**   *

.

(556)   (19.2%)   .

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1.   (   )   (3.93).

)

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2.   (   )   (3.57).

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3.   (α ≤ 0.05)

)   (.   (R2 =

.0.657)

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.1 .

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: :

) (α ≤ 0.05)

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α)

(≤ 0.05 .

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.(

: (2007).

(α ≤ 0.05) (26-49).

:

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( )

: (Alter,2002:6)

" : (.

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(1)

) ( ) .(1-25)

. (( )

:

المتغير التابع عمليات إدارة المعرفة		المتغير المستقل نظم المعلومات الإداريّة	
1.	تحديد المعرفة	1.	الأجهزة والمعدات
2.	اكتساب المعرفة	2.	البرمجيات
3.	توليد المعرفة	3.	قواعد البيانات
4.	خزن المعرفة	4.	الإجراءات
5.	توزيع المعرفة	5.	الموارد البشرية
6.	تطبيق المعرفة	6.	الاتصالات

المتغيرات الشخصية والوظيفية

النوع الاجتماعي ، والعمر ، والمؤهل التعليمي ، والمستوى الوظيفي ، والخبرة الوظيفية

(1):

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"   (Sarvary,1999:95)

.1   :

2010/7/1   .201/7/31

.2

) :

Laudon)

(& Laudon,2007:14

.(

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"   .   .

:

:

(Sadagopan,1999:1)   .(79 :2009   (Gordon &)   .(61 :2006

Gordon,1999:6   "

.   ."

:

)

(2007   56-54 :2004

)

.(24:2004

:   "   .

)   2007: 30).

)   282 :2008   -   .

283)
:(

.1   (Hardware):

.

.

.2   (Software):

(   )   ( )   ):185 :2004(

.1   ."(   )

.2   .   .

.3   (Databases):

(Alter,2002:137)

.3

:   .

(Records)   (File)

)   2007: 28-29)

).   141 :2008)

.4   (Procedures):

"   (Zwass,1998:54)

."

.5   (Human Resources):

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)

:(55-56 :2004   )

(Barnes,2002:83)

.6   (Communications):   "

."

.   (Daft,2007:453)

:   .2

.1   :(Explicit)

.   .3

.   .

.   .4   :(Tacit)   .2

.

.

(26 :2008   )   .

(Daft,2007:452-453)   "

.

.   Turban, et)

.   (al,2007:481

.   (Liebowitz,2001: 4)

.   .

85-59 :2005   )   (Segev,2010)

199-195 :2008   105-88 :2007   .

(28-26 :2008

:

.1   :(Knowledge Identificaion)

.

(37-35 :2005   )

:

.1   :2008   )

(195 (2008: 27) (Notes

"   "

.(91-89:2004   )

.3   (Knowledge Generation):

(2008: 27-28)

:(2005: 64)

.1   .

.2   (Semantic

Nets).

.3   (Formal

Semantics).

.2   (Knowledge Acquisition):

(   )

(   )   (

(

.4   (Knowledge

Storage):

.(2007: 74)

.   :

.

.(2005: 73)   .

(Lotus Notes)

.

(Lotus   )   . (2008: 196)

Expert System

:

(2010   )   .

)

((28 :2008   )

.

(Knowledge Distribution):   .5

.

(75 :2005   )

(199-198 :2008   )

.

(2010   )

.

.   .

(Knowledge Application):   .6

.

(2009   )   (Use)   :

(Utilization)   (Reuse)

.(78 :2005   ) (Application)

.

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) :

(

.   .(199 :2008   )

(2008   )

(Klein, 2010)

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((2008)

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Hussain, et al.) .

(2010 (2007)

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(2007)

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(David, 2009) .

. .

92 :

(Nemani, 2010)

"

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(Aguior,2009) .

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(Oliver, 2008)

.ISO 9000

)   )
                                                                              (
            (
                                                                         .
                                    .   Akhavan, 2006)

                                                        (Jafari & Fathian,

.

                                                                              (6)
                                            .

    (   )   (16)

.

                                                                              .

