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SPSS PC+

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(Aladwani, 1999)

(1985 )

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Connected Information Network

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(SPSS PC+ )

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.%21

(1990 )

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(Bergeron et. al, 2001)

(Bhatt and Stump, 2001)

(Roberts and Premkumer, 1999)

(Tasi, 2001)

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(Doughman,1997)

(Bretschneider, 1990)

(1996 )

(Forza, 1995)

(Haddad,1999)

(Nord and Nord, 1997)

( ) ( )

( )

(Lau et.al., 1999)

:

(Shangraw, 1986)

(Bhatt, 2000)

( )

(Coombs et. al., 1999)

(0.01)

(0.01)

(0.05)

(Bergeron et. al., 2001)

(Kettler and Williams, 1999)

(Tasi, 2001)

( )

:

(King and Teo, 2000)

(Thong, 2001)

(0.01)

"

(2000 )

(Hendrick, 1994)

"

(Adeoti-Adekeye, 1997)

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(Duff and Asad, 1980)

(Awad, 1988)

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**.4**

Automation) :

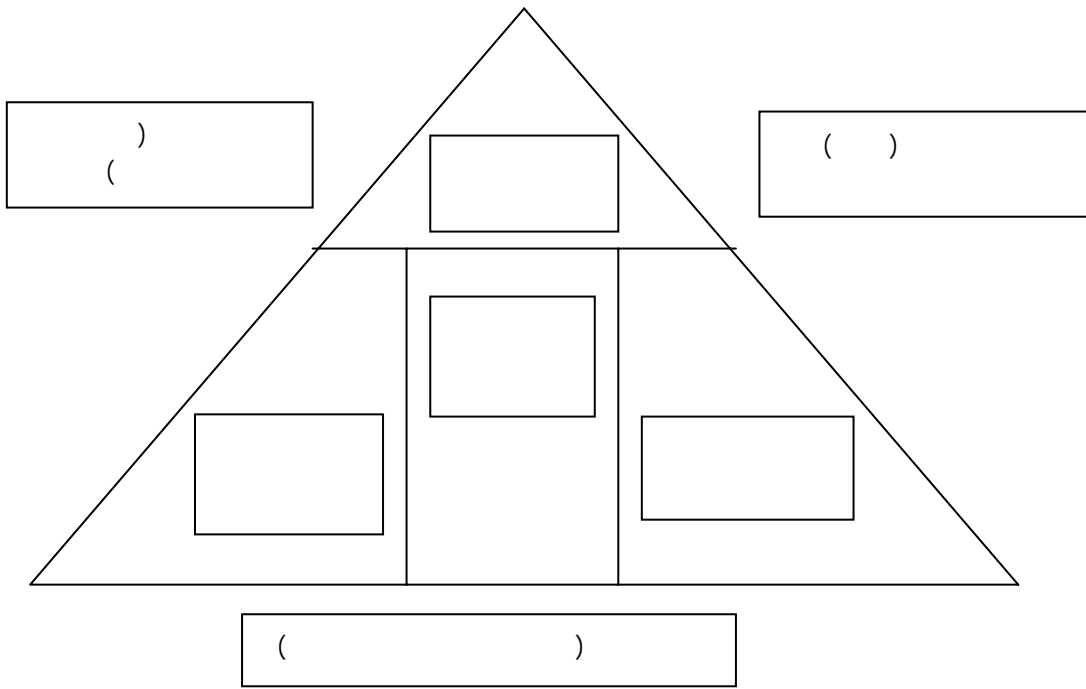
Services Delivering :

External Data and Information :

Management Information Systems

( )  
 .(2000 ) ( ) ( )  
 .(1) ) ( )

(1)



(Geoffrey and Starkings, 1998)

: Star Network .1

: Hierarchical Network .2

Information System Infrastructure

( )

Infrastructure

: Ring Network .3 .(Sang and Hong, 2002)

:Bus Network .4

(Hogberg and Edvinsson, 1998)

:

-

Terminals

:Hybrid Network .5

(1989 )

:(1998 )

**Private Brand Exchange** :

...

**Local Area Network** ( ) :

Information System

Infrastructure

.(Bhatt et. al., 2002)

Local Area Networks :

Wide Area Networks



.(Laudon and Landon, 2001) ...

**Wide Area Networks** :

**Interorganization** -  
**System**

(PBX)

(LANS)

...

