



الجامعة الإسلامية - غزة
عمادة الدراسات العليا
كلية التجارة
قسم إدارة أعمال

مدى تقبل المواطنين للحصول على الخدمات من خلال الحكومة
الإلكترونية (دراسة حالة قطاع غزة)

إعداد الطالب /

إياد خالد عدوان

تحت إشراف /

د. محمد مقداد

أَعُوذُ بِاللَّهِ مِنَ الشَّيْطَانِ الرَّجِيمِ

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

﴿وَقُلْ أَعْمَلُوا فَلْيَسِّرْهُ اللَّهُ عَمَلَكُمْ وَرَسُولُهُ وَالْمُؤْمِنُونَ﴾

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قائمة الجداول

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Abstract

This study aims at investigating the extent of citizens' acceptance to have the services they need through the electronic government in Gaza Strip. The data used in this study is collected from the secondary and primary source, books, references, journals, periodicals and internet websites.

The researcher also analyzed the views of the citizens from Gaza Strip and divided them into four groups, the public sector employees, the private sector, students and the unemployed.

I received back 390 questionnaire out of the four hundred "400" I distributed.

The researcher followed the analytical descriptive method and applied the SPSS software in the analyzation of the data in order to conclude the result.

This study shows the citizens' strong acceptance to have the services they need through the electronic government.

The most important results I concluded: lackness in using education mechanisms to make people acquainted with the electronic government, citizens have a good knowledge and awareness about the merits of the electronic government, people have the infra structure needed to use the electronic government services and many of them know how to use computer and internet and they trust the electronic services and its capability to solve all the classical services problems, but the citizens are scared of using the credit cards through the electronic services.

The study shows also the flexibility of using the internet in many places e.g. at home, work or coffee net.

Citizens also have the intention to use the services offered by the electronic government, and procure all the needed things for that but they have little doubt about the possibility of violating their privacy and also scared of certain services.

Some of the important recommendations concluded in this study are: The importance of a serious start to launch the electronic services through the electronic government, because it would be the government of all the Palestinian people with the his various culture and residence, the importance of making an integral educational course explaining the concepts related to the

electronic government, making use of school's curriculum to educate students from different levels of the electronic services' ways of working and the electronic government, the importance of procuring places for free of charge training in order to train the citizens' on using the essential skills of computer and the internet according to an integrated training plan, procuring the infrastructure of electronic services and encouraging the private sector companies to offer the citizens' comfortable installments programs and create competition among information and communication technology companies and service providers which would help the citizens.

Also following transparency policy to realize citizens expectations and give them confidence in the electronic government services, passing laws and legislations is very important to arrange the relations between the citizens and the electronic services.

It is also important to qualify a number of law men to deal with the problems resulting from using electronic services.

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E-government Services In Pakistan **(Sandh, 2007)** **.8**

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Improving Citizen – Government Interface through .9
e-Governance: A Study of India (Pardhasaradhi, 2005)

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¹(Bachus, Michiel, 2001) ²(Alquist, et al, 2001)

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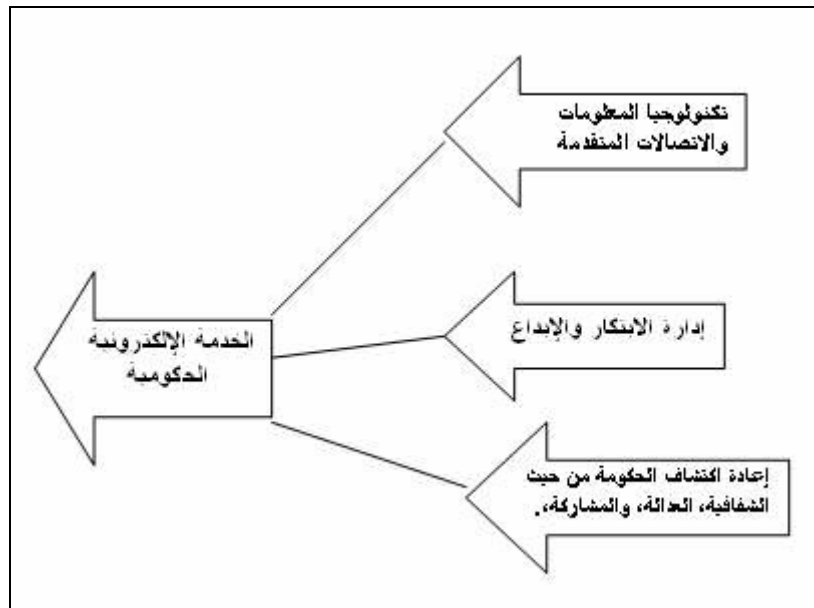
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(3) على الخط: تعني الحصول على الخدمة مباشرة دون أي تأخير.

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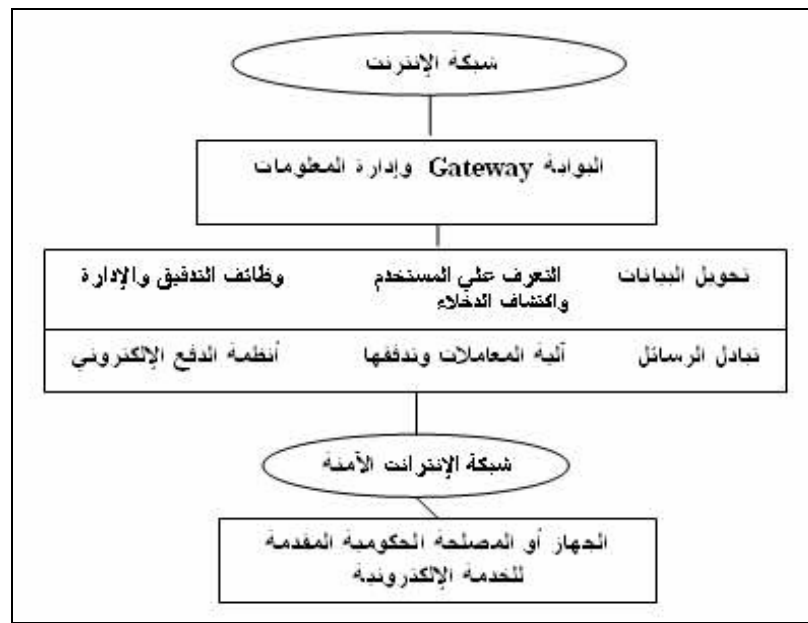


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¹(E-Palestine)

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(1) E-Palestine : مكونات فلسطين الإلكترونية: الحكومة الإلكترونية، التعليم الإلكتروني، البطاقة الذكية، المعهد القومي للاتصالات وتكنولوجيا المعلومات، دعم دور المرأة في قطاع الاتصالات وتكنولوجيا المعلومات، مشروع الشراكة الفلسطينية – الأورومتوسطية، مبادرة التعليم الإلكتروني، مشروع تراث لحوسبة المخزون الفكري الفلسطيني.

