



# عوامل الإخلال الوظيفي في الكليات التقنية بمحافظات غزة من وجهة نظر الإدارة العليا

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2011 - 2010

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

﴿ إِنَّ اللَّهَ يَأْمُرُكُمْ أَنْ تُؤَدُّوا الْأَمَانَاتِ إِلَىٰ أَهْلِهَا وَإِذَا حَكَمْتُمْ بَيْنَ النَّاسِ أَنْ تَحْكُمُوا بِالْعَدْلِ إِنَّ اللَّهَ نِعِمَّا يَعِظُكُمْ بِهِ ۗ إِنَّ اللَّهَ كَانَ سَمِيعًا بَصِيرًا ﴾

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

﴿ إِنَّ الَّذِينَ ءَامَنُوا وَعَمِلُوا الصَّالِحَاتِ إِنَّا لَا نُضِيعُ أَجْرَ مَنْ أَحْسَنَ عَمَلًا ۝ ﴾

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## **Abstract**

This study aimed to identify the factors of breach of employees' career at technical colleges in Gaza governorates from the perspective of top management. These factors are represented in the effect of religious and moral authority, job satisfaction, work pressure, organizational culture, reward and punishment, and conditions in the work environment.

The study was conducted on (114) top management members at (8) technical colleges using a questionnaire and comprehensive survey method. ( 91) questionnaires were collected. The researcher used the descriptive analytical method and the proper statistical analysis based on the SPSS.

### **The study concluded with the following findings:**

1. 80.04% of the study sample responded that employees at the researched technical colleges have religious and moral authority.
2. Employees enjoy job satisfaction and have moderate work pressure.
3. Employees have a good organizational culture, colleges have simple reward and punishment systems, and work conditions are good.
4. There is an opposite correlation between factors of employees' career breach (religious and moral authority, job satisfaction, organizational culture ,reward and punishment, and conditions in the work environment) and the level of career breach and positive correlation between work pressure and the level of career breach, at technical colleges in Gaza governorates.

### **The study presented the following recommendations:**

1. Revising the salary systems at the researched colleges by the concerned officials to improve and make them comparable to salary systems of other equivalent institutions and appropriate to the duties performed by employees.
2. Adding a sense of renewal to the assignments performed by employees and avoiding routine. In addition, these assignments should have clear and specific objectives.
3. Holding training courses which make employees aware of their rights, duties, and job characteristics in ways which increase loyalty and accuracy.
4. Preparing lounges for employee to help them renew their energy and get rid of routine.

## **الإهداء**

**إلى:**

- **من كان لهما الفضل فيما وصلت إليه من تربية وتعليم بعد الله: والدي ووالدتي (حفظهما الله) وأطال الله في عمرهما، وأمدهما بالصحة والعافية.**
- **إلى زوجتي الغالية، التي تحملت عناء دراستي.**
- **إلى إخواني وأخواتي الذين أرى فيهم نفسي.**
- **إلى أبنائي الأحباء.**
- **إلى جميع الزملاء.**

**إليهم أهدي هذا الجهد المتواضع، سائلاً المولى عز وجل أن يوفقني لما فيه الخير والبناء.**

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| 120 | (One Way ANOVA)  | 40 |
| 121 | ( One Way ANOVA) | 41 |
| 122 | ( One Way ANOVA) | 42 |

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# **الفصل الأول**

## **الإطار العام للدراسة**

- ❖ مقدمة.
- ❖ مشكلة الدراسة.
- ❖ فرضيات الدراسة.
- ❖ متغيرات الدراسة.
- ❖ أهداف الدراسة.
- ❖ أهمية الدراسة.

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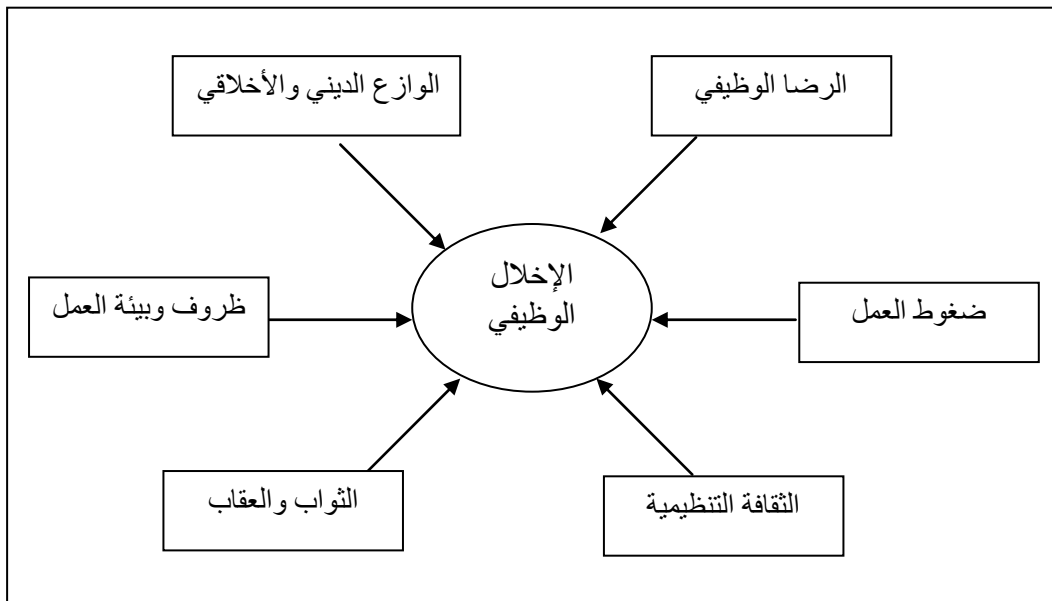
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## **الفصل الثاني**

### **الإطار النظري للدراسة**

#### **المبحث الأول: الإخلال الوظيفي**

- **تعريفات الإخلال الوظيفي.**
- **مظاهر الإخلال الوظيفي.**
- **العوامل المؤثرة في الإخلال الوظيفي.**
- **الآثار المترتبة على الإخلال الوظيفي.**
- **طرق علاج الإخلال الوظيفي.**

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## **المبحث الثاني:**

### **واقع التعليم التقني في محافظات غزة**

- ماهية التعليم التقني.
- مفهوم التعليم التقني.
- أهمية التعليم التقني.
- أهداف التعليم التقني.
- نشأة التعليم التقني في فلسطين وتطوره.
- الصعوبات والتحديات التي تواجه التعليم التقني في فلسطين.
- الإخلال الوظيفي لدى موظفي الكليات التقنية بمحافظات غزة.

