

A STUDY ON IMPLICATIONS OF THE MANAGEMENT INFORMATION SYSTEMS ON THE BANK EMPLOYEES' PERFORMANCE INDICATORS

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Accepted: 06.05.2022

Published: 01.06.2022

Keywords: MIS, Employee Performance, Performance Indicators, Banking Sector.

Abstract

Human resource is regarded intellectual capacity and a source of knowledge, ideas, and innovations. The final criterion in human resource management is job performance. Its evaluation and analysis are important for various organisational activities, including human selection, remuneration and benefits, and training. Regardless of the aim of the review, organisations require reliable performance evaluations, and it is preferable if these ratings deliver the same results while saving time and effort. MIS improves the quality of plants by supplying relevant data for quality decision-making. The purpose of the study was to examine the effects of management information systems on the performance metrics of bank personnel. The study solicited feedback from bank personnel in the Jind District of Haryana. Using the convenience sample method, a questionnaire was constructed to capture the opinions of bank personnel. According to the study, Management of Information Systems in banking systems had distinct performance metrics for personnel based on their experience and management level.

Paper Identification



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1. Introduction

Management information systems were established by using calculators at the beginning of nineties, and they weren't spread in achieving their goals at that time because of limitation of electronic calculators abilities, and although of the presence of languages and databases, but they weren't common and hard to be used, and this is the most important reason of lack of expansion of the management information systems at the mentioned period. Due to increasing caring of the management information systems, lots of management and calculators scholars were forced to intensify searching on this subject, and assessing it for they consider these systems as an active means to achieve the organization goals as much as possible and with the least effort, and also because they are controlling systems of operations and preparing the required information for all management levels.

The Management Information System (MIS) offers information that is needed to administer organizations efficiently and effectively. MIS involve three basic resources: people, technology, and information or decision making. MIS are recognizable from other information systems in that their purpose is to analyze operational activities in the organization. Academically, the term is usually used to refer to the complex of information management methods tied to the automation or support of human decision-making, for example decision maintenance systems, specific systems and executive information systems. A successful MIS claims the long range plans of a company, providing reports based on performance analysis in fields critical to those plans, with feedback loops that allow for decoration of every aspect of the company, including induction and training regimens. MIS not only indicates how things are moving, but also why and .where performance is failing to identify with the plan. These reports include real-time performance of rate centers and projects with detail adequate for individual accountability.

Human resources management relies on the processes used to identify and organize workers who, in turn, mainly constitute the total labor force at the organization level. Therefore, the human resource is considered as intellectual power, mental ability and source of information, ideas and innovations. It must be invested and employ its enormous capabilities in a positive manner, so the first objective of the management is to control the performance of human resources and ensure its compatibility in terms of methods, levels of quality and consistency with other resources, reflecting the strategic aspirations of business organizations and the requirements for its development in order to cope with modern technological developments in terms of speed, cost, and superior capacity. Job performance is considered the ultimate criterion in human resource management. Its assessment and analysis is capital for different

organizational processes, such as personnel selection, compensation and rewards, or training. Regardless of the purpose of the evaluation, organizations need accurate ratings of performance, and even better if they produce the same results while saving time and effort. MIS enhances the quality of plants by providing appropriate information for quality decision-making. Due to an increase in the size and complexity of organizations, managers have lost personal contact with the scene of operations.

MIS also changes the bigger amount of data into compiled form and thereby avoids the possible ambiguity that may arise when managers are swamped with detailed facts. Decentralization of authority is possibly when there is a system for monitoring operations at lower levels. MIS is successfully used for measuring company performance and making a necessary change in the organizational plans and procedures. MIS links all decision centers in the organization, by facilitating the integration of specialized activities by retaining each department conscious of the requirements and issues of other departments.. Management information system serves as a link between managerial planning and control and assembles, processes, stores, retrieves, evaluates and disseminates the information. It improves the capacity of management to analyze, assess and improve comprehensive company performance.

2. Review of Literature

Emmanuel, M E., Mary, O E and Peace, N N (2019) aimed to examine the effect of decision support system, executive information system, artificial Intelligence, research and development information system and management information system support staff on organizational performance. The study revealed that decision support system, executive information system, artificial intelligence, research and development information system, and management information system support staff have significant positive effect on organizational performance in the

selected banks in South East Nigeria. Therefore, it is concluded that management information system has significant effect on organizational performance in the selected banks in South East Nigeria.

