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MIS	:	Management Information system	:
DB	:	Data Base	:
DSS	:	Decision Support System	:
LAN	:	Local Area Network	:
WAN	:	Wide Area Network	:

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IP	:	Internet Protocol	:
VPN	:	Virtual Private Network	:
ES	:	Email server	:
MOI	:	Ministry Of Interior	:
ESS	:	Executive Support System	:
KWS	:	Knowledge work System	:
OAS	:	Office Automation system	:
DPS	:	Data Processing System	:
TPS	:	Transaction Processing System	:

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Relationship between Management Information Systems & Management Development at the Palestinian Ministry of Interior

Abstract

This study was conducted between January 2009 and January 2010 and addresses the relation between Management Information Systems and Management Development at the Palestinian Ministry of Interior.

The goal of the study is to identify the current status of management information systems in use at the Ministry of Interior in various aspects such as, information accuracy, flexibility, comprehensiveness, clarity and adequate timing. It also aims to identify the reality of management development systems at the Ministry of Interior in various aspects such as, human resources planning, organizational structure, laws and regulations, doctrine (culture and values), training and performance evaluation. The study also aims to determine the impact of certain characteristics on both information systems and management development such as, educational qualification, experience, job title, gender and field of specialization.

In order to further look into this issue we conducted a questionnaire, where the target group was directors and departments' chiefs, covering all the Ministry's directorates across the country. 265 persons filled in the questionnaire and a sample of 195 individuals was selected for further analysis.

The researcher has used the questionnaire which contained three essential fields related to the information system reality, management development reality and the relation between the MIS and management development through (planning for human resources, organizational structure, laws and regulations, beliefs (culture and values), training and performance evaluation). The researcher has depended for the study methodology on the descriptive approach.

The study concluded the following key results: There is a positive relation of dependency between both MIS and management development, the reality of MIS and the management development reality from the managers and heads of sections views in the ministry by a large degree; there are no statistical differences for the MIS based on gender, field of specialization and practical experience, while there is a difference in the minimum educational qualifications, there are no statistical evidence differences of management development referred to gender, title, field of specialization and practical experience, while there is statistical difference in the BA degree element about performance evaluation, there are differences with statistical evidence for MIS in the aspect of adequate timing of information referred to the title of job, performance evaluation process is inadequate and inefficient which requires development and updating, contribution of information system in taking decisions is at a low level, and the training program in use does not respond to the Ministry's training needs.

The researcher has recommended the following recommendations: Development and update of the management information systems to be responsive for work requirements, support employees' active participation in taking decisions using management information systems, focus on training employees in order to develop their skills and knowledge related

to job performance, use computerized evaluation tools to evaluate the employees performance, the management development process must have a high priority by creating a new department at the Ministry specialized in management development, pay special attention to human resources planning by the proper selection of staff based on specific and transparent standards defined by the information system, conduct training courses for telecommunication and communication to promote the culture of belonging and sense of responsibility.