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## **الفصل الثالث**

### **الدراسات السابقة**

**أولاً. الدراسات العربية**

**ثانياً. الدراسات الأجنبية**

**ثالثاً. التعليق على الدراسات السابقة**

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|---|----------------|-----|
| " | (2010) ,Yahia  | .16 |
| " |                |     |
| " |                |     |
|   | (100)          |     |
| : |                |     |
| . |                | .1  |
| . |                | .2  |
| . |                | .3  |
| : |                |     |
| . |                | .1  |
| . |                | .2  |
| . |                | .3  |
| . |                | .4  |
| " | (2008) ,Kruger | .17 |

(16)

(291)

|       |     |                          |
|-------|-----|--------------------------|
|       | :   |                          |
| – 28) | %58 | (53 - 21)                |
|       |     | .1                       |
|       |     | (36                      |
|       | .   |                          |
|       | .   | .2                       |
|       | .   | .3                       |
|       | :   |                          |
|       |     | .1                       |
|       | .   |                          |
|       | .   | .2                       |
|       | .   | .3                       |
|       | .   |                          |
|       | "   | <b>(2005) Ann Josias</b> |
|       | "   | .18                      |

|      |       |       |
|------|-------|-------|
| .%86 | (121) | (140) |
|      | :     |       |
|      | .     | .1    |
|      | .     | .2    |
| )    | .     | .3    |
|      | .(    |       |
|      | .     |       |

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" (2002) ,Leontaridi and E.Ward .19

"

International Social Survey Program (ISSP). 1997

(15)

(65)

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%14 10

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|-------|-----------------------|
| )     | .3                    |
| .     | (                     |
| :     |                       |
| .     | .1                    |
| .     | .2                    |
| "     | (1992) Mc Clenney .22 |
| "     |                       |
| (200) | .                     |
| .     |                       |
| :     |                       |
| .     | .1                    |
|       | .2                    |
| .     |                       |
| )     | .3                    |
| .     | .( 12                 |
| :     |                       |
| .     | .1                    |
| .     | .2                    |

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) (2009 ) :

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(1994 ) :

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(2008 ) (2007 ) (2005 )

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.(1992 ) (2007 ) (2005 ) (2008

Kruger) (1992 Mc Clenney)

Yahia) (2005 Ann Josias) (1999 M Woo) (2008

(2011 F.Omar) (2002 Leontaridi and E.Ward) (2010

, (2001 Bolin)

.(2010 Salami)

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(2009)

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Salami

Yahia

(2007  
F.Omar

1992)  
2010

.

## **الفصل الرابع**

### **الإطار العملي للدراسة**

- ❖ تمهيد
- ❖ منهجية الدراسة
- ❖ مجتمع وعينة الدراسة
- ❖ صدق وثبات الاستبانة
- ❖ المعالجات الإحصائية

: .1

.2

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. 3.1

Statistical

,  
(SPSS) Package for Social Science

. 3.2

4. :

الكليات التقنية بمحافظات غزة

(114)

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( ) ( )

(

الكليات التقنية بمحافظات غزة

(91)

(%79.82)

:

:

: -1

( 1)

|       |    |  |
|-------|----|--|
|       |    |  |
| 90.1  | 82 |  |
| 9.9   | 9  |  |
| 100.0 | 91 |  |

% 9.9 " " % 90.1 (1)

. " "

.

.2

( 2)

|       |    |    |     |
|-------|----|----|-----|
|       |    |    |     |
| 29.7  | 27 | 30 | -20 |
| 39.6  | 36 | 40 | -30 |
| 25.3  | 23 | 50 | -40 |
| 5.5   | 5  |    | 50  |
| 100.0 | 91 |    |     |

-20" % 29.7 (2)

%25.3 " 40 -30" %39.6 " 30

%5.5 " 50 -40" . " 50 "

.

: .3

( 3)

|       |    |  |
|-------|----|--|
|       |    |  |
| 7.7   | 7  |  |
| 39.6  | 36 |  |
| 44.0  | 40 |  |
| 8.8   | 8  |  |
| 100.0 | 91 |  |

%39.6 " " %7.7 (3)  
" " %44.0 " "  
." % 8.8

.

.4

( 4)

|       |    |       |
|-------|----|-------|
|       |    |       |
| 28.6  | 26 | 5     |
| 34.1  | 31 | 10 -5 |
| 37.4  | 34 | 10    |
| 100.0 | 91 |       |

" %28.6 (4)  
" 10 -5" %34.1 " 5  
." 10" %37.4

.

.5

( 5)

|       |    |  |
|-------|----|--|
|       |    |  |
| 90.1  | 82 |  |
| 9.9   | 9  |  |
| 0.0   | 0  |  |
| 100.0 | 91 |  |

%9.9 " " %90.1 (5)  
" "

" "

.

(6)

( )

|       |    | ( ) |
|-------|----|-----|
| 17.6  | 16 |     |
| 24.2  | 22 | —   |
| 22.0  | 20 |     |
| 3.3   | 3  |     |
| 7.7   | 7  |     |
| 8.8   | 8  |     |
| 7.7   | 7  |     |
| 8.8   | 8  |     |
| 100.0 | 91 |     |

" % 17.6 (6)

%22.0 " — " %24.2 "

" %3.3 " "

%8.8 " " %7.7 "

" %7.7 " "

" %8.8 "

.

.

