

The Impact of Management Information Systems Resources to Improve the Job Performance: A Field Study in the Jordanian Insurance Companies

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Abstract

This study aimed to identify the level and the presence of management information systems (MIS) resources in Jordan Insurance companies 26 listed company in Amman Financial Market and travel, have been distributed 120 questionnaires to a sample survey of staff in human resources management, have been recovered 90 questionnaire were excluded 5 questionnaires unsuitable for statistical analysis, and study followed descriptive analytical method has been analyzing the data and test hypotheses using the SPSS program The study found that the Jordanian insurance companies where all the resources available for management information systems and that it affects clearly on the performance of employees in the Jordanian insurance companies.

Keywords: Job Performance, Jordan, MIS.

Introduction:

The companies in the modern era is working to improve the functionality of the through good planning and operational and functional operations, so there is more than one area of corporate governance seeks to develop and effect so the company helps to improve the functionality of it.

The information systems resources related to databases, networks and communications material and human resources, can serve to improve the functionality of the companies, saw the researcher looking at the impact of management information systems to improve the functionality of the Jordanian insurance companies resources.

The problem of the study:

The study consists of a problem over the conviction of the study sample in the management information systems resources working to improve the functionality of the Jordanian insurance companies, so the researcher believes that the problem of the study is to answer the following questions:

The first question: What is the level of the presence of management information systems resources in Jordan Insurance companies?

Second question: Do affect administrative information systems resources to improve job performance in the Jordanian insurance companies?

Objectives of the study: The study aims to reach the following points

1. identify the level and the presence of management information systems resources in the Jordanian insurance companies.
2. Ensure the impact of management information systems resources to improve the functionality of the workers in the Jordanian insurance sector.

Importance of the study:

Importance to society of the study: The importance of the study of the financial community by taking advantage that you get insurance companies in terms of identifying the impact of management information systems to improve the performance of staff has as well as working to develop their skills and functional abilities needed to strengthen the company's work and walk in the company to a better financial position resources possible.

The importance of other economic sectors: The importance of the study of other economic sectors through the adoption of insurance companies plans in the field of management information systems resources and improve the functionality of her, and also work to strengthen the factors that enhance the performance of staff and try to avoid the negative factors that lower job performance of employees.

Hypotheses: by looking at the problem of the study, it can be formulated the following hypotheses:

HO1: There is no presence of the resources of management information systems in the Jordanian insurance companies.

HO2: do not affect management information systems resources in the Jordanian insurance companies in the job performance of employees.

The study model: study model of dependent and independent variables is composed, and can be expressed in the following form:

Independent variable: management information systems resources, a resource: (Physical, human, databases, networking and communications).

dependent variable: Improve the performance of staff in the Jordanian insurance companies.

Previous studies:

1- (Karasneh,2015), Entitled Constraints Of The Development Of Accounting Information Systems In Financial Companies Listed On The Amman Stock Exchange.

This study aimed to identify the obstacles that limit the development of accounting information systems in financial companies Jordanian listed on the Amman Financial Market, as well as identify the most important of these constraints, has been designed questionnaire contained 30 questions covering the problem of the study the main, been using the SPSS to analysis data and hypothesis testing, the questionnaire was distributed to accountants who work In financial companies of Jordan, has been distributed 90 questionnaire was recovered 75 questionnaire for the purposes of statistical analysis, and the study concluded that there are obstacles to the development of accounting information systems in financial companies was the most important obstacles to Material resources, has been the most important recommendations of the study are to discuss ways of reducing impediments to the development of accounting information systems in all financial sectors.

2- (al- mansi, ibraheem , bani saeed amany 2015), The Impact of Networking and CommunicationsResources to Improve the Quality of Services Provided to Customers in the Jordanian Insurance Companies .

This study aims to identify the level of availability of networking and communications resources in the Jordan Insurance companies, and their impact on improving the quality of service provided to customers, The researcher has designed a questionnaire and distributed to a sample study in computer departments staff in the Jordanian insurance companies of (26) companies, was recovery (60) questionnaire are analyzed, was the most important findings of the study is that there is high for networking and communications resources in the Jordan Insurance companies level. The study also concluded that there is the effect of the resources of networks and communication to improve the quality of service provided to customers.

3- Study (Bani Hani, Ahmad, and Al-Najjar ,2009) entitled:

The impact of management information systems on organizations performance: field study at Jordanians universities.

(MIS effect on the performance of the organization: a field study in Jordanian universities), which aimed at studying the impact of management information systems on the performance of organizations and academic point of view in Jordanian universities that contain the Faculty of Business. The study included all business schools' deans and department heads in Jordanian universities public and private, have been withdrawn a simple random sample consisted of (15) University, as was the distribution of 120 questionnaire by (8 questionnaires each university), has been used statistical tools the following for the purposes of analysis : correlation coefficient and simple regression. The results showed indicated the presence of a significant positive correlation between management information systems and performance in organizations, the results also showed that the management of information systems have had a significant impact on the performance of organizations.