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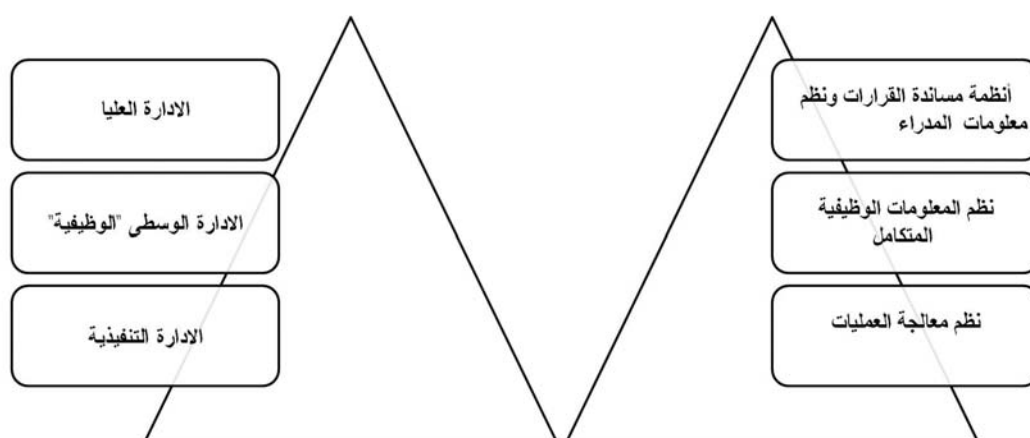
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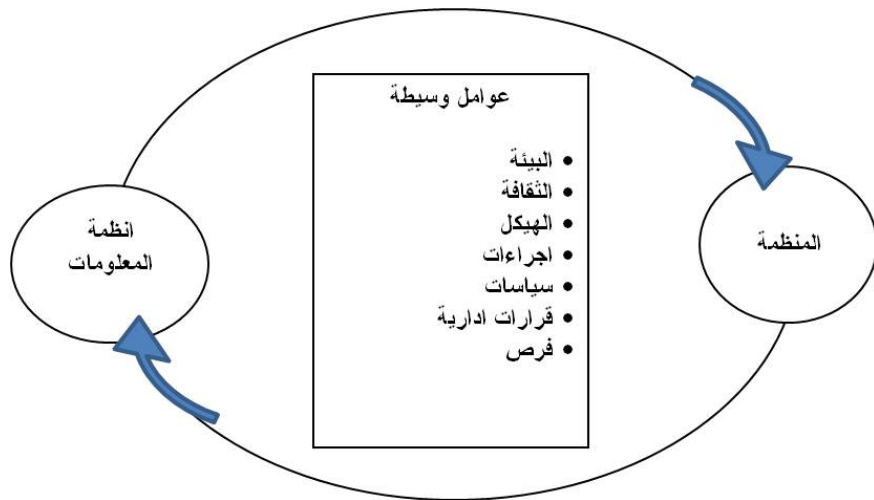
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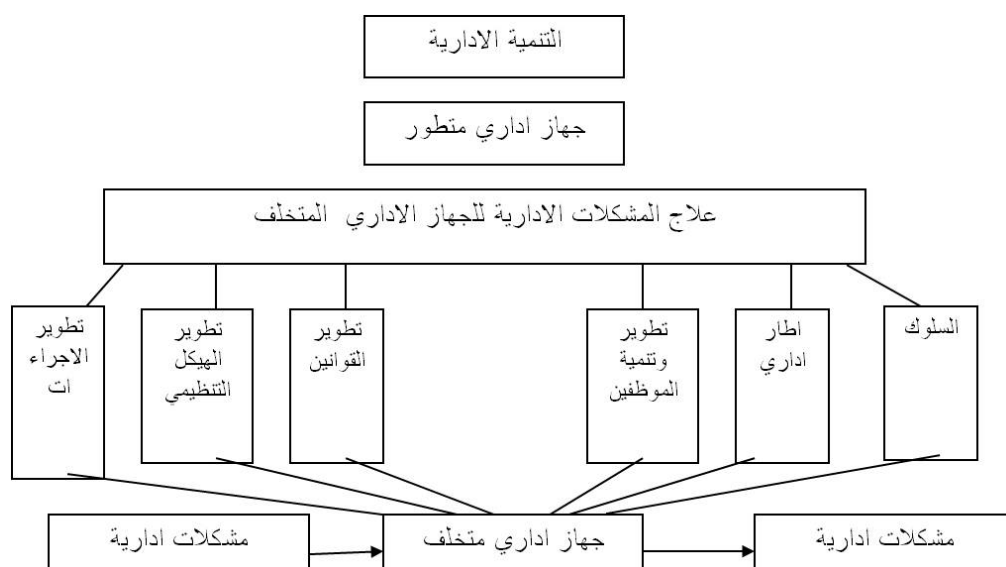
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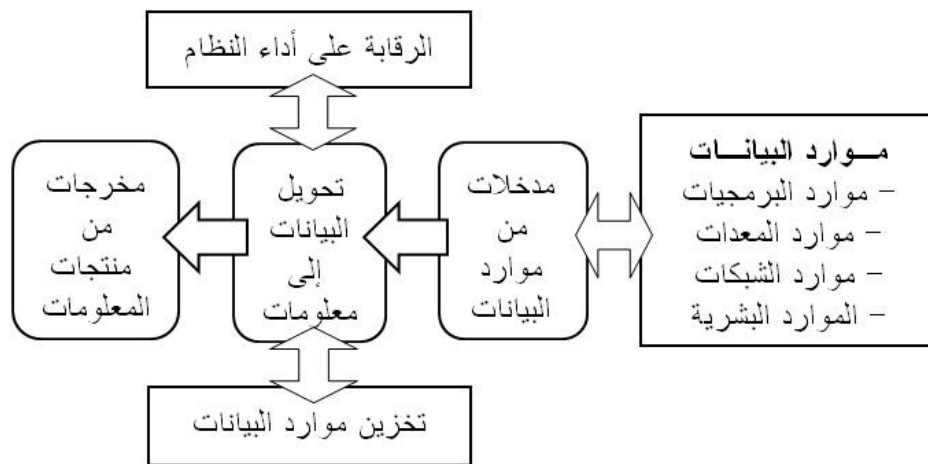
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:(Ravichandran & Lertwongstien, 2005)

Effect of Information Systems :

Resources and Capabilities on Firm Performance: A Resource-Based
Perspective.