**-7**

(7)

|       |    |  |
|-------|----|--|
|       |    |  |
| 46.2  | 42 |  |
| 31.9  | 29 |  |
| 16.5  | 15 |  |
| 5.5   | 5  |  |
| 100.0 | 91 |  |

$$\% 31.9 \quad " \quad " \quad \% 46.2 \quad (7)$$

|| ||

%16.5      "      "

|| ||

%5.5

11

**8.**

(8)

|       |    |  |
|-------|----|--|
|       |    |  |
| 2.2   | 2  |  |
| 4.4   | 4  |  |
| 2.2   | 2  |  |
| 28.6  | 26 |  |
| 33.0  | 30 |  |
| 29.7  | 27 |  |
| 100.0 | 91 |  |

$$\%4.4 \quad " \quad " \quad \%2.2 \quad (8)$$

%2.2 "

11

-9

(9)

|       |    |      |      |
|-------|----|------|------|
|       |    |      |      |
| 29.7  | 27 | 2500 | 1500 |
| 25.3  | 23 | 3500 | 2500 |
| 28.6  | 26 | 4500 | 3500 |
| 16.5  | 15 |      | 4500 |
| 100.0 | 91 |      |      |

|        |       |       |        |
|--------|-------|-------|--------|
| 1500"  | %29.7 | (9)   |        |
| 3500   | 2500" | %25.3 | " 2500 |
| " 4500 | 3500" | %28.6 | "      |
| .      | 4500" | %16.5 |        |

71

(10)

| 5.0-4.20 | 4.20-3.40 | 3.40-2.60 | 2.60-1.80 | 1.80-1 |  |
|----------|-----------|-----------|-----------|--------|--|
|          |           |           |           |        |  |
| 1        | 2         | 3         | 4         | 5      |  |

: .6

(429 1995 )

"

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(179 2001

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6.1

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6.1.1

(11)

(1)

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6.1.2

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(30)

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6.1.2.1

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)

(11)

(

r

r

0.05

(0.05)

.

0.361

(11)

(

)

| 0.028 | 0.402 | . | .1 |
|-------|-------|---|----|
| 0.040 | 0.377 | . | .2 |
| 0.004 | 0.515 | . | .3 |
| 0.024 | 0.411 | . | .4 |
| 0.004 | 0.511 | . | .5 |
| 0.000 | 0.634 | . | .6 |
| 0.030 | 0.396 | . | .7 |
| 0.023 | 0.414 | . | .8 |

0.361

"28"

0.05

r

6.1.2.2

:

) (12)

(  
( 0.05)

r                      r        0.05

0.361

(12)

(                      )

| 0.000 | 0.672 | . | .1 |
|-------|-------|---|----|
| 0.000 | 0.734 | . | .2 |
| 0.002 | 0.544 | . | .3 |
| 0.027 | 0.403 | . | .4 |
| 0.002 | 0.553 |   | .5 |
| 0.000 | 0.620 | . | .6 |
| 0.002 | 0.548 | . | .7 |
| 0.006 | 0.493 | . | .8 |
| 0.000 | 0.673 | . | .9 |

0.361        "28"        0.05                      r

( ) 6.1.2.3  
 ) (13)  
 ( ( 0.05)  
 r r 0.05  
 . 0.361

(13)  
 ( )

| 0.026 | 0.407 | . | .1 |
|-------|-------|---|----|
| 0.013 | 0.447 | . | .2 |
| 0.002 | 0.553 | . | .3 |
| 0.001 | 0.596 | . | .4 |
| 0.003 | 0.522 | . | .5 |
| 0.016 | 0.438 | . | .6 |
| 0.000 | 0.673 | . | .7 |
| 0.001 | 0.575 | . | .8 |

0.361 "28" 0.05 r

6.1.2.4

(14)

(

( 0.05)

0.361

(14)

(

| 0.002 | 0.551 |  | .1 |
|-------|-------|--|----|
| 0.005 | 0.496 |  | .2 |
| 0.037 | 0.383 |  | .3 |
| 0.000 | 0.610 |  | .4 |
| 0.004 | 0.514 |  | .5 |
| 0.026 | 0.406 |  | .6 |
| 0.003 | 0.531 |  | .7 |
| 0.003 | 0.519 |  | .8 |

0.361 "28" 0.05 r

.( )

### 6.1.2.5

)

(15)

(

r

r

0.05

( 0.05)

.

0.361

(15)

( )

| 0.030 | 0.397 | .    | .1 |
|-------|-------|------|----|
| 0.000 | 0.692 |      | .2 |
| 0.005 | 0.504 | .    | .3 |
| 0.003 | 0.520 | .    | .4 |
| 0.000 | 0.789 | .    | .5 |
| 0.013 | 0.447 | .    | .6 |
| 0.000 | 0.737 | .    | .7 |
| 0.005 | 0.500 |      | .8 |
| 0.000 | 0.656 | )    | .9 |
|       |       | (... |    |

0.361

"28"

0.05

r

.( )

6.1.2.6

)

(16)

(

r

r

0.05

( 0.05)

.

0.361

(16)

( )

| 0.001 | 0.564 | .    | <b>1</b> |
|-------|-------|------|----------|
| 0.000 | 0.638 | .( ) | <b>2</b> |
| 0.000 | 0.617 | .    | <b>3</b> |
| 0.000 | 0.722 | .    | <b>4</b> |
| 0.000 | 0.672 | .    | <b>5</b> |
| 0.000 | 0.624 | .    | <b>6</b> |
| 0.000 | 0.750 | .    | <b>7</b> |
| 0.000 | 0.694 | .    | <b>8</b> |
| 0.001 | 0.559 | .    | <b>9</b> |

0.361

"28"

0.05

r

6.1.2.7  
 ) (17)  
 ( ( 0.05)  
 r 0.05  
 ( ) 0.361

(17)  
 ( )

| 0.000 | 0.684 | .         | 1  |
|-------|-------|-----------|----|
| 0.002 | 0.543 | .         | 2  |
| 0.000 | 0.749 | .         | 3  |
| 0.000 | 0.597 | .         | 4  |
| 0.006 | 0.487 | .         | 5  |
| 0.000 | 0.743 | .         | 6  |
| 0.000 | 0.787 | .         | 7  |
| 0.000 | 0.848 | .         | 8  |
| 0.000 | 0.909 | .         | 9  |
| 0.000 | 0.880 | .         | 10 |
| 0.000 | 0.869 | .         | 11 |
| 0.000 | 0.856 | .         | 12 |
| 0.000 | 0.774 | .         | 13 |
| 0.000 | 0.698 | ) ,<br>.( | 14 |

0.361 "28" 0.05 r

### 6.1.3

(18)

r 0.05 0.05  
.0.361

(18 )

| 0.008 | 0.475 |  |  | : |
|-------|-------|--|--|---|
| 0.000 | 0.612 |  |  |   |
| 0.037 | 0.383 |  |  |   |
| 0.000 | 0.636 |  |  |   |
| 0.000 | 0.723 |  |  |   |
| 0.000 | 0.724 |  |  |   |
| 0.026 | 0.406 |  |  | : |

0.361 "28" 0.05 r

:Reliability

### 6.2

.(430 1995 )

.