                                            Kumar &)

      (24)   (Kumar, 2006

    (30)   .
(7064)   (2007)

.2010/7/15   (580)

(25)   (%50)   (556)

(13)   (%20)   (%95.8)

(%19.2)

(2890)   .

(1)

15	1	14	15	75		1
29	3	26	29	142		2
47	3	44	47	235		3
53	2	51	53	262		4
22	1	21	22	110		5
60	4	56	60	300		6
23	1	22	23	115		7
130	1	129	130	650		8
22	1	21	22	110		9
102	3	99	102	506		10
32	2	30	32	160		11
30	1	29	30	150		12
15	1	14	15	75		13
580	**24**	**556**	**580**	**2890**		

:   .2010/7/15

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(49) :

( )

(25) : .( )

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2005 2006 2008

(2004

. (24) : .

( )

Cronbach's) ()

(Coeffient Alpha

. 2007 2007)

(%92) (%75.7) (2004 192: 2005

.

(%60)

.(Sekaran, 2003: 372)) : (Likert)

. (2)) (4) (5

) (3

(2)

0.888	4-1		( )
0.757	9-5		
0.893	13-10		
0.860	17-14		
0.864	21-18		
0.859	25-22		

0.833	29-26		( )
0.882	33-30		
0.914	37-34		
0.916	41-38		
0.884	45-42		
0.920	49-46		

.

(3) (SPSS.V.15) (Statistical Package For
(Social Sciences

(%52.3)

(%47.7)

(Multiple Regression Analysis)

.

(Cronbach's Coeffient Alpha)

.

(3)

%			
52.3	291		
47.7	265		
32.4	180	30	
25.4	141	35-31	
18.0	100	40-36	
24.3	135	41	
21.0	117		
60.6	337		
18.3	102		

%			
9.2	51		
3.4	19		
25.2	140		
62.2	346		
33.1	184	5	
24.8	138	10 - 6	
16.2	90	15 - 11	
25.9	144	16	

.

(%62.2)   (30)
(%25.2)   (35   31)   (%32.4)
(%9.2)   (%25.4)
(41)
(%3.4)   (40-36)   (%24.3)
(%18.0)

.

(%33.1)
(%25.9)   (5)
(%24.8)   (16)
(%16.2)   (10-6)
(15-11)   .
.   (%60.6)

(%21.0)   (   )
(   )

(3.5)

(%18.3)
(3.49-2.5)
(2.49)

.

:

(4)

	1	0.773	4.19		4-1
	3	0.670	3.90		9-5
	2	0.766	4.11		13-10
	5	0.772	3.80		17-14
	6	0.779	3.76		21-18
	4	0.831	3.85		25-22
	–	**0.639**	**3.93**		**25-1**
	5	0.880	3.48		29-26
	3	0.860	3.59		33-30
	6	0.940	3.43		37-34
	1	0.873	3.74		41-38
	4	0.923	3.50		45-42
	2	0.866	3.67		49-46
	–	**0.792**	**3.57**		**49-26**

(4)

(3.85)   )

((

                    (3.80)   (0.639)   (3.93)

        (3.76)   (4.19)

.   (4.11)

                                    (3.90)

(5)

Skewness	Tolerance	VIF	
0.869	0.492	2.034	
0.453	0.349	2.863	
0.760	0.430	2.325	
0.525	0.289	3.460	
0.412	0.345	2.900	
0.561	0.420	2.380	

(10)   (VIF)

(3.460 -2.034)

-0.289)   (Tolerance)

(0.492

.   (Multicollinarity)

(1)   (Skewness)

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:

($\alpha \leq 0.05$)

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)

(:

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(4)

(3.57)

(0.792)

(3.74)

(0.837)

(0.866)   (3.67)

(3.59)

(0.860)

(3.50)

(3.48)   (0.923)

(0.880)

.(0.940)   (3.43)

.

:

(6)

(Analysis Of Variance)

F	F				R²	
0.000	***178.394**	38.403	6	230.419		
		0.215	549	118.184	0.657	
			555	348.604		

* (α ≤ 0.05).