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:(Kumar and Plavia, 2001)

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	80	%41.0
	195	%100.0

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21.4	36.1	42.5	
16.9	35.5	47.7	
19.2	36.6	44.2	

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		%		%		%	
		102	52.3	77	39.5	16	8.2
		116	59.5	61	31.3	18	9.3
		120	61.5	68	34.9	7	3.6
		94	48.2	76	39.0	25	12.9
		87	44.6	78	40.0	30	15.4
		80	41	77	39.5	38	19.5
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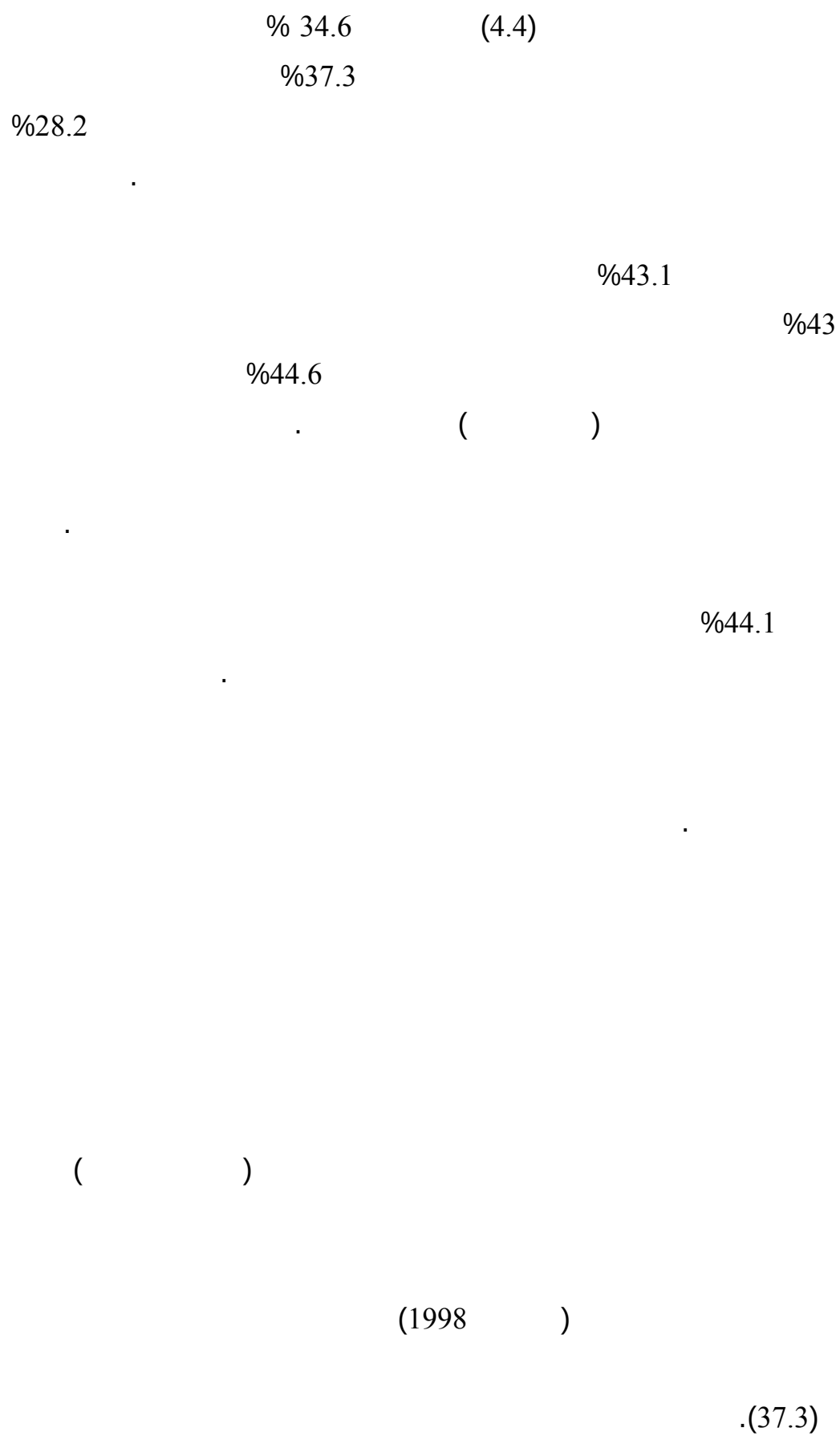
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23	45	44.6	87	32.4	63	
33.9	66	37.4	73	28.8	56	
44.1	86	31.8	62	24.1	47	
28.2		37.3		34.6		



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21.5	42	39.0	76	39.5	77	
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20	39	37.4	73	42.6	83	
20.5	40	32.3	63	47.2	92	
23.6	46	38.5	75	37.9	74	
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21.4		36.1		42.5		

