



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

أثر نظم المعلومات الإدارية المحوسبة على أداء العاملين في شركة الاتصالات  
الفلسطينية

إعداد الطالب  
أيمن أحمد إبراهيم العمري

إشراف الدكتور  
عصام محمد إبراهيم البحيصي

قدمت هذه الدراسة استكمالاً لمتطلبات الحصول على درجة الماجستير  
في إدارة الأعمال من كلية التجارة في الجامعة الإسلامية بغزة

1430هـ - 2009م



هاتف داخلي: 1150

عمادة الدراسات العليا

رقم ج.م.ع/35/..... Ref.

التاريخ 2009/03/06 Date

## نتيجة الحكم على أطروحة ماجستير

بناءً على موافقة عمادة الدراسات العليا بالجامعة الإسلامية بغزة على تشكيل لجنة الحكم على أطروحة الباحث/ أيمن أحمد إبراهيم العمري لنيل درجة الماجستير في كلية التجارة/ قسم إدارة الأعمال وموضوعها:

"أثر نظم المعلومات الإدارية المحوسبة على أداء العاملين في شركة الاتصالات الفلسطينية"

ويعد المناقشة العلنية التي تمت اليوم الاثنين 19 ربيع أول 1430 هـ، الموافق 2009/03/16م الساعة

العاشرة صباحاً، اجتمعت لجنة الحكم على الأطروحة والمكونة من:

  
16.3.2009

مشرفاً ورئيساً

د. عصام البحيصي

مناقشاً داخلياً

د. يوسف بحر

مناقشاً خارجياً

د. سامي أبو ناصر

وبعد المداولة أوصت اللجنة بمنح الباحث درجة الماجستير في كلية التجارة/ قسم إدارة الأعمال.

واللجنة إذ تمنحه هذه الدرجة فإنها توصيه بتقوى الله ولزوم طاعته وأن يسخر علمه في خدمة دينه ووطنه.

والله ولي التوفيق ،،،

عميد الدراسات العليا

د. زياد إبراهيم مقداد

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أهدي إليهم جميعا هذا البحث المتواضع

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Computerized Management Information )

(System MIS

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## **(Abstract)**

The computerized management information systems (Management Information System MIS) is, in the present era, one of the most important achievements in the area of administrative work, relying on computers and electronic databases, which aims to provide reliable and integrated information in a timely manner to the general users of management information systems, where the extent of the evolution of its enterprise information management and the level of use of this system, would raise the efficiency of the performance of workers and thus raise the efficiency of their performance in general.

This study aimed to identify the impact of computerized management information systems on the performance of workers in the Palestinian Telecommunications Company. To achieve the objectives of the study, a Questionnaire of (60) paragraphs, for the purpose of data collection and measurement of study variables , was designed and developed.

The resolution was distributed to members of the sample (360) staff, recalled out of them (310) Questionnaire, and rely of the statistical package (SPSS) for statistical analysis of this study, using the following statistical methods: descriptive statistical measures, the multi-regression analysis, factor Spearman correlation and variance's analysis .

The study made several results and the important results, there are a statistically significant effect to the requirements of the operation and management of computerized management information systems (physical, programmatic, human, organizational) on the performance of workers in the Palestinian Telecommunications Company , and there are a statistically significant difference between the perceptions of respondents on the "Impact of computerized management information systems on the performance of workers in the Palestinian Telecommunications Company", due to the demographic variables (level of scientific, years of experience, place of work, functional level).

The study concluded a series of recommendations including the following:

- 1 - The continuity of the need to keep abreast of technological developments in the field of management information systems and ensure the use of modern equipment, and development software.

2 – The attention to the availability of modern networks and work on solving the problems of network problems such as cuts and the slow pace of communication among the findings of the study.

3 - The sessions of the users related to information technology, software and operational applications to increase user awareness of the capabilities of hardware and software used and the lack of focus on how to use them only.

4 - The need to involve staff and users in the design of computerized management information systems and development, the importance of this to the psychological satisfaction, and reduce the causes of resistance, and morale, and employees notice of their importance in the company.

5 - Working to provide information to users through the system in line with their careers and ensure their use in the area of employment only.