(6)   (α = 0.000)   (≤ α
.(0.05

(α ≤ 0.05)   )

)   (65.7%)

((

(F)   (178.394)   .

(7)

	t	Beta		B	
0.005	***2.808–**	0.100–	0.036	0.102–	
0.020	***2.330**	0.098	0.050	0.116	
0.812	0.238–	0.009–	0.039	0.009–	
0.000	**7.201***	0.333	0.047	0.341	
0.000	**6.216***	0.263	0.043	0.267	
0.000	**7.839***	0.301	0.037	0.286	

* (α ≤ 0.05).

(7)   (t)   (6)

(Beta)   (t)   (α ≤ 0.05)

)   .(Beta)

)   (

.(   )   ((   )

(8)
Step Wise Multiple Regression

t	t	R²	
0.000	***25.784**	0.545	
0.000	***11.143**	0.627	
0.000	***6.441**	0.653	
0.033	***2.135‑**	0.655	
0.020	***2.334**	0.654	

*   **.(α ≤ 0.05)**

Step Wise   (   )

Multiple   Regression   (65.5%)

(65.8%)

.(   )

%54.5   **.1**   :

(   )   (α ≤ 0.05)

(62.7%)   )

(   )

(   )   (65.3%)   (

.

(9)

(Analysis Of Variance)

F	F F				R²	
0.000	***123.208**	41.161	6	246.966	0.574	
		0.334	549	183.408		
			555	430.374		

*   **.(α ≤ 0.05)**

= α) (123.208) (9)

.(α ≤ 0.05) (0.000

(α ≤ 0.05)

(%57.4))

( )

. (F) (

(10)

	t		Beta		B	
0.084	1.986-	0.079-	0.045	0.090-		
0.013	***2.496**	0.118	0.062	0.154		
0.765	0.299-	0.013-	0.049	0.015-		
0.000	***4.237**	0.220	0.059	0.250		
0.000	***6.365**	0.302	0.054	0.341		
0.000	***6.606**	0.284	0.046	0.301		

* .(α ≤ 0.05)

(α ≤ 0.05)

.(Beta) (t) (Beta) (10)

)

(

) (

.( ) ((t) ( )

(11)
Step Wise Multiple Regression

t		t		R^2	
0.000		***22.735**		0.483	
0.000		***8.791**		0.546	
0.000		***5.272**		0.568	
0.065		1.846		0.573	

* .(α ≤ 0.05)

Step (%56.8) ( ).

Wise Multiple Regression

(t) (1.846)

(α = 0.065)

(α ≤ 0.05).

2. :

(%48.3) (α ≤ 0.05)

( ) ( )

(%54.6) ( )

.

(12)

(Analysis Of Variance)

	F				R²	
F						
		37.313	6	223.877		
0.000	***109.401**	0.341	549	187.244	0.545	
			555	411.121		

* (α ≤ 0.05).

(12) (109.401) (α = 0.000)

(α ≤ 0.05).

(α ≤ 0.05)

) (%54.5) (

((

(F)

. .

(13)

	t	Beta		B	
0.110	1.601-	066.-	0.046	0.073-	
0.038	***2.083**	0.102	0.063	0.130	
0.133	1.505-	0.066-	0.049	0.074-	

	B		Beta	t	
	0.338	0.060	0.304	*5.669	0.000
	0.311	0.054	0.282	*5.752	0.000
	0.251	0.046	0.242	*5.458	0.000

* (α ≤ 0.05).

(13) (Beta) (t) (≤ 0.05 (Beta). (α)

) (

) ((t) ( ) ( ).

(14)
Step Wise Multiple Regression

	R²		t		t
	0.514		*8.095		0.000
	0.456		*21.547		0.000
	0.539		*5.483		0.000
	0.542		1.204		0.229

* (α ≤ 0.05).

Step (53.9%) ( ).

Wise Multiple Regression

(t) (1.204)

(α = 0.229)

(14) (α ≤ 0.05).