%42.5 (5.4)

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16.4	32	35.9	70	47.7	93	
16.5	32	32.8	64	50.8	99	
20.5	40	36.9	72	42.5	83	
13.4	26	36.4	71	50.2	98	
18.5	36	40.0	78	41.6	81	
15.9	31	30.8	60	53.3	104	
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36.4	71	30.8	60	32.9	64	
28.2	55	30.8	60	41	80	.
30.3	59	31.8	62	37.9	74	.
34.3	67	26.2	51	39.5	77	.
29.3	57	34.4	67	36.4	71	.
30.2	59	27.7	54	42.1	82	.
28.8		30.4		40.8		

%55.9

%42.1

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%36.4

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(1987)

: **.2.2.2.4**

:9.4

%		%		%		
20	39	29.2	57	50.7	99	
22.6	44	29.7	58	47.7	93	
20.5	40	33.3	65	46.2	90	
18.4	36	37.4	73	44.1	86	
26.1	51	33.3	65	40.6	79	
30.2	59	25.6	50	44.1	86	
30.2	59	31.8	62	37.9	74	
24		31.5		44.5		

) %44.5 (9.4)

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%31.5

%24

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%50.7

%47.6

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%30.2

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(1998 Mike)

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.3.2.2.4

) %39.8 (10.4)

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%38.5

%24.5

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:10.4

%		%		%		
16.4	32	52.6	50	57.9	113	
28.7	56	33.8	66	37.5	73	
33.9	66	30.8	60	35.3	69	
28.7	56	40.5	79	30.7	60	
19.5	38	37.4	73	43.1	84	
20	39	35.9	70	44.1	86	
24.5		38.5		41.4		

%57.9

%43.1

%33.9

%28.7

Mike) . (1998

:() .4.2.2.4

) %42.3 (11.4)
%36.3
%21.5

.() :11.4

%		%		%		
12.9	15	33.8	66	53.4	104	
19	37	35.4	69	45.7	89	
21	41	31.8	62	47.2	92	
20	39	35.9	70	44.1	86	
28.7	56	37.9	74	33.4	65	
19	37	42.6	83	38.5	75	
29.8	58	36.4	71	33.9	66	
21.5		36.3		42.3		

%53.4

%47.2



(2007)

(2000)

: .5.2.2.4

) %36.8 (12.4)

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%31.7
%31.5
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. :12.4

%		%		%		
24.1	47	33.8	66	42	82	
31.8	62	33.3	65	34.8	68	
34.4	67	31.8	62	33.9	66	
31.8	62	33.3	65	34.9	68	
30.2	59	34.4	67	35.4	69	
31.8	62	28.7	56	39.5	77	
36.5	71	26.7	52	36.9	72	
31.5		31.7		36.8		

%42

%39.5

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%36.5

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(2002)

(1987)

(2002)

: .6.2.2.4

%38 (13.4)

%28.9

%33

:13.4

%		%		%		
25.7	50	29.2	57	45.2	88	
33.3	65	26.2	51	40.5	79	
23.6	46	36.9	72	39.5	77	
29.3	57	33.3	65	37.4	73	
40.5	79	23.6	46	35.9	70	
42.6	83	24.1	47	33.3	65	
36.4	71	29.2	57	34.3	67	
33		28.9		38		

%45.2

%40.2

%42.6

%40.5

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(1987)

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(1998 MIKE)

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(2002)

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	1.66-1
	2.33-1.67
	3-2.34

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: .1.1.3.4

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.(15.4)

:15.4

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195	0.000	**0.318	

*

(0.01 ≥ α) **

(**0.318)

(15.4)

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(2006)

■

(2004)

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: .2.1.3.4

.(16.4)

:16.4

■

			*
195	0.000	**0.433	

(0.01 $\geq \alpha$) **

$$(**0.433)$$

(16.4)

■

(1993)

■

■

: **.3.1.3.4**

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.(17.4)

:17.4

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195	0.000	**0.418	*

($0.01 \geq \alpha$) **

(**0.418)

(17.4)

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(1993)

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(2005)

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: .4.1.3.4

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.(18.4)

:18.4

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			()
195	0.000	**0.407	*

(0.01 ≥ α) **

(**0.407)

(18.4)

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(2006)

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(1999)

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:20.4

■

			*
195	0.000	**0.305	

$$(0.01 \geq \alpha)$$

* *

 $(^{**}0.305)$

(20.4)

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(2005)

(2007)