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(2) Total Quality Management: التركيز القوي والثابت على احتياجات العميل ورضائه وذلك بالتطوير المستمر لنتائج العمليات النهائية لتقابل متطلبات العميل.

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¹ (Tsekos, Theodore and Peristeras, Vassilis, April 2003) .

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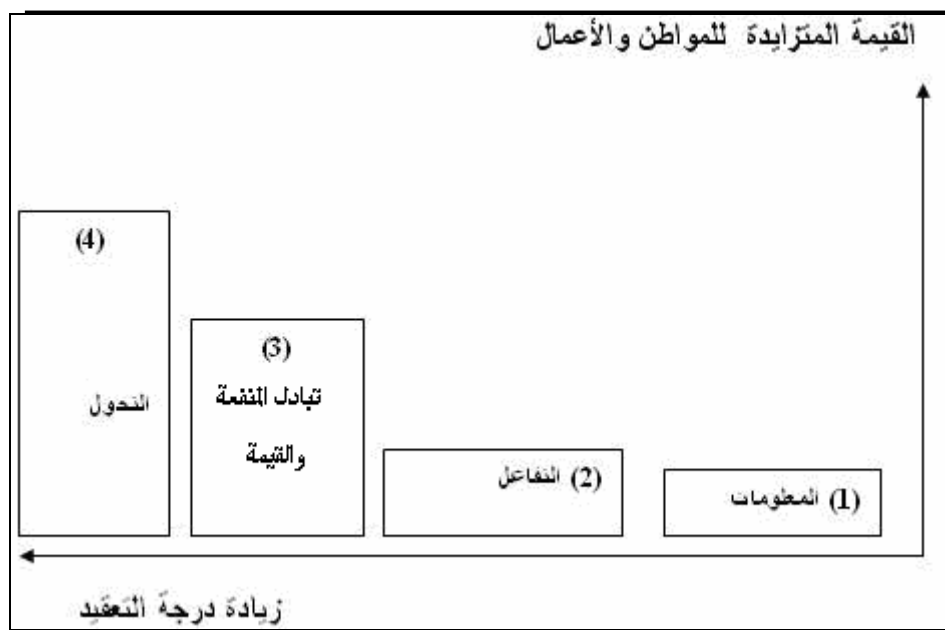
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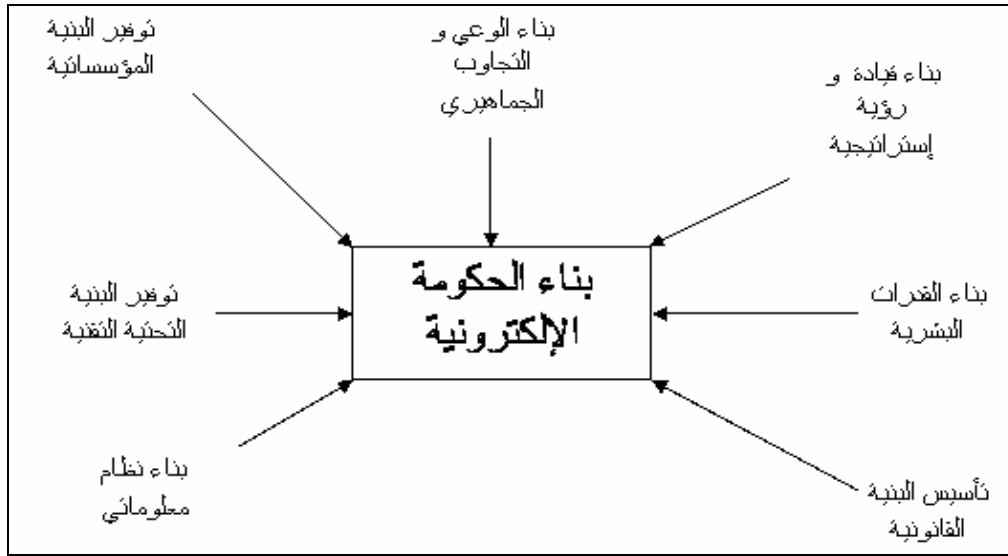
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(the President's Management Implementing Agenda for E-government, 2003)