Olanrewaju, B E (2016) examined customer's and employee's responses to technology innovation, and their effects on the performance of the Nigerian banks. Two null hypotheses based on sets of questionnaires distributed to selected banks' employees and customers were formulated to test whether there is no significant relationship between technology innovation and customer's satisfaction; and between technological innovation and Nigerian banks employee's performance. Findings revealed that technological innovation influenced banks employee's performance, customer's satisfaction and improvement in banks profitability. The study recommends effective management of technological innovation for improved employees performance, customer's satisfaction, sustainable profit, increased return on investment, returns on equity, and to promote competitiveness in the Nigerian banking industry.

Agahifar, H & Tavallaei, R (2016) suggested that in the present era information management system is more essential than ever for survival of an organization and has many effects on the organization. In addition, very important effects of management information system on the balanced scorecard are examined and effects such as lowering the cost, reduction in the time, empowering human resources, flexibility, improvement in decision-making and so on can be noted. A model was proposed that managers could use it for quick profitability and competition in competitive markets that is aimed at any organization.

Awan, AG & Khan, FU (2016) investigated the impact of management information system on the performance of the organization by analyzing 31 different organizations of Pakistan. The objective of this study is to show how management information system gives positive impact on the performance of the

organization and how it can increase the profitability, innovation, and growth of the organization. Regression and correlation test is applied to measure relationship between variables. Results show that there is positive relationship between performance of the organization and management information system.

Osodo OP & Jemaiyo, B (2015) examines the influence of management information as a strategic tool of management on employee performance. The study findings revealed that the use of MIS had enhanced access to resources and employee satisfaction. The results of the study indicate that the new IS tends to cause fear and anxiety among employees who think that the system is out to take their jobs. This is also attributed to confusion of responsibilities and duties of IS among employees. In addition, some of the senior officials in management feel that information systems usurp their power and authority. However, from the study findings, it is clear that employees generally improve their performance whenever IS are used. Moreover, the increase in financial gains owing to improved employee performance should be a motivator to some managers to relinquish their fears that IS are meant to usurp their official powers rather than enhance organizational performance.

Barzegar,N., Araghieh, A and Asgarani, M (2013) studied the role of Management Information System in increasing human resource productivity. The study revealed that related information and cost-effectiveness of information were two most important factors associated with the productivity of human resources. One of the most important goals in any organization is increasing work force productivity. Information systems, Systems are the responsibility of their data and their processing of information within the organization and managers to provide information on important economic decisions making. It will be achieved, using the systems, technology and training tools that are an integral part of modern management.

The study has suggested the benefits of using on-the-job-trainings, management support of IMS distribution of information through networking.

Shehadeh M.A. & Malkawi, Nazem M.M. (2013) aimed to identify the impact of management information systems (MIS) on the performance of governmental organizations, Jordanian Ministry of Planning. The study highlighted that there is no impact of hardware and software equipment on the performance of governmental organizations, there is a significant impact of networks, individuals and procedures, and management information system as a whole on the performance of governmental organizations.

3. Statement of the Problem

A clear understanding of management information, the existence of well planned MIS department and a strategic plan within which MIS is adequately addressed is expected to ensure that benefits envisaged are realized and its management motivated. Strategic management of information has triggered the need to improve responsiveness of growth on diversified product portfolios targeted at satisfying different market needs and improving performance. It is with this background that the managements employ information systems as a strategic tool to improve employee performance. The study, therefore, sought to establish the extent to employee job performance at banking sectors in Jind district, Haryana was influenced by the working with management information systems.

4. Aim and Objective:

The study aimed to discuss about the implications of the Management Information Systems on the bank employees performance indicators.

- To study the effect of MIS on the employees' performance indicator
- To analysis the effect of MIS on undesirable performance indicators of the employees

5. Materials and Methods

The study sought to assess the impact of the use of MIS as a strategic tool of management on employee performance using a case study method. Certain socio-political, economic and environmental factors are often characterized by secrecy due to competition imperatives. The case study methodology, therefore, allowed subtle information and trends, casual relationships and other observable phenomena to be discerned within specific operations of the company under study. The study collected the opinion from the bank employees of Jind District, Haryana. Questionnaire designed to collect the opinion from the bank employees using convenience Sample technique.