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.2.3.4

 $(\alpha \leq 0.05)$

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□
□

.1.2.3.4

 $(\alpha \leq 0.05)$

■

Independent t-test

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$$: \quad (21.4)$$

:21.4

		(60=)		(135=)		
0.23	1.21	0.80	2.11	0.68	2.03	
0.11	1.63	0.72	2.14	0.72	2.03	
0.26	1.12	0.93	1.89	0.79	1.8	
0.12	1.57	0.90	2.03	0.76	1.92	
0.07	0.84	0.76	2.14	0.74	2.00	
0.09	1.71	0.71	2.06	0.63	1.96	

(1.96) = ($\alpha \leq 0.05$)

) (21.4)

(1.71 0.84 1.57 1.12 1.63 1.21) (

(1.96)

($\alpha \leq 0.05$)

(2008)

.()

: .2.2.3.4

($\alpha \leq 0.05$)

Independent t-test ()

: (22.4)

:22.4

		(132=)		(63=)		
0.07	1.80	0.74	2.14	0.72	2.02	
0.70	0.39	0.77	2.09	0.70	2.06	
0.34	0.96	0.94	1.88	0.78	1.81	
0.13	1.53	0.84	2.03	0.78	1.92	
*0.01	2.58	0.69	2.13	0.76	1.97	
0.09	1.70	0.67	2.06	0.65	1.96	

.(1.96) = ($\alpha \leq 0.05$)

.(0.05 $\geq \alpha$) *

) (22.4)

(

(1.96) (1.70 1.53 0.96 0.39 1.80)

($\alpha \leq 0.05$)

()

(1.96) (2.58)

($\alpha \leq 0.05$)

(21.4)

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(2008)

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(2004)

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: **.3.2.3.4**

($\alpha \leq 0.05$)

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one way ANOVA

(24.4)

(23.4)

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:23.4

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26=	103=	45=	21=	
1.8	2.06	2.18	2.08	
1.94	2.05	2.18	2.07	
1.63	1.87	1.88	1.77	
1.67	1.96	2.09	2.00	
1.74	2.02	2.23	2.12	
1.76	1.99	2.12	2.01	

:24.4

*0.004	4.57	2.301	6.904	3		
		0.504	96.246	191		
			103.150	194		
0.13	1.94	0.988	2.964	3		
		0.509	97.266	191		
			100.230	194		
0.12	1.99	1.367	4.102	3		
		0.687	131.252	191		
			135.354	194		
*0.004	4.57	2.804	8.411	3		
		0.613	117.094	191		
			125.505	194		
*0.000	8.49	4.304	12.913	3		
		0.507	96.870	191		
			109.783	194		
*0.002	5.03	2.044	6.131	3		
		0.407	77.662	191		
			83.792	194		

(2.65) = ($\alpha \leq 0.05$)

.(0.05 $\geq \alpha$)

)

(24.4)

(1.99 ,1.94)

(

($\alpha \leq 0.05$)

(2.65)

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,4.57)

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(2.65)

(5.03 ,8.49 ,4.57

($\alpha \leq 0.05$)

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LSD

:25.4

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*0.46	0.03	0.18-		
*0.64	0.11			
*0.44				

:(25.4)

:($0.05 \geq \alpha$)

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0

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($0.05 \geq \alpha$)

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LSD

:26.4

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*0.55	0.07	0.16-		
*0.71	0.23			
*0.48				

:(26.4)

:($0.05 \geq \alpha$)

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($0.05 \geq \alpha$)

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LSD

:27.4

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*0.63	0.17	0.23-		
*0.86	*0.40			
*0.46				

:(27.4)

:($0.05 \geq \alpha$)

•

0
0
0
0

($0.05 \geq \alpha$)

•



LSD :28.4

*0.42	0.03	0.19-		
*0.61	0.21			
*0.39				

:(28.4)

:($0.05 \geq \alpha$)

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0
0
0

($0.05 \geq \alpha$)

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()

(2004)

(2008)

: .4.2.3.4

($\alpha \leq 0.05$)

one way ANOVA

(30.4)

(29.4)

:29.4

80=	27=	88=	
2.03	2.08	2.07	
2.03	2.06	2.11	
1.82	1.87	1.82	
1.95	2.03	1.94	
2.09	2.08	1.99	
1.99	2.03	1.99	

:30.4

0.85	0.16	0.086	0.172	2		
		0.536	102.978	192		
			103.150	194		
0.55	0.61	0.316	0.632	2		
		0.519	99.598	192		
			100.230	194		
0.92	0.09	0.061	0.121	2		
		0.704	135.233	192		
			135.354	194		
0.65	0.42	0.275	0.551	2		
		0.651	124.955	192		
			125.505	194		
0.32	1.14	0.645	1.290	2		
		0.565	108.493	192		
			109.783	194		
0.90	0.11	0.048	0.096	2		
		0.436	83.696	192		
			83.792	194		

(3.04) = ($\alpha \leq 0.05$)

) (30.4)