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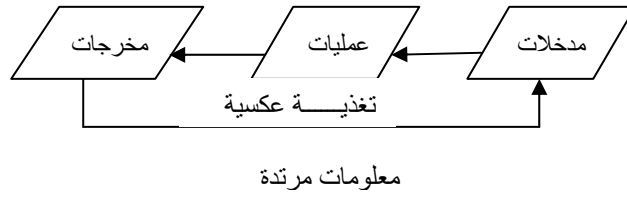
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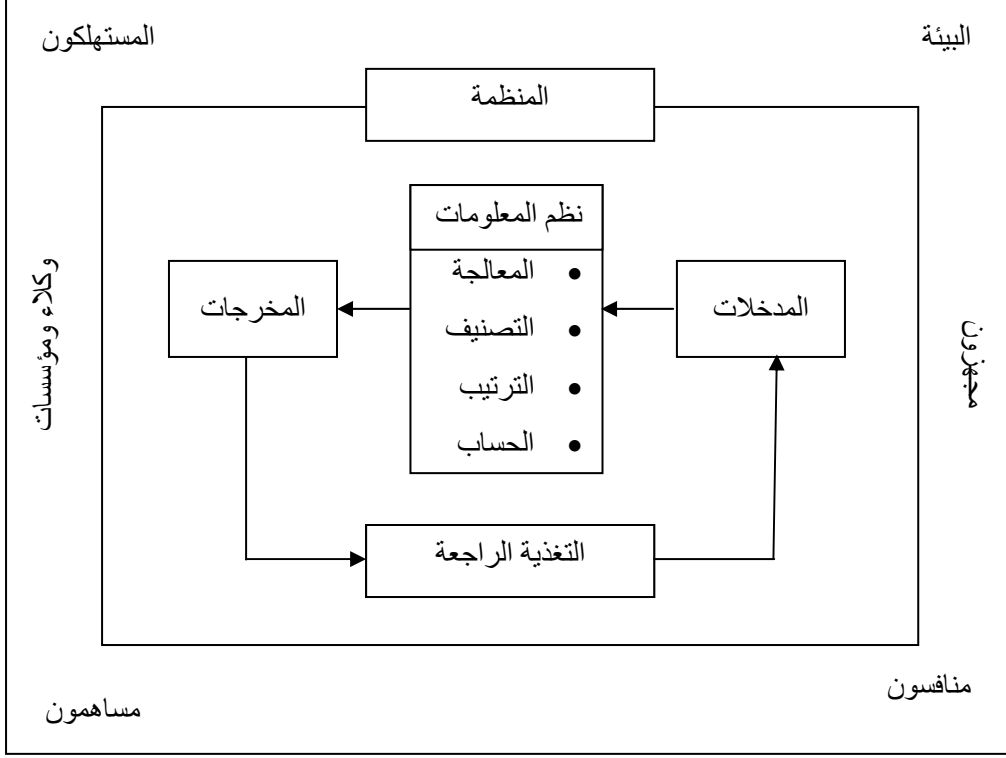
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( **Laudon & others , 2006 , p.13**)

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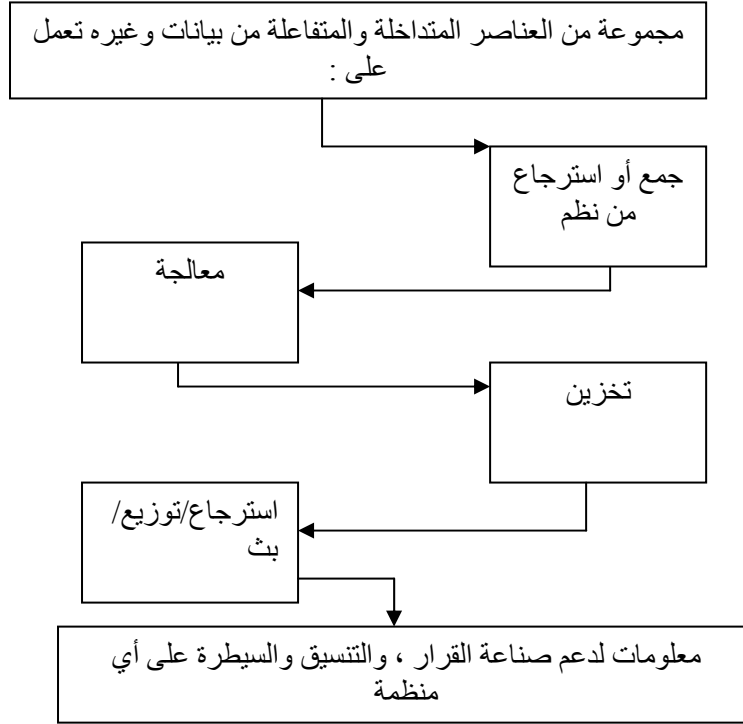
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مخطط: تصور لمفردات التعريف بنظام المعلومات المحوسب

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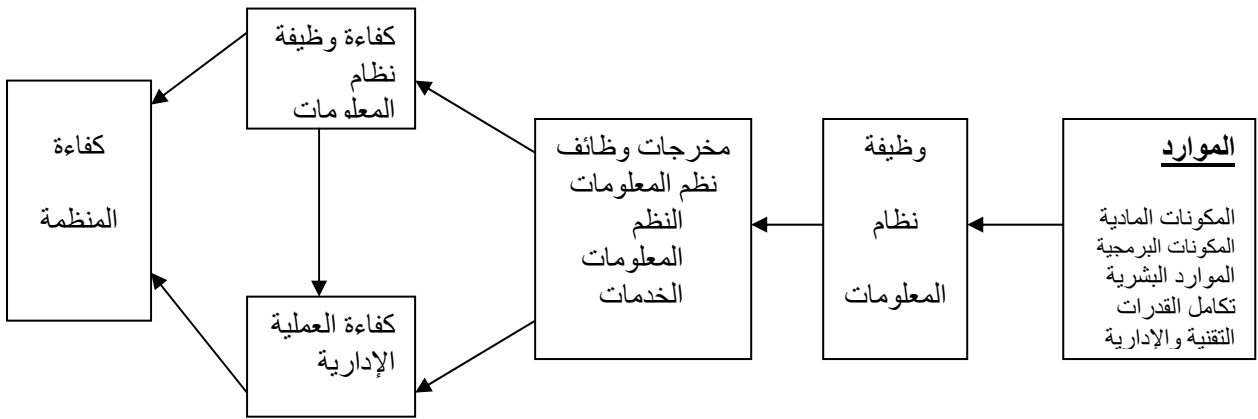
:software -3

