

" The Impact of Management Information Systems to Improve Management Performance" An Empirical Study on Managing Directors in the Jordanian Insurance Companies

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Abstract

This study aimed to identify the impact of management information systems (MIS) to improve the administrative performance of the staff of the administrative departments in the Jordanian insurance companies has been the study sample Managers administrators or Deputy Managing Director to identify, The researcher distributed (52) questionnaire by (2) a questionnaire to each company's number (26) Insurance Company, has been used as a researcher style simple to get to know the impact of management information systems to improve management performance in the Jordanian insurance companies decline, the study concluded that there is a positive impact of the resources of networks and communications and material resources to improve the administrative performance of the administrative staff in the insurance companies Jordan, was the most important recommendations that the insurance companies to make greater efforts in the infrastructure of management information systems development.

Keywords: MIS, performance management, networking and communications.

Introduction of the study:

Life has evolved process in companies and in business organizations mainly where it became companies rely on information and communication technology in the development of its business so that these companies remain on the level of competition in the industry market that belong to him and that competition in the modern era has come to rely on e-marketing because of its speed The accuracy and save time, effort and cost in the announcement of the company and its products, services and programs, and because of its profound impact on the administrative work of the staff development as well, where the administrative work needs to Tools stimulate work and give positive results on the level of achievement of the objectives and implementation.

Study problem: through the previous submission, it can restrict the study the problem in the following questions:

1. What is the level of the existence of the elements of management information systems (physical resources, networking and communications) in the Jordanian insurance companies?
2. Is there an effect of the elements of management information systems (physical resources, networking and communications) to improve management performance in the Jordanian insurance companies?

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

1. identify the level and the presence of management information systems in the Jordanian insurance companies.
2. To determine the effect of management information systems to improve management performance in the Jordanian insurance companies.

The study sample:

Independent variables: The independent variables in this study, the management information systems resources, which is the physical components of information systems and elements of networking and communications in the Jordanian insurance companies.

Dependent variables: This study is based on measuring the extent of managerial performance affected in the Jordanian insurance companies.

Hypotheses: Through study the problem and their variants, the study is based on the following assumptions:

The first major hypothesis:

There is no statistically significant effect of the elements of management information systems to improve management performance in the Jordanian insurance companies.

Sub-first hypothesis:

There is no statistically significant effect of the physical elements in improving management performance in the Jordanian insurance companies.

Sub-second hypothesis:

There is no statistically significant effect of the elements of networking and communications to improve

managerial performance in the Jordanian insurance companies.

The study methodology: Tracking this study descriptive analytical approach in data collection and analysis to arrive at a statistically significant results of the study and achieve their goals, and has been relying on sources of information gathering as follows:

- **Secondary sources:** where were collected preliminary information from books and references and theses and publications on the subject of the study.
- **Primary sources:** it has been the development of a questionnaire dealing with the study of management information systems as a variable independent administrative performance of employees in the Jordanian insurance companies as the dependent variable variables.

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 (2).

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

Previous studies:

- 1- AL- MANSI, IBRAHEEM , BANI SAEED AMANY (2015), The Impact of Networking and Communications Resources 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.
- 2- 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.
- 3- Study (Awamleh 0.2014), entitled "The Impact of Information Systems in the electronic services in Jordan outputs".
 This study aimed at detecting This study aimed to uncover the impact of information systems in e-government services in Jordan outputs, in addition to the proposal model shows the relationship between the information the government of Jordan and e-services systems outputs, but the purpose of achieving the objectives of the study, the researcher used the descriptive approach, and the sample of the study sample class consisted of 350 individuals from various government ministries and official departments, as well as the researcher to design and implement a questionnaire after the confirmation of the validity and reliability, and after the collection of data through the main study tool, a questionnaire, has been the analysis of the data by the statistical program (SPSS) within the program Statistical

Package for Social Sciences. Can summarize the key findings of the study in the following points: ranged averages for all fields of study between (4.59 - 4.39) and substantially estimate, which indicates the presence of the impact of the output of D information systems in the Jordanian government e-services.

Tool's study tests:

1- Alpha Cronbach test: give this test an explanation for the consistency of the questionnaire and thread paragraphs internally, and show the strength of the resolution and coherence of its clauses, so that if he returned, one of them answered the same questionnaire in the same conditions gave the same results, and if the ratio of Cronbach's alpha of 60% or more, this indicates the resolution and stability coherence and consistency internally well (molhata, 2004, p268).

And the following table shows the Cronbach's coefficient alpha fields of study individually and tool fully.

