The Impact of Information Technology Used on the Nature of Administrators Work at Al-Azhar University in Gaza

Adel A. Ahmed[1], Samy S. Abu-Naser[2], Suliman A. El Talla[3], Mazen J. Al Shobaki[4]

Department of Information Technology, Faculty of Engineering and Information Technology, Al-Azhar University, Gaza, Palestine

[1]adel@Al-Azhar.edu.ps, [2]abunaser@Al-Azhar.edu.ps, [3]Eltallasuliman@gmail.com, [4]mazen.alshobaki@gmail.com

Abstract: The study aimed to examine the Information Technology used and its effect on the nature of the work of the administrators at Al-Azhar University in Gaza. The researchers used the analytical descriptive method through a questionnaire randomly distributed among the employees of Al-Azhar University in Gaza. The study was conducted on a sample of 77 employees the response rate was 92.20%.

The study reached a number of results, the most important of which is that there is a high degree of Information Technology Used at Al-Azhar University- Gaza from the point of view of the administrative staff, where the percentage (74.14%). And that there is a high level of the prevailing the Nature of Administrators Work from the point of view of administrative staff, where the percentage (72.14%), there is a direct correlation between the Information Technology Used and the Nature of Administrators Work, there is a statistically significant effect of the Information Technology Used on the Nature of Administrators Work at the university, the absence of differences between the sample according to the variable (gender and variable age) in their perception of the Information Technology Used and the Nature of Administrators Work, there are differences of statistical Sig. in the perception depending on the variable of scientific qualification in Field of the Nature of Administrators Work, while there were no differences in Field: technology used, the differences in the Nature of Administrators Work according to the scientific qualification were in favor of those who obtained the diploma degree compared to postgraduate studies, the absence of differences in the perception of employees of the Information Technology Used and the Nature of Administrators Work according to the variable years of service, and the variable level of employment (manager, head of department, administrative officer), and the change of the workplace.

The study reached a number of recommendations, the most important of which is the necessity of giving universities the opportunity to participate in decision-making, the continued administration of universities interest and continuous improvement of the performance of its employees, the need to strengthen the periodic evaluation of job performance and to inform the employees and to express their opinion, the importance of solving the problems of Employees and giving them the opportunity to contribute to solving their own problems, the need to use the method of rotation of employees and periodically, and the importance of strengthening the democratic leadership style and empowering university staff.

Keywords: Technology Used, The Nature of Administrators Work, Administrative Staff, Al-Azhar University, Gaza Strip, Palestine.

1. INTRODUCTION

The success of organizations depends on their ability to keep up with the constant changes in the environment. In the modern scientific and technological progress, the organizations and their agents are the only tools that have become the strategic process in the organizations, which includes the use of modern methods. The age of today is characterized by scientific explosion, As a result of scientific discoveries and inventions in all spheres of life, Palestine, as a subdivision of the overall global pattern, was not immune to the changes accompanying the establishment of the new world order. This is a new challenge for the university administration, which found itself facing the inevitability of adapting to the new data by reviewing the administrative methods and the inevitability of adopting modern methods (using modern technology) to activate the administrative work and achieve the role of the administration as the leader and leader of the march. Comprehensive development in society, by consensus of all economic and administrative schools as the ones who take the lead of any human activity planning, organizing, implementing and coordinating

(Tishuri, 2006), (Abu-Naser, 2016), (Al Shobaki, 2017), (Abu Amuna, 2016), (El Talla, 2017), (Abu-Naser, 2018) and (El Talla, 2018).

The effectiveness and efficiency of individual and collective performance and the overall functioning of an organization depend on the extent to which the climate in the internal work environment influences many decisions, behavior and attitudes towards the organization, where the individual's behavior within the organization is influenced by the surrounding environment, and towards and aware of that environment (Al-Sakran, 2004), (Abu-Naser, 2018), (Al Shobaki, 2017), (Abu Amuna, 2016), (El Talla, 2017), (Abu-Naser, 2017) and (El Talla, 2018).

Whatever the case, technology has become a social necessity and a strategic demand required by the requirements of the era racing world countries to acquire, for its significant contribution to the achievement of high-level successes in developed countries. Universities are a good example of organizations that need a good organizational climate in order to improve the performance of their employees so that they can carry out their vital function of society. In this sense, where the researchers seek to assess the impact of the

organizational climate prevailing in the Palestinian universities in Gaza Strip on improving the functionality of their administrative staff. There has been growing interest in studying the subject of Information Technology Used and its impact on the nature of the work of administrators at Al-Azhar University in Gaza in order to increase the sense of importance and place of Employees in determining the future of their universities, as well as the influence they have in developing the reality and objectives of these universities.

2. PROBLEM STATEMENT

It is a basic assumption that there will be no progress in any area of life or any society unless the mechanism of individuals is looking for a sincere desire that motivates them to work positively and make every effort to exploit available resources. The identification of the factors affecting the performance of employees in the institution In a positive or negative manner falls on the officials in the management of any institution and the neglect of recognition or seek to improve the characteristics of the institution that distinguish them from others is one of the causes of management problems, and through the survey study researchers found that there is variation in the performance of employees in Palestinian universities in the sector Gaza, and that there are many factors that affect their performance, so this study aims to identify the Information Technology Used and its impact on the nature of the work of administrators at Al-Azhar University in Gaza (Abu-Naser, 2016), (Al Shobaki, 2018), (Abu Amuna, 2017), (El Talla, 2017), (Abu-Naser, 2018) and (El Talla, 2018), in order to help guide the attention of university departments to the importance of Obstacles faced administratively and technically.

The problem of the study was to answer the following questions:

Q1-: What is the reality of the Information Technology Used at Al-Azhar University- Gaza from the point of view of the administrative staff?

Q2-: What is the nature of the work prevailing at Al-Azhar University-Gaza from the point of view of administrative staff?

Q3-: Is there a relationship between the Information Technology Used and the Nature of Administrators Work prevailing at Al-Azhar University- Gaza from the point of view of the administrative staff?

3. RESEARCH OBJECTIVES

This study aims to achieve the following objectives:

1. Highlighting the reality of the Information Technology Used at Al-Azhar University-Gaza.
2. Identifying the Nature of Administrators Work prevailing at Al-Azhar University- Gaza from the perspective of administrative staff.
3. Analyzing the relationship between the Information Technology Used and the Nature of Administrators Work prevailing at Al-Azhar University- Gaza.

4. Identifying the impact of the Information Technology Used on the Nature of Administrators Work at Al-Azhar University-Gaza.
5. Identifying the extent to which the Information Technology Used and the Nature of Administrators Work are related to the demographic characteristics (gender, age, qualification).
6. Identifying the extent to which the Information Technology Used and the prevailing the Nature of Administrators Work are related to the functional characteristics (years of service, level of work, and place of work).
7. Providing suggestions and recommendations that help the management of Al-Azhar University- Gaza to improve and upgrade the Information Technology Used and the Nature of Administrators Work.

