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(462)

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(Göran, 2006)

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(al., 2005

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(Nilobon et al.,

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(Parasuraman, Berry and 1988)

(Khatib and Awwad, Zeithaml, 1988)

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(22) :

(Ettlie and Okeefe, 1984)

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(Likert Scale)

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(Cronbach's Alpha)

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| 86% | 62 | 30 | 32 | 72 | 30 | 42 | 65 | 102 | | 1. |
| 92% | 61 | 30 | 31 | 66 | 31 | 35 | 35 | 95 | | 2. |
| 90% | 73 | 33 | 40 | 81 | 34 | 47 | 38 | 73 | | 3. |
| 89% | 50 | 26 | 24 | 56 | 26 | 30 | 42 | 45 | | 4. |
| 81% | 43 | 18 | 25 | 53 | 18 | 35 | 28 | 32 | | 5. |
| 85% | 39 | 14 | 25 | 46 | 15 | 31 | 23 | 27 | | 6. |
| 86% | 42 | 18 | 24 | 49 | 19 | 30 | 20 | 19 | | 7. |
| 77% | 30 | 11 | 19 | 39 | 18 | 21 | 15 | 15 | | 8. |
| 87% | 400 | 180 | 220 | 462 | 191 | 271 | 266 | 408 | | |

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| 0.9587 | () | 49-1 |

Analysis)

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Stepwise Multiple)

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(Descriptive Statistic

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(Regression Analysis

(Pearson's Correlation

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Variance) (VIF)

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Matrix)

(Tolerance)

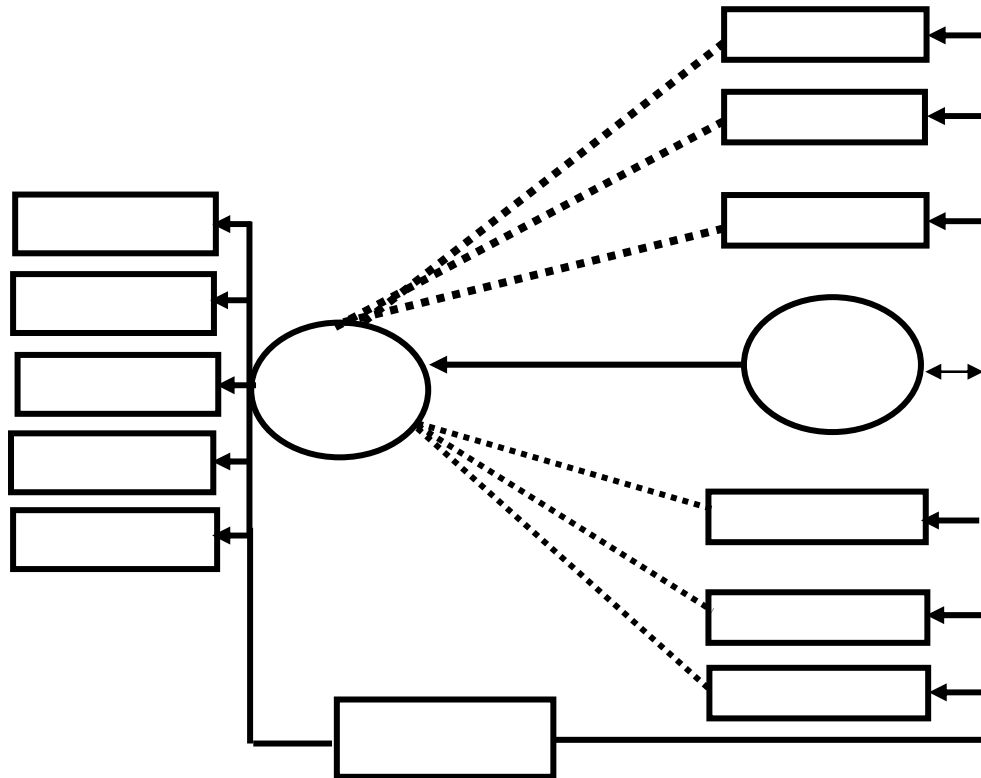
(Inflation Factor

(Multicollinearity)

(Multiple Regression

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.(Philip and Hazlet, 1996)

(Lewis and Boorns, 1993)

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(Parasuraman, Zeithaml and Berry, 1988)

:(Empathy) -

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(Lehtinen and Lehtinen, 1991)

(Security) -

(Gronroos, 1984)

(Consistency) -

(Attitude) -

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(Production Oriented)