(0.11 1.14 0.42 0.09 0.61 0.16) (

(3.04)

($\alpha \leq 0.05$)

(2008)

(2008)

: .5.2.3.4

($\alpha \leq 0.05$)

one way ANOVA

(32.4)

(31.4)

:31.4

9 150=	9-7 19=	6-4 18=	3 8=	
2.04	2.12	2.04	2.24	
2.06	2.09	1.96	2.30	
1.83	1.94	1.64	2.01	
1.94	1.99	1.90	2.27	
2.02	2.14	2.06	2.34	
1.98	2.06	1.92	2.23	

:32.4

0.58	0.66	0.352	1.057	3		
		0.535	102.094	191		
			103.150	194		
0.31	1.21	0.623	1.868	3		
		0.515	98.363	191		
			100.230	194		
0.21	1.53	1.056	3.169	3		
		0.692	132.185	191		
			135.354	194		
0.26	1.36	0.876	2.628	3		
		0.643	122.877	191		
			125.505	194		
0.18	1.65	0.924	2.771	3		
		0.560	107.012	191		
			109.783	194		
0.24	1.43	0.614	1.841	3		
		0.429	81.951	191		
			83.792	194		

.(2.65) = ($\alpha \leq 0.05$)

)

(32.4)

(1.43 ,1.65 ,1.36 ,1.53 ,1.21 ,0.66)

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(2.65)

($\alpha \leq 0.05$)

(2008)

(1980)

: .3.3.4

($\alpha \leq 0.05$)

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: .1.3.3.4

($\alpha \leq 0.05$)

Independent t-test

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: (33.4)

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(33.4)

(0.18 ,0.95 ,0.71 ,0.57 ,0.19 ,0.91 ,0.31)

(

(1.96)

($\alpha \leq 0.05$)

:33.4

		(60=)		(135=)		
0.76	0.31	0.98	1.85	1.03	1.88	
0.37	0.91	0.90	1.98	0.92	1.91	
0.85	0.19	1.03	1.91	0.92	1.93	
0.57	0.57	0.92	1.98	0.83	1.93	()
0.48	0.71	1.08	1.78	0.98	1.85	
0.34	0.95	1.20	1.74	0.99	1.84	
0.86	0.18	0.88	1.87	0.82	1.89	

.(1.96) = ($\alpha \leq 0.05$)

2.3.3.4. الفرضية الفرعية الثانية:

($\alpha \leq 0.05$)

. (34.4) ()

:34.4

		(63=)		(32=)		
0.72	0.37	1.04	1.85	1.00	1.89	
0.41	0.83	0.91	1.88	0.91	1.95	
0.88	0.15	1.05	1.93	0.91	1.92	
0.88	0.15	1.00	1.96	0.79	1.94	()
0.42	0.81	1.08	1.78	0.97	1.85	
0.64	0.47	1.10	1.78	1.04	1.82	
0.66	0.44	0.86	1.86	0.83	1.90	

.(1.96) = ($\alpha \leq 0.05$)

) (34.4)

(0.44 ,0.47 ,0.81 ,0.15 ,0.15 ,0.83 ,0.37) (

(1.96)

($\alpha \leq 0.05$)

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)

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: **.2.3.3.4**

($\alpha \leq 0.05$)

.

one way ANOVA

(36.4)

(35.4)

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:35.4

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26=	103=	45=	21=	
1.81	1.94	1.85	1.69	
1.87	1.99	1.93	1.70	
1.75	1.98	1.91	1.86	
1.81	2.02	1.95	1.77	()
1.78	1.93	1.72	1.61	
1.66	1.92	1.74	1.58	
1.78	1.96	1.85	1.70	

:36.4

0.31	1.22	1.237	3.712	3		
		1.017	194.197	191		
			197.909	194		
0.15	1.79	1.459	4.377	3		
		0.817	156.046	191		
			160.423	194		
0.31	1.21	1.091	3.272	3		
		0.901	172.078	191		
			175.350	194		
0.09	2.19	1.573	4.720	3		()
		0.720	137.568	191		
			142.288	194		
0.07	2.44	2.414	7.241	3		
		0.990	189.028	191		
			196.268	194		
*0.04	2.74	2.999	8.998	3		
		1.094	208.877	191		
			217.874	194		
0.08	2.29	1.579	4.738	3		
		0.691	132.033	191		
			136.770	194		

.(2.65) = ($\alpha \leq 0.05$)

.(0.05 $\geq \alpha$) *

) (36.4)

(2.29 ,2.44 ,2.19 ,1.21 ,1.79 ,1.22) (

(2.65)

($\alpha \leq 0.05$)

()

(2.65)

(2.74)

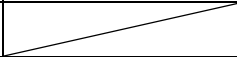
($\alpha \leq 0.05$)