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(35-34 2003 )

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Chang Jerry, King William (2005). " Measuring the Performance of :  
Information Systems: A Functional Scorecard", Journal of Management  
Information Systems, Vol. 22, No. 1

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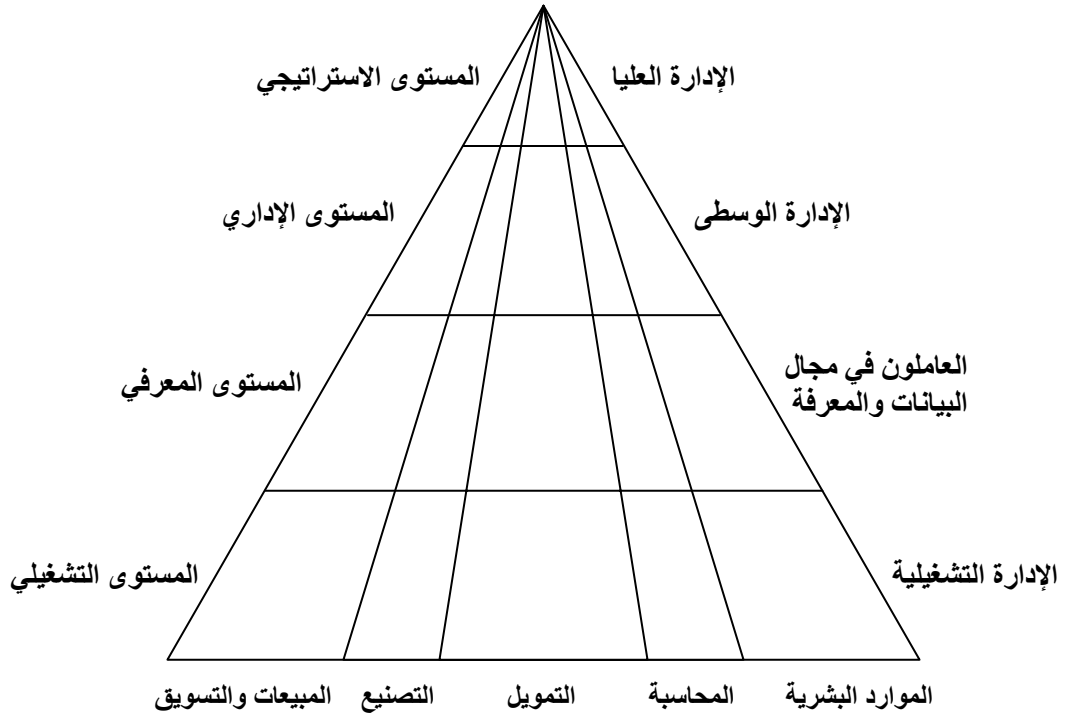
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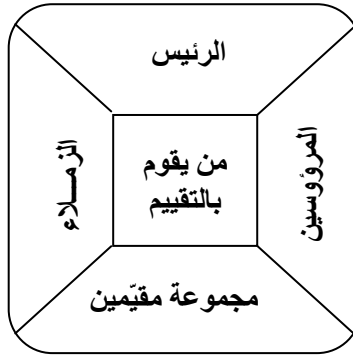
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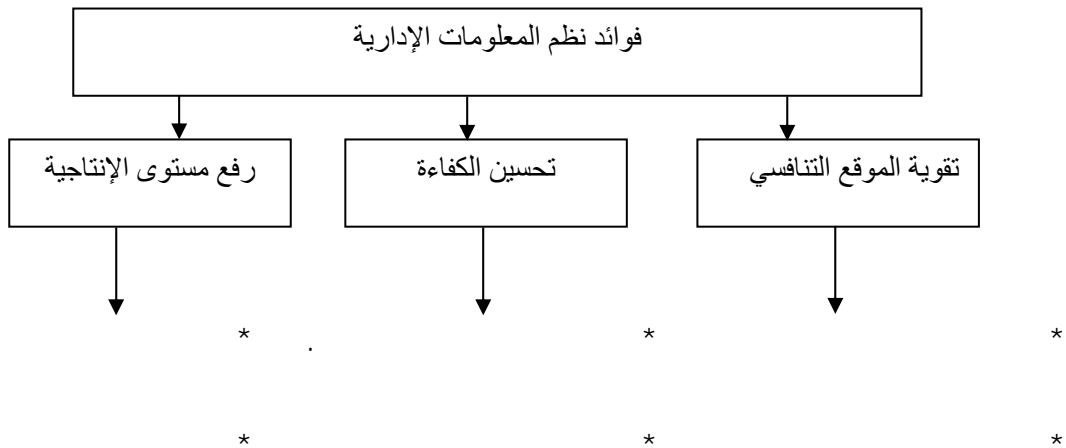
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(Mondy & others 2005, p.272 ).

