the company's management.					
15	Management encourages its employees to participate in software training courses					
16	Education and training programs are essential in the quality of purchased materials					
17	Education and training programs contribute to reducing the time required for purchasing.					
18	The company's management employs education and training programs to assist its employees in analyzing the value of purchased materials					
19	The company's management involves its employees in the new product development programs.					
20	The company's management aims to develop its relations with the suppliers by benefiting from the education and training programs of its employees.					