4. RESEARCH IMPORTANCE

The importance of the study is shown by the benefit that will be given to:

1. That it may help decision makers and human resources managers at Al-Azhar University and Palestinian universities in general to identify the dimensions of the relationship between the Information Technology Used and the nature of the work prevailing in them to create the appropriate conditions and correct what needs to correct or strengthen what is positive.
2. In addition to this vital field of research, it is one of the important areas that dealt with the concept of the Nature of Administrators Work in the performance of manpower, and the need to develop at the present time as a result of the tremendous developments in Field of technology used,
3. That it dealt with an important topic of modern fields is the technology used, and its vital role in influencing the Nature of Administrators Work prevailing in the university.
4. Because universities are affected by the quality and effectiveness of their human resources, and an important part of these resources is administrative staff, so more attention should be paid to them so that they can achieve their goals and objectives.

5. RESEARCH HYPOTHESIS

In order to provide an appropriate answer to the questions posed, and the study seeks to test the validity of the following assumptions:

Ho 1: There is a statistically significant relationship between the Information Technology Used and the prevailing the Nature of Administrators Work from the point of view of the administrative staff.

Ho 2: There is a statistically significant impact of the Information Technology Used on the Nature of Administrators Work prevailing at Al-Azhar University-Gaza

Ho 3: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the demographic and organizational variables.

The main hypothesis is based on a set of sub-assumptions:

Ho 3-1: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the demographic variables (gender - age - scientific qualification).

The first sub-hypothesis is based on a set of sub-hypotheses:

1. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the gender variable.
2. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable age.
3. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the scientific qualification.

Ho 3-2: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the organizational variables (years of service - job level - the place of work).

The second sub-hypothesis is based on a set of sub-assumptions:

1. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable years of service.
2. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the functional level.
3. There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the place of work.

6. RESEARCH VARIABLES

- **Independent variables:** technology used.
- **Dependent variable:** the Nature of Administrators Work.

7. RESEARCH LIMITS AND SCOPE

1. **Human Limit**: This study is limited to the responses of administrative staff.

2. **Institutional limitation**: The study was conducted at Al-Azhar University.
3. **Time Limits**: This study was implemented in 2018 and therefore represents the reality at this time.

8. RESEARCH TERMINOLOGY

- **The Nature of Administrators Work**: The Nature of Administrators Work is an important factor in motivating or discouraging Employees. Routine work leads to boredom and boredom, increased neglect, indifference and indifference toward adopting modernization or development. The worker often feels that his work is not important. Which is characterized by improvement and development, encourages employees to contribute their full potential and creative potential to developing their potentials and potentials for successful work and achievement of goals (Hamoud, 2002).

- **The Technology Used**: It means the extent to which the use of modern technological methods in management that contribute to the automation of administrative work and updating from time to time, and the addition of facilities that benefit work and creativity (Al-Thunibat, 1999). Modern technological developments are one of the most conducive factors for organizational climate for both individuals and the organization. However, sometimes it raises many concerns, such as increasing unemployment and reducing the morale of Employees, but this approach to technology is considered a disease (Hamoud, 2002). The availability of appropriate technology has a positive impact on the quantity and quality of services and production, as well as on the reduction of time required and thus reducing the effort given away (Jad Al-rab, 2005).

9. LITERATURE REVIEW

➢ Study of (El Talla et al., 2018) aimed to identify The Organizational Structure and its relation to the prevailing pattern of communication in the Palestinian universities. The researchers used the analytical descriptive method through a questionnaire randomly distributed among Palestinian university Employees in the Gaza Strip. The study was conducted on a sample of (274) administrative staff from the three universities, and the response rate was (81.87%). The study found that there is a high satisfaction with the nature of The Organizational Structure in the Palestinian universities from the point of view of the administrative staff, which reached 68.05%. And that there is a high level of communication pattern prevailing from the point of view of administrative staff, where the percentage (71.32%), there is a direct correlation between the nature of The Organizational Structure and the prevailing pattern of communication, the absence of differences between the sample according to the gender variable in their perception of the nature of The Organizational Structure and the prevailing pattern of communication,

the absence of differences in the perception of employees of the nature of The Organizational Structure and the pattern of communication prevailing according to the variable age. There are differences of statistical Sig. in the perception of the nature of The Organizational Structure and the pattern of communication depending on the variable of scientific qualification in The Organizational Structure, and the pattern of communication. Differences were in favor of diploma holders compared to other practical qualifications. There is an absence of differences in the perception of employees of the nature of The Organizational Structure and the pattern of communication depending on the variable years of service. There is absence of differences in the perception of employees of the nature of The Organizational Structure and the pattern of communication depending on the variable level of career (Director, Head of Department, and Administrative Officer). There is absence of differences in the perception of employees of the nature of The Organizational Structure and the pattern of communication depending on the variable of the workplace. And the existence of differences in the perception of the employees of the nature of The Organizational Structure and pattern of communication depending on the university in which they work. And that there are statistically significant differences between the Islamic University and Al-Azhar University, the nature of The Organizational Structure and the pattern of communication in favor of the Islamic University. And that there are statistically significant differences between Al-Azhar University and Al-Aqsa University in the prevailing pattern of communication in favor of Al-Azhar University. The study reached a number of recommendations, the most important of which is that the departments of the Palestinian universities in the Gaza Strip in general, Al-Aqsa University and Al-Azhar Universities should be given greater attention to the prevailing The Organizational Structure and the staff, the need to improve the pattern of communication prevalent in universities. Solving Employees' problems and giving them the opportunity to contribute to solving their own problems. Strengthening the democratic leadership style and empowering university staff.

➢ Study of (El Talla et al., 2018) aimed to shed light on the nature of The Organizational Structure prevailing in Palestinian governmental universities and to identify the most important differences in the perceptions of employees of The Organizational Structure in the Palestinian governmental universities according to the demographic and organizational variables. The researchers used the descriptive analytical method, through a questionnaire randomly distributed to the sample of the employees of Al-Aqsa University. The study was conducted on a sample of (80) administrative staff from Al-Aqsa University. The study found that

there is a moderate degree of satisfaction with the nature of The Organizational Structure prevailing in the Palestinian governmental universities from the point of view of the administrative staff, with a percentage of (63.11%). The absence of differences between the sample according to the gender variable in their perception of the nature of The Organizational Structure prevailing at Al-Aqsa University, the absence of differences in their perception of the nature of The Organizational Structure depending on the age variable. There are statistical Sig. differences in the perception of the elements of the organizational climate depending on the variable of scientific qualification in their perception of the nature of The Organizational Structure in favor of holders of a bachelor's degree, the absence of differences in their perception of the nature of The Organizational Structure depending on the variable years of service, and the absence of differences in their perception of the nature of The Organizational Structure depending on the variable level of career (Director, Head of Department, and Administrative Officer). The study reached a number of recommendations, the most important of which is that the management of the Palestinian governmental universities in general and Al-Aqsa University in particular should be given special attention to The Organizational Structure and modified in a way that achieves the goals of the university and the aspirations of the employees. The universities should have the opportunity to participate in the restructuring of The Organizational Structure, the importance of solving the problems of employees and giving them the opportunity to contribute to solving their own problems, and the need to use the method of rotation of employees and periodically.