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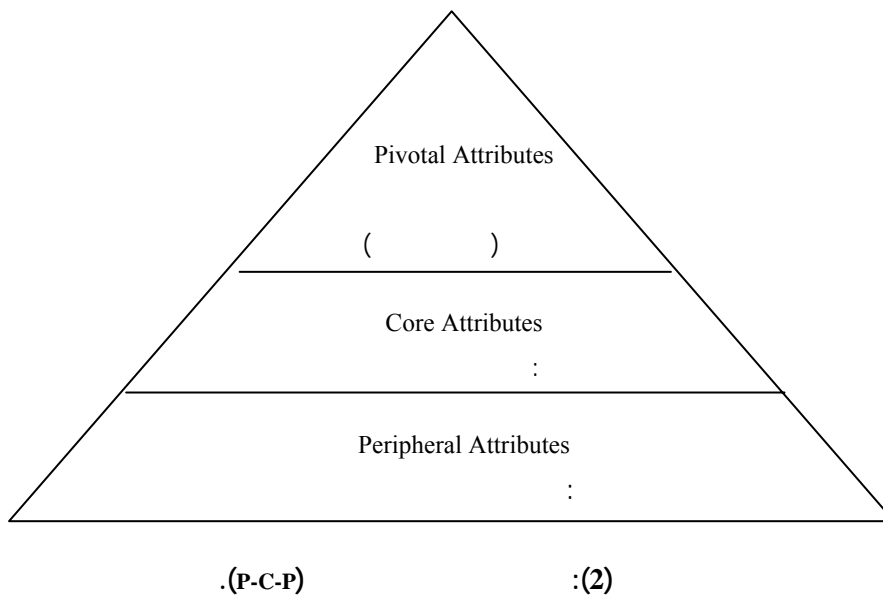
Parasuraman, Zeithaml) 1988

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(Kettinger and Lee, 1994) (Kettinger and Lee, 1994) (SERVQUAL)

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Philip, G. and Hazlet, S.A. 1997. The Measurement of Service Quality: New P-C-P Attributes, *International Journal of Quality and Reliability Management*, Vol.14, No..3, P. 274.

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(5) (%18.4) ((

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(3)

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| %57.1 | 220 | | |
| %42.9 | 165 | | |
| %8.8 | 34 | 30 | |
| %15.3 | 59 | 40-31 | |
| %54.8 | 211 | 50-41 | |
| %21 | 81 | 51 | |
| %13.2 | 51 | 5 | |
| %12.7 | 49 | 10-6 | |
| %27.3 | 105 | 15-11 | |
| %28.3 | 109 | 20-16 | |
| % 18.4 | 71 | 21 | |
| %80.5 | 310 | | |
| % 19.5 | 75 | | |

3.49-2.50 -

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| | | | | | |
| | 1 | 0.72 | 4.00 | | 5-1 |
| | 2 | 0.71 | 3.94 | | 11-6 |
| | 6 | 0.86 | 3.51 | | 15-12 |
| | 5 | 0.81 | 3.53 | | 19-16 |
| | 3 | 0.80 | 3.71 | | 23-20 |
| | 4 | 0.83 | 3.62 | | 27-24 |
| | - | 0.51 | 3.72 | | 27-1 |

(5)

| | | | | | |
|--|---|------|------|--|-------|
| | | | | | |
| | 1 | 0.80 | 3.84 | | 32-28 |
| | 3 | 0.79 | 3.65 | | 37-33 |
| | 5 | 0.99 | 2.79 | | 40-38 |
| | 2 | 0.68 | 3.72 | | 44-41 |
| | 4 | 0.85 | 3.51 | | 49-45 |
| | - | 0.55 | 3.50 | | 49-28 |

(3.65)

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(2.79)

(0.55)

(3.50)

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(3.72)

(Normal
(Skewness) Distribution)
(6) (1)
(VIF)
(3.519 -2.246) 10
(Tolerance)
(0.05) (0.445 -0.284)
:
(Multicollinearity)
(Skewness) (Multicollinearity)
(1) (Variance Inflation Factor)(VIF)
(Tolerance)
(10) (VIF)
(6)

| Skewness | Tolerance | VIF | |
|----------|-----------|-------|--|
| 0.625 | 0.416 | 2.403 | |
| 0.624 | 0.445 | 2.246 | |
| 0.616 | 0.313 | 3.192 | |
| 0.781 | 0.373 | 3.519 | |
| 0.786 | 0.284 | 3.410 | |
| 0.789 | 0.325 | 3.075 | |

(7)