## Split-Half Coefficient

### 6.2.1

(Spearman-Brown Coefficient)

(19)

$$\frac{r^2}{r+1} =$$

(19)

( )

| 0.000 | 0.8418 | 0.7268 | 8  |  |  | : |
|-------|--------|--------|----|--|--|---|
| 0.000 | 0.8595 | 0.7537 | 9  |  |  |   |
| 0.000 | 0.8328 | 0.7135 | 8  |  |  |   |
| 0.000 | 0.8632 | 0.7593 | 8  |  |  |   |
| 0.000 | 0.8183 | 0.6925 | 9  |  |  |   |
| 0.000 | 0.8267 | 0.7046 | 9  |  |  |   |
| 0.000 | 0.8476 | 0.7355 | 14 |  |  | : |
| 0.000 | 0.8504 | 0.7398 | 65 |  |  |   |

0.361

"28"

0.05

r

## :Cronbach's Alpha

## 6.2.2

(20)

(20)

( )

| 0.8725 | 8  |  |  | : |
|--------|----|--|--|---|
| 0.8817 | 9  |  |  |   |
| 0.8517 | 8  |  |  |   |
| 0.8740 | 8  |  |  |   |
| 0.8426 | 9  |  |  |   |
| 0.8532 | 9  |  |  |   |
| 0.8715 | 14 |  |  | : |
| 0.8832 | 65 |  |  |   |

: .7

Statistical Package for

Social Science ( SPSS)

:

1) .1

( 5 4 3 2

(4=1-5 ) ( )

(0.08=5/4)

( )

: (21)

(21)

| 5.0 - 4.20 | 4.20 - 3.40 | 3.40 - 2.60 | 2.60 - 1.80 | 1.80 - 1 |  |
|------------|-------------|-------------|-------------|----------|--|
|            |             |             |             |          |  |
| 1          | 2           | 3           | 4           | 5        |  |

.2

Mean

.3

(89 1996 )

(Standard Deviation)

.4

.5

.6

.7

1- )

-

.8

.(Sample K-S

One sample T test

t

.9

."3"

.10

One Way ANOVA .

.11

## **الفصل الخامس**

### **نتائج الدراسة الميدانية وتفسيرها**

❖ اختبار التوزيع الطبيعي

❖ تحليل فقرات وفرضيات الدراسة

1. (1- Sample K-S) - )

(22)

( sig. > 0.05 ) 0.05

(22)

(1-Sample Kolmogorov-Smirnov)

|       | <b>Z</b> |    |  |  |   |
|-------|----------|----|--|--|---|
| 0.770 | 0.664    | 8  |  |  | : |
| 0.465 | 0.850    | 9  |  |  |   |
| 0.089 | 1.247    | 8  |  |  |   |
| 0.203 | 1.070    | 8  |  |  |   |
| 0.462 | 0.852    | 9  |  |  |   |
| 0.062 | 1.319    | 9  |  |  |   |
| 0.927 | 0.546    | 14 |  |  | : |
| 0.850 | 0.610    | 65 |  |  |   |

2.

(One Sample T test ) T

t

0.05

) 1.99

t

(% 60

t

0.05

) 1.99-

t

( % 60

.0.05

.1  
/ 1.1

(23)

( )

| 0.000 | 11.096 | 76.48 | 0.709 | 3.82 |  | 1 |
|-------|--------|-------|-------|------|--|---|
| 0.000 | 10.170 | 78.90 | 0.886 | 3.95 |  | 2 |
| 0.000 | 15.367 | 84.40 | 0.757 | 4.22 |  | 3 |
| 0.000 | 11.910 | 81.32 | 0.854 | 4.07 |  | 4 |
| 0.000 | 13.662 | 80.88 | 0.729 | 4.04 |  | 5 |
| 0.000 | 10.279 | 77.36 | 0.806 | 3.87 |  | 6 |
| 0.000 | 12.016 | 80.88 | 0.829 | 4.04 |  | 7 |
| 0.000 | 11.349 | 80.22 | 0.850 | 4.01 |  | 8 |
| 0.000 | 16.129 | 80.05 | 0.593 | 4.00 |  |   |

1.99 "90" 0.05 t

(23)

t

( )

:

|         |           |      |    |
|---------|-----------|------|----|
| "0.000" | "%84.40 " | "3"  | .1 |
| "       | "         | 0.05 |    |
| "0.000" | "%81.32"  | "4"  | .2 |
| "       | "         | 0.05 |    |
| "0.000" | "%80.88"  | "5"  | .3 |
| "       | "         | 0.05 |    |
| "0.000" | "%80.88"  | "7"  | .4 |
| "       | "         | 0.05 |    |
| "0.000" | "%80.22"  | "8"  | .5 |
| "       | "         | 0.05 |    |
| "0.000" | "%78.90"  | "2"  | .6 |
| "       | "         | 0.05 |    |
| "0.000" | "%77.36"  | "6"  | .7 |
| "       | "         | 0.05 |    |

"0.000"

"%76.48"

"1"

.8

"

0.05

."

.

.

)

%80.05

4.00

(

t

16.129

t

"%60"

0.05

0.000

1.99

.

.

.

( 2000 )

)

( 2005

.

.