➢ Study of (Al Shobaki et al., 2018) aimed to identify the level of organizational climate prevailing in Palestinian universities from the point of view of the administrative staff. The researchers used the analytical descriptive method by means of a questionnaire randomly distributed among Palestinian university employees in Gaza Strip. The study was conducted on a sample composed of (280) employees. The response rate was (81.87%). The study found that there is a high degree of organizational climate in the Palestinian universities in Gaza Strip from the point of view of the administrative staff. The percentage reached (69.96%). The results showed that there is a high availability for all areas of the organizational climate, with one exception being the extent of the participation of employees in decision-making came medium. The order of Fields was as follows: Technology used: 74.55%, the Nature of Administrators Work: 71.80%, communication style: 71.32% Leadership: 68.98%, The Organizational Structure: 68.05%, and finally staff participation of decision-making: 64.91%. The results showed that there were no differences between the samples according to

the gender variable in their perception of the organizational climate, with the exception of one field of work, where there were differences in favor of males. The results showed that there are no differences in the perception of employees to the organizational climate depending on the age variable. The study reached a number of recommendations, the most important of which is that the interest of the managements of the Palestinian universities in Gaza Strip in general, and Al-Aqsa and Al-Azhar universities in particular should provide the elements of the good organizational climate, to give the opportunity for employees to participate in decision-making, the need to solve the problems of employees and give them the opportunity to contribute to solve their own problems, the use of the staff rotation method periodically, and the importance of strengthening the democratic leadership style and empowering university staff.

➢ Study of (Al Shobaki et al., 2018) aimed to identify the performance of the administrative staf in the Palestinian universities in Gaza Strip. The researchers used the analytical descriptive method through a questionnaire distributed randomly to the sample of 320 administrative staf from the three universities. The response rate was (81.87%). The study reached a number of results, the most important of which is that there is a high level of performance from the point of view of the administrative staf, as the percentage reached (81.51%). The results showed that there were no differences in the perception of the employees according to the variables "age, years of service, job level (manager, head of department, administrative, and place of work". The results showed that there are differences in the perception of employees to perform the function depending on the university variable, where the results indicated that there are statistically significant between the Islamic University and Al-Aqsa University in the job performance in favor of the Islamic University. The study reached a number of recommendations, the most important of which is that the managements of the three Palestinian universities in Gaza Strip should give special attention to job performance in general and Al-Aqsa University and Al-Azhar University in particular. The Employees of universities should have the opportunity to participate in decision-making. The Management of the three universities should keep interest in continuous improvement of the performance of their employees. Enhancing the periodic evaluation of the job performance, informing employees about their evaluations, and giving them the chance to express their opinion about it. Solving employees' problems and giving them the opportunity to contribute in solving their own problems. And the use of the staf rotation method periodically.

➢ Study of (El Talla, 2017) aimed to investigate the relationship between the organizational variables and job performance at Gaza strip Universities, the organizational variables included: communication style, the Nature of Administrators Work, the technology used. And it aimed to identify the extent of differences statistically significant in employees trends toward the reality of organizational variables attributed to some characteristics of the study population. The data has been collecting using a questionnaire consisting of (50) paragraphs. The questionnaire was distributed randomly to (320) employees of the administrative staff in Gaza strip universities; (262) employees responded, and the results showed the availability of a high degree of organizational variables in Gaza Universities, the order of variables were as follows: the technology used, the Nature of Administrators Work, and finally communication style, and it showed a high level of job performance, in addition the results showed a significant correlation between organizational variables and job performance, and there was existence of differences in the perception of the organizational variables depending on the university, for the benefit of the Islamic university, and differences between Al-Azhar University and Al-Aqsa University for the benefit of Al-Azhar University, as results showed no differences between the sample depending on the variables: the functional level and the workplace.

➢ Study of (El Talla, 2015) aimed to investigate the reality of the burnout among Gaza electricity distribution company Employees, which included burnout dimensions: Emotional exhaustion, Depersonalization, and Personal accomplishment. And aimed to the organizational causes of burnout, and it aimed to identify the extent of differences statistically significant trends in working toward the reality of burnout attributed to some demographic and organizational characteristics of the study population. The data has been collecting using a Maslach Burnout Inventory (MBI) consisting of (22) items. And the questionnaire of organizational causes of burnout consisting of (31) items. The questionnaires were distributed randomly to (69) worker, the results showed that the availability of a medium degree of burnout in the company, and that there is high availability of Emotional exhaustion scope, Mean degree for Depersonalization scope and low degree of Personal accomplishment scope. Also the results showed the existence of organizational causes for burnout among Employees with the exception of the area of social relations, which was moderately and was the order of the causes are as follows (the weakness of physical stimulation, the limited powers of the work, work stress, conflict of values, poor social relationships). The results showed no differences between the samples due to the variables of gender, age, and years of service in their perception of burnout. The researcher recommended the company to work on

treatment the causes of burnout, and increase the attention to Employees.

➢ Study of (El Talla, 2014) aimed to investigate the reality of the organizational climate for administrator's staff at Al-Azhar University- Gaza, which included some elements of the organizational climate such as: The Organizational Structure, leadership style and the extent of participation of Employees in decision-making. It aimed to identify the extent of differences statistically significant trends in working toward the reality of organizational climate attributed to some demographic and organizational characteristics of the study population. The data has been collecting using a questionnaire. The questionnaire was distributed at random-layer sample to (77) male and female employees of the administrative staff in the university; The results showed that the availability of a medium degree of organizational climate at the Al-Azhar University with percentage (66.64 %), and that there is availability of the Mean for all scopes of organizational climate, with the exception of leadership style which its degree was high. The orders of scopes were as the following: leadership style, The Organizational Structure , and finally the extent of participation of Employees in decision-making The results showed no differences between the samples due to the variables of gender, age, years of service in their perception of organizational climate, while there are significant differences in the perception of the reality of organizational climate depending on the variable qualification in the areas of (The Organizational Structure, the extent of participation in decision-making and in the total scope of organizational climate); and that differences were in favor of holding a diploma, the differences did not exist in the scope leadership style.

➢ Study of (Al-Louzi and Zahrani, 2012) aimed at identifying the factors affecting the performance of employees in the Emirate of Baha and determining the most influential in the performance of the job, as well as determining the impact of the difference of these factors according to the demographic factors of the Employees (age, type of employment,), Using the comprehensive survey method. The study found a significant correlation between the independent variables combined (work environment, job communication, incentives, training, management leadership) and job performance, as well as the existence of a positive relation between a factor on one hand and job performance. The results also showed significant differences the results did not show significant differences in the effect of organizational factors on job performance due to social status and age. The study recommended the need to provide a working environment with standard specifications, and to activate the organizational communication, and the diversification of programs of incentives material and

moral, because of their impact on the performance of the job.