(Analysis of Variance)

| F | F | | | R ² | | |
|-------|---------|-------|--------|----------------|--|--|
| 0.000 | *185.37 | 24.82 | 198.52 | 0.798 | | |
| | | 0.13 | 50.34 | | | |
| 0.000 | *169.59 | 28.18 | 225.44 | 0.783 | | |
| | | 0.17 | 62.48 | | | |
| 0.000 | *82.38 | 22.83 | 182.65 | 0.637 | | |
| | | 0.28 | 104.21 | | | |
| 0.000 | *96.33 | 25.29 | 202.33 | 0.672 | | |
| | | 0.26 | 98.72 | | | |
| 0.000 | *78.12 | 24.49 | 195.98 | 0.624 | | |
| | | 0.314 | 117.90 | | | |

.(0.05 ≥ α)

*

.(0.05 = α) (7)
 (F) (0.01 $\geq \alpha$)
 (378 6) (2.51)
) (%79.8)
 () (%78.3) ()
 . () (%63.7) ()
 Stepwise () ()
 Multiple Regression () (%67.2)
) () (%62.4)
 (9) () ()
 :
 (%65.8))
 (%73.2) ()
 (%77.4)
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 (%78.9) (t) (Beta)
)
 (%79.6) ()
 :
) (Beta)
 (t)
 () .(0.01 = α) (2.326)
 ()
 (t)

(8)

| T | T | Beta | | B | |
|-------|---------|-------|-------|-------|--|
| 0.001 | *3.380 | 0.122 | 0.040 | 0.135 | |
| 0.000 | *3.931 | 0.149 | 0.038 | 0.149 | |
| 0.447 | **0.762 | 0.033 | 0.041 | 0.031 | |
| 0.000 | *4.691 | 0.191 | 0.041 | 0.191 | |
| 0.000 | *5.617 | 0.244 | 0.038 | 0.211 | |
| 0.000 | * 7.120 | 0.288 | 0.033 | 0.235 | |

.(0.05 $\geq \alpha$)

**

.(0.05 $\geq \alpha$)

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(9)

"Stepwise Multiple Regression "

| T | T | R ² | |
|-------|---------|----------------|--|
| 0.000 | *6.279 | 0.658 | |
| 0.000 | *7.403 | 0.732 | |
| 0.000 | *5.179 | 0.774 | |
| 0.000 | *4.511 | 0.789 | |
| 0.000 | * 3.544 | 0.796 | |

.(0.05 ≥ α)

*

.()

(10)

| T | T | Beta | | B | |
|-------|----------|-------|-------|-------|--|
| 0.001 | *3.210 | 0.120 | 0.045 | 0.143 | |
| 0.000 | *3.701 | 0.146 | 0.042 | 0.156 | |
| 0.307 | **1.023 | 0.045 | 0.046 | 0.047 | |
| 0.000 | *4.072 | 0.172 | 0.045 | 0.18 | |
| 0.023 | *2.285 | 0.103 | 0.042 | 0.096 | |
| 0.000 | * 10.311 | 0.432 | 0.037 | 0.379 | |

.(0.05 ≥ α)

*

.(0.05 ≥ α)

**

.(0.05

(t)

(Beta)

(10)

)

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(

(

()

(t)

.(0.01 =α)

(2.326)

Stepwise

(Beta)

(10)

Multiple Regression

()

(t)

(0.05 =α)

)

(2.285)

(t)

.(1.645)

(11)

(

()

(0.05 =α)

=α)

(t)

(%67.8)

(t) (Beta) (12) (%75)
) (%76.8)
 ((%77.8)
 (t) (%78.2)
 .(0.01 = α) (2.326)
 () :
 (t))
 .(0.05 = α)
 (

(11)

"Stepwise Multiple Regression "

| *T | T | R ² | |
|-------|--------|----------------|--|
| 0.000 | 10.635 | 0.678 | |
| 0.000 | 4.665 | 0.750 | |
| 0.000 | 4.193 | 0.768 | |
| 0.000 | 3.971 | 0.778 | |
| 0.009 | 2.630 | 0.782 | |

() .(0.05 \geq α) *

(12)

| T | T | Beta | | B | |
|-------|---------|-------|-------|-------|--|
| 0.001 | *3.299 | 0.159 | 0.058 | 0.190 | |
| 0.000 | *3.539 | 0.180 | 0.054 | 0.193 | |
| 0.433 | **0.784 | 0.045 | 0.060 | 0.047 | |
| 0.004 | *2.858 | 0.156 | 0.059 | 0.167 | |
| 0.000 | *5.875 | 0.343 | 0.054 | 0.318 | |
| 0.000 | * 4.169 | 0.226 | 0.048 | 0.198 | |

(.05 \geq α) ** (.05 \geq α) *

()

Stepwise

Multiple Regression

(

)