(24)

( )

| 0.935 | -0.082 | 59.78 | 1.278 | 2.99 | . | 1 |
|-------|--------|-------|-------|------|---|---|
| 0.215 | -1.250 | 56.70 | 1.258 | 2.84 | . | 2 |
| 0.000 | 6.719  | 74.29 | 1.014 | 3.71 | . | 3 |
| 0.000 | 7.317  | 76.04 | 1.046 | 3.80 | . | 4 |
| 0.000 | 3.854  | 68.35 | 1.034 | 3.42 | . | 5 |
| 0.000 | 6.345  | 73.19 | 0.991 | 3.66 | . | 6 |
| 0.000 | 8.266  | 75.82 | 0.913 | 3.79 | . | 7 |
| 0.000 | 7.836  | 75.16 | 0.923 | 3.76 | . | 8 |
| 0.000 | 4.459  | 69.89 | 1.058 | 3.49 | . | 9 |
| 0.000 | 6.078  | 69.91 | 0.778 | 3.50 |   |   |

1.99 "90" 0.05 t

(24)

t

( )

:

|         |          |      |    |
|---------|----------|------|----|
| "0.000" | "%76.04" | "4"  | .1 |
| "       | "        | 0.05 | "  |
| "       | "        | "    | "  |
| "0.000" | "%75.82" | "7"  | .2 |
| "       | "        | 0.05 | "  |
| "       | "        | "    | "  |
| "0.000" | "%75.16" | "8"  | .3 |
| "       | "        | 0.05 | "  |
| "0.000" | "%74.29" | "3"  | .4 |
| "       | "        | 0.05 | "  |
| "0.000" | "%73.19" | "6"  | .5 |
| "       | "        | 0.05 | "  |
| "0.000" | "%69.89" | "9"  | .6 |
| "       | "        | 0.05 | "  |
| "0.000" | "%68.35" | "5"  | .7 |
| "       | "        | 0.05 | "  |
| "0.935" | "%59.78" | "1"  | .8 |
| "       | "        | 0.05 | "  |

.  
 "0.215"                      "%56.70"                      "2"                      .9  
                                          "                      0.05  
                                          . "

.  
 (                      )  
 "%60"                      %69.91                      3.50  
 1.99                      t                      6.078                      t  
                                          0.05                      0.000

.  
 (2008                      )

.  
 (1992    Mc Clenney)

(2005    Ann Josias)

(25)

( )

|       | t      |       |       |      |   |   |
|-------|--------|-------|-------|------|---|---|
| 0.000 | 4.622  | 70.55 | 1.089 | 3.53 | . | 1 |
| 0.614 | -0.506 | 58.90 | 1.037 | 2.95 | . | 2 |
| 0.000 | -5.407 | 49.67 | 0.911 | 2.48 | . | 3 |
| 0.000 | -4.045 | 50.77 | 1.088 | 2.54 | . | 4 |
| 0.785 | 0.274  | 60.66 | 1.149 | 3.03 | . | 5 |
| 0.000 | 4.285  | 69.01 | 1.003 | 3.45 | . | 6 |
| 0.000 | 3.856  | 68.79 | 1.087 | 3.44 | . | 7 |
| 0.547 | 0.604  | 61.32 | 1.041 | 3.07 | . | 8 |
| 0.359 | 0.922  | 61.21 | 0.626 | 3.06 |   |   |

1.99 "90" 0.05 t

(25)

t

( )

:

"0.000"

"%70.55"

"1"

.3

."

"

0.05

|         |          |      |     |
|---------|----------|------|-----|
| "0.000" | "%69.01" | "6"  | .4  |
| "       | "        | 0.05 |     |
| "0.000" | "%68.79" | " 7" | .5  |
| "       | "        | 0.05 |     |
| "0.547" | "%61.32" | "8"  | .6  |
| "       | "        | 0.05 |     |
| "0.785" | "%60.66" | " 5" | .7  |
| "       | "        | 0.05 |     |
| "0.614" | "%58.90" | "2"  | .8  |
| "       | "        | 0.05 |     |
| "0.000" | "%50.77" | "4"  | .9  |
| "       | "        | 0.05 |     |
| "0.000" | "%49.67" | "3"  | .10 |
| "       | "        | 0.05 |     |
| ( )     | %61.21   | 3.06 |     |
| "%60"   |          |      |     |

|      |      |       |   |
|------|------|-------|---|
| 1.99 | t    | 0.922 | t |
|      | 0.05 | 0.359 |   |

.

.

(2007 )  
(2010 Yahia)

Yahia

(2010 Salami)

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(26)

( )

|       | t      |       |       |      |  |   |
|-------|--------|-------|-------|------|--|---|
| 0.000 | 8.976  | 75.38 | 0.818 | 3.77 |  | 1 |
| 0.000 | 8.280  | 75.16 | 0.874 | 3.76 |  | 2 |
| 0.680 | 0.413  | 61.10 | 1.268 | 3.05 |  | 3 |
| 0.012 | 2.563  | 65.49 | 1.023 | 3.27 |  | 4 |
| 0.000 | 4.294  | 69.23 | 1.025 | 3.46 |  | 5 |
| 0.000 | 15.398 | 85.49 | 0.790 | 4.27 |  | 6 |
| 0.000 | 9.450  | 79.12 | 0.965 | 3.96 |  | 7 |
| 0.000 | 12.175 | 83.74 | 0.930 | 4.19 |  | 8 |
| 0.000 | 10.806 | 74.34 | 0.633 | 3.72 |  |   |

1.99      "90"      0.05      t

(26)

t

( )

:

"0.000"

"%85.49"

"6"

.1

"

0.05

."

"0.000"

"%83.74"

"8"

.2

"

0.05

."

"0.000"

"%79.12"

"7"

.3

"

0.05

."

"0.000"

"%75.38"

"1"

.4

"

0.05

."

"0.000"

"%75.16"

"2"

.5

"

0.05

."

|         |          |     |      |
|---------|----------|-----|------|
| "0.000" | "%69.23" | "5" | .6   |
|         |          | "   | 0.05 |

|         |          |     |      |
|---------|----------|-----|------|
| "0.012" | "%65.49" | "4" | .7   |
| "       |          | "   | 0.05 |

|         |          |     |      |
|---------|----------|-----|------|
| "0.680" | "%61.10" | "3" | .8   |
|         |          | "   | 0.05 |

|       |        |        |   |
|-------|--------|--------|---|
| (     | )      |        |   |
| "%60" | %74.34 | 3.72   |   |
| 1.99  | t      | 10.806 | t |
|       | 0.05   | 0.000  |   |

(2005 )

(1994 )

/ 1.5

(27)

( )

| 0.000 | 3.764  | 70.99 | 1.393 | 3.55 |  | 1 |
|-------|--------|-------|-------|------|--|---|
| 0.016 | -2.465 | 53.19 | 1.318 | 2.66 |  | 2 |
| 0.000 | -4.485 | 48.35 | 1.239 | 2.42 |  | 3 |
| 0.877 | 0.155  | 60.44 | 1.350 | 3.02 |  | 4 |
| 0.001 | 3.600  | 69.23 | 1.223 | 3.46 |  | 5 |
| 0.227 | 1.216  | 63.52 | 1.379 | 3.18 |  | 6 |
| 0.448 | 0.762  | 61.98 | 1.239 | 3.10 |  | 7 |
| 0.147 | 1.461  | 63.74 | 1.219 | 3.19 |  | 8 |

|       |       |       |       |      |                |   |
|-------|-------|-------|-------|------|----------------|---|
|       |       |       |       |      |                |   |
| 0.000 | 5.200 | 72.75 | 1.169 | 3.64 | )<br>(...<br>. | 9 |
| 0.182 | 1.346 | 62.69 | 0.952 | 3.13 |                |   |

1.99

"90"

0.05

t

(27)

t

( )

:

"0.000"

"%72.75"

"9"

.1

)

"

0.05

."