3. :

(51.4%) (α ≤ 0.05)

( ) ( )

(45.6%)

( ) ( )

.

-673-

(15)

(Analysis Of Variance)

	F				R²	
F	F					
0.000	**107.626***	44.201	6	265.209	0.540	
		0.411	549	225.472		
			555	490.681		

* **(α ≤ 0.05).**

(15)   (F)   (107.626)   (α =
.(α ≤ 0.05)   (0.000

(α ≤ 0.05)

)   (%54.0)

(   )

(.

(16)

	t	Beta		B	
0.054	1.930-	0.080-	0.050	0.097-	
0.027	***2.221**	0.109	0.069	0.152	
0.102	1.640-	0.072-	0.054	0.089-	
0.000	***5.396**	0.290	0.065	0.353	
0.000	***6.455**	0.318	0.059	0.383	
0.000	***4.987**	0.223	0.050	0.252	

* **(α ≤ 0.05).**

(α ≤ 0.05)

(16)   (Beta)   (t)   (Beta).

)

(   )   (

(   )   (t)   ).(

(16)

(17)
Step Wise Multiple Regression

t	t	R²	
0.000	***21.853**	0.463	
0.000	**7.511***	0.513	
0.000	**4.918***	0.533	
0.239	1.179	0.539	

*   **.(α ≤ 0.05)**

Step   (53.3%)   (
Wise Multiple Regression   .(
(t)
(1.179)   (α = 0.239)
(17)   .(α ≤ 0.05)
1.   :
(46.3%)   (α ≤ 0.05)
(   )   (   )

(51.3%)   (   )   (   )
.

(18)
(Analysis Of Variance)

	F				R²	
F	F					
0.000	***96.766**	36.284	6	217.704		
		375.	549	205.856	0.514	
			555	423.560		

*   **.(α ≤ 0.05)**

(18)   (α ≤ 0.05)
)

(   )   (%51.4)   (
                                                              (96.766)   (F)
.   (0.000 = α)
                                                                   .(α ≤ 0.05)

(19)

	B		Beta	t	
	130.-	048.	115.-	*2.715-	**0.007**
	064.	066.	049.	0.976	0.330
	213.	052.	187.	*4.126	**0.000**
	294.	063.	260.	*4.692	**0.000**
	153.	057.	137.	*2.701	**0.007**
	293.	048.	279.	*6.074	**0.000**

*   .(α ≤ 0.05)

(t)
(α ≤ 0.05)   (t)   (Beta)   (19)
.(Beta)   )
(
.(   )   (   )   (   )

(20)
Step Wise Multiple Regression

t	t	R^2	
0.000	***20.189**	0.424	
0.000	***8.306**	0.488	
0.000	***3.901**	0.502	
0.010	***2.577**	0.507	
0.012	***2.534**	0.513	

*   .(α ≤ 0.05)

Step Wise ( )

Multiple Regression (%50.7)

( ) (%51.3)

(20) .( )

(%42.4) 5. :

(α ≤ 0.05) ( )

) (%48.8)

( ) ( )

(%50.2) .

(21)

(Analysis Of Variance)

	F				R²	
F						
0.000	***91.590**	39.492	6	236.951		
		0.431	549	236.718	0.500	
			555	473.669		

***(α ≤ 0.05)**

(91.590) (α = 0.000)

(21) .(α ≤ 0.05)

(α ≤ 0.05) (%50.0) ( )

)

(F) ( )

.

(22)

	t	Beta		B	
0.004	***2.875-**	124.-	051.	148.-	
0.128	1.524	078.	070.	107.	
0.044	***2.020-**	093.-	055.	112.-	
0.000	***6.290**	353.	067.	422.	
0.000	***4.439**	228.	061.	270.	
0.000	***6.249**	291.	052.	323.	