Study Methodology: This study is based on descriptive analytical method and that by relying on sources to gather information from secondary and primary sources, while secondary sources are for books and research on management information systems and functionality, and the primary sources are a questionnaire has been designed and developed to gather information and analyzed using SPSS statistical software packages, and then arrive at the results of the study.

The researcher used in the study tool measure consisted of five grades (1-5) of the answers, according to a Likert scale Quintet (Likert Scale), which is composed of five degrees to determine the degree of approval of the study sample on each paragraph of the study tool, and convert categorical scale to the amount of data that can be measured statistically, was given the relative weights shown in table (1).

Table (1)

Degrees Likert scale Quintet (Likert Scale) used in the study tool

The degree of the scale	Strongly agree	agree	Neutral	Disagree	Strongly disagree
The degree of approval	5	4	3	2	1
The relative weight	%100-81	%80-61	%60-41	%40-21	%20-0

With regard to the limits adopted by this study was to determine the degree of Society and the study sample consists study population of Jordan Insurance companies and travel by the Amman Financial Market (26) companies, including (2) Insurance companies Islamic, while the study sample understand the staff working in the human resources management in these companies because they are best able to identify the employees' performance and how the impact of management information systems which have been determining the number of employees in the human resources management of these companies by about 104 employees, were distributed 104 questionnaires to a sample study has been recovered (90) questionnaire, has been excluded (5)

questionnaires for non-validity of the analysis of the remains (85) The identification of a valid analysis.

Special tool measurement tests:

1. **Face Validity:** The aim of this honesty to ensure that the statements contained in the study tool that could lead to the collection of data accurately, and to achieve this has been the questionnaire on a number of professors Jordanian universities of specialists in the field of accounting, in order to identify the degree of clarity and phrases used in the study tool.

2. **Content Validity:** Honesty is intended to express the extent of the paragraphs of each area of study for the area to which it belongs, has focused attention on making sure that every area of study accurately representative of a group of paragraphs that concern them, and measured sincerity resolution content by measuring the relationship between each paragraph, and the area to which they belong using the Pearson correlation coefficient (Pearson Coefficient of Correlation)), has pointed out (Moulhatra,2004) that the paragraphs which increases the association (30%), and was statistically significant at the level of $(0.05 \geq \alpha)$ longer acceptable to measure the area to which they belong, and shows that all the paragraphs of the resolution were statistically significant.

Cronbach Alpha test:

Intended steadily tool access to the same data when re-study using the same study tool for individuals themselves under similar one conditions (Sekaran, 2013), was used internal consistency measure alpha Cronbach (Cronbach Alpha) answers the study sample were obtained to determine the reliability a study tool, and is statistically acceptable value for this measure (60%) or more, and table (3) shows that.

Table (2)

Internal consistency coefficient Cronbach's alpha for fields of study and the tool as a whole.

Field title	Questions number	Reliability coefficient (Internal consistency)
Management Information Systems Resources.	16	%88
Improvement Employee Performance.	6	%82
Total	22	90%

Seen from the table above that there is a large internal consistency between the paragraphs of the questionnaire individually and between full-resolution, where the degree of Cronbach's alpha reached 90%, and this confirms the strength and coherence of the internal resolution and interdependence.

Data analysis and hypothesis testing:

Analysis and discussion of the results of the first area:

- Discuss the results of the study sample trends on the level of the presence of management information systems resources:

Table 3 shows the results of the statistical analysis of the arithmetic averages and standard deviations for variable management information systems resources.

TABLE (3)

	ITEM	MEAN	S.D
Material resources			
1-	There capital expenditure allocated for the purchase of computers and electronic equipment required to complete the work.	3.89	0.62
2-	Increases in capital expenditures related to information technology after a year in the company.	3.88	0.61
3-	The company is interested equip a modern infrastructure, even if the cost is high.	3.78	0.56
4-	All sections are provided in the company's most modern means of information technology and the Internet.	3.77	0.71
HR			
5-	That the employees in your company prefer to deal in light of modern technological environment.	3.76	0.92
6-	The staff wants to have in improving the work and the quality of services provided to customers quality.	3.75	0.84
7-	The staff training and development of skills to ability of work under information systems environment.	3.74	0.87
8-	The involvement of staff you have to make decisions that fit their business.	3.74	0.62
Networks and connections resources			
9-	The extent of the flow of information between the departments of Accounting readily and easily	3.71	0.62
10-	The extent to which management and branches with a network of contacts.	3.70	0.69
11-	The extent to which the organization with the outside world network internet.	3.67	0.62
12-	The availability of support network communications.	3.65	0.67
DATA BASE			
13-	The availability of various databases in the organization.	3.62	0.66
14-	Banks to provide information available to use in different subjects.	3.59	0.67
15-	Secure data on the environment surrounding	3.58	0.53
16-	Over the independence of the data resources	3.55	0.67
	Total	3.56	0.76

Seen from the table above that the administrative information of the four systems resources exist and are taken care of in the Jordanian insurance companies, with an overall average of the trends of the study sample views on the application of these resources around (3.56) and standard deviation (0.76), and this shows that the management information systems resources exist and convinced them all categories of staff and that staff are aware of the importance of management information systems in achieving the goals of the facility, was more paragraphs acceptance is the paragraph which states "There capital expenditure allocated for the purchase of computers and electronic equipment required to complete the work.", where The mean was her (3.89), and standard deviation (0.62), and this shows that the insurance companies are interested to buy computers and it provides various departments in the company's latest technologies that help improve the management information systems environment, were less paragraphs acceptance is the paragraph which states on "Over the independence of the data resources", where the mean was her (3.55), and standard deviation(0.76), and this indicates that there is independence in database systems in the company and that each area or department in the company has its own database and separate from the other sections and this is what enhances the power of information extracted from the company's computerized systems.