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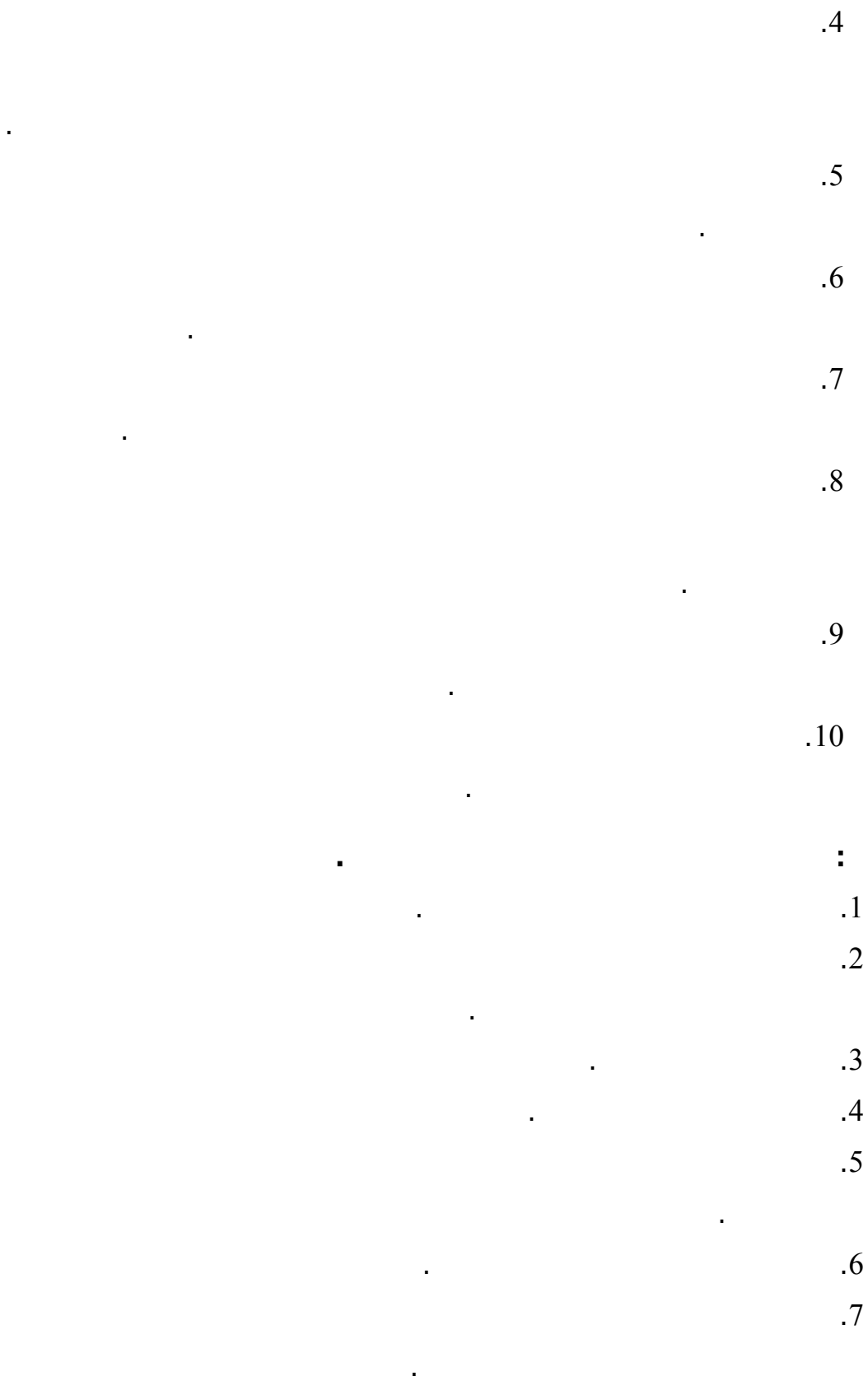
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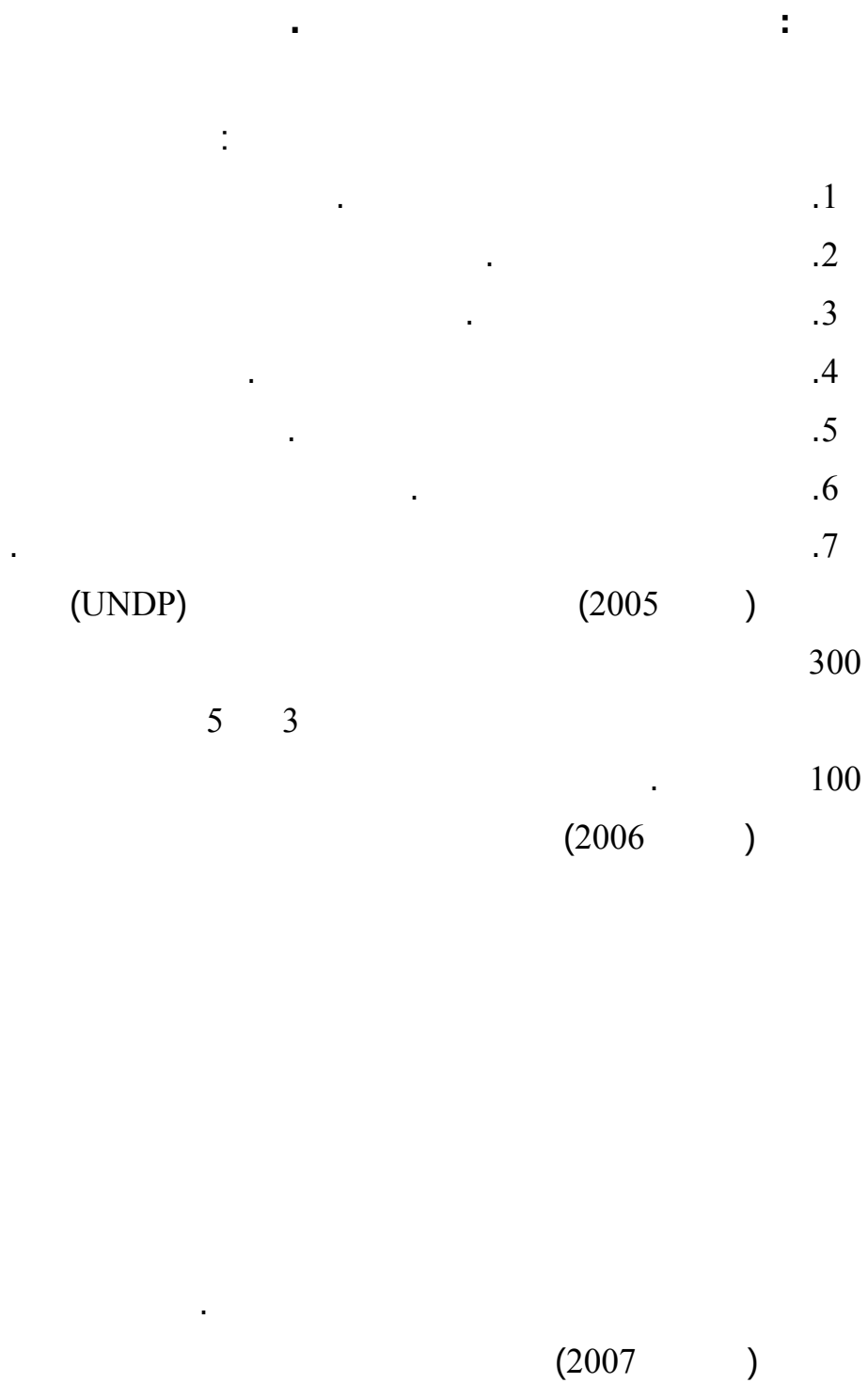
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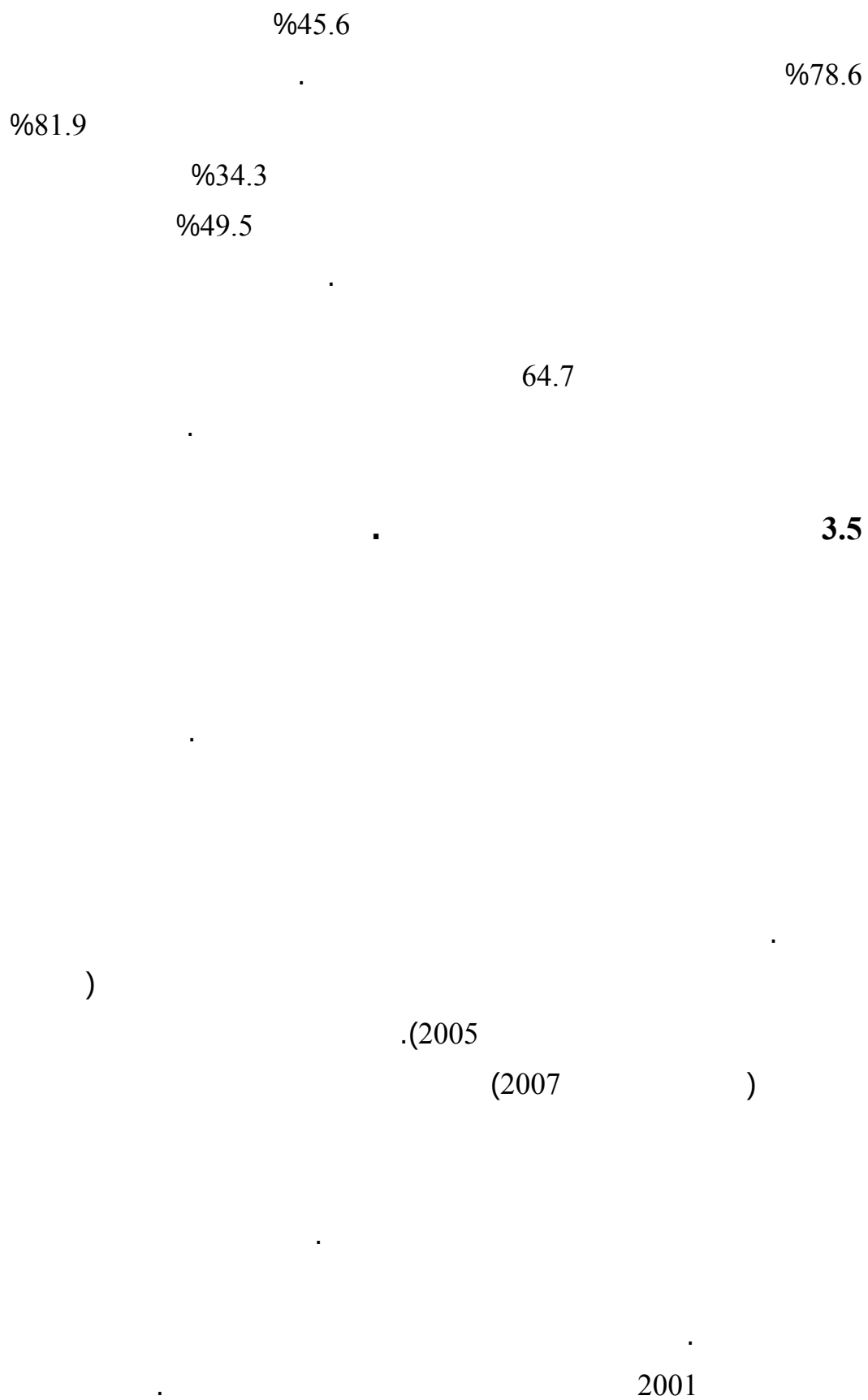
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5.5