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	12	7%8
Improve the administrative performance of the staff	6	80%
Total	18	86%

Seen from the above table that there is a large internal consistency between the vertebrae questionnaire individually and between full-resolution where the percentage of Cronbach's alpha of 86% for study tool in general, and this confirms the strength and coherence of the questionnaire and internal coherence and stability.

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 that these paragraphs actually measure this area (Sekaran, 2003), was measured sincerity resolution content by measuring the relationship between each paragraph and the area to which it belongs by using the Pearson correlation coefficient Pearson Coefficient of Correlation)), has adopted correlations exceeding (30%), The task of statistical significance at the significance level ($0.05 \geq \alpha$) Table (3) of these relations.

Table (3)

Special measuring the content of the paragraphs of the areas of study sincerity Pearson correlation coefficients.

N	Field	Paragraphs number	Average paragraphs correlation coefficient
1-	Management information systems resources (material resources).	6	0.509
2-	Management Information Systems Resources (networking and communications resources).	6	0.603
3-	Improve management performance in the Jordanian insurance companies	6	0.604

The above table shows, the results of the Pearson correlation coefficient between the vertebrae and fields of study variables, and review and levels of significance correlation coefficients values can be seen and no statistically significant relationship at the level of ($0.01 \geq \alpha$) between field vertebrae, which indicates the presence of structural sincerity of these paragraphs.

Data analysis and hypothesis testing:

Analysis and discussion of the first and second sub-field results (MIS resources):

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

Table 4 shows the results of the statistical analysis of the arithmetic averages and standard deviations for variable management information systems resources (material resources and resources of networking and communications).

Table (4)

	Paragraph	MEAN	S.D
Material resources			
1-	There balancing theme of the company's management to promote the purchase of modern equipment necessary to complete the work and equipment operations.	3.99	0.67
2-	There are rewarding and material rewards to employees who perform work without major errors	3.90	0.65
3-	The company is working to bring new and sophisticated devices instead of the older devices	3.89	0.68
4-	Company management is interested in activating the online collection sections of the company and its subsidiaries	3.84	0.61
5-	Management of the company is working to provide modes of movement between provinces and providing it to all employees	3.85	0.67
6-	Management of the company concerned with the promotion of the company's capital expenditure for the success of the work	3.82	0.60
	Total field	3.81	0.62
Networks and connections resources			
1	The availability of various databases in the organization.	4.01	0.68
2	Banks to provide information available to use in different subjects.	4.00	0.72
3	Directors concerned with the promotion of effective communication with global insurance companies for the development of operational performance	3.89	0.57
4	The company provides professional staff in the field of networking and communications to maintain technical support for networks	3.88	0.62
5	The Company's management to provide Internet in all sections of the company to maintain the quality of the connection	3.78	0.52
6	The company provides the best computerized management systems to facilitate communication and the communication process across networks	3.75	0.55
	Total Networks and connections resources	3.85	0.57
	Questioner total	3.80	0.65

Seen from the table above that administrative information systems resources exist and are taken care of in the Jordanian insurance companies, with an overall average of trends in the study on the application of these resources sample about the views of (3.80) and standard deviation (0.65), 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 to improve management performance required of them.

Discuss the field of material resources: the material resources of the insurance companies significantly present in, where the study sample trends moving toward acceptance of the level of material resources in the insurance and companies there equipment and good balance clog the needs of current and future companies, the mean was her (3.81) and standard deviation (0.62), the degree of acceptance is high and indicate acceptance of the study sample the level of application of material resources in the Jordanian insurance companies, has been more paragraphs acceptance is the paragraph which states that "There balancing theme of the company's management to promote the purchase of modern equipment necessary to complete the work and equipment operations. " Stood at SMA have (3.99) and standard deviation (0.67), which is the degree of acceptance is high and indicates that the sample of the study considers that there is a financial budgets monitor the insurance companies to buy all the equipment and supplies that stimulate the completion of the work done in the best level preferred by the company's management.

- Discuss the field of networking and communications resources:

The networking and communications resources in the insurance companies significantly present in, where the study sample trends moving toward acceptance level and the existence of networks and communications resources in the Jordanian insurance companies, the mean was her (3.85) and standard deviation (0.57), the degree of acceptance is high and indicates acceptance The study sample the level of application of networking and communications resources in the Jordanian insurance companies, has been more paragraphs acceptance is the paragraph which states that "The availability of various databases in the organization .." may mean was her (4.01) and standard deviation (0.68), a the degree of acceptance is high and indicates that the sample of the study considers that there is a very strong internal communications network linking all sections of the Executive and

Administrative company sales and other departments, and that there is a conviction among a sample study that there is for the maintenance of internal and external communications networks, technical support, and that there is an appropriate organizational structure of the company allows information to flow from the bottom up and from top to bottom.