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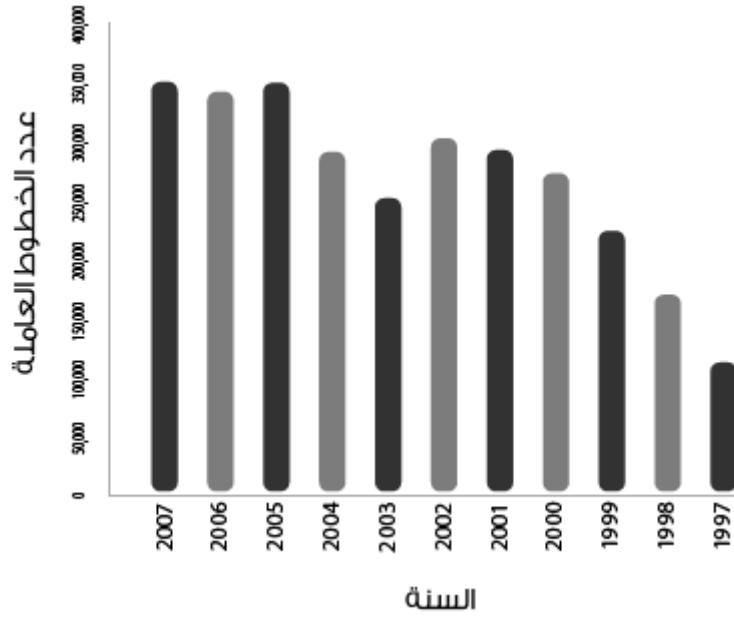
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26	9%	301.579	498	426.88	86	53	Dec-02	
25	9%	252.038	499	427.31	86	53	Dec-03	
25	8%	290.010	518	421.092	95	50	Dec-04	
25	9%	348.968	533	425.302	100	52	Dec-05	
30	9%	341.330	545	443.983	123	50	Dec-06	
30	9%	350.442	546	483.953	164	46	Dec-07	

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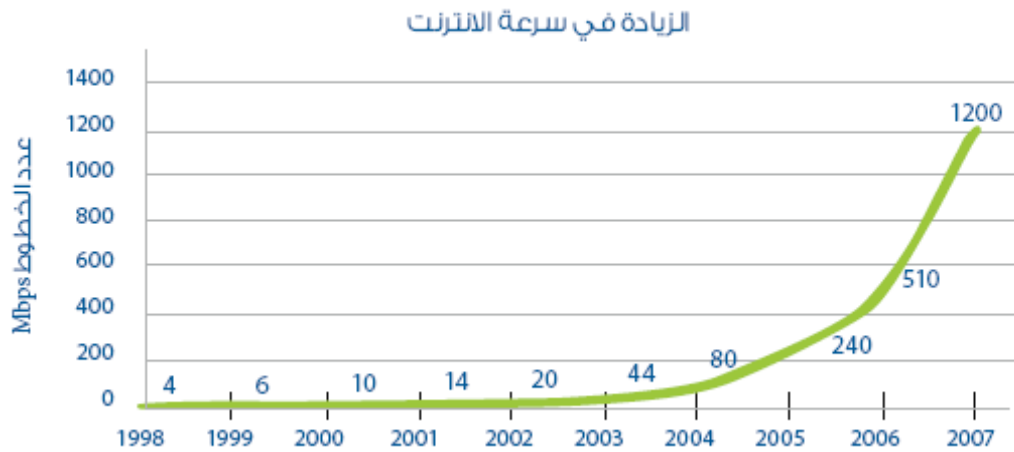


( [www.paltel.ps](http://www.paltel.ps) 2007 ) :

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([www.paltel.ps](http://www.paltel.ps) 2007 ) :

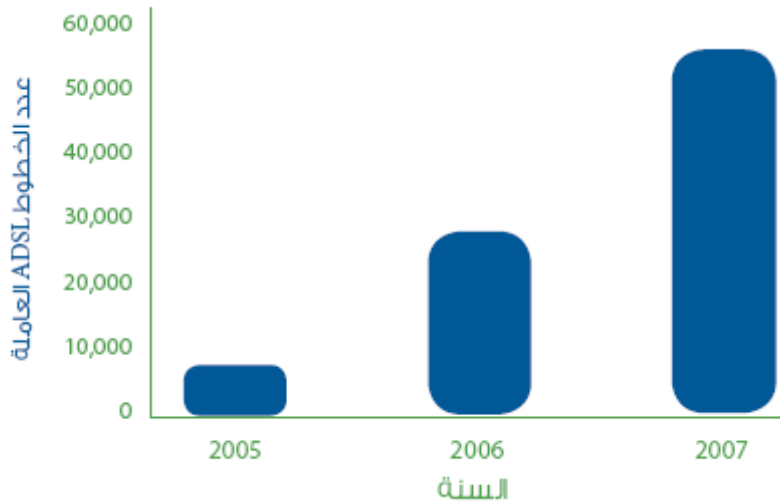
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**(2005) Jerry Cha\_Jan Chang , William King -2**