(...

(2009 )

"0.000"

"%70.99"

"1"

.2

."

"

0.05

.

|          |          |      |    |
|----------|----------|------|----|
| " 0.001" | "%69.23" | "5"  | .3 |
| ."       | "        | 0.05 |    |
| "0.147"  | "%63.74" | "8"  | .4 |
|          | "        | 0.05 |    |
|          | ."       |      |    |
| " 0.227" | "%63.52" | "6"  | .5 |
|          | "        | 0.05 |    |
|          |          | ."   |    |
| " 0.448" | "%61.98" | "7"  | .6 |
|          | "        | 0.05 |    |
|          | ."       |      |    |
| " 0.877" | "%60.44" | "4"  | .7 |
|          | "        | 0.05 |    |
|          |          | ."   |    |
| " 0.016" | "%53.19" | "2"  | .8 |
|          | "        | 0.05 |    |
|          |          | ."   |    |
| .        |          |      |    |
| "0.000"  | "%48.35" | "3"  | .9 |
| ."       | "        | 0.05 |    |

( )

"%60"

%62.69

3.13

1.99

t

1.346

t

0.05

0.182

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.

(1994 )

(2005 )

(2007 )

(2005 Ann Josias)

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(2005 )

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(28)

( )

|       | t      |       |       |      |      |   |
|-------|--------|-------|-------|------|------|---|
| 0.000 | 17.567 | 86.15 | 0.710 | 4.31 |      | 1 |
| 0.000 | 7.680  | 75.38 | 0.955 | 3.77 | .( ) | 2 |
| 0.000 | 6.956  | 75.38 | 1.055 | 3.77 |      | 3 |
| 0.715 | 0.366  | 60.88 | 1.144 | 3.04 |      | 4 |
| 0.000 | 6.904  | 74.07 | 0.972 | 3.70 |      | 5 |
| 0.000 | 7.680  | 75.38 | 0.955 | 3.77 |      | 6 |
| 0.000 | 7.944  | 76.70 | 1.003 | 3.84 |      | 7 |
| 0.001 | 3.464  | 67.47 | 1.029 | 3.37 |      | 8 |
| 0.000 | 9.107  | 77.36 | 0.909 | 3.87 |      | 9 |
| 0.000 | 9.384  | 74.31 | 0.727 | 3.72 |      |   |

1.99 "90" 0.05 t

(28)

( )

t

:

|         |          |      |    |
|---------|----------|------|----|
| "0.000" | "%86.15" | "1"  | .1 |
| "       | "        | 0.05 |    |
| "0.000" | "%77.36" | "9"  | .2 |
| "       | "        | 0.05 |    |
| "0.000" | "%76.70" | "7"  | .3 |
| "       | "        | 0.05 |    |
| "0.000" | "%75.38" | "2"  | .4 |
| " ( )   | "        | 0.05 |    |
| "0.000" | "%75.38" | "3"  | .5 |
| "       | "        | 0.05 |    |
| "0.000" | "%75.38" | "6"  | .6 |
| "       | "        | 0.05 |    |
| "0.000" | "%74.07" | "5"  | .7 |
| "       | "        | 0.05 |    |
| "0.001" | "%67.47" | "8"  | .8 |
| "       | "        | 0.05 |    |

"0.715" "%60.88" "4" .9  
 " 0.05  
 ."

.)  
 %74.31 3.72 (  
 t 9.384 t "%60"  
 0.05 0.000 1.99

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.)  
 (2007 )  
 (1992 )  
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**.2**

(29)

|       |        |       |       |      |  |    |
|-------|--------|-------|-------|------|--|----|
|       |        |       |       |      |  |    |
| 0.000 | 16.129 | 80.05 | 0.593 | 4.00 |  | .1 |
| 0.000 | 6.078  | 69.91 | 0.778 | 3.50 |  | .2 |
| 0.359 | 0.922  | 61.21 | 0.630 | 3.06 |  | .3 |
| 0.000 | 10.806 | 74.34 | 0.633 | 3.72 |  | .4 |
| 0.182 | 1.346  | 62.69 | 0.952 | 3.13 |  | .5 |
| 0.000 | 9.384  | 74.31 | 0.727 | 3.72 |  | .6 |
| 0.000 | 8.700  | 70.33 | 0.567 | 3.52 |  |    |

1.99

"90"

0.05

t

(29)

t

□

□

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```
"%80.05"
```

11

11

.1

11

0.05

"0.000"

■ ■

"0.000"