(2007

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¹(2006)

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115

¹(2006)

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	.	8.6

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SPSS

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(1527785) 2007

%55.1 (17-0)

%3 (60) %41.9 (60-18)

	%41.9	(60-18)			
			640141		
) (PCBS, 2006-3)		415141	225000		
	(2006	) (2006			
				:	
%20.05	83218			.1	
			.		
101616				.2	
	..		%24.47		
%17.44	72384			.3	
			.		
%38.04	157923			.4	
			.		
		(isixsigma, 2007)			
(0.05)	(N = 415141)	N	$n = \frac{N}{N\alpha^2 + 1}$		
	400				
				:	
	%20.05			.1	
			. 80		
98	%24.47			.2	
			.		
70	%17.44			.3	
			.		
. 152	%38.04			.4	
	400				
		9			
3					

7

390

4.6

(1)

			▪
87.9	343		.1
12.1	47		.2

%87.9 (1)

%12.1

%9.5

.(2007) 2007

(2)

			▪
53.1	207		.1
45.4	177		.2
1.5	6		.3

%53.1 (2)

%1.5

%45.4

(3)

66.7	260	25 18	.1
19	74	35 26	.2
11.5	45	45 36	.3
2.8	11	60 46	.4

%2.8 45 (3)

%11.5 45 36

%19 35 26

%66.7 25 18

2007

60) %41.9 (60-18) %55.1 (17-0)

.(PCBS, 2006-2) %3 (

(4)

16.4	64		.1
8.7	34		.2
65.2	254		.3
9.7	38		.4

%16.4 (4)

%8.7

%65.2

%9.7

(5)

			.
37.2	145		.1
17.2	67		.2
25.1	98		.3
20.5	80		.4

%37.2

(5)

%17.2

%25.1

%20.5

.