***(α ≤ 0.05)**

(t)

(α ≤ 0.05)   (22)   (t)   (Beta)   (22)

.(Beta)   )

(

.(   )   (   )   (   )

(23)
Step Wise Multiple Regression

t	t	R²	
0.000	***19.463**	0.406	
0.000	***8.094**	0.469	
0.000	***4.441**	0.487	
0.003	***2.965**	0.495	
0.083	1.739	0.498	

.(α ≤ 0.05)   *****

Step

(%49.5)   Wise Multiple Regression

.(   )

(t)

(0.083 = α)   (1.739)   (23)

.(α ≤ 0.05)

:   **.6**   (%40.6)

(α ≤ 0.05)   (   )

)   (%46.9)

(   )

(

.   (   )   (%48.7)

(24)

(Analysis Of Variance)

F	F				R²	
		35.354	6	212.126		
0.000	*94.888	0.373	549	204.551	0.509	
			555	416.677		

$*$ $(\alpha \leq 0.05)$.

(24)   (0.000 =   ) $(\alpha \leq 0.05)$.

$(\alpha \leq 0.05)$

(   )   (50.9%)   )

(   )   ·

(F)   (94.888) $\alpha)$

(25)

	t	Beta		B	
0.121	1.551-	-.066	.048	-.074	
0.187	1.320	.067	.065	.086	
0.695	0.392	.018	.052	.020	
0.000	***6.267**	.349	.062	.391	
0.011	***2.556**	.130	.057	.145	
0.000	***6.225**	.287	.048	.299	

$*$ $(\alpha \leq 0.05)$.

$(\alpha \leq 0.05)$

(25)   (Beta)   (t)   (Beta).

(   )   (   )

(   )   (   )

(   )   (t)   (   ).

(26)
Step Wise Multiple Regression

t	t	R²	
0.000	***20.784**	0.438	
0.000	***8.249**	0.500	
0.007	***2.685**	0.506	

*   **$(\alpha \leq 0.05)$.**

Step

Wise Multiple Regression   (50.6%)   (   ).

:

$(\alpha \leq 0.05)$

(26)

)

(43.8%)   (.

(   )   **1.**

(50%)   .

(   )

(27)

(T.test)

	T				
0.369	0.899	0.640	3.91		
		0.639	3.96		

*   **$(\alpha \leq 0.05)$.**

(27)   (0.899) $(\alpha \leq 0.05)$.

2.

(T)   .

(28)

0.656	3.87	30	
0.622	3.89	35-31	
0.682	4.06	40-36	
0.591	3.96	41	

(28)

:

(29)

	F					
		0.864	3	2.592		
0.096	2.124	0.407	522	224.489		
			555	227.081		

$.(\alpha \leq 0.05)$ *

$.(\alpha \leq 0.05)$ (29)

.3

.

(F)

(30)

0.655	3.93		
0.628	3.94		
0.663	3.93		

(30)

:

(31)

	F					
0.996	0.004	0.002	2	0.003		
		0.411	553	227.078		
			555	227.081		

* .**(α ≤ 0.05)**

.(α ≤ 0.05) (31)

4.

.

(F)

(32)

0.592	4.10		
0.512	4.33		
0.518	4.00		
0.682	3.86		

(32)

:

(33)

	F					
0.001	***5.565**	2.222	3	6.667		
		0.399	552	220.414		
			555	227.081		

* .**(α ≤ 0.05)**

(33)

α ≤)‏ (0.47) (F)
‏: (0.05 .(α ≤ 0.05)

(34)

Scheffe

4.10	4.33	4.00	3.86		
0.24	*0.47	140.	–	**3.86**	
0.10	0.33	–	–	**4.00**	
0.23	–	–	–	**4.33**	
–	–	–	–	**4.10**	

.5 .