➢ A study of (Bahr and Abu Swirih, 2010) aimed of the study was to identify the extent of statistical differences in the attitudes of Employees towards the effect of the elements of the organizational climate on the functional performance due to the demographic characteristics of the members of the study society. The study was conducted using a questionnaire consisting of (80) items, which were distributed randomly to (215) employees and administrative staff of the university, and it was possible to collect 180 valid questionnaires for analysis. The study found that there is a positive organizational climate in the Islamic University and a strong positive relationship between the availability of a good organizational environment and the level of job performance of the Islamic University employees. There is a very good level of job performance for the employees of the Islamic University and there are no statistically significant differences in opinions of individuals the sample on the degree of influence of the elements of the organizational climate on the performance of the administrative staff is due to gender, age, scientific qualification and place of work.

➢ A study of (Jassim and Hammoud, 2011) aimed at discovering the relationship between the elements of the organizational climate and the management of the university performance through the development of a number of main hypotheses, which states that there is a relationship of significant effect for all elements of the organizational climate in the management of university performance. A sample of (50) faculty members at the University of Muthanna. The study found that there is a relationship between the organizational climate and the management of the university performance, where it was found that there is a relationship of the effect of the elements of the organizational climate in the management of the university performance except the variable participation in decision-making. While the change in leadership style has the highest level of agreement. The study recommended that the university administration take care of the organizational climate by paying attention to its available elements and not available in the work environment in order to improve performance.

➢ Study of (Al-Jassimi, 2011), which aims at trying to know the current organizational climate in the Faculty of Management and Economics, which is one of the most important elements of the success of any organization. The following dimensions of climate (leadership, working conditions, The Organizational Structure, Evaluation of performance, and teamwork), and study the impact of attitudes of faculty members on these areas according to sex, and the qualification of the study, and the study was conducted on (40) individuals. The study found that there is a good organizational

climate, and that there are significant differences in the organizational climate according to gender and scientific qualification. It also showed a strong impact on the organizational structure. The study recommended the need to keep pace with improving the organizational climate. Appropriate action, and further encourage the participation of decision makers

➢ Study of (Al-Saffar, 2009) The study aimed to identify the impact of the main organizational climate dimensions such as The Organizational Structure, administrative policies, information technology, professional progress, incentives for work on performance and competitive advantage. The study was conducted on a sample of (134) employees in five banks of Jordanian commercial banks. The results showed that there is an impact of the organizational climate on the performance of employees in Jordanian commercial banks, and their ranking is descending (IT, The Organizational Structure, administrative policies, professional progress and incentives for work). The study recommended the need for improvements in the work environment, and the need to diversify scientific skills, expertise and skills and qualify them to improve performance.

➢ Study of (Al-Batoush, 2007) The aim of this course is to understand the impact of the organizational climate on the performance of employees in the Jordan Free Zones Corporation, the relation of the organizational climate, and the performance of the employees with some personal characteristics and career characteristics. The study found a number of results, the most important of which were: The incentives were the first place in terms of the dimensions of the other organizational climate in the Jordan Free Zones Corporation, while The Organizational Structure was the lowest level, and the managers of the Free Zones Authority did not delegate the powers at the required level. Decisions made at the Jordan Free Zones Corporation are not always made by qualified persons who are related to the subject matter of the decision. The degree of consistency of The Organizational Structure with the nature of the work and functions of the Jordan Free Zones Corporation is unsatisfactory, (The Organizational Structure, communication, human resource development) and the performance of employees in the Free Zones Corporation. There is no statistically significant effect between the organizational climate (work systems and procedures, decision making, incentives) and the performance of employees in the Free Zones Corporation, and showed the existence of differences of statistical Sig. in the organizational climate attributed to the job title, and for the benefit of managers and heads of departments. While there are no differences due to personal and functional characteristics (age, academic qualification, specialization, number of years of service). There were also statistically significant

differences in the performance of the employees due to the job title and the benefit of the managers. While there are no differences due to personal and functional characteristics (age, academic qualification, specialization, number of years of service in the institution).

➢ Study of (Al-Shanti, 2006) Which aimed to identify the extent of the impact of the organizational climate dimensions prevailing in the ministries of the Palestinian National Authority on the performance of human resources, and the assessment of the organizational climate in these ministries as well as to identify the level of performance of human resources. The results of the study were the most important: the attitudes of the sample towards the prevailing organizational climate positive trends, the positive impact of the organizational climate prevailing in the Palestinian ministries on the performance of human resources and that this climate leads to improved performance. It also showed that there is a defect in The Organizational Structure of the ministries and the methods and methods of decision-making and the disproportionate nature, functions and duties of the jobs occupied by the employees with the scientific qualifications and disciplines obtained.

10. RELATED WORK

First- Technology used:
Technology is the introduction of change and development of the organization, which helps simplify the work procedures and often rid of the routine parts, and the muscle effort that may need, and provide more opportunity for Employees to exploit their potential and potential, but on the other hand, the increased reliance on equipment and equipment May make the organizational climate take a negative trend characterized by stagnation and inhumanity, and the human being like the machine moves in calculated steps and limited movements (Al-Nouri, 1994). However, if technology is used in a healthy way, it contributes to improved productivity (Hamoud, 2002):

– Technology contributes to the distribution of tasks and duties and to work properly among individuals and groups.

– Technology contributes to the creation and identification of communication networks in such a way as to achieve organizational cohesion with maximum efficiency and effectiveness.

– Technology sets organizational levels and relationships according to the real needs of the workflow networks.

– Technology contributes to the efficiency of the performance of individuals in the Organization in terms of speed, reduction of waste and loss of human, material and financial efforts.

– Technology contributes to improving the physical conditions of work in terms of light, heat and sound, in

order to achieve the highest possible efficiency in performance.

Thus, it is clear that advanced technology will achieve the regulatory environment capable of killing the spirit of monotony and routine in performance, and the self-innovations of the individual and groups at work, and achieve the organizational climate suitable for outstanding achievement.

The importance of a healthy regulatory environment is increasingly important in light of the rapid environmental changes of the organizations, the intense competition, globalization and rapid technological change, which requires the Organization to perform consistently and continuously. Performance is the process behind which progress is made. Because the organizational climate is a description of the characteristics of the work environment, the functional environment must be influenced by the prevailing organizational climate. It either encourages or impedes progress and improves performance. The regulatory health environment gives the opportunity to develop and improve performance. Communication and decision-making, and provides material and moral incentives. It is the distinguished organizations that provide an appropriate regulatory environment in which excellence in performance is established as a permanent institutional goal, and make outstanding performance an essential and vital task involving all employees. It is the basis for its growth, existence and progress.

Second- The Nature of Administrators Work:

Routine work leads to boredom, neglect, indifference and indifference to modernization and development because of the discouragement of creativity and the sense of the individual that his work is not important (Al-Emian, 2005). Work that does not feel the value of the worker at the end of the day leads to loss of the worker sense The importance of his role, and therefore sees no incentive for improvement in performance, but he keeps watching the approach of the time to get rid of such a nightmare may cause depression (Al-Qariuti, 1994).