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**(2005) Loukis Euripids , Sapounas Loakim -3**

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*0.000	0.863	.	.6
*0.000	0.881	.	.7
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*0.001	0.566	.	.1
*0.001	0.568	.	.2
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*0.000	0.723	.	.4
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*0.000	0.657	.	.5
*0.000	0.743	.	.6
*0.000	0.811	.	.7
*0.000	0.742	.	.8
*0.000	0.573	.	.9
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*0.000	0.852	.	.5
*0.000	0.800	.	.6
*0.000	0.768	.	.7
*0.000	0.640	.	.8
*0.002	0.517	.	.9
*0.000	0.658	.	.10

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$\alpha$ = 0.05

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*0.001	0.549	.	.2
*0.000	0.634	.	.3
*0.000	0.638	.	.4
*0.001	0.541	.	.5
*0.001	0.567	.	.6
*0.000	0.869	.	.7
*0.000	0.701	.	.8
*0.000	0.827	.	.9
*0.000	0.795	.	.10
*0.000	0.757	.	.11
*0.000	0.615	.	.12
*0.000	0.612	.	.13
*0.013	0.407	.	.14
*0.001	0.567	.	.15
*0.001	0.565	.( )	.16
*0.000	0.615	.	.17
*0.000	0.718	.	.18
*0.000	0.624	.	.19
*0.000	0.755	.	.20

. $\alpha$  =0.05

\*

**Structure Validity :**

(9)

$\alpha = 0.05$

(9)

(Sig.)			
*0.000	0.816		.1
*0.000	0.690		.2
*0.000	0.801		.3
*0.000	0.828		.4
*0.000	0.756		.5

$\alpha = 0.05$

\*

**:Reliability**

**-3**

:

**: Cronbach's Alpha Coefficient**

.(10)

(10)

0.863		.1
0.895		.2
0.803		.3
0.897		.4
0.926		.5
0.958		

(10)

0.926 0.803

(0.958)

(2)

:

466

1053

1519

%83.6

(11)

% 56.02 )

%27.58

.(

% 13.30 ) % 16.40

% 3.10

.(

(11)

<b>%83.60</b>	<b>1270</b>	<b>%27.58</b>	<b>419</b>	<b>%56.02</b>	<b>851</b>	
<b>%16.40</b>	<b>249</b>	<b>%3.10</b>	<b>47</b>	<b>%13.30</b>	<b>202</b>	
<b>%100.0</b>	<b>1519</b>	<b>%30.68</b>	<b>466</b>	<b>%69.32</b>	<b>1053</b>	

.2008

:

:

% 23.70

360

:

$$n = \frac{N}{N\alpha^2 + 1}$$

$\alpha$

N

([www.arabicstat.com](http://www.arabicstat.com))

):

$\alpha=0.05$

1519 = N

:

$$n = \frac{1519}{1519 \times 0.05^2 + 1} = 317$$

317



220  
 140  
 122 188 310  
 306  
 120 186 (%77.8)

:

:(12)

%		
73.2	224	
26.8	82	
100.0	306	

%26.8 %73.2 (12)

35 %48.7 35 25 %28.8 25  
 45 %19.6 45  
 25  
 %2.9 (13)

1995

45-35

1995

:(13)

%			
2.9	9	25	
28.8	88	35	25
48.7	149	45	35
19.6	60		45
<b>100.0</b>	<b>306</b>		

% 62.7

(14)

%18.4

%3.3

%15.7

% 96.7

:(14)

%		
3.3	10	
18.3	56	
62.7	192	
15.7	48	
100.0	306	

-

		%7.5	(15)	
6	%9.5	6	3	%11    3
10			%72.0	10
			(15)	
%81.5				

1997

:(15)

%		
7.5	23	3
11	34	6    3
9.5	29	10    6
72	220	10
100.0	306	

% 39.2

% 60.8

(16)

% 60.8

:(16)

%		
60.8	186	
39.2	120	
100.0	306	

-

%3.6 (17)

( ) %17.0 ( / )  
 .( - - - ) %79.4

:(17)

%		
3.6	11	( / )
17	52	( )
79.4	243	( - - - )
100.0	306	

Statistical

(SPSS) Package for the Social Sciences

	:	-1
(Cronbach's Alpha)		-2
(Spearman Correlation Coefficient)		-3
(Sign Test)		-4
(Mann-Whitney Test )	-	-5
(Kruskal – Wallis Test )	-	-6
		-7

:

-1

)

.

.

( )

:

:

3

3

3

)

$\alpha = 0.05$

Sig.(P-value)

Sig.(P-

3

$\alpha = 0.05$

value)

---

3

.(18)

(18)  
(Sig.)