())
 (t)
 .(0.05 = α) (13) ()
) (%55.1)
 () (%59.5)
 () (%61.4)
 Stepwise Multiple Regression (%62.7)
) (%63.2)
 (15) (:
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 (%53.4) ()
 (%61.5)
 (%64.4) (t) (Beta) (14)
)
 (%66) ()
 (%67)
 (t)
 .(0.05 = α) (2.326)

(13)

"Stepwise Multiple Regression "

| *T | T | R ² | |
|-------|---------|----------------|--|
| 0.000 | *5.903 | 0.551 | |
| 0.002 | *3.046 | 0.595 | |
| 0.000 | *3.852 | 0.614 | |
| 0.008 | *2.666 | 0.627 | |
| 0.024 | * 2.265 | 0.632 | |

() .(0.05 \geq α) *

(14)

| T | T | Beta | | B | |
|-------|---------|-------|-------|-------|--|
| 0.002 | *3.122 | 0.165 | 0.055 | 0.170 | |
| 0.001 | *3.223 | 0.156 | 0.053 | 0.171 | |
| 0.747 | **0.323 | 0.018 | 0.058 | 0.019 | |
| 0.004 | *2.909 | 0.151 | 0.057 | 0.166 | |
| 0.001 | *3.293 | 0.182 | 0.053 | 0.173 | |
| 0.000 | * 4.484 | 0.231 | 0.046 | 0.207 | |

.(0.05 ≥ α) *
 .(0.05 ≥ α) **

(15)

"Stepwise Multiple Regression "

| *T | T | R ² | |
|-------|-------|----------------|--|
| 0.000 | 3.658 | 0.534 | |
| 0.000 | 3.641 | 0.615 | |
| 0.000 | 4.433 | 0.644 | |
| 0.000 | 3.590 | 0.660 | |
| 0.001 | 3.476 | 0.670 | |

.() (0.05 ≥ α) *

=α) (1.645) :

.(0.05)

()

(t) (

.(0.05 =α)

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(t) (Beta) (16)

(

()

Stepwise (2.326) (t)

Multiple Regression .(0.01 =α)

(t) (Beta) (16)

) (

(t)

(%59)

(17)

(

(%61.4)

(%53)

(16)

| T | T | Beta | | B | |
|-------|---------|-------|-------|-------|--|
| 0.037 | **2.094 | 0.103 | 0.061 | 0.128 | |
| 0.032 | **2.147 | 0.102 | 0.060 | 0.130 | |
| 0.092 | **1.607 | 0.098 | 0.063 | 0.107 | |
| 0.000 | *3.946 | 0.219 | 0.062 | 0.246 | |
| 0.000 | *4.482 | 0.266 | 0.058 | 0.258 | |
| 0.002 | * 3.080 | 0.170 | 0.051 | 0.156 | |

.(0.05 ≥ α)

**

.(0.05 ≥ α)

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(17)

"Stepwise Multiple Regression "

| *T | T | R ² | |
|-------|-------|----------------|--|
| 0.000 | 5.043 | 0.530 | |
| 0.000 | 4.761 | 0.590 | |
| 0.000 | 3.654 | 0.614 | |

.(

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.(0.05 ≥ α)

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(Lapierre and Girouk, 2003)

(2006)

(2006)

(Jeffery and Trudy, 2006) (2004)

(2004) (2000) (2006)

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(Jeffery and Trudy, 2006)

() (%79.8)

() (%78.3)

(2003) () (%63.7)

() (%67.2)

: () (%62.4)

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2003 .186-161 (1) 27
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 2004

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 2006 2004

2004

(19) 2003 .99 (2)

2003 2003

2003 1995

(1) (17) .47 (1) (17)
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The Impact of the Perceived Quality of the Technology of Management Information System (TMIS) upon the Innovative Behavior at Al-Balqa Applied University

*Kafa H.A. Al –Nawaiseh **

ABSTRACT

The study aims at investigating the impact of perceived quality of (TMIS) on innovative behavior of the users of the management information system at the governmental community colleges of Al-Balqa Applied University. To achieve the above - mentioned goals, a questionnaire was developed and distributed to a sample of (462) users. The results were as follows:

1. The level of the perception of the respondents towards the dimensions of quality of "TMIS" was high, and their perceptions towards the innovation behavior were also high.
- 2-There was a significant effect for the dimensions of the quality of " TMIS" on the innovation behavior among the respondents.

The study recommends to increase senior management support for users by encouraging them to use the system and understand the different needs and the problems they face when using the system in order to overcome these problems. It also recommends providing the section responsible of the MIS with the information needed to perform its tasks as properly as possible.

Keywords: Management Information System, Innovative Behavior, Al-Balqa Applied University.

* Al-Karak University College, Al-Balqa Applied University, Al-Karak, Jordan. Received on 27/8/2007 and Accepted for Publication on 18/6/2008.