The nature of the work greatly affects the performance. The more the Nature of Administrators Work encourages innovation and creativity, the better the performance, the greater the efficiency and the efficiency of the employees, and the more the Nature of Administrators Work is routine, the more frustrated the Employees (Abu-Naser, 2018), (Al Shobaki, 2018), (El Talla, 2018) and (El Talla, 2017).

Therefore, organizations should constantly work on the Nature of Administrators Work commensurate with the qualifications and abilities of the people who are based on it, by putting the right person in the right place, in addition to the periodic rotation of employees in different jobs to kill the spirit of monotony at work, and increase their experience and improve their performance, And to inform them of the importance of the functions and roles they play, and the extent to which this function contributes to the overall productivity of the Organization .

Third- Palestinian Universities in the Gaza Strip

The march of the Palestinian universities in the Gaza Strip began with the opening of the Islamic University, which emerged in 1978 from the Azhar Religious Institute, then Al-Azhar University, which in turn originated from the same institute in 1991 and then Al-Aqsa University, which emerged in 2001 from the State College of Education. Al-Azhar University will be the focus of this study because it holds the largest number of employees and the largest proportion of students in the Gaza Strip (Abu-Naser, 2018), (Al Shobaki, 2017), (Abu Amuna, 2016), (El Talla, 2017), (Abu-Naser, 2017) and (El Talla, 2018).

Employees at Al-Azhar University in Gaza:

The administrative and financial system is the driving force of the university's education, research and studies systems, and unless it is effective and efficient, the university system will be exposed to risks that may lead to its failure to achieve its mission (Jad Al-rab, 2010).

Administrative staff in Palestinian universities is an essential component of The Organizational Structure of Palestinian universities. Without these Employees, universities cannot perform their great mission of serving the community through their teaching services, research and continuing education. This work is not completed without administrative staff. In Fields of student affairs, admission and registration, finance, public relations, personnel affairs, maintenance, procurement, warehousing, services, security and other administrative functions. In order for these employees to perform the work required of them) the availability of a good regulatory environment that helps them to perform. The number of administrative staff at Al-Azhar University is 227,

11. ANALYTICAL APPROACH

First- Methodology of the study:

This study deals with the study of tools, phenomena and practices existing and available for study and measurement as they are, without the intervention of researchers in their course, and researchers can interact with them and describe them and analyze them scientifically and objectively. The study relies on two basic types of data:

1. **Initial Data:** The study was carried out in Field by distributing questionnaires to study the vocabulary of the study and to collect and compile the necessary information in the subject of the study, and then unloading and analyzing it using the statistical program and using the appropriate statistical SPSS tests in order to arrive at indications of value and indicators that support the subject of the study.

2. **Secondary data:** Through the review of books and periodicals, special publications and scientific and professional journals related to the subject of the study, and any references contribute to enrich the study in a scientific way, and the researchers through the use of secondary sources in the study to identify the foundations and methods of scientific studies in writing

studies, Recent developments have occurred in Field of study.

Second- Study Population:

The study population consists of all administrative staff at Al-Azhar University - Gaza and through the census of the study society found to consist of (227) administrative staff.

Third- The study sample:

A. A sample of the sample was used by the researchers to verify the validity and stability of these tools. The sample size was 32 administrative staff.

B. The random stratified sample method was used in the study. The sample was composed of (77) Employees. The response rate was (%92.20). The sample distribution and response rate were as follows:

Table 1: *The distribution of respondents according to variables: level of employment, gender, age, academic qualification, years of service, place of work*

Career Level	Director	Head Of The Department	Administrative Employee		Total
	14	14	43		71
Gender	Male	Female			71
	50	21			
Age	20-30 years	31-40 years	41-50 years	Greater than 50 years	71
	13	28	20	10	
Qualification	Diploma	BA	Postgraduate		71
	21	41	9		
Years of service	Less than 5 years	5-7 years	8-10 years	More than 10 years	71
	10	6	9	46	
Workplace	Deanships And Colleges	Financial Services	Administrative Roundabout	Technical Circles	71
	27	12	28	4	

Fourthly- Study tool:

As the nature of the hypotheses and the variables involved are the ones that control the selection of the appropriate tool, accordingly, the researchers prepared a scale for that study commensurate with its objectives and hypotheses, which is a measure of the impact of Information Technology Used on the Nature of Administrators Work. The process of design and preparation of the study scale in several stages and steps are as follows:

– The goal was to design a measure of the impact of Information Technology Used on the Nature of Administrators Work in universities, with the aim of applying it to administrative staff at Al - Azhar University - Gaza, for data to be analyzed, and interpretation, to answer the questions of the study.

– Researchers have been familiar with the concept of the Information Technology Used and the Nature of Administrators Work in institutions of higher education, through the literature on the subject, and previous studies.

– The No. of Items of the scale has been adopted as shown in the following table:

Table 2: *Shows the dimensions of the scale of the impact of Information Technology Used on the Nature of Administrators Work in universities*

Field	No. of Items
Information Technology Used	10
The Nature of Administrators Work	10

The researchers drafted the scale items taking into account the following:

– Suitable phrases for the concept of Information Technology Used and its fields according to definition.

– Suitable scale for administrative staff (respondents).

– Clarity of meaning and lack of ambiguity.

– Its linguistic integrity.

How to correct the meter: The five-dimensional Likert scale was used to measure the respondents' responses to the questionnaire sections according to Table (3)

Table 3: *Scale of the five-dimensional Likert scale*

Response	Strongly Disagree	disagree	neutral	Agree	Strongly Agree
Degree	1	2	3	4	5

Each question has five answers (strongly disagree- disagree - neutral– agree- strongly agree), asking the respondent to read each question or answer with an ✓ sign in proportion to his or her vision of reality, (Strongly Agree) Five points, (agree) four points, (neutral) three points, (disagree) two points, and (strongly disagree) one point, so that the relative weight in the last case is 20% and is proportional to this response.

Believe the meter: The researchers calculated the validity of the meter in the following ways:

1. **Authentic honesty**: Researchers have verified the authenticity of the tool ostensibly by presenting to a group of holders of a doctorate degree in business administration, and the apparent honesty shows the general appearance of the test in terms of relevance to the examinees, and the affiliation of the phrase to Field, and clarity of wording and instructions.