```
"%74.34"
```

11

1

.2

11

0.05

II

|         |          |        |         |      |
|---------|----------|--------|---------|------|
|         | "%74.31" | "      | "       | .3   |
|         | "        | 0.05   | "0.000" |      |
| "0.000" | "%69.91" | "      | "       | .4   |
|         | "        | 0.05   |         |      |
| "0.182" | "%62.69" | "      | "       | .5   |
|         | "        | 0.05   |         |      |
| "0.359" | "%61.21" | "      | "       | .6   |
|         | "        | 0.05   |         |      |
|         | "        |        |         |      |
| t       | "%60"    | %70.33 |         | 3.52 |
|         | 1.99     | t      | 8.700   |      |
|         |          | 0.05   | 0.000   |      |
| .       |          |        |         |      |
|         |          | "      |         |      |
|         |          |        | "       |      |

: .3

(30)

:

|       | t       |       |       |      |           |    |
|-------|---------|-------|-------|------|-----------|----|
| 0.000 | -5.936  | 45.71 | 1.148 | 2.29 | .         | 1  |
| 0.008 | -2.728  | 53.63 | 1.114 | 2.68 | .         | 2  |
| 0.000 | -3.994  | 51.43 | 1.024 | 2.57 | .         | 3  |
| 0.000 | -6.284  | 47.91 | 0.917 | 2.40 | .         | 4  |
| 0.000 | -8.660  | 40.88 | 1.053 | 2.04 | .         | 5  |
| 0.000 | -8.044  | 41.76 | 1.082 | 2.09 | .         | 6  |
| 0.000 | -5.729  | 46.59 | 1.116 | 2.33 | .         | 7  |
| 0.056 | -1.939  | 54.95 | 1.244 | 2.75 | .         | 8  |
| 0.000 | -3.625  | 51.21 | 1.157 | 2.56 | .         | 9  |
| 0.000 | -5.844  | 45.49 | 1.184 | 2.27 | .         | 10 |
| 0.000 | -8.074  | 41.32 | 1.104 | 2.07 | .         | 11 |
| 0.004 | -2.947  | 52.31 | 1.245 | 2.62 | .         | 12 |
| 0.000 | -7.063  | 43.30 | 1.128 | 2.16 | .         | 13 |
| 0.000 | -10.842 | 36.70 | 1.025 | 1.84 | ) ,<br>.( | 14 |
| 0.000 | -7.703  | 46.66 | 0.826 | 2.33 |           |    |

1.99

"90"

0.05

t

|         |           |      |    |
|---------|-----------|------|----|
| (30)    | t         |      |    |
| (       | )         | :    |    |
| "0.056" | "%54.95"  | "8"  | .1 |
|         | "         | 0.05 |    |
|         | "         | .    |    |
| .       |           |      |    |
| "0.008" | "%53.63"  | "2"  | .2 |
| "       | "         | 0.05 |    |
| .       |           |      |    |
| "0.004" | "%52.31"  | "12" | .3 |
|         | "         | 0.05 |    |
|         | "         | .    |    |
| "0.000" | "%51.43 " | "3"  | .4 |
| "       | "         | 0.05 |    |
| "0.000" | "%51.21"  | "9"  | .5 |
| "       | "         | 0.05 |    |
| "0.000" | "%47.91"  | "4"  | .6 |
| "       | "         | 0.05 |    |
| "0.000" | "%46.59"  | "7"  | .7 |
| "       | "         | 0.05 |    |

|         |          |        |      |
|---------|----------|--------|------|
| "0.000" | "%45.71" | "1"    | .8   |
| "0.000" | "%45.49" | "10"   | .9   |
| "0.000" | "%43.30" | "13"   | .10  |
| "0.000" | "%41.76" | "6"    | .11  |
| "0.000" | "%41.32" | "11"   | .12  |
| "0.000" | "%40.88" | "5"    | .13  |
| "0.000" | "%36.70" | "14"   | .14  |
| "0.000" | "%60"    | %46.66 | 2.33 |
| 1.99    | t        | 7.703  | t    |

0.05

0.000

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(2009 )

(2000 )

(2007 )

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(2008

(2008 Kruger)

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(53 - 21)

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(31)

|       |        |       |       |      |  |          |
|-------|--------|-------|-------|------|--|----------|
|       | ↵      |       |       |      |  |          |
| 0.000 | 9.962  | 69.95 | 0.477 | 3.50 |  | <i>1</i> |
| 0.000 | -7.703 | 46.66 | 0.826 | 2.33 |  | <i>2</i> |
| 0.000 | 6.397  | 64.94 | 0.368 | 3.25 |  |          |

1.99

"90"

0.05

t

(31)

t

:

"%69.95"

"

"

.1

."

"

0.05

"0.000"

"%46.66"

"

"

.2

."

"

0.05

"0.000"

3.25

t

"%60"

%64.94

1.99

t

6.397

0.05

0.000

.

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**5.1**

"

**(0.05)**

.

:

**( $\alpha = 0.05$ )**

**5.1.1**

.

(32)

| المحور | الإحصاءات |  |
|--------|-----------|--|
|        | -0.398    |  |
|        | 0.000     |  |
|        | 91        |  |

0.205

"0.05"

"89 "

r

(32)

$\alpha = 0.05$

0.398-

r

0.05

0.000

0.205

r

.

$\alpha = 0.05$

.

( 2000 )

.

( $\alpha = 0.05$ )

5.1.2

.

جدول رقم (33)

معامل الارتباط بين

| المحور | الإحصاءات |  |
|--------|-----------|--|
|        | -0.364    |  |
|        | 0.000     |  |
|        | 91        |  |

0.205

"0.05"

"89 "

r

(33)

$\alpha = 0.05$

0.364-

r

0.05

0.000

0.205

r

.

$\alpha = 0.05$

.

( 2007 )

(1992 )

)

( 2005 Ann Josias ) .(

(2011 F.Omar)

(1992 Mc Clenney)

( $\alpha = 0.05$ )

5.1.3

جدول رقم (34)

معامل الارتباط بين

| 0.628 |        |       |
|-------|--------|-------|
| 0.000 |        |       |
| 91    |        |       |
| 0.205 | "0.05" | "89 " |

(34)

$\alpha = 0.05$

r

0.628

r

0.05

0.000

0.205

$\alpha = 0.05$

(2011 F.Omar)

( 2010 Yahia)

Leontaridi and )

( 2002 ,E.Ward

%14 10

( $\alpha = 0.05$ )

5.1.4

جدول رقم (35)

معامل الارتباط بين

| المحور | الإحصاءات |  |
|--------|-----------|--|
|        | -0.322    |  |
|        | 0.002     |  |
|        | 91        |  |

0.205

"0.05"

"89 "

r

(35)

$\alpha = 0.05$

r

0.322-

r

0.05

0.000

0.205

$\alpha = 0.05$