Test the first hypothesis: It states "there is no application for resource management information systems in the Jordanian insurance companies."the first test the hypothesis by testing one sample t- test sample.

TABLE (4)

Domain	mean	SD	Calculated T value	Independence degree	Statistical significance
application for resource management information systems in the Jordanian insurance companies	3.56	0.76	20.20	85	*0.000

Seen from the above table that the arithmetic average of the field and the presence of Management Information Systems was (3.56) and standard deviation (0.76), and this indicates that there is an effective and remarkable resources management information systems in the Jordanian insurance companies, through the presence of human and material resources and networks, communications and resources -related databases. Accordingly, it is rejected hypothesis Doll and prove an alternative hypothesis "There are applying for resources management information systems in the Jordanian insurance companies."

- Analyze and discuss the results of the second area:

- Improving the functionality of the staff in the Jordanian insurance companies.

The table shows the number (5) results of the second area where the averages and standard deviations show vertebrae analysis.

STUDY FIELD	PARAGRAPH	MEAN	S.D
To improve the functionality of the insurance companies			
1	The objectives of the development of the company's employees are required to achieve them.	4.25	0.88
2	Is to provide staff with computers needed to perform their work.	4.20	0.67
3	Are provided online and all means of communication between employees in the company.	4.15	0.64
4	The training staff on how the sequence of operations and information between the company's departments.	4.12	0.63
5	Is to motivate employees who have more than their peers in job skills.	4.10	0.60
6	Are negligent accounting staff so as not to be repeated failures among them.	4.08	0.59
	Total	4.02	0.60

Seen from the above table that the study sample on the field to improve the functionality of the Jordanian insurance companies high response level where the mean was a full field of about (4.02), while the total standard deviation (0.60), where it was more paragraphs acceptance is the paragraph that states " The objectives of the development of the company asks employees to achieve ", where the average $A1_{huslbe}$ her about (4.25), and standard deviation (0.88), which indicates that the most important thing in improving job performance is the process of making plans to follow up on implementation and achieve the maximum profit possible. The least paragraphs paragraph which states "are negligent accounting staff so as not to repeat the events of default, including," where the mean was it about (4.08) was, has reached the standard deviation of about (0.59), and this shows that the disables the company's operations does not work on the implementation of its plans and objectives, it will be available for insulation.

The result of hypothesis 2 test:

And test the second hypothesis, which states that "management information systems resources in the Jordanian insurance companies in the job performance of its employees do not affect." And are relying on test Innova to reach the extent of the influence of the independent variable on the dependent.

variable	Mean	S.D	Df	F value	Statistical significance
Management information systems resources.	4.02	0.60	84	12.13	*0.000

* Statistically significant at the level ($\alpha \leq 0.05$)

Seen from the table above that there is a clear impact of MIS representative resources (physical, human, networking and communications, databases) to improve the functionality of the workers in the Jordanian insurance companies, with an arithmetic average of 4.02 and standard deviation 0.60 and the value of the F statistical 0.000 a valuable statistically significant at the level of confidence ($\alpha \leq 0.05$), which shows that the Jordanian insurance companies abide by all necessary for the development of management information systems resources areas which will reflect positively on the performance of employees and helping them to get their work done and motivates them to complete work faster because of the availability of all the work requirements administrative and operational necessary to complete the work. Accordingly, we reject the hypothesis nihilism and accept the correct hypothesis, which states that "management information systems resources in the Jordanian insurance companies in the job performance of employees affected."

Results of the study: The study found the following results:

1. available in the Jordanian insurance companies all the elements of information systems Dari and in terms of the existence of material resources and in terms of the presence of trained human resource efficient as well as having a good network of contacts between sections the company, employees, and also ancestors of databases in the company to enable them to operate under the Information operate systems environment the provision of appropriate infrastructure for the work environment.
2. There is an effective impact on the job performance of employees in the Jordanian insurance companies by administrative information systems, where resources are those resources to strengthen the work environment for employees and this is what works to activate the performance of staff.

Recommendations study

Recommendations by the results of the study, the researcher recommends the following:

1. The need to adopt a modern and sophisticated information and network technology so that its functionality remains at its best.

2. sessions for employees who can not work in light of modern technology.
3. activating the performance of employees in all departments and companies to develop employee performance is limited only in the boroughs.

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