2. **Authenticity of internal consistency**: The internal consistency coefficient is a correlation coefficient between each unit of scale and the whole scale, so this method is usually used to determine the veracity of the test on the one hand and the viability of its units on the other. The researchers calculated the validity of the internal consistency of the scale by finding the correlation coefficients between each field and the total score of the scale. The researchers conducted a survey sample of 32 Employees by finding correlation coefficients for each paragraph in Field to which they belong, as well as correlation coefficients between each field And the scale as a whole, as in the following tables:

Table 4: *Honesty coefficients for each paragraph with the total score of Field of technology used*

No.	Item	Honesty Level	Level of Sig.
1.	The information technology used at the University contributes to improved decision-making	0.757	0.01
2.	The university is constantly developing the information technology used by the university	0.734	0.01
3.	The information technology used at the university leads to the speed of completion of work and improving the quality of services.	0.574	0.01
4.	The technology used by the university is easy to use	0.451	0.01
5.	The information technology used by the university is consistent with the business requirements	0.807	0.01
6.	The information technology used by the university contributes to the effort	0.818	0.01
7.	There is good knowledge of technological developments appropriate to the objectives of deanships, departments and the university as a whole	0.782	0.01
8.	The information technology used is proportional to the workload	0.857	0.01
9.	The university accomplishes most of its work using technology	0.585	0.01
10.	The university adapts and responds to technological changes permanently	0.796	0.01

Table 5: *Honesty coefficients for each paragraph with the total degree of field of the Nature of Administrators Work*

No.	Item	Honesty Level	Level of Sig.
1.	Working hours and working hours are appropriate	0.563	0.01
2.	Office designs provide psychological and physical comfort (ventilation, lighting, movement)	0.381	0.05
3.	Management provides security and safety features	0.366	0.05
4.	Let me work many opportunities for innovation and innovation	0.604	0.01
5.	The size of the work is consistent with my personal abilities and my scientific qualifications	0.640	0.01
6.	My work requirements are consistent with my abilities and skills	0.692	0.01
7.	I am satisfied with the duties and tasks at work	0.591	0.01
8.	My job gives me appreciation and respect for others in society	0.715	0.01
9.	University employees enjoy the holidays they are entitled to according to the system	0.535	0.01
10.	My job provides stability and job security	0.457	0.01

Stability of the scale:

The concept of stability means the ability of the test to give the same grades or values to the same individual or individuals if the measurement process is repeated. To ensure the stability of the scale, the researchers used the following methods:

1. **Method of fragmentation half:** by calculating the correlation coefficient between the individual questions and marital questions, and obtained the stability coefficients shown in the following table.

Table 6: *Stability coefficient of Information Technology Used and the Nature of Administrators Work in universities*

No.	Field	No. of Items	Correlation Coefficient Before Adjustment	Correlation Coefficient After Adjustment	Level of Sig.
1.	Information Technology Used	10	0.588	0.741	Sig. at 0.01
2.	The Nature of Administrators Work	10	0.565	0.722	Sig. at 0.01

From the above table, we can see that the stability coefficients in all midterm segments were high, indicating that the questionnaire has a high degree of stability.

2. Cronbach's Coefficient Alpha of persistence: The researchers used Cronbach's Coefficient Alpha to calculate the stability coefficient for all the terms of the scale, where the general correlation coefficient (0.862) is a high stability coefficient indicating the strength and validity of the scale. The researchers noted that the results of Pearson correlation coefficients are consistent with the results of Cronbach's Coefficient Alpha , and then the researchers performed Cronbach's Coefficient Alpha between the terms of each field separately and is shown in the following table:

Table 7: *Shows Cronbach's Coefficient Alpha for each dimension of the scale*

No.	Field	Cronbach's Coefficient Alpha Stability
1.	Information Technology Used	0.897
2.	The Nature of Administrators Work	0.731

The above table shows that all Cronbach's Coefficient Alpha are above (0.731). This indicates that the questionnaire has a high degree of stability.

Fifth- Statistical Methods:

The computer was used in the statistical processing, especially the statistical packages program (SPSS), where all the data obtained by the researchers and then the results were extracted through the scientific equations necessary for this and the most important used in this study:

1. Means, frequencies, standard deviations and percentages.
2. Spearman Brown's correlation coefficient for the equal half - division, and Cronbach's Coefficient Alpha factor to determine the stability of the resolution.
3. Pearson correlation coefficient to measure the relationship between variables.
4. T-test to see the differences between the Means.
5. Analysis of mono-variance to see differences between more than two groups.
6. Sheffe post-test to measure the direction of differences.

Answer the study questions:

Answer the study question which states:

Q1-: What is the reality of the Information Technology Used at Al-Azhar University- Gaza from the point of view of the administrative staff?

To answer the study questions and to use the pentagram in the study instrument, the study adopted the criterion mentioned by Abdul Fattah (2008) to judge the trend when using the pentagram. The following table illustrates this:

Table 8: *Scale of measurements used in this study*

The Level Method	Very Low	Low	Medium	High	Very High
SMA	Less than (1.80)	From (1.80): (2.59)	From (2.60): (3.39)	From (3.40):(4.19)	Greater than(4.20)
Relative Weight	Less than 36.00%	From 36.00: 51.90%	From 52.00: 67.90%	From 68.00: 83.90%	Greater than 84.00%

This indicates that the Means of less than (1.80) indicate a very low degree in the elements of Field. The Means of (1.80: 2.59) indicate a low degree of availability of field elements, (2.60:3.39) indicate that there is a medium degree in the elements of Field, and the Means ranging from (3.40:4.19) indicate that there is a large degree in the elements of Field. More than (4.20) indicate that there is a very large degree in the elements of Field on the scale used in the study shown in the previous table.

To answer this question, the researchers resorted to repetitions, Means, standard deviation, percentages and order. The results were as shown in the following table:

Table 9: *Frequency, Mean, Standard Deviation, Percentages and Ranking of Responses of Sample Members in Field of The information Technology Used*

No.	Item	Total Scores	Mean (5)	Standard Deviation	Percentage	Rank

No.	Item	Total Scores	Mean (5)	Standard Deviation	Percentage	Rank
1.	The information technology used at the University contributes to improved decision-making	263	3.70	0.932	74.00%	7
2.	The university is constantly developing the information technology used by the university	265	3.73	0.844	74.60%	4
3.	The information technology used at the university leads to the speed of completion of work and improving the quality of services.	264	3.72	0.881	74.40%	5
4.	The technology used by the university is easy to use	274	3.86	1.004	77.20%	1
5.	The information technology used by the university is consistent with the business requirements	273	3.85	0.873	77.00%	2
6.	The information technology used by the university contributes to the effort	270	3.80	0.804	76.00%	3
7.	There is good knowledge of technological developments appropriate to the objectives of deanships, departments and the university as a whole	253	3.56	0.841	71.20%	9
8.	The information technology used is proportional to the workload	264	3.72	0.831	74.40%	6
9.	The university accomplishes most of its work using technology	254	3.58	0.905	71.60%	8
10.	The university adapts and responds to technological changes permanently	252	3.55	0.968	71.00%	10
All items of the dimension		263.20	3.7070	0.69309	74.14%	

The above table shows the results obtained in Field of Information Technology Used by presenting the arithmetic Means of Field paragraphs. The Means were between 3.55 and 3.86.

We note from the previous table that all the paragraphs were high between 68% and 83.90%. The paragraph (the Information Technology Used by the university is easy to use) was highest at 77.20%, followed by the paragraph (the Information Technology Used by the university is consistent with the requirements of work) in second place with a percentage (77.00%), followed by the paragraph (Information Technology Used by the university to provide the effort) ranked third in percentage (76.00%). The paragraph (adapts to and responds to the university's technological changes permanently) came in last place with a percentage (71.00%), and the total score for Field was 74.14% (high score).