:(2001 )

:(2000 )

- .1 Data Processing Systems :
- Workflow Systems :
- .2 Management Information :
- .3 Systems
- .4 Decision Support Systems :
- .5 Experts Systems :
- .6 Communications Systems :
- .7 Database :
- .8 Groupware Systems :

:

(2) : (1998 )

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(40-36) (30-26) .2

(29) .3

(35 - 31) (%27.6) .4

(22)

( 41) (%21)

(17)

( 25) (%16.2) .5

(%7.6) (8) .1

(2) 120

(118)

(105)

(13)

(2)

%7.6	8	25
%27.6	29	30-26
%21	22	35-31
%27.6	29	40-36
%16.2	17	41
%100	105	

. %88

.2

:

(1)

(68)

(%64.8)

(37)

(%35.2)

:

(3)

(38)

(%36.2) (1)

(%23.8) (24)

%64.8	68	
%35.2	37	
%100	105	

(5) : (%17.1) (18)  
 (%15.2)  
 (10-6)  
 (%41.9) (44) (3) .(%7.6)  
 (15-11) ( 5)  
 (21)  
 ) (%20)  
 (2) ( )  
 (3) (3)

(10-6) (30-26)  
 -16) ( )  
 (16) (20)  
 (%15.2)  
 (3) ( 21)  
 .(%2.9)

%17.1	18	
%23.8	25	
%36.2	38	
%15.2	16	
%7.6	8	
%100	105	

(5)

(4)

%20	21	5
%41.9	44	10-6
%20	21	15-11
%15.2	16	20-16
%2.9	3	21
%100	105	

(%62.9) (66)  
 (17)  
 (%16.2)  
 .(%14.3) (15)  
 (7)  
 (%6.6)

(6)

(4)

%6.6	7	/
%16.2	17	
%14.3	15	
%62.9	66	
%100	105	

3 (6)

...

(44) (%41.9)  
 : (%38.1) (7-4)  
 : (12) (40)  
 (%10.5) (11)  
 : (10) (11-8)  
 (7) (%9.5)  
 : (6)

(0.87) (1.42) ( )  
 (0.05 ≥ ∞)

%41.9	44	3
%38.1	40	7-4
%9.5	10	11-8
%10.5	11	12
%100	105	

.3

(7)

" :  
 0.05

( )

(7)

	( )					
0.077	3.21	0.65	3.68	0.86	3.46	
0.967	0.002	0.42	3.81	0.71	3.76	
0.369	0.817	0.72	3.39	0.86	3.34	
0.636	0.225	0.66	3.99	0.64	4.08	
0.87	1.42	0.43	3.72	0.53	3.66	

(Coombs (Thong, 2001)

(King and Teto, 2000) et. al., 1999)

(1996 )

(Haddad, 1999) (Doughman, 1997)

(Bretschneider, (Kettler and Williams, 1999)

(Forza, 1995) 1990)

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(Nord and Nord, 1997)

(1990

( 41)  
 (0.65) (3.84)  
 (3.52) (40-36) :  
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(0.054) (2.41) ( )  
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 (8) .(0.05  
 (0.05  $\geq \infty$ )

(0.03) (2.93) ( )

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	( )	41		40-36		35-31		30-26		25		
0.42	0.98	0.79	3.62	0.64	3.77	0.89	3.36	0.89	3.46	0.59	3.31	
0.53	0.80	0.65	3.79	0.49	3.92	0.85	3.72	0.59	3.68	0.47	3.72	
0.03	2.93	0.65	3.84	0.58	3.52	0.895	3.25	0.85	3.05	0.82	3.10	
0.81	0.40	0.69	4.18	0.54	4.12	0.60	4.10	0.75	3.91	0.60	3.93	
0.05	2.41	0.40	3.86	0.38	3.83	0.55	3.61	0.59	3.53	0.36	3.52	

.0.05

(9) (1990 )

(Forza, 1995) (1996 )

( ) (Lau et. al., 1999) (Nord and Nord, 1997)

(0.75) (0.49) (Tasi, 2001) (Bhatt, 2000)

(0.05  $\geq \infty$ )

(Bergeron et. al., (Shangraw, 1986)  
 (Coombs et. al., (Bhatt, 2000) 1999)  
 1999)

(Forza, 1995) (Bretschneider, 1999)  
 (Nord and Nord, 1997)

(Doughman, 1997)

(9)

	( )											
0.94	1.99	0.71	3.78	0.72	3.87	0.85	3.41	0.62	3.59	0.93	3.33	
0.64	0.63	0.47	3.92	0.53	3.92	0.74	3.66	0.46	3.77	0.71	3.85	
0.29	1.27	0.69	3.42	0.77	3.29	0.91	3.31	0.74	3.31	0.82	3.54	
0.78	0.31	0.47	4.24	0.64	4.02	0.63	4.11	0.59	4.04	0.82	3.89	
0.75	0.49	0.26	3.84	0.33	3.78	0.52	3.62	0.45	3.68	0.69	3.65	

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(10)

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(0.05

≥ ∞)

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(3.43)

[ ] [ ] [ ]

(0.32)

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(3.89)

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	( )							/		
0.61	2.55	0.81	3.38	0.72	3.71	0.64	3.77	0.88	4.10	
0.42	0.95	0.67	3.72	0.43	3.76	0.64	3.93	0.50	4.02	
0.19	1.64	0.80	3.26	0.72	3.14	0.57	3.94	1.12	3.31	
0.81	0.32	0.64	4.01	0.61	3.94	0.64	4.28	0.81	4.11	
0.02	*3.43	0.51	0.59	0.44	3.64	0.32	3.98	0.57	3.89	