(6)

			.
54.4	212		.1
16.9	66	2000	.2
14.1	55	3000 2000	.3
6.9	27	4000 3000	.4
7.7	30	4000	.5

%.54

(6)

2000

2000

%16.9

%14.1 3000

%6.9 4000 3000

%7.7 4000

(7)

			▪
3.4	13		.1
6.4	25		.2
21.5	84		.3
64.1	250		.4
4.6	18		.5

%3.4

(7)

%6.4

%21.5

%64.1

.

%4.6

(8)

			▪
3.4	13		.1
19.8	77		.2
37.4	146		.3
19.7	77		.4
19.7	77		.5

(8)

%3.4

%19.8

%37.4

%19.7

%19.7

%76.8

.

%23.2

(9)

			.
8.5	33		.1
19.4	76		.2
39	152		.3
22.6	88		.4
10.5	41		.5

(9)

%8.5

%19.4

%39

%22.6

%10.5

%72.1

%27.9

%23.2

.

(10)

			▪
74.1	289		.1
16.7	65		.2
9.2	36		.3

%74.1

(10)

%16.7

%9.2

(11)

			▪
92.1	359		.1
5.6	22		.2
2.3	9		.3

(11)

%92.1

%5.6

%2.3

(12)

			.
24.1	94		.1
73.8	288		.2
2.1	8		.3

%24.1 (12)

%73.8

. %2.1

. 5.6

:

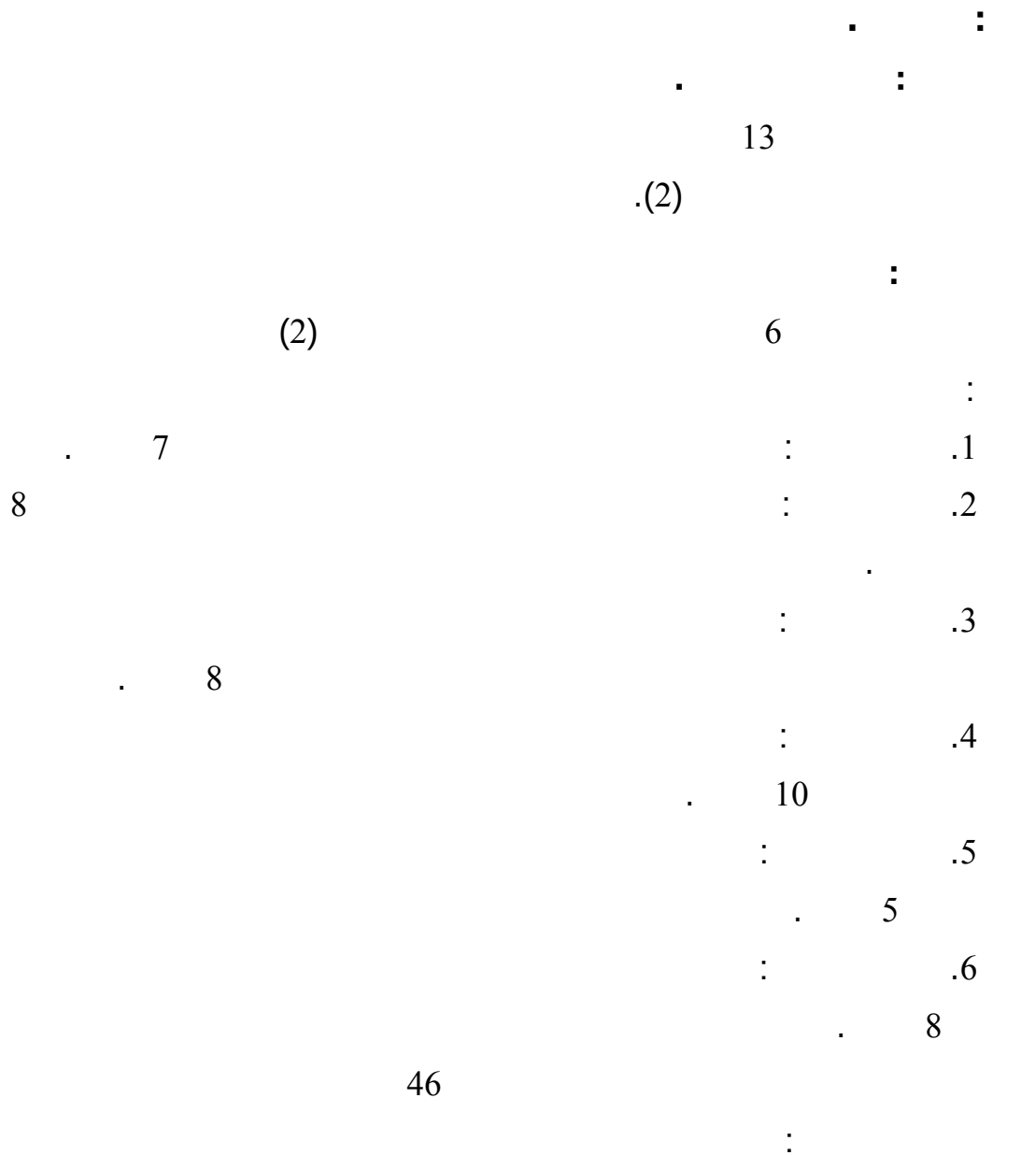
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5	4	3	2	1	

.(Pilot Study)

6.6

▪ **1.6.6**

(1)

13
.(2) 46

▪ **2.6.6**

30

(3)

() (0.05)

▪

3.6.6

"Cronbach's Alpha" :

(13)

			.
0.706	7	.	.1
0.803	8	.	.2
0.846	8	.	.3
0.609	10	.	.4
0.725	5	.	.5
0.706	8	.	.6

()

"Split-half Coefficient" :

:

$$\text{Spearman-Brown Coefficient} = \frac{2R}{(R+1)}$$

(14)

"Split-half Coefficient"

				▪
0.591	0.419	7	.	.1
0.845	0.731	8	.	.2
0.738	0.584	8		.3
0681	0.517	10		.4
0.688	0.516	5		.5
0.765	0.619	8		.6

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7.6

SPSS

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(SIGN TEST)

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8.6

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SPSS

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	.	2.7
"	"	1.2.7
"	"	2.2.7
"	"	3.2.7
"	"	4.2.7
	"	5.2.7
	"	6.2.7
	.	3.7
	.	4.7

. 1.7

2.7

(sig)
(SIGN TEST)

" (N)

" (N)
(0.05)

"(3)

"(3)

" (N)

"(3)
(0.05)

" (N)
(0.05)

"(3)

.(3)

."