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LSD :37.4

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0.14-	*0.58-	0.27-		
0.13	0.30-			
0.44				
				

:(37.4)

.($0.05 \geq \alpha$)

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($0.05 \geq \alpha$)

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 (1998 MIKE)
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: .4.3.3.4

($\alpha \leq 0.05$)

one way ANOVA

(39.4)

(38.4)

:38.4

80=	27=	88=	
1.92	1.85	1.84	
1.90	2.01	1.93	
1.97	1.94	1.88	
1.88	1.94	2.01	()
1.84	1.67	1.87	
1.82	1.69	1.83	
1.89	1.85	1.90	

:39.4

0.64	0.38	0.386	0.772	2		
		1.027	197.136	192		
			197.909	194		
0.69	0.45	0.375	0.750	2		
		0.832	159.672	192		
			160.423	194		
0.56	0.57	0.521	1.043	2		
		0.908	174.308	192		
			175.350	194		
0.29	1.24	0.908	1.816	2		()
		0.732	140.473	192		
			142.288	194		
0.32	1.16	1.175	2.351	2		
		1.010	193.918	192		
			196.268	194		
0.60	0.51	0.576	1.151	2		
		1.129	216.723	192		
			217.874	194		
0.92	0.08	0.056	0.112	2		
		0.712	136.659	192		
			136.770	194		

.(3.04) = ($\alpha \leq 0.05$)

) (39.4)

(0.92 ,0.60 ,0.32 ,0.29 ,0.56 ,0.69 ,0.64) (

.(3.04)

($\alpha \leq 0.05$)

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: **.5.3.3.4**

($\alpha \leq 0.05$)

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one way ANOVA

(41.4)

(40.4)

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:40.4

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9 150=	9-7 19=	6-4 18=	3 8=	
1.84	1.87	2.10	2.13	
1.90	1.97	2.05	2.07	
1.89	1.95	2.07	2.14	
1.93	2.08	1.94	2.03	()
1.81	1.83	1.90	1.91	
1.78	1.85	1.96	1.99	
1.85	1.93	2.00	2.05	

:41.4

0.17	1.67	1.688	5.065	3		
		1.010	192.844	191		
			197.909	194		
0.58	0.65	0.540	1.620	3		
		0.831	158.802	191		
			160.423	194		
0.41	0.96	0.868	2.603	3		
		0.904	172.748	191		
			175.350	194		
0.66	0.53	0.393	1.178	3		()
		0.739	141.111	191		
			142.288	194		
0.92	0.16	0.168	0.503	3		
		1.025	195.765	191		
			196.268	194		
0.54	0.72	0.811	2.433	3		
		1.128	215.441	191		
			217.874	194		
0.50	0.80	0.566	1.698	3		
		0.707	135.073	191		
			136.770	194		

(2.65) = ($\alpha \leq 0.05$)

) (41.4)

(0.80 ,0.72 ,0.16 ,0.53 ,0.96 ,0.65 ,1.67) (

(2.65)

($\alpha \leq 0.05$)