(.Sig)					
*0.000	15.70	83.87	4.19	.	.1
*0.000	14.55	80.39	4.02	.	.2
*0.000	8.43	72.33	3.62	.	.3
*0.000	13.65	78.76	3.94	.	.4
*0.000	14.21	78.63	3.93	.	.5
*0.000	12.90	75.66	3.78	.	.6
*0.000	15.80	81.44	4.07	.	.7
*0.000	16.47	84.36	4.22	.	.8
*0.000	14.10	79.61	3.98	.	.9
*0.000	14.33	78.82	3.94	.	.10
*0.000	13.98	78.37	3.92	.	.11
*0.000	15.62	80.99	4.05	.	.12
*0.000	16.14	82.89	4.14	.	.13
*0.000	15.34	80.46	4.02	.	.14
*0.000	15.92	81.44	4.07	.	.15
*0.000	15.83	82.10	4.10	.( )	.16
*0.000	14.38	79.07	3.95	.	.17
*0.000	15.56	82.30	4.11	.	.18
*0.000	16.23	83.55	4.18	.	.19
*0.000	12.79	76.85	3.84	.	.20
*0.000	17.41	80.08	4.00		

.  $\alpha = 0.05$

\*

(18)

" " -

%84.36 (5 ) 4.22

0.00 (Sig.) 16.47

$\alpha = 0.05$

3

3.62 " "

8.43 %72.33

$\alpha = 0.05$  0.00 (Sig.)

3

4.00 -

17.41 %80.0

0.00 (Sig.)

$\alpha = 0.05$

3

%82.96 (19)

%4.4

%12.46



( 19 )

%	
0.15%	
4.25%	
12.64%	
60.92%	
22.04%	

:

"

"

3

.(20)

(20)

(Sig.)

(.Sig)		(.Sig)					
*0.002	0.167	*0.000	16.63	92.88	4.64	.1	
*0.000	0.278	*0.000	17.06	88.37	4.42	.2	
*0.000	0.247	*0.000	16.75	87.52	4.38	.3	

*0.000	0.220	*0.000	16.19	86.86	4.34		.4
*0.000	0.280	*0.000	8.47	72.16	3.61		.5
*0.000	0.273	*0.000	10.32	75.82	3.79		.6
*0.000	0.245	*0.000	9.92	73.40	3.67		.7
*0.004	0.153	*0.000	7.49	71.88	3.59		.8
*0.000	0.204	*0.000	14.25	78.89	3.94		.9
*0.000	0.189	*0.000	14.48	80.79	4.04		.10
*0.000	0.340	*0.000	16.48	80.87	4.04		

.  $\alpha = 0.05$

\*

" : (20)  
 " -  
 %92.88 (5 ) 4.64  
 0.000 (Sig.) 16.63  
 $\alpha = 0.05$   
 3  
 " -  
 7.49 %71.88 3.59  
 0.000 (Sig.)  
 $\alpha = 0.05$   
 3

4.04 -

16.48 %80.87

" " 0.000 (Sig.)

$\alpha = 0.05$

3

(20)

0.000 (.Sig) 0.34

$\alpha = 0.05$

%81.89 (21)

%9.23

(2006 )

(2005 )

( 21 )

%	
0.98%	
8.25%	
8.88%	
49.20%	
32.69%	

:

(2005 )

:

"

"

3

.(22)

(22)

(Sig.)

(.Sig)		(.Sig)					
*0.000	0.221	*0.000	15.36	81.37	4.07	.1	
0.333	0.025	*0.000	13.99	79.80	3.99	.2	
*0.001	0.171	*0.000	15.85	81.50	4.08	.3	
*0.000	0.278	*0.000	13.66	79.08	3.95	.4	
*0.000	0.225	*0.000	12.26	77.32	3.87	.5	
*0.000	0.206	*0.000	15.75	82.81	4.14	.6	
*0.000	0.243	*0.000	13.59	80.66	4.03	.7	
*0.000	0.284	*0.000	14.32	80.13	4.01	.8	
*0.001	0.175	*0.000	13.36	80.92	4.05	.9	
*0.000	0.342	*0.000	13.70	81.96	4.10	.10	
*0.000	0.278	*0.000	16.35	80.55	4.03		

.  $\alpha = 0.05$

\*

" : (22)  
 " " -  
 82.81% (5 ) 4.14  
 0.00 (Sig.) 15.75  
 $\alpha = 0.05$   
 3  
 " " -  
 %77.32 3.87 "  
 0.000 (Sig.) 12.26  
 $\alpha = 0.05$   
 3  
 4.03 -  
 16.35 %80.55  
 " " 0.00 (Sig.)  
 $\alpha = 0.05$   
 3  
 (22)  
 0.000 (.Sig) 0.278  
 $\alpha = 0.05$   
 %83.67 (23)  
 %6.32

( 23 )

%	
0.00%	
6.32%	
10.01%	
58.24%	
25.43%	

:

(2005 )

:

"

"

3

.(24)

(24)

(Sig.)

(.Sig)		(.Sig)					
*0.000	0.218	*0.000	11.18	75.34	3.77		.1
*0.024	0.114	*0.000	15.54	83.92	4.20		.2
*0.001	0.186	*0.000	13.77	82.68	4.13		.3
*0.000	0.270	*0.000	16.85	87.68	4.38		.4
*0.000	0.344	*0.000	15.15	81.07	4.05		.5
*0.000	0.274	*0.000	8.23	70.59	3.53		.6
*0.000	0.305	*0.000	7.88	71.50	3.57		.7
*0.000	0.308	*0.000	15.40	81.05	4.05		.8
*0.001	0.178	*0.000	7.28	69.61	3.48		.9



*0.000	0.193	*0.000	15.29	79.74	3.99		.10
*0.000	0.365	*0.000	16.16	78.32	3.92		

.  $\alpha = 0.05$

\*

: (24)

"

-

(5) 4.20

"

(Sig.)