6. Data Analysis and Interpretation

Table No: 1
Demographic Profile

Demographic Profile		No of Respondents	Percentage
Gender	Male	71	59.2
	Female	49	40.8
	Total	120	100
Age	Below 35	24	20
	36-45	40	33.3
	46 - 55	35	29.2
	Above 55	21	17.5
	Total	120	100
Experience	Lesser than 3 Years	30	25
	3 to 6 years	36	30
	6 to 9 Years	28	23.3
	Above 9 years	26	21.7
	Total	120	100
Level of Management	Top Level Management	49	40.8
	Middle Level Management	37	30.8
	Low Level Management	34	28.3
	Total	120	100

The table presents the social demographic profile of the respondents. Among the gender group, It is noticed that 59.2% of the respondents are male and 40.8% of the respondents are female. Among the age category, 20% of the respondents are aged below 35 and 33.3% of the respondents are aged 36 to 45. 29.2% of the respondents are aged 46 to 55 and 17.5% of the respondents are aged above 55. Among the experience of the employees, 25% of the respondents are having lesser than 3 years of experience and 30% of the respondents are having 3 to 6 years of experience.

23.3% of the respondents are having 6 to 9 years of experience and 21.7% of the respondents are having above 9 years of experience. Among the level of management, 40.8% of the respondents are working in the top level management and 30.8% of the respondents are working in the middle level management. 28.3% of the respondents are working in the low level management.

The table presents about the respondents opinion about effect of the Management Information System on the performance indicators of the employees.

Table No: 2
Effect of MIS on the employees' Performance indicator

Sl. No	Performance Indicators		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Mean	Std. Dev	Rank
1	Employee motivation	N	29	25	37	17	12	120	2.65	1.268	8
		%	24.2	20.8	30.8	14.2	10	100			
2	Addressing the Customer complaints	N	41	33	30	8	8	120	2.24	1.188	1
		%	34.2	27.5	25	6.7	6.7	100			
3	Organizational commitment	N	21	49	34	13	3	120	2.4	0.982	2
		%	17.5	40.8	28.3	10.8	2.5	100			
4	Intention to stay	N	21	39	35	19	6	120	2.58	1.104	7
		%	17.5	32.5	29.2	15.8	5	100			
5	Career advancement prospects	N	13	33	37	22	15	120	2.94	1.183	10
		%	10.8	27.5	30.8	18.3	12.5	100			
6	Reduction in Amount of paper work	N	24	26	36	15	19	120	2.82	1.326	9
		%	20	21.7	30	12.5	15.8	100			
7	Ability on decision making	N	30	36	32	13	9	120	2.46	1.194	3
		%	25	30	26.7	10.8	7.5	100			
8	Job satisfaction	N	30	26	41	15	8	120	2.54	1.187	4
		%	25	21.7	34.2	12.5	6.7	100			
9	Developing the Appropriate skills	N	25	36	30	22	7	120	2.58	1.178	6
		%	20.8	30	25	18.3	5.8	100			
10	Delivery of client service	N	32	28	32	18	10	120	2.55	1.263	5
		%	26.7	23.3	26.7	15	8.3	100			

It is noticed that 24.2% of the respondents are strongly agreed and 20.8% of the respondents are agreed about the MIS facilitated for the employee motivation. Around 30.8% of the respondents are neutral about the employee motivation as indicator of performance. 14.2% of the respondents are disagreed and 10% of the respondents are strongly disagreed about the MIS facilitate for the employee motivation. It is understood that 34.2% of the respondent are strongly agree and 27.5% of the respondents are agreed the MIS facilitated to address the customers complaints. 25% of the respondent are neutral about the effect of the MIS on addressing the customers' complaints. 6.7% of the respondents are disagreed and another 6.7% of the respondents are strongly disagreed about the MIS facilitated to address the customers' complaints. It is noticed that 17.5% of the respondents are strongly agreed and 40.8% of the respondents are agreed that MIS facilitated for the organizational commitment. Around 28.3% of the respondents are neutral about the organizational commitment towards MIS. 10.8% of the respondents are disagreed and 2.5% of the respondents are strongly disagreed about the MIS facilitations on organizational commitment.

It is noticed that 17.5% of the respondents are strongly agreed and 32.5% of the respondents are agreed that MIS facilitated on intention to stay in the same organization. Around 29.2% of the respondents are neutral about the opinion on intention to stay. 15.8% of the respondents are disagreed and 5% of the respondents are strongly disagreed about intention to stay due to MIS. It is noticed that 10.8% of the respondents are strongly agreed and 27.5% of the respondents are agreed about MIS enhanced the career advanced prospects. Around 30.8% of the respondents are neutral about the career advancement prospective. 18.3% of the respondents are disagreed and 12.5% of the respondents are strongly disagreed about MIS enhanced the career advanced prospects.