(35)

0.616	3.85	5	
0.680	3.89	10-6	
0.541	4.18	15-11	
0.653	3.94	16	

(35)

‏:

(36)

	F					
0.001	***5.840**	2.329	3	6.986		
		0.399	552	220.095		
			555	227.081		

* .(α ≤ 0.05)

(15-11)   (36)
16   10-6   5)
0.33)   (
(α ≤ 0.05)   (0.24 0.29   (F)
:   .(α ≤ 0.05)

(37)

16 **3.94**	**15-11** **4.18**	**10-6** **3.89**	**5** **3.85**		**Scheffe**	
0.09	***0.33**	0.04	-	3.85	5	
0.05	***0.29**	-	-	3.89	10-6	
*0.24	-	-	-	4.18	15-11	
-	-	-	-	3.94	16	

* **.(α ≤ 0.05)**

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α)   α ≤)
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(38)

	T				**(T.test)**
0.016	***2.419**	0.814	3.49		
		0.760	3.65		

* **.(α ≤ 0.05)**

.($\alpha \leq 0.05$)

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(T) .2

(2.419) (0.016 = α) .

(39)

0.848	3.57	30	
0.716	3.61	35-31	
0.818	3.64	40-36	
0.768	3.47	41	

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	F					
0.315	1.185	0.744	3	2.231		
		0.627	552	346.373		
			555	348.604		

* .(**$\alpha \leq 0.05$**)

.($\alpha \leq 0.05$)

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0.776	3.54		
0.793	3.59		
0.812	3.52		

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	F					
		0.266	2	0.533		
0.655	0.423	0.629	553	348.071		
			555	348.604		

* .(**α ≤ 0.05**)

.(α ≤ 0.05)

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0.831	3.61		
0.975	3.95		
0.710	3.56		
0.805	3.54		

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	F					
0.175	1.656	1.036	3	3.109		
		0.626	552	345.494		
			555	348.604		

.(α ≤ 0.05) *

.(α ≤ 0.05)

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0.823	3.55	5	
0.774	3.50	10-6	
0.714	3.84	15-11	
0.786	3.49	16	

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(46)

	F					
0.004	***5.540**	2.798	3	8.395		
		0.616	552	340.209		
			555	348.604		

* .(α ≤ 0.05)

(15-11)
16   10-6   5)
0.29)   (
(α ≤ 0.05)   (0.35 0.34   (F)
:   .(α ≤ 0.05)

(47)

Scheffe

16	**15-11**	**10-6**	**5**			
3.49	**3.84**	**3.50**	**3.55**			
0.06	***0.29**	0.05	-	**3.55**	5	
0.01	***0.34**	-	-	**3.50**	10-6	
*0.35	-	-	-	**3.84**	15-11	
-	-	-	-	**3.49**	16	

* .(α ≤ 0.05)

(α ≤ 0.05)

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المجلة الأردنية في إدارة الأعمال،

The Impact of Management Information Systems (MIS) on Knowledge Management Processes (KMP) as Perceived by the Employees Working in the Centers of Ministries in Jordan

Khalid Y. Alzou'bi and Zainab H. Al-Zaidy

ABSTRACT

This study aims at exploring the impact of Management Information Systems on Knowledge Management Processes at Jordanian ministries and examining the trends' of respondents towards (MIS) and (KMP). To achieve these objectives, a questionnaire was designed and distributed to a sample, consisting of (556) participants, forming (19.2%) of the total population of the study. Descriptive statistic techniques were used to analyze the collocation data.

1. The respondents' perceptions towards the dimensions of (MIS) were high with (mean= 3.93). The priority of dimensions ranked descendingly as follow: (the hardware, the database, the software, the communications, the procedures, and finally the human resources).

2. The respondents' perceptions towards dimensions of (KMP) were high with (mean= 3.57). The priority of dimensions ranked descendingly as follows: (the knowledge storage, the knowledge application, the knowledge acquisition, the knowledge distribution, the knowledge identification, and the knowledge generation).

3. The study showed that there was a statistically significant impact at a level of ($\alpha \leq 0.05$) for (MIS) dimensions (software, procedures, human resources, and communications) at (KMP), (R2 = 0.657).

The study provides some recommendations; the most important one was to direct the administrations in the ministries to the importance of developing and continually updating Management Information Systems (MIS), which enhance the application of Knowledge Management Processes (KMP), especially the (software, procedures, human resources, and communications).

KEYWORDS: Management Information Systems (MIS), Knowledge Management Processes (KMP), Public Sector, Ministries, Jordan.

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