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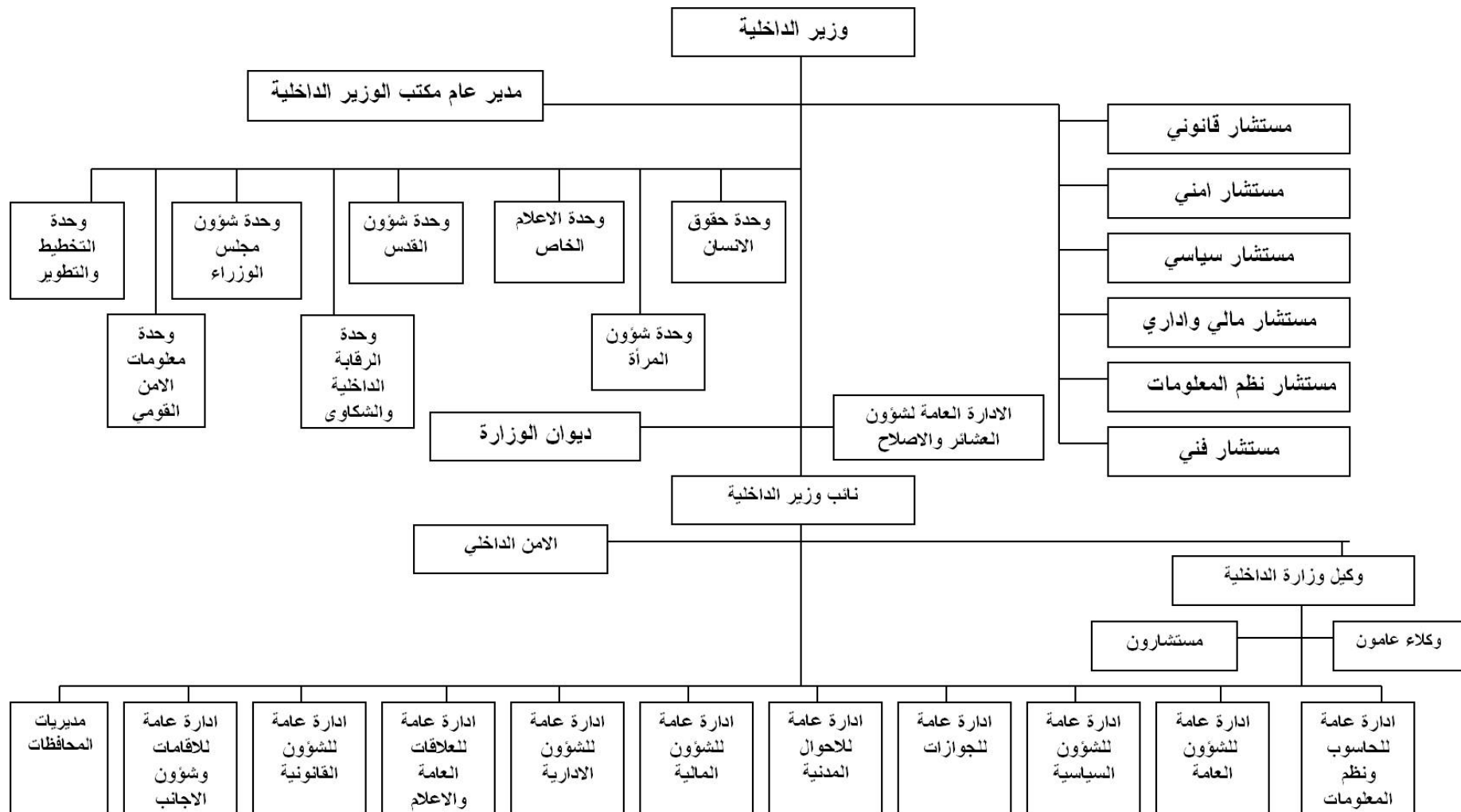
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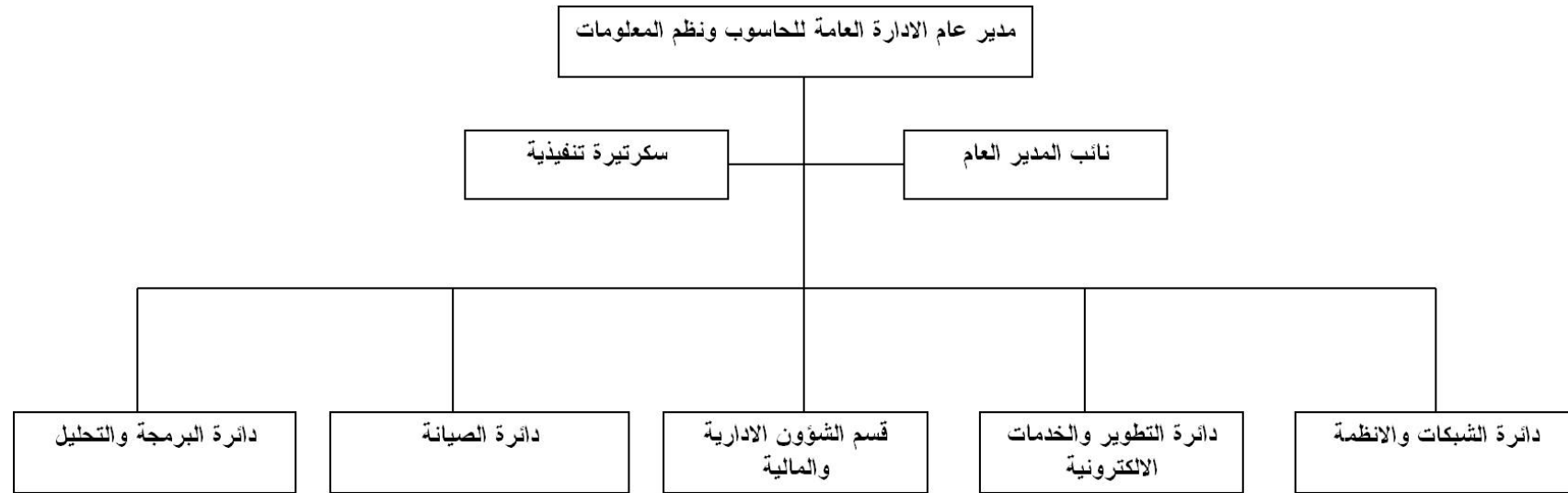
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