It is clear that 20% of the respondents are strongly agreed and 21.7% of the respondent are agreed that MIS reduced the amount of paper work. Around 30% of the respondents are neutral about the reduction in amount of paper work due to MIS. 12.5% of the respondent are disagreed and 15.8% of the respondents are strongly disagreed on reduction in amount of paper work due to effective implementation of MIS. It is noticed that 25% of the respondents are strongly agreed and 30% of the respondent are agreed that MIS enhanced the ability on the decision making. Around 26.7% of the respondents are neutral about the ability on decision making. 10.8% of the respondent re disagreed and 7.5% of the respondents are strongly disagreed on ability on decision making due to implementation of MIS.

It is noticed that 25% of the respondents are strongly agreed and 21.7% of the respondents are agreed that MIS enhanced the job satisfaction. Around 34.2% of the respondents are neutral about the job satisfaction through effect of the MIS. 12.5% of the respondents are disagreed and 6.7% of the respondents are strongly disagreed about MIS enhanced the job satisfaction. It is clear that 20.8% of the respondents are strongly agreed and 30% of the respondents are agreed that MIS influenced in developing the appropriate skills. Around 25% of the respondents are neutral about the developing the appropriate skills. 18.3% of the respondents are disagreed and 5.8% of the respondents are strongly disagreed on developing the appropriate skills. It is noticed that 26.7% of the respondents are strongly agreed and 23.3% of the respondents are agreed that MIs enhanced the delivery of the client services. Around 26.7% of the respondents are neutral about the delivery of the client service. 15% of the respondents are disagreed and 8.3% of the respondents are strongly disagreed about the delivery of client service through MIS.

Based on the Mean and Standard Deviation values, effect of the Management Information System on the

performance indicators of the employees rated as follows, Addressing the Customer complaints (Mean: 2.24; SD:1.188) rated first, Organizational commitment (Mean: 2.4; SD: 0.982) rated second, Ability on decision making (Mean: 2.46; SD:1.194) rated third, Job satisfaction (Mean: 2.54; SD:1.187) rated fourth, Delivery of client service (Mean: 2.55; SD: 1.263) rated fifth, Developing the Appropriate skills (Mean: 2.58; SD:1.178) rated sixth, Intention to stay (Mean:2.58; SD:1.104) rated seventh, Employee motivation (Mean: 2.65; SD:1.268) rated eighth, Reduction in Amount of paper work (Mean: 2.82; SD:1.326) rated ninth and Career advancement prospects (Mean: 2.94; SD: 1.183) rated tenth.

MIS provoked a lot of resistance. It is clear that 17.5% of the respondents are strongly agreed and 32.5% of the respondents are agreed that MIS caused the anxiety and fear. 29.2% of the respondents are neutral about the anxiety and fear. 15.8% of the respondents are disagreed and 5% of the respondents are strongly disagreed Anxiety and fear caused by MIS.

It is noticed that 15% of the respondents are strongly agreed and 10% of the respondents agreed that threatened employees' job security based on poor performance in MIS. Around 27.5% of the respondents are neutral about the job security.

Table No: 3

Effect of MIS on Undesirable Performance indicators of the Employees

Sl. No	Effect of MIS		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Mean	Std. Dev	Rank
1	Provoked a lot of resistance	N	13	33	37	22	15	120	2.94	1.183	4
		%	10.8	27.5	30.8	18.3	12.5	100			
2	Caused Anxiety and fear	N	21	39	35	19	6	120	2.58	1.104	3
		%	17.5	32.5	29.2	15.8	5	100			
3	Threatened Employee job Security	N	18	12	33	29	28	120	3.31	1.34	5
		%	15	10	27.5	24.2	23.3	100			
4	Enhance staff turnover	N	41	33	30	8	8	120	2.24	1.188	1
		%	34.2	27.5	25	6.7	6.7	100			
5	Clarity of Responsibility	N	21	49	34	13	3	120	2.4	0.982	2
		%	17.5	40.8	28.3	10.8	2.5	100			

The table present the effect of MIS on undesirable Performance indicators of the Employees. It is noticed that 10.8% of the respondents are strongly agreed and 27.5% of the respondents are agreed that MIS provoked a lot of resistance. Around 30.8% of the respondents are neutral about the provoking of lot of resistance. 18.3% of the respondents are disagreed and 12.5% of the respondents are strongly disagreed on

24.2% of the respondents are disagreed and 23.3% of the respondents are strongly disagreed on threatened employees' job security based on poor performance in MIS. It is understand that 34.2% of the respondents are strongly agreed and 27.5% of the respondents are agreed that MIS enhanced the staff turnover. Around 25% of the respondents are neutral about the staff turnover. 6.7% of the respondents are disagreed and

6.7% of the respondents are strongly disagreed on the staff turnover due to MIS. It is understood that 17.5% of the respondents are strongly agreed and 40.8% of the respondents are agreed about lack of clarity on the responsibility. Around 28.3% of the respondents are neutral about the clarity of responsibility. 10.8% of the respondents are disagreed and 2.5% of the respondents are strongly disagreed on lack of clarity of responsibility due to MIS.