15.54

83.92%

$\alpha = 0.05$

0.00

3

.

"

-

3.48

"

0.00

(Sig.)

7.28

69.61%

$\alpha = 0.05$

3

.

3.92

-

16.16

%78.32

"

"

0.00

(Sig.)

$\alpha = 0.05$

3

(24)

0.000

(.Sig)

0.365

$\alpha=0.05$

%77.85

(25)

%9.19

( 25 )

%	
0.53%	
8.66%	
12.97%	
54.41%	
23.44%	

:

(2006 )

:

"

"

3

.(26)

(26)

(Sig.)

(.Sig)		(.Sig)					
<b>*0.000</b>	<b>0.272</b>	<b>*0.000</b>	<b>16.11</b>	<b>81.57</b>	<b>4.08</b>		<b>.1</b>
<b>*0.001</b>	<b>0.178</b>	<b>0.282</b>	<b>1.08</b>	<b>61.50</b>	<b>3.08</b>		<b>.2</b>
<b>*0.000</b>	<b>0.267</b>	<b>0.505</b>	<b>0.67</b>	<b>61.25</b>	<b>3.06</b>		<b>.3</b>
<b>*0.003</b>	<b>0.159</b>	<b>*0.000</b>	<b>15.09</b>	<b>82.16</b>	<b>4.11</b>		<b>.4</b>
<b>*0.011</b>	<b>0.132</b>	<b>*0.000</b>	<b>15.02</b>	<b>81.18</b>	<b>4.06</b>		<b>.5</b>
<b>*0.000</b>	<b>0.206</b>	<b>*0.000</b>	<b>15.29</b>	<b>78.75</b>	<b>3.94</b>		<b>.6</b>
<b>*0.000</b>	<b>0.260</b>	<b>*0.000</b>	<b>15.83</b>	<b>84.71</b>	<b>4.24</b>		<b>.7</b>
<b>*0.000</b>	<b>0.243</b>	<b>*0.000</b>	<b>14.44</b>	<b>79.00</b>	<b>3.95</b>		<b>.8</b>
<b>*0.000</b>	<b>0.357</b>	<b>*0.000</b>	<b>8.86</b>	<b>69.90</b>	<b>3.50</b>		<b>.9</b>
<b>*0.000</b>	<b>0.248</b>	<b>*0.000</b>	<b>13.81</b>	<b>76.77</b>	<b>3.84</b>		<b>.10</b>
<b>*0.000</b>	<b>0.386</b>	<b>*0.000</b>	<b>15.66</b>	<b>75.67</b>	<b>3.78</b>		

.  $\alpha = 0.05$



: (26)  
 " -  
 %84.71 (5 ) 4.24 "  
 0.000 (Sig.) 15.83  
 $\alpha = 0.05$   
 3  
 " -  
 61.50% 3.08 "  
 0.001 (Sig.) 1.08  
 $\alpha = 0.05$   
 3  
 " -  
 70.0% 3.50 "  
 0.00 (Sig.) 8.86  
 $\alpha = 0.05$   
 3  
 " -  
 3.78 15.66 %75.67  
 " " 0.00 (Sig.)  
 $\alpha = 0.05$   
 3  
 (26)  
 0.000 (.Sig) 0.386  
 $\alpha = 0.05$

%72.65 (27)

%10.54

( 27 )

%	
1.41%	
9.13%	
16.81%	
54.98%	
17.67%	

:

(2004 )

:

"

(

). $\alpha = 0.05$

" - "

"

"

3

"

"

(Sig.) " - " (28)

$\alpha = 0.05$

"

"

- : (28)

(.Sig)		
0.347	0.941	
0.635	-0.475	
0.396	0.850	
0.330	0.974	
0.405	0.832	
0.247	0.157	

" :  
 " :  
 (Sig.) " - " (29)  
 $\alpha = 0.05$   
 " :  
 " :

- : (29)

(.Sig)		
0.078	1.761	
0.557	-0.588	
0.963	0.046	
0.350	0.936	
0.566	0.574	
0.607	0.514	

(Sig.) " - " (30)  
 " " " " " "  
 $\alpha = 0.05$  "

" " " "  
 $\alpha = 0.05$

(Sig.)

:( 30)

(.Sig)			
*0.004	3	13.425	
*0.006	3	12.569	
*0.039	3	8.385	
0.142	3	5.437	
*0.019	3	9.958	
0.114	3	5.942	

.  $\alpha = 0.05$

\*

" (31)

"



-

:(31)

45	35	25		
	45	35	30	
186.02	150.29	132.51	159.75	
188.20	141.84	146.89	144.38	
162.99	162.03	131.32	126.75	
173.81	151.53	139.65	150.50	
179.93	152.42	133.42	155.88	
142.63	155.32	148.22	220.63	

"

(31)

"

" "

" "

"

45

45

:

(Sig.)