( 2000 )

( 1994 )

( 2005 )

$(\alpha = 0.05)$

5.1.5

جدول رقم (36)

معامل الارتباط بين

| المحور | الإحصاءات |       |
|--------|-----------|-------|
|        | -0.255    |       |
|        | 0.015     |       |
|        | 91        |       |
| 0.205  | "0.05"    | "89 " |
| r      |           |       |

(36)

$\alpha = 0.05$

0.255-

r

0.05

0.000

0.205

r

$\alpha = 0.05$

( 1994 )

( 1992 )

( $\alpha = 0.05$ )

5.1.6

(37)

|        | الإحصاءات | المحور |
|--------|-----------|--------|
| -0.225 |           |        |
| 0.032  |           |        |
| 91     |           |        |

0.205

"0.05"

"89 "

r

(37)

$\alpha = 0.05$

r

0.225 -

r

0.05

0.032

0.205

$\alpha = 0.05$

( 1999 M Woo)

(  
( 1992 )  
)  
)

(  
(  
(

:

(0.05)

.

(38)

|        | الإحصاءات | المحور |
|--------|-----------|--------|
| -0.271 |           |        |
| 0.009  |           |        |
| 91     |           |        |

0.205

"0.05"

"89 "

r

(38)

$\alpha = 0.05$

0.271 -

r

0.05

0.009

0.205

r

$\alpha = 0.05$

.

.

:

5.2

كل من متغير (الجنس، العمر، المؤهلات العلمية، الخبرة).

:

(39)

t

|       | t     |       |       |    |  |  |
|-------|-------|-------|-------|----|--|--|
| 0.469 | 0.727 | 0.474 | 3.510 | 82 |  |  |
|       |       | 0.511 | 3.388 | 9  |  |  |
| 0.366 | 0.908 | 0.821 | 2.359 | 82 |  |  |
|       |       | 0.882 | 2.095 | 9  |  |  |
| 0.240 | 1.183 | 0.366 | 3.262 | 82 |  |  |
|       |       | 0.381 | 3.109 | 9  |  |  |

1.99

"98 "

0.05

t

t

0.240

(39)

t

1.183

t

0.05

$\alpha = 0.05$

1.99

(2011 F.Omar)

(2007 )

5.2.2

(40)

(One Way ANOVA)

|       | " F"  |       |    |        |  |  |
|-------|-------|-------|----|--------|--|--|
| 0.722 | 0.444 | 0.103 | 3  | 0.308  |  |  |
|       |       | 0.231 | 87 | 20.136 |  |  |
|       |       |       | 90 | 20.444 |  |  |
| 0.260 | 1.361 | 0.918 | 3  | 2.755  |  |  |
|       |       | 0.675 | 87 | 58.686 |  |  |
|       |       |       | 90 | 61.441 |  |  |
| 0.953 | 0.111 | 0.016 | 3  | 0.047  |  |  |
|       |       | 0.140 | 87 | 12.145 |  |  |
|       |       |       | 90 | 12.192 |  |  |

2.71

0.05

"87 3"

F

F

(40)

$\alpha = 0.05$

2.71

F

0.111

0.05

0.953

$\alpha = 0.05$

### 5.2.3

(41)  
( One Way ANOVA)

|       | " F"  |       |      |        |        |   |
|-------|-------|-------|------|--------|--------|---|
| 0.048 | 2.736 | 0.587 | 3    | 1.762  |        |   |
|       |       | 0.215 | 87   | 18.682 |        |   |
|       |       |       | 90   | 20.444 |        |   |
| 0.358 | 1.091 | 0.742 | 3    | 2.227  |        |   |
|       |       | 0.681 | 87   | 59.214 |        |   |
|       |       |       | 90   | 61.441 |        |   |
| 0.121 | 1.994 | 0.261 | 3    | 0.784  |        |   |
|       |       | 0.131 | 87   | 11.408 |        |   |
|       |       |       | 90   | 12.192 |        |   |
|       |       |       | 2.71 | 0.05   | "87 3" | F |

(41)  $\alpha = 0.05$

F 1.994 F  
0.05 0.121 2.71  
 $\alpha = 0.05$

%44.0

.%39.6

5.2.4

.

(42)

( One Way ANOVA)

|       | " F"  |       |    |        |  |  |
|-------|-------|-------|----|--------|--|--|
| 0.356 | 1.044 | 0.237 | 2  | 0.474  |  |  |
|       |       | 0.227 | 88 | 19.970 |  |  |
|       |       |       | 90 | 20.444 |  |  |
| 0.552 | 0.598 | 0.412 | 2  | 0.824  |  |  |
|       |       | 0.689 | 88 | 60.617 |  |  |
|       |       |       | 90 | 61.441 |  |  |
| 0.458 | 0.787 | 0.107 | 2  | 0.214  |  |  |
|       |       | 0.136 | 88 | 11.978 |  |  |
|       |       |       | 90 | 12.192 |  |  |

3.10

0.05

"88 2

F

F

(42)

.  $\alpha = 0.05$

3.10

F

0.787

0.05

0.458

$\alpha = 0.05$

.

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## **الفصل السادس**

### **نتائج وتوصيات الدراسة**

**أولاً. نتائج الدراسة**

**ثانياً. توصيات الدراسة**

**ثالثاً. دراسات مقترحة**

## الفصل السادس

### النتائج والتوصيات

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:

1. 80.04%

2.

3.

4.

5.

6.

|   |   |      |     |
|---|---|------|-----|
|   |   |      | .7  |
| ) | . |      | .8  |
|   |   | (... |     |
|   | . |      | .9  |
|   |   | .    |     |
|   |   |      | .10 |
|   | . |      |     |
|   |   |      | .11 |
|   |   | .    |     |
|   | ) |      | .12 |
| ( |   |      |     |
|   | . |      |     |
|   |   |      | .13 |
| ) |   |      |     |
|   |   | .(   |     |

|                  |              |
|------------------|--------------|
| <p> : </p>       | <p> .1 </p>  |
| <p> . </p>       | <p> .2 </p>  |
| <p> . </p>       | <p> .3 </p>  |
| <p> . </p>       | <p> .4 </p>  |
| <p> . </p>       | <p> .5 </p>  |
| <p> . </p>       | <p> .6 </p>  |
| <p> . </p>       | <p> .7 </p>  |
| <p> . </p>       | <p> .8 </p>  |
| <p> . </p>       | <p> .9 </p>  |
| <p> . </p>       | <p> .10 </p> |
| <p> . </p>       | <p> .11 </p> |
| <p> ( ... ) </p> | <p> .12 </p> |
| <p> . </p>       |              |

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□

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|-------------|------|------------|------------|---|
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بسم الله الرحمن الرحيم



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واقبل خالص تحياتي وتقديري،،،

الباحث

حسن أبو عمرة

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## أولاً: البيانات الشخصية

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