This result can be explained by the fact that Al-Azhar University constantly keeps pace with the technological developments and is trying to develop them. There is an information technology unit in this university that supervises the programming of universities and provides electronic services for students and senior management at the university. The quarterly registration from within the home through the university's website. Students can also request student services from the signs, registration certificates and their marks through the websites. The necessary information, and data transmission between the different departments at the university through the internal network in the university, as the Information Technology Used to provide the necessary senior management information through existing databases.

This result is consistent with the study of Bahr and Abu Swirih (2010), which showed that the university is keen to keep abreast of technological developments and continuously develops the Information Technology Used at the university, and that the Information Technology Used by the university has led to the speed of completion of work and improve the quality of services. Al-Shanti, 2006, and Al-Saffar (2009). These studies have shown a positive trend towards the Information Technology Used and continuous development of the Information Technology Used by the institutions in which the studies were conducted. Institutions and their need for technology to improve performance and speed in business delivery.

Q2: What is the nature of the work prevailing at Al-Azhar University-Gaza from the point of view of administrative staff?

Table 10: *Frequency, Mean, Standard Deviation, Percentages and Ranking of Responses of Sample Members in Field of the Nature of Administrators Work*

No.	Item	Total Scores	Mean (5)	Standard Deviation	Percentage	Rank
1.	Working hours and working hours are appropriate	265	3.73	0.940	74.60%	5
2.	Office designs provide psychological and physical comfort (ventilation, lighting, movement)	224	3.15	1.203	63.00%	10
3.	Management provides security and safety features	234	3.34	1.048	66.80%	8
4.	My work gives me the opportunities for innovation	230	3.24	1.075	64.80%	9

No.	Item	Total Scores	Mean (5)	Standard Deviation	Percentage	Rank
	and innovation					
5.	The size of the work is consistent with my personal abilities and my scientific qualifications	262	3.69	0.935	73.80%	7
6.	My work requirements are consistent with my abilities and skills	263	3.70	0.868	74.00%	6
7.	I am satisfied with the duties and tasks at work	269	3.79	0.999	75.80%	2
8.	My job gives me appreciation and respect for others in society	271	3.87	0.962	77.40%	1
9.	University employees enjoy the holidays they are entitled to according to the system	268	3.77	1.003	75.40%	3
10.	My job provides stability and job security	268	3.77	0.988	75.40%	4
All items of the dimension		256.11	3.6072	0.71831	72.14%	

The above table shows the results reached in Field of the Nature of Administrators Work by presenting the mathematical Means of Fields of Field. It is noted that the Means ranged between 3.15 and 3.87.

The paragraph (I am given the job of esteem and respect for others in the community) received the highest percentage (77.40%) followed by the paragraph (I am satisfied with the duties and tasks assigned to me at work) in second place with percentage (75.80%), then the paragraph (university employees enjoy the leaves they are entitled to according to the system) in third place and by percentage (75.40%), the paragraph(the office design provided psychological and physical comfort (ventilation, lighting, movement)) in the last place with a percentage (63.00%). The total score for Field got a percentage (72.14%) which is high score.

The results can be explained by the fact that the position at the university is one of the most respected jobs in the society. It gives the employee a respectable position. The jobs that the university attracts are according to the description and the job specifications. In addition, the universities grant administrative staff annual leave of 35 days per year and that the work is five days a week, all of these reasons make their satisfaction by the staff on the nature of their work.

This result is consistent with the study of Bahr and Abu Swirih (2010), where the nature of the work at the university gives its employees respect and appreciation in the community and the size of the work corresponds to personal abilities and scientific qualifications and provides stability and job security for workers. The results also agreed with Al-Sakran (2004), which showed a positive attitude towards the Nature of Administrators Work. The researchers attribute this agreement to the general atmosphere of these institutions, the appropriate work environment, and the excellent job performance of employees. (Al-Shanti, 2006), where the results of his study showed that the nature of the work and the duties of the jobs occupied by the workers with the educational qualifications and disciplines obtained, the researchers explain this result is that there is an imbalance in the organizational structure in the ministries of the Palestinian National Authority.

11. HYPOTHESIS TESTING

Ho 1: There is a statistically significant relationship between the Information Technology Used and the prevailing the Nature of Administrators Work from the point of view of the administrative staff.

To ascertain the validity of the main hypothesis, the researchers sought to find Pearson correlation coefficient as shown in the following table:

Table 11: *A correlation matrix between the Information Technology Used and the Nature of Administrators Work*

Field	The Nature of Administrators Work
Information Technology Used	**0.687

** Significant at (0.01)

From the previous table, there is a positive correlation between the Information Technology Used and the Nature of Administrators Work. This indicates the validity of the hypothesis.

Ho 2: There is a statistically significant impact of the Information Technology Used on the Nature of Administrators Work prevailing at Al-Azhar University-Gaza

To ascertain the validity of the main hypothesis, the researchers sought to find the regression coefficient as shown in the following tables:

Table 12: *Model Summary*

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.687a	.472	.464	.52579

a. Predictors: (Constant), Information Technology Used

Table 13: *Analysis of variance by ANOVA test*

ANOVAª						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.042	1	17.042	61.643	.000b
	Residual	19.076	69	.276		
	Total	36.118	70			
a. Dependent Variable: The Nature of Administrators Work						
b. Predictors: (Constant), Information Technology Used						

Table 14: *Transaction table*

Coefficientsª						
	Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.968	.342		2.832	.006
	Information Technology Used	.712	.091	.687	7.851	.000
a. Dependent Variable: The Nature of Administrators Work						

From the results described in the previous tables, the following can be inferred:

- Correlation coefficient = 0.687, and the adjusted limiting factor = 0.472, which means that 47.2% of the change in the prevailing the Nature of Administrators Work was explained through the linear relationship with the Information Technology Used and the remaining percentage may be due to other factors

- The calculated value of the test F is 61.643, and the probability value is 0.000 which means rejection of the null hypothesis and acceptance of a statistically significant effect of the Information Technology Used on the prevailing the Nature of Administrators Work

Ho 3: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the demographic and organizational variables.

The main hypothesis is based on a set of sub-assumptions:

Ho 3-1: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the demographic variables (gender - age - scientific qualification).

The first sub-hypothesis is based on a set of sub-hypotheses:

1. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the gender variable.**

To determine the validity of this hypothesis, the researchers used the T-test as shown in the following table:

Table 15: *Mean and standard deviations and the value of "T" for the scale domains according to the gender variable*

Field	Gender	The Number	Mean	Standard Deviation	"T" value	Level of Sig.
Information Technology Used	Male	50	3.6640	0.76818	-0.805	0.423
	Female	21	3.8095	0.46894		
The Nature of Administrators Work	Male	50	3.5900	0.80869	-0.309	0.758
	Female	21	3.6481	.448470		

It is clear from the previous table that there are no statistically significant differences due to the gender variable between males and females in all fields. The calculated value of T is less than the tabular value of T, which proves the hypothesis is incorrect.

2. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable age.**

To determine the validity of this hypothesis, one way anova was used as shown in the following table:

Table 16: *Source of variance, sum of squares, degrees of freedom, mean squares, F value, and Sig. level due to variable age*

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
Information Technology Used	Between groups	0.861	3	0.287	0.587	0.626

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
	Within groups	32.766	67	0.489		
	Total	33.626	70			
The Nature of Administrators Work	Between groups	0.932	3	0.311	0.591	0.623
	Within groups	35.186	67	0.525		
	Total	36.118	70			

It is clear from the previous table that there are no statistically significant differences in these fields and the overall score is due to the age variable of the respondents. The value of the calculated P is less than the value of the table.

This finding can be explained by the fact that workers of different ages live in the same conditions and deal with the same technology and the nature of administrative work at the university are somewhat similar.

3. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the scientific qualification.**

To determine the validity of this hypothesis, one way anova was used as shown in the following table:

Table 17: *The source of variance, the sum of the squares, the degrees of freedom, the mean squares, the value of "F", and the Level of Sig. attributed to the variable of the scientific qualification*

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
Information Technology Used	Between groups	2.450	2	1.225	2.672	0.076
	Within groups	31.177	68	.458		
	Total	33.626	70			
The Nature of Administrators Work	Between groups	5.319	2	2.659	5.871	0.004
	Within groups	30.799	68	.453		
	Total	36.118	70			

It is clear from the previous table that there are no statistically significant differences in Field of Information Technology Used according to the variable of scientific qualification while we find significant differences in the Nature of Administrators Work according to the Nature of Administrators Work prevailing in the university.

To find out the direction of differences in the nature of the prevailing work, the Scheffe Test was used as in the following table:

Table 18: *Results of the Scheffe Test to identify the direction and Sig. of differences in the Nature of Administrators Work due to the variable of scientific qualification*

Qualification	Diploma	BA	Postgraduate
Diploma	-		
BA	-0.3150	-	
Postgraduate	-0.9164*	-0.6014	-

* Significant at (0.05)

It is clear from the previous table that there are statistically significant differences at the level of (0.05) attributed to the variable of scientific qualification in Field of "the Nature of Administrators Work" among the holders of the qualifications of postgraduate studies with diploma holders in favor of those with a diploma qualification. Are often dissatisfied with the nature of their work as a result of non-appreciation of the university to them in the appropriate manner and granting them jobs commensurate with their qualifications and this is to a lesser extent in the minimum educational qualifications, and also note from the table there are no statistically significant differences between holders of diploma qualifications and holders of bachelor's degrees.

Ho 3-2: There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the organizational variables (years of service - job level - the place of work).

The second sub-hypothesis is based on a set of sub-assumptions:

1. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable years of service.**

To determine the validity of this hypothesis, one way anova was used as shown in the following table:

Table 19: *Source of variance, sum of squares, degrees of freedom, mean squares, F value and Sig. level due to variable years of service*

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
Information Technology Used	Between groups	1.696	3	0.565	1.186	0.322
	Within groups	31.930	67	0.477		
	Total	33.626	70			
The Nature of Administrators Work	Between groups	0.474	3	0.158	0.297	0.827
	Within groups	35.643	67	0.532		
	Total	36.118	70			

The above table shows that the calculated "F" value is less than the "F" value of the table, and therefore there are no statistically significant differences in all fields. This proves the hypothesis is incorrect.

The researchers explain this finding that workers with different work experience have the same perception of the Information Technology Used and the Nature of Administrators Work.

2. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the functional level.**

To determine the validity of this hypothesis, one way anova was used as shown in the following table:

Table 20: *Source of variance, sum of squares, degrees of freedom, mean squares, F value, and Sig. level*

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
Information Technology Used	Between groups	1.053	2	.527	1.099	0.339
	Within groups	32.573	68	0.479		
	Total	33.626	70			
The Nature of Administrators Work	Between groups	0.151	2	0.076	0.143	0.867
	Within groups	35.966	68	0.529		
	Total	36.118	70			

The above table shows that the calculated F is less than the F value of the table, meaning that there are no statistically significant differences in all fields according to the functional level variable, which proves the hypothesis is incorrect.

The researchers explain this result that employees at different levels of employment have the same perception of the Information Technology Used and the Nature of Administrators Work.

3. **There are statistically significant differences in the opinions of the respondents in the Information Technology Used and the nature of the work of the administrative staff due to the variable of the place of work.**

To determine the validity of this hypothesis, one way anova was used as shown in the following table:

Table 21: *Source of variance, sum of squares, degrees of freedom, mean squares, value of "F", and Level of Sig. due to the variable of the workplace*

Field	Source	Total Squares	Degrees Of Freedom	Mean Squares	"F" Value	Level of Sig.
Information Technology Used	Between groups	0.530	3	0.177	0.358	0.784
	Within groups	33.096	67	0.494		
	Total	33.626	70			
The Nature of Administrators Work	Between groups	1.491	3	0.497	0.962	0.416
	Within groups	34.626	67	0.517		
	Total	36.118	70			

It is clear from the previous table that the calculated F value is less than the F value of the table, ie, there are no statistically significant differences in all fields,

This finding can be explained by the fact that the working environment at the university is rather intertwined and convergent, which makes the perception of workers similar.

12.RESULTS

The following Results and recommendations were reached:

– The results indicate that there is a high degree of Information Technology Used at Al-Azhar University-Gaza from the point of view of administrative staff, with a percentage of (74.14%).

– The results showed that there is a high level of workmanship prevailing from the point of view of the administrative staff, where the percentage reached (72.14%).

– The results showed that there is a direct correlation between the Information Technology Used and the nature of the work.

– The results showed a statistically significant effect of the Information Technology Used on the Nature of Administrators Work at the university.

– The results indicate that there are no differences between the sample according to the gender variable in their perception of the Information Technology Used and the nature of the work.

– The results indicate that there are no differences in the perception of Employees of the Information Technology Used and the Nature of Administrators Work.

– The results showed that there are statistically significant differences in perception according to the variable of scientific qualification in Field of the Nature of Administrators Work, while there were no differences in Field of: the technology used.

– The results showed that the differences in the Nature of Administrators Work according to the scientific qualification were in favor of those who obtained the diploma degree compared to postgraduate studies.

– The results showed that there were no differences in the employees' perception of the Information Technology Used and the nature of the work.

– The results indicate that there are no differences in the employees' perception of the Information Technology Used and the nature of the work. Following the variable of the career level (manager, head of department, administrative officer).

– The results indicate that there are no differences in the perception of employees of the Information Technology Used and the Nature of Administrators Work.

13. RECOMMENDATIONS

– Provide universities with the opportunity to participate in decision-making.

– University administrations continue to pay attention to and continuously improve the performance of their employees.

– To enhance the periodic evaluation of job performance and to inform employees and express their opinion.

– Solve employee problems and give them the opportunity to contribute to solving their own problems.

– Use the staff rotation method periodically.

– Strengthening the democratic leadership style and empowering university staff.

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