THE IMPACT OF INFORMATION AND INFORMATION SYSTEMS ON MENGERAIL DECISION MAKING: THE CASE OF TELECOMMUNCATION SECTOR IN JORDAN

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ABSTRACT

The study investigates relationship between management information systems, information technology systems and managerial decision making in the telecommunication sector in Jordan. A survey questionnaire was sent to IS mangers, IS directors, IS professionals and staff in private company based in Jordan. The findings of the study reveal that there is a positive relationship between management information systems and managerial decision making. The study also found that there is a positive relationship between information technology systems and managerial decision making. On other hand in this study there are two types of statistical analyses that were carried out on the data obtained from the respondent. First, descriptive analysis was used to analyze the background of the respondent and the private companies; second, correlation analysis was used to analyze the relationship between management information systems, Information Technology systems and managerial decision making. And the Data were collected through questionnaires from the respondents of telecommunication sector in Jordan and the data were collected from the respondent by using structured questionnaires. A total 150 questionnaires for the study were distributed to the respondents by e-mail and also by hand.Out of 150 the questionnaires distributed, 135 were returned on 8 January 2010. The data of 150 participants are potentially available for analysis. Analyses were conducted using descriptive statistics and correlation analysis.

Key words: Decisions making, Information Technology, Management Information Systems

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CHAPTER ONE

1.1 Introduction

This century is different from the previous centuries because rapid and development in various fields of life and work within different economic sectors, the last of these developments, the so-called information revolution, which resulted as one of the important resources in different organizations. And management information systems are systems by which access to information, organization and processed as required and maintained. However, information technology is the reliable mean in information systems and its function. Information systems have become vital and important to all organizations, public and private sectors. This importance in information systems have recently increased as a result of the increasing complexity in the tasks of management organizations, and this complexity in the tasks refers to the affected organizations by environmental variables, whether economic, political or social, in which it operates, not only within the community, but also across communities and different state. And the successive, continuous and rapid methods and tools in the production of technological developments and transferring of information have increased the severity of complexity. Furthermore, the emergence of organizational forms like new giant corporations, international organizations, and multinational companies, have intensified competition and gravity, which may be necessary to take decisions quickly and effectively to enable the organization to continue in the competition and maintain its distinctive in the market.

The exploitation of opportunities and avoidance of threats and solving problems often begin through the decision-making processes, it has made efforts to improve the decision-making process and required for the collection, sorting, tabulating and analyzing the data,

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The contents of the thesis is for internal user only

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