"

1.2.7

(15)

"

"

(sig)		(5)	%	%	%	%	%		.
** 0.000	0.85	4.24	0	2.3	1.5	65.6	30.6	.	.1
** 0.000	0.87	4.35	0	2	4.9	48.7	44.4	.	.2

(sig)		(5)	%	%	%	%	%		.
** 0.000	0.83	4.16	0	7.2	7.6	46.7	38.5		.3
** 0.000	0.80	3.98	0	6.7	13	56.2	24.1		.4
** 0.000	0.83	4.17	0	5.7	3.8	58.2	32.3		.5
** 0.000	0.86	4.29	1	4.6	2.1	50.5	41.8		.6
** 0.000	0.42	2.12	22.8	53.8	14.2	6.9	2.3		.7
** 0.000	0.78	3.91					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

(15)

(1)

%96.2

%2.3

(SIGN-T)

(0.05)

(0.000)

			(2)	:
			%93.1	
			%2	
(0.05)	(0.000)		(SIGN-T)	

			(3)	:
			%85.2	
(SIGN-T)				%7.2
	(0.05)	(0.000)		

			(4)	:
			%80.3	
%6.7				
(SIGN-T)				
	(0.05)	(0.000)		

. (5) :
 %90.5
 %5.7
 (0.05) (0.000) (SIGN-T)

.
 . (6) :
 %92.3
 %5.6
 (SIGN-T)
 (0.05) (0.000)

. (7) :
 %9.2
 %76.6
 (0.000) (SIGN-T)
 (0.05)

(2007)

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(16)

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		.2
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		.6

(16)

(17)

(sig)		(5)	%	%	%	%	%		.
** 0.000	0.85	4.23	0	10	3.8	39.5	46.7		.1
** 0.000	0.92	4.61	0	1.3	1.3	33.1	64.4		.2
** 0.000	0.84	4.22	0.3	3.6	5.6	54.9	35.6		.3
** 0.000	0.77	3.84	0.3	7.7	27.1	37.7	27.2		.4
** 0.000	0.70	3.5	5.6	11.3	23.8	46.2	13.1		.5
** 0.000	0.68	3.38	7.9	26.7	15.1	19.5	30.8		.6
** 0.000	0.81	4.01	0	5.9	22.3	36.9	34.9		.7
** 0.000	0.83	4.13	0	8.7	12.3	36.4	42.6		.8
** 0.000	0.80	3.99					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

(17)

(1)

%10

(0.000)

(SIGN-T)

(0.05)

■

(2)

%97.5

%1.3

(0.05)

(0.000)

(SIGN-T)

■

(3)

%90.5

%3.9

(0.000)

(SIGN-T)

(0.05)

		(7)	:
		%71.8	
		%5.9	
(0.05)	(0.000)	(SIGN-T)	

		(8)	:
		%79	
(SIGN-T)			%8.7
	(0.05)	(0.000)	

	(2006	)
(2007	)	

(18)

(sig)		(S)	%	%	%	%	%		.
** 0.000	0.67	3.34	3.8	30	3.8	53.4	9		.1
** 0.000	0.68	3.38	0.8	19.5	32.5	35.1	12.1		.2
** 0.000	0.75	3.76	1.3	11.5	16.2	53.1	17.9		.3
** 0.000	0.71	3.53	2.1	7.9	36.4	41.8	11.8		.4
** 0.000	0.72	3.60	3.8	24.1	1.3	49.5	21.3		.5
0.120	0.54	2.70	20.8	25.1	23.1	25.6	5.4		.6
0.140	0.50	2.51	21.5	27.9	33.9	11.3	5.4		.7
0.110	0.43	2.15	27.4	46.9	11.6	11.8	2.3		.8
* 0.046	0.64	3.2					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

			(18)	
:			(1)	:
			%62.4	
%33.8				
	(SIGN-T)			
		(0.05)	(0.000)	
			(2)	:
			%47.2	
		%20.3		
(0.000)		(SIGN-T)		
				(0.05)
			(3)	:
			%71	
			%12.8	
(0.05)	(0.000)			(SIGN-T)
		(ADSL)		
			(4)	:
			%53.6	
		%10		
(0.05)	(0.000)		(SIGN-T)	

(ADSL)

■

(5)

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%70.8

%27.9

(0.05)

(0.000)

(SIGN-T)

(6)

—

%31

(SIGN-T)

%45.9

(0.05)

(0.120)

(7)

■

%16.7

%49.4

(0.05)

(0.140)

(SIGN-T)

1

. **(8)** :

%14.1

%74.3

(SIGN-T)

(0.05)

(0.110)

(2001)

4.2.7

(19)

(sig)		(S)	%	%	%	%	%		.
** 0.000	0.76	3.81	2.8	10	4.2	69.7	13.3		.1
** 0.000	0.49	2.39	1	24.9	6.9	46.9	20.3		.2
** 0.000	0.68	3.37	1.8	11	10.3	65.9	11		.3
0.100	0.59	2.92	11	18.3	42.8	23.3	4.6		.4

(sig)		(5)	%	%	%	%	%		.
0.120	0.51	2.55	1	15.4	38.8	26.6	18.2		.5
0.100	0.69	3.45	8.6	12.1	10.5	62.6	6.2		.6
0.090	0.64	3.22	7.7	15.6	24.3	51.6	0.8		.7
* 0.030	0.68	3.41	4.6	15.4	18.5	57.4	4.1		.8
* 0.020	0.75	3.75	0.5	15.6	14.2	65.6	4.1		.9
* 0.020	0.52	2.59	6.7	58.2	11.5	16.9	6.7		.10
* 0.048	0.64	3.2					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

(19)

(1) :
%83

(SIGN-T) %12.8

(0.05) (0.000)

(2) :
%67.2

%25.9

(SIGN-T)

		(0.05)	(0.000)
			.
			(3)
			:
		%76.9	
(SIGN-T)			%12.8
	(0.05)	(0.000)	

			.
			(4)
			:
		%27.9	
	%29.3		
	(SIGN-T)		
		(0.05)	(0.100)

			.
			(5)
			:
		%44.8	
	%16.4		
(0.120)	(SIGN-T)		
		(0.05)	

.