.(0.05 ≥ ∞)

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(King and Teto,

(11)

(Bhatt, 2000)

(Lau et. al., 1999)

2000)

(0.05)

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(1.82)

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(0.05 ≥ ∞)

(Thong, 2001)

(Doughman,

(Nord and Nord, 1997)

1997)

(11)

	( )	21		20-16		15-11		10-6		5		
0.42	2.60	1.00	2.97	0.51	4.11	0.94	3.51	0.76	3.42	0.72	3.45	
0.70	0.55	0.55	3.88	0.61	3.88	0.84	3.75	0.59	3.73	0.50	3.80	
0.58	0.72	0.59	3.44	0.95	3.55	0.85	3.47	0.77	3.24	0.80	3.33	
0.70	1.01	0.57	4.37	0.50	4.26	0.65	4.18	0.68	3.90	0.64	4.05	
0.13	1.82	0.25	3.66	0.35	3.95	0.53	3.73	0.54	3.57	0.44	3.66	

(1996 )  
 : (Coombs et. al., (Nord and Nord, 1997)  
 (12) (Kettler (King and Teto, 2000) 1999)  
 (Thong, 2001) and Williams, 1999)  
 (10.04) ( ) (Bhatt, 2000)  
 (0.38)  
 (0.05 ≥ α)  
 )  
 (Lau et al., (Haddad, 1999) (1990)  
 (Bergeron et al., 2001) 1999)

(12)

	( )	12		11-8		7-4		3		
0.25	1.382	0.51	4.04	0.75	3.80	0.87	3.36	0.75	3.51	
0.90	0.20	0.44	4.00	0.60	3.91	0.70	3.72	0.60	3.75	
0.96	0.10	0.78	3.56	0.72	3.05	0.89	3.44	0.76	3.30	
0.70	0.47	0.66	4.10	0.59	4.21	0.65	4.11	0.66	3.96	
0.38	10.04	0.48	3.91	3.4	3.74	0.50	3.66	0.52	3.63	

)  
 (Haddad, 1999) (1990)  
 (13) (Bhatt, 2000) (Coombs et. al., 1999)  
 : (King and Teto, 2000) (Thong, 2001)  
 " : (Tasi, 2001)  
 0.05 ( )  
 ".  
 (13) (Doughman, 1997)  
 (Lau (Bretshneider, 1990) (1996 )  
 (2.32 : ) (1.52 : ) (Kettler and Williams, 1999) et al., 1999)  
 (0.05) (0.131) (Tasi, 2001)  
 ( )



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 (Haddad, (Doughman, 1997) (1996  
 (Bergeron et al., (Forza, 1995) 1999)  
 " : (Thong, 2001) (Tasi, 2001) 2001)  
 0.05  
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 (Coombs et. al., 1999) Nord, 1997)  
 (Bhatt, 2000) (Kettler and Williams, 1999)  
 2.93 : )  
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 (0.001) (0.004)  
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 (Forza, 1995) (Bhatt, 2000) 1997) (Tasi, 2001) (Coombs et. al., 1999) 2000)  
 (Shangraw, 1986) (Doughman, 1997)

(Lau et al., 1999) (Bretshneider, 1990)  
 (King and Teto, 2000) (Coombs et. al., 1999)  
 (Tasi, 2001) (Bergeron et al., 2001)

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	( )	( )	R <sup>2</sup>		
0.131	2.32	1.52	0.02		
0.015	* 6.11	2.47	0.06		
0.004	* 8.59	2.93	0.08		
0.001	* 12.06	3.47	0.11		
0.001	* 11.93	3.46	0.10		

.(0.05 ≥ ∞)

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- Medicine*, 13 (3): 142-153. 1985
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## **The Role of Information System Networks and Top Management Support in Developing and Improving Performance in Jordanian Ministry of Finance**

*Zeyad F. Al-Azzam\**

### **ABSTRACT**

This study aims at identifying the role of information systems networks in developing and improving organizational performance, without ignoring the role of management support. It also aims at identifying the relationship between information system networks connectivity, information system networks flexibility, management support and improving and developing organizational performance, due to personal characteristics; sex, age, qualifications, job level, experience and number of computer courses. Moreover, it comes to examine the statistical relationships between variables. The researchers distributed a questionnaire used for collecting data, where they collect 105 questionnaires. Significantly, they analyze data gathered by SPSS PC+ program.

The results show that there is no statistical relationship between information system network connectivity and developing and improving organizational performance. Also others are; there is statistical relationship between information system flexibility, management support and developing and improving organizational performance. Moreover, it shows that there is no relationship between information system connectivity and flexibility, management support and developing and improving organizational performance, due to personal characteristics except job level where statistical relationship was found.

The most useful recommendation in this study is to make information system connectivity activated between departments and organizations to offer accurate and available information in order to increase organizational performance, and to activate environmental culture of employees to decrease the carelessness and increase consistency of incremental performance improvements and developments.

**Keywords:** Communication Networks, Information System, Performance, Development and Improvement.

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