"

-

(32)

"

" "

" "

"

$\alpha = 0.05$

"

(Sig.)

" " " "

$\alpha = 0.05$

- :( 32)

(.sig)			
*0.005	3	12.920	
*0.004	3	13.530	
0.162	3	5.135	
*0.038	3	8.423	
*0.011	3	11.210	
0.277	3	3.858	

$\alpha = 0.05$

\*

"

(33)

"

-

:(33)

159.43	162.17	114.86	160.60	
127.19	167.13	133.36	116.95	
129.61	160.40	146.42	160.85	
142.93	163.67	127.17	142.20	
137.13	165.49	124.63	149.45	
175.31	148.34	152.18	139.55	

" " (33)  
 .( )  
 .( )

" " " "

(Sig.) " - (34)

" " " "

$\alpha = 0.05$

" " " " " " " "

$\alpha = 0.05$  (Sig.)

:( 34)

(Sig)			
0.180	3	4.893	
0.533	3	2.196	
0.056	3	7.565	
*0.020	3	9.796	
0.126	3	5.714	
*0.001	3	15.852	

.  $\alpha = 0.05$

\*

(35)

- : (35)

10	6	3		
	10	6	3	
157.35	149.17	121.35	155.24	
155.15	137.17	160.17	135.57	
160.82	124.88	129.00	141.78	
160.86	143.38	137.58	105.78	
159.84	139.21	133.17	127.09	
220.37	135.69	157.59	146.83	

" (35)

10

" " "

" "

"

10

"

:

(Sig.)

"

-

(36)

" "

" "

"

$\alpha = 0.05$

"

" " " " " "  
 $\alpha = 0.05$

(Sig.)

- : ( 36)

(.Sig)			
0.978	2	0.045	
*0.000	2	18.590	
0.341	2	2.151	
*0.007	2	9.891	
*0.020	2	7.847	
0.619	2	0.958	

.  $\alpha = 0.05$

\*

" (37)

- : (37)

142.93	200.89	163.05	
153.21	155.54	150.32	
149.75	168.75	164.18	

146.08	188.47	152.14	
146.67	184.46	157.95	
153.00	150.51	178.64	

(37)

" "

" "

"

"

"

"

"

"

"

"

(2005 ) (2005 )

: :

- Stepwise :(38)

Sig	t		
0.000	10.983	2.167	
0.000	3.805	0.188	
0.008	2.678	0.152	
0.008	2.660	0.130	

Stepwise

:

Stepwise

%29

%29

%71

0.008 0.00 :

(38)

0.05

0.008

:

× 0.152 +

× 0.188 + 2.167 =

× 0.130 +





. -:

:

-1

% 82.96

(4)

.

-2

% 81.89

(4.04)

(2006 )

(2005 )

-3

(2005 )

-4  
% 83.67 (4.03)

-5

(2005 )

-6  
% 77.85 (3.92)

-7

(2006 )

% 72.65 -8  
(3.78)

-9

(2004 )

-10  
"

-11  
"

-12

" " " " " " " " " " " "

-13

" " " " " " " " " " " "

-14

" " " " " " " " " " " "

-15

" " " " " " " " " " " "

(2005 ) (2005 )

-16

:

. :

-:

.1

.2

.3

.4

.5

.6

.7

.8

.9





					:		
						.(2007)	-2
						.(2007)	-3
						. (2005)	-4
						.(2000)	-5
.1						.(2002)	-6
"						"	
.22						.(2006)	-7
						.14	1
						.(2005)	-8
.10						.(2000)	-9
		"	"			.(2002)	-10
.2			" "			.(2006)	-11
						.28	3
						.(2004)	-12
		"					
						.(2004)	-13
		"					
						.(2005)	-14
			.23	1		"	
		"				.(2003)	-15
						.(2005)	-16
		"				.(2007)	-17
						"	

	"	.(2004)	-18
		.( 2007)	-19
		.( 2003)	-20
		.( 2003)	-21
	"	.( 2003)	-22
		.( 2006)	-23
		.( 2006)	-24
.2	( )	.( 2002)	-25
		.( 2007)	-26
	1	(2003)	-27
		.( 2007)	-28
			.1
		.( 2007)	-29
.1		.( 2001)	-30
	"	.( 2000)	-31
	" "	.( 2000)	-32
			.3
	.( 2000)		-33
		1	
		.( 1984)	-34
	" "	.( 2003 )	-35

		.( 2000)	-36
"	"	.( 1997)	-37
		.( 2005)	-38
			.1
2		.(2006)	-39
		.( 1999)	-40
		.( 2002)	-41
.1		.( 1998)	-42

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<a href="http://www.itu.int">.www.itu.int</a>		-3
<a href="http://www.paltel.ps">.www.paltel.ps</a>		-4
<a href="http://www.itu.int">.www.itu.int</a>		-5

[.www.mtit.gov.ps](http://www.mtit.gov.ps)

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[.www.arabicstat.com](http://www.arabicstat.com)

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بسم الله الرحمن الرحيم

الزميل الفاضل / الزميلة الفضلى

:

**"أثر نظم المعلومات الإدارية المحوسبة على أداء العاملين  
في شركة الاتصالات الفلسطينية"**

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