Based on the Mean and Standard Deviation values, the Effect of MIS on Undesirable Performance indicators of the Employees rated as follows, Enhance staff turnover (Mean:2.24; SD:1.188) rated first, Clarity of Responsibility (Mean:2.4; SD:0.982) rated second, Caused Anxiety and fear (Mean:2.58; SD:1.104) rated third, Provoked a lot of resistance (Mean:2.94; SD:1.183) rated fourth and, Threatened Employee job Security (Mean:3.31; SD: 1.34) rated fifth.

Table No: 4

Ho: Relationship between Effect of MIS on Performance indicators of the Employees with their experience and Level of Management.

	Sum of Squa res	df	Mea n Squ are	F	Sig .
Experience	Regres sion	13.23 8	2.20 6	3.7 14	0.0 02
	Residu al	67.12 9	10 9	0.59 4	
	Total	80.36 7	11 9		
Level of Management	Regres sion	32.98 8	5.49 8	4.0 22	0.0 01
	Residu al	154.4 78	10 9	1.36 7	
	Total	187.4 67	11 9		

The table presents the regression on the effect of MIS on Performance indicators of the Employees with their experience and Level of Management. It is understand

from the above table that regression results on experience of the employee is 0.002 and Level of Management is 0.001 which is lesser than the significance level. So the hypothesis is proved that there is a significant relationship between effect of MIS on Performance indicators of the Employees with their experience and Level of Management

Table No: 5

Ho: Relationship between Effect of MIS on Undesirable Performance indicators of the Employees with their experience and Level of Management.

	Sum of Squa res	df	Mea n Squ are	F	Sig .
Experience	Regres sion	10.99 8	2.20 0	3.6 15	0.0 05
	Residu al	69.36 9	11 4	0.60 8	
	Total	80.36 7	11 9		
Level of Management	Regres sion	23.63 2	5 6	4.72 89	0.0 04
	Residu al	163.8 35	11 4	1.43 7	
	Total	187.4 67	11 9		

The table presents the regression on the effect of MIS on undesirable Performance indicators of the Employees with their experience and Level of Management. It is understand from the above table that regression results on experience of the employee is 0.005 and Level of Management is 0.004 which is lesser than the significance level. So the hypothesis is proved that there is a significant relationship between effect of MIS on undesirable Performance indicators of the Employees with their experience and Level of Management

7. Results and Discussion:

It is noticed that 59.2% of the respondents are male and 40.8% of the respondents are female. Among the age category, 33.3% of the respondents are aged 36 to 45 and 29.2% of the respondents are aged 46 to 55. Among the experience of the employees, 25% of the respondents are having lesser than 3 years of experience and 30% of the respondents are having 3 to 6 years of experience. Among the level of management, 40.8% of the respondents are working in the top level management and 30.8% of the respondents are working in the middle level management. 28.3% of the respondents are working in the low level management. Most of the employees mentioned that addressing the customer complaints through the MIS, organizational commitment on working with MIS, ability on decision making with the support of MIS, Job satisfaction with the process of MIS, Delivery of client service through MIS are the most effective performance indicators of the banking employees. Most of the employees are mentioned that enhance staff turnover due to MIS, lack of clarity of Responsibility due to MIS, and the process of MIS caused anxiety and fear are the most undesirable performance indicators of the banking employees. It is noticed from the study that the experience of the employees and their level of participation in the management of banking sector was playing vital role in the effect of Management of Information System on their employees performance indicators. On the other hand the experience of the employees and their level of participation in the management of banking sector was playing vital role in the effect of Management of Information System on their employees undesirable performance indicators. It is highlighted that Management of Information systems was different to the employees performance indicators based on their experience and their level of management.

8. Conclusion:

Management information systems provide the owner and other decision-makers at a business with the data

needed to make informed decisions for the company. A MIS provides background, current data and trend analysis so you have ready information on all areas of the business. You can use this detailed data on the company environment and finances to improve business performance in the long- and short-term. Sometimes, the information and trends display an evolving situation that the company wants to change. Management information systems can evaluate different possibilities and all you to examine scenarios. What-if scenarios are a powerful tool that help you decide on the best strategy for the company. Management information systems calculate what happens based on their collection of data on how the company operations performed in the past. The study mentioned that Management of Information systems in banking system was different to the employees' performance indicators based on their experience and their level of management.

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