Data analysis and hypothesis testing:

Domain analysis and discussion on the improvement of administrative performance in the Jordanian insurance companies results.

- Discuss the results of the study sample on improving management performance in the Jordanian insurance companies directions.

Table 5 shows the results of the statistical analysis of the arithmetic averages and standard deviations of the variable improve managerial performance in the Jordanian insurance companies).

Table (5)

	Paragraph	MEAN	S.D
Improve management performance in the Jordanian insurance companies			
1-	Administrative officer working under the technical skills necessary to complete the work properly.	4.15	0.77
2-	Interested in the completion of the administrative employee functions required to achieve the goals of the company	4.12	0.68
3-	The administrative employee in your company has performed all the work assigned to him hard and professionally fully in the work	4.10	0.85
4-	Cares administrative officer time dramatically and does not wasting time while he was working	4.08	0.68
5-	The employee motivation through administrative support financially and morally for efficiency at work	4.05	0.74
6-	All are available in the company's administrative and electronic equipment needed to complete the administrative work	4.00	0.73
	Total field	4.08	0.71

Seen from the table above that there is the degree of acceptance is very high on the potential contribution of the ideas set out above in improving the administrative performance of the company Jordanian insurance through motivate workers and support them and provide them with all necessary for the completion of administrative work facilities, has reached the arithmetic average of the field in general (4.08) and standard deviation (0.71), while the more paragraphs acceptance is the paragraph which states that "the administrative officer working under the technical skills necessary to complete the work properly," where the mean was her (4.15) and standard deviation (0.77) and indicate such a degree that the study sample considers it necessary that the employee enjoys a degree of administrative, technical and professional skills that require him to accomplish the required tasks, which helps in the completion of work and improve and achieve the desired goals.

Test hypotheses:

Test the first hypothesis: which states that "there is a statistically significant effect of the physical elements in improving management performance in the Jordanian insurance companies."

To test the first hypothesis is relying on test Innova to reach the extent of the influence of the independent variable (material resources) on the. (Improve managerial performance).

Table (6)

variable	Mean	S.D	Df	F value	Statistical significance
Material resources	3.80	0.65	51	11.16	*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 (material) to improve the administrative performance of the workers in the Jordanian insurance companies, with an arithmetic average (3.80) and standard deviation (0.65) and was indicative value of F statistics ((0.000, a significant value statistics at the level of confidence ($\alpha \leq 0.05$), which shows that the Jordan Insurance companies are working to provide all the resources needed to complete the work, and so full of Directors of the conviction that there is a positive impact of material resources of information systems to improve the administrative performance of the administrative staff working in companies Jordan Insurance. Accordingly, we reject the hypothesis nihilism and accept the correct hypothesis, which states that "affect the physical and administrative information systems resources in the Jordanian insurance companies in the administrative performance of their employees."

The second sub-test the hypothesis:

The second hypothesis, which states that the test "no statistically significant effect of the elements of networking

and communications to improve managerial performance in the Jordanian insurance companies."

To test the second hypothesis is relying on test Innova to reach the extent of the influence of the independent variable (networking and communications resources) on the child. (Improve managerial performance).

Table (7)

variable	Mean	S.D	Df	F value	Statistical significance
Material resources	4.01	0.71	51	16.18	*0.000

Seen from the table above that there is a clear impact of MIS representative resources (networking and communications) to improve the administrative performance of the workers in the Jordanian insurance companies, with an arithmetic average (4.01) and standard deviation (0.71) and was indicative value of the F statistic ((0.000, a value statistically significant at the level of confidence ($\alpha \leq 0.05$), which shows that the Jordan Insurance companies are working to provide all network resources necessary to complete the work, communication and so full of the company's management that there is a positive effect of physical resources of information systems to improve the administrative performance of the administrative staff working for conviction in the Jordanian insurance companies. Accordingly, we reject the hypothesis nihilism and accept the correct hypothesis, which states that "administrative information related to networking and communications in the Jordanian insurance companies to improve the administrative performance of the employees affected systems resources."

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

1. There is a good level of application of material resources in Jordan, Jordanian insurance companies and that this material resources working to provide all the necessary equipment and supplies these resources work in the promotion of administrative performance of the administrative staff working in the Jordanian insurance companies.
2. There is a good level of application of networking and communications resources in the Jordanian insurance companies and that these resources to activate the bonding and communication between all departments involved in the company, which works to get the job done and achieve goals with precision and speed.
3. There is the impact of the resources of networks and communications and material resources to improve the administrative performance of their employees.

Recommendations of the study:

The study recommends the following:

1. that the Jordanian insurance companies activating information systems resources related to the human element and scalability.
2. do development staff who can not deal with information technology in Jordan Insurance companies skills.

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