	(6)	:
	%68.8	
	%20.7	
(0.05)	(0.100)	(SIGN-T)

.

	(7)	:
	%52.4	
	%23.3	
(0.05)	(0.090)	(SIGN-T)

(2005)

.

	(8)	:
	%61.5	
	%20	
(0.05)	(0.030)	(SIGN-T)

		(9)	:
		%69.7	
	%16.1		
(0.020)		(SIGN-T)	
			(0.05)

		(10)	:
		%23.6	
		%64.9	
(0.05)	(0.020)	(SIGN-T)	

(Sandh 2007)

(20)

(sig)		(S)	%	%	%	%	%		.
** 0.000	0.82	4.10	0.8	1.3	5.6	71.8	20.5		.1
** 0.000	0.85	4.23	0.8	0	8.7	56.9	33.6		.2
** 0.000	0.83	4.15	0.8	2.8	5.9	61.8	28.7		.3
** 0.000	0.78	4.35	0.8	0.3	1.5	57.7	39.7		.4
** 0.000	0.84	4.21	0.8	0.5	2.1	70.8	25.9		.5
** 0.000	0.84	4.21					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

: (20)

: (1)

%92.3

%2.1

(SIGN-T)

(0.05)

(0.000)

.

		(2)		:
		%90.5		
		%0.8		
(0.05)	(0.000)			(SIGN-T)

.

		(3)		:
		%90.5		
		%3		
(0.05)	(0.000)			(SIGN-T)

.

		(4)		:
		%97.4		
		%1.1		
(0.05)	(0.000)			(SIGN-T)

.

(5)

:

.

%96.7

%1.4

(SIGN-T)

(0.05)

(0.000)

.

(Sandh 2007)

(2005)

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(21)

(sig)		(s)	%	%	%	%	%		.
** 0.000	0.63	3.15	3.3	54.9	6.7	23.8	11.3		.1
** 0.010	0.68	3.42	7.9	61.3	2.1	21.8	6.9		.2
** 0.000	0.77	3.84	19.5	64.6	1.3	9.7	4.9		.3
** 0.000	0.73	3.66	11	66.4	4.6	13.1	4.9		.4
** 0.010	0.72	3.62	7.4	70.3	4.6	13.1	4.6		.5
** 0.000	0.47	2.34	0.8	12.1	16.2	62.3	8.7		.6
** 0.010	0.52	2.59	23.1	37.4	3.6	28.2	7.7		.7
** 0.010	0.37	1.98	2.1	10.8	7.4	42.3	37.4		.8
** 0.005	0.62	3.08					** المتوسط الحسابي دال عند مستوى (0.01) * المتوسط الحسابي دال عند مستوى (0.05)		

:

(21)

	(1)		:
	%35.1		
	%58.2		
(0.000)	(SIGN-T)		
	(0.05)		

	(2)		:
	%28.7		
	%69.2		
(0.010)	(SIGN-T)		
	(0.05)		

	(3)		:
	%14.6		
	%84.1		
(0.000)	(SIGN-T)		
	(0.05)		

_____ (7) :

%35.9

%60.5

(0.010)

(SIGN-T)

(0.05)

.

_____ (8) :

%79.7

%12.9

(0.05)

(0.010)

(SIGN-T)

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0.061	** 0.409	** 0.495	** 0.652	** 0.247	** 0.149	** 0.490	** 0.450	* 0.120	* 0.130		.1
0.228	0.000	0.000	0.000	0.000	0.003	0.000	0.000	0.028	0.011		.2
** المتوسط الحسابي دال عند مستوى (0.01)											
* المتوسط الحسابي دال عند مستوى (0.05)											

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1,2,3

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(0.011)

(0.130*)

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			⋮ _____
1,2,3	"		.
	(4)	"	
	(0.05)	(0.028)	(0.120*)

			.
			⋮ _____
1,2,3	"		.
	(9)	"	
	(0.05)	(0.000)	(0.450**)

			.
			⋮ _____
1,2,3	"		.
	(10)	"	
	(0.05)	(0.000)	(0.490**)

(0.05)

(0.000)

(0.652**)

1,2,3

11

11

(0.05)

(0.000)

(0.495**)

1,2,3

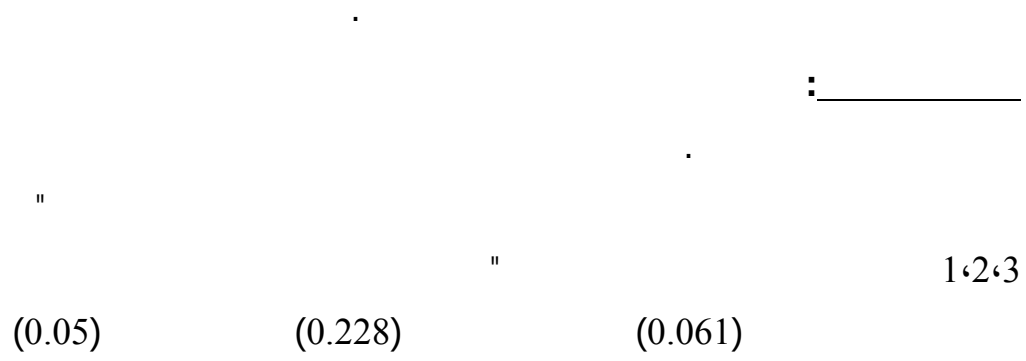
11

11

(0.05)

(0.000)

(0.409**)



. 4.7

(SIGN TEST)

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1,2,3

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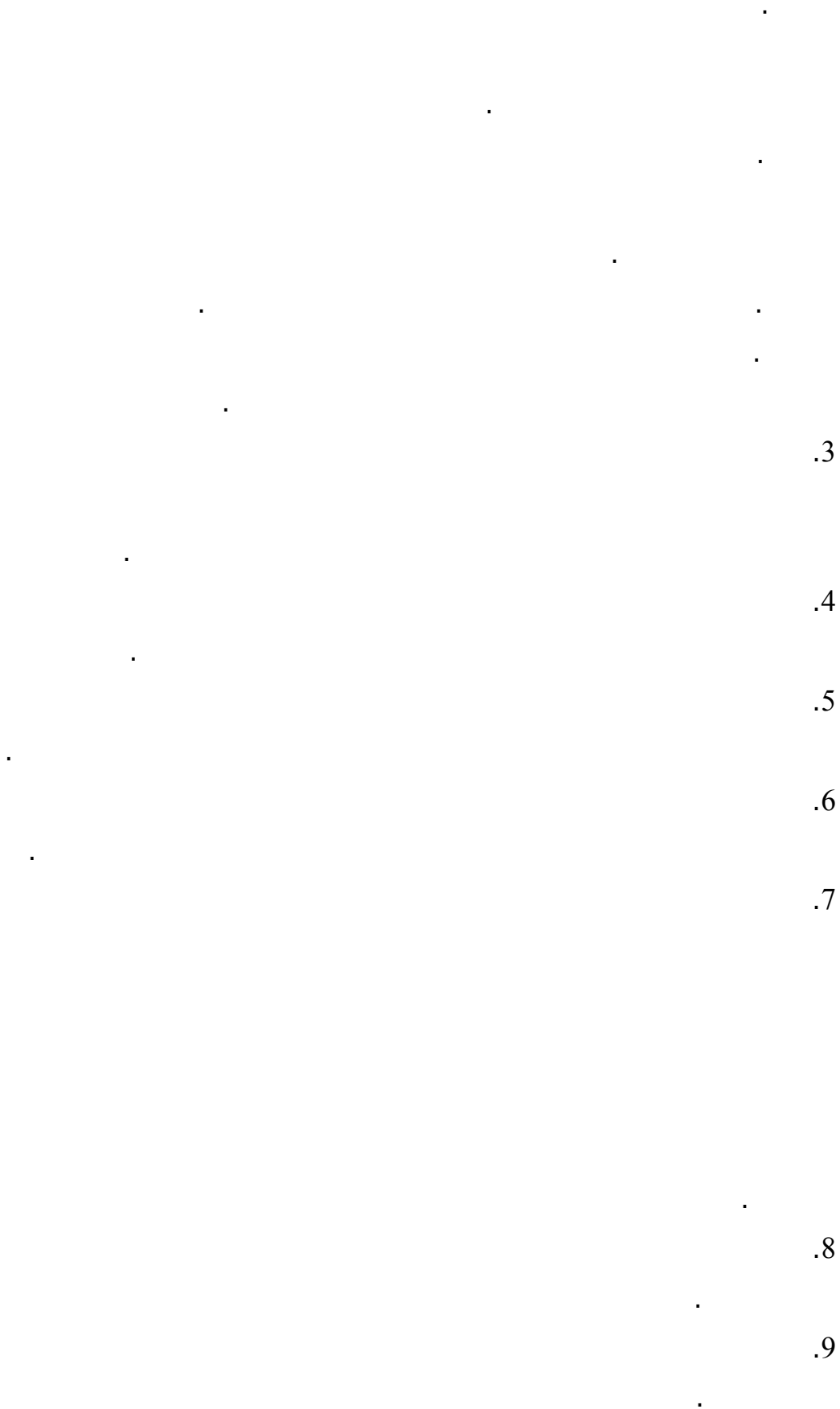
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قائمة المراجع

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0.002	0.533	.	.1
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0.000	0.729	.	.5
0.000	0.833	.	.6
0.000	0.632	.	.7

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0.001	0.584	.	.8
0.003	0.523	.	.9
0.003	0.526	.	.10
0.000	0.807	.	.11
0.000	0.965	.	.12
0.000	0.822	.	.13
0.000	0.605	.	.14
0.000	0.702	.	.15

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0.000	0.781	.	.1
0.000	0.799	.	.2
0.004	0.515	.	.3
0.001	0.517	.	.4
0.000	0.719	.	.5
0.000	0.801	.	.6
0.023	0.415	.	.7
0.000	0.798	.	.8

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0.000	0.796	.	.1
0.000	0.804	.	.2
0.030	0.397	.	.3
0.001	0.596	.	.4
0.000	0.817	.	.5
0.026	0.407	.	.6
0.000	0.653	.	.7
0.000	0.573	.	.8
0.029	0.399	.	.9
0.030	0.397	.	.10

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0.000	0.707	.	.1
0.004	0.513	.	.2
0.000	0.688	.	.3
0.000	0.701	.	.4
0.000	0.880	.	.5

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0.000	0.639	.	.1
0.000	0.819	.	.2

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0.000	0.706	.	.4
0.000	0.938	.	.5
0.007	0.480		.6
0.000	0.813		.7
0.000	0.834		.8

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0.000	0.622	.	.1
0.000	0.744	.	.2
0.000	0.959	.	.3
0.000	0.881		.4

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0.000	0.514	.	.5
0.000	0.758	.	.6

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بسم الله الرحمن الرحيم



ملحق رقم (4)

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The Islamic University - Gaza

Faculty of Commerce

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التاريخ 2007/10/20

لمن يهمه الأمر

السلام عليكم ورحمة الله وبركاته ...

الموضوع: تسهيل مهمة الطالب / إياد خالد عدوان

تهديكم كلية التجارة بالجامعة الإسلامية تحياتها، وترجو النكرم بمساعدة الطالب / إياد خالد عدوان، والملتحق في برنامج ماجستير إدارة الأعمال في الحصول على المعلومات التي تساعد في عمل بحث بعنوان: (مدى تقبل المواطنين للحصول على الخدمات من خلال الحكومة الإلكترونية (حالة قطاع غزة)).

وفي ذلك خدمة للبحث العلمي.

وتقبلوا فائق الاحترام والتقدير،،،

/ عميد كلية التجارة

د. سالم عبد الله حلس



صورة إلى:
• الملف.