

**Strategic Information and Communication
Technology Skills and Effectiveness of Library
Services in Jordan**

**Abdalla Nayef Saleh Al-Refai
(804022)**

**Universiti Utara Malaysia
2011**

**Strategic Information and Communication
Technology Skills and Effectiveness of Library
Services in Jordan**

**Abdalla Nayef Saleh Al-Refai
(804022)**

**Universiti Utara Malaysia
2011**

Abstract

The purpose of this study is to examine the information and communication technology skills and effectiveness of library services in Jordan. Presently, Information and Communication Technology is important in this era and librarians must use this technology to provide better services in libraries. This study was undertaken among librarians in Yarmouk university .Yarmouk university library has the largest number of librarians in Jordan. This study focuses on information and communication technology skills and effectiveness of library services. In the study 60 librarians from Yarmouk university library gave their responses. Based on the data provided by the librarians descriptive and correlation analyses were carried out. The results of the study suggest that information communication technology skills namely literacy, skills, and attitude are related to effectiveness of library services.

أهداه

إلى الرسول الله صلى الله عليه وسلم

TABLE OF CONTENTS

ABSTRACT	II
ACKNOWLEDGEMENT	III
DEDICATION	IV
LIST OF TABLES	VIII
LIST OF FIGURES	IX
Chapter One: Introduction	
1.1 Introduction	1
1.2 Problem Statement	2
1.3 Research Questions	3
1.4 Research Objective	4
1.5 Significance of the Study	5
1.6 Scope and Limitations of the Study	5
1.7 Definition of Terms	6
1.8 General Research Framework	7
Chapter Two: Literature Review	
2.0 Introduction	8
2.1 Strategy Human Resources Management	8
2.1.1 Strategy and Human Resources Management	11
2.1.2 Classical Strategic Approaches in the Human Resource Management Area	14
2.1.3 The Importance of Human Resources Management	16
2.2 Information and Communicate Technology.	18
2.2.1 The Important of Information and Communication Technologies	18

2.2.2	Information and Communication Technologies in Library	20
2.2.3	Impact Information and Communication Technologies Tools on Librarian	22

Chapter Three: Methodology

3.1	Introduction	27
3.2	Research Framework and Hypothesis	27
3.3	Sample of Study	28
3.4	Data Collection	29
3.5	Survey Instrument	29
3.6	Reliability Analysis	30
3.7	Method of Analysis	31

Chapter Four: Findings

4.0	Introduction	32
4.1	Demographic Analysis	32
4.1.1	Gender	32
4.1.2	Status	33
4.1.3	Age	34
4.1.4	Level of Education	36
4.1.5	Years of Experience	37
4.2	Means and Standard Deviation	38
4.2.1	Information and Communication Technology Literacy	38
4.2.2	Acquiring Information and Communication Technology Skills	40

4.2.3 Attitude of Librarian Towards Information and Communication Technology	41
4.2.4 Effectiveness of Information and Communication Technology	42
4.3 Relationship between Information and Communication Technology Skills and Effectiveness	43
4.3.1 The Relationship between Literacy and Effectiveness	44
4.3.2 The Relationship between Skills and Effectiveness	45
4.3.3 The Relationship between Attitude and Effectiveness	46
4.4 Conclusion	47
Chapter Five: Conclusion	
5.0 Introduction	48
5.1 Discussion	48
5.1.1 Literacy	49
5.1.2 Skills	49
5.1.3 Attitude	50
5.1.4 Relationship between Information and Communication Technology Skills and Effectiveness	50
5.1.5 The Relationship between Literacy and Effectiveness	51
5.1.6 The Relationship between Skills and Effectiveness	51
5.1.7 The Relationship between Attitude and Effectiveness	52
5.2 Limitation of the Study	52
5.4 Suggestion for Future Research	53
5.5 Conclusions	54

References

Appendix A	Research Questionnaire	59
Appendix B	Correlation Among the Variables	64

LIST OF TABLES

Table 3.1	Values of Cronbach's Alpha of the Research Constructs	30
Table 4.1	Gender	32
Table 4.2	Status	33
Table 4.3	Age	35
Table 4.4	Level of Education	36
Table 4.5	Years of Experience	37
Table 4.6	(Mean and Std. Deviation) for Literacy	39
Table 4.7	(Mean and Std. Deviation) for Acquiring Information And Communication Technology Skills	41
Table 4.8	Mean and Std. Deviation for Attitude of the Librarian to Information And Communication Technology	40
Table 4.9	Mean and Std Deviation for Effectiveness of Information And Communication Technology	43
Table 4.10	Correlation between Literacy and Effectiveness	44
Table 4.11	Correlation between Skills and Effectiveness	45
Table 4.12	Correlation between Attitude and Effectiveness	46

LIST OF FIGURES

Figure 2.1	Strategic Human Resource Management “Matching Model”	12
Figure 3.1	Relationship between Information and Communication	
	Technology Skills and its Effectiveness of Library Services	28
Figure 4.1	Gender	33
Figure 4.2	Status	34
Figure 4.3	Age	35
Figure 4.4	Level of Education	37
Figure 4.5	Years of Experience	38

Chapter One

Introduction

1.1 Introduction

Human resources consist of individuals who make up the workforce of an organization. Human resources is also the name of the function within an organization in charged with the overall responsibility for implementing strategies and policies relating to the management of individuals.

The human resources function is also important in library. The importance of human resources increases in libraries and in many other areas, where human resources people get a lot of information and advice and expertise human resources has an important role in libraries (Rao.K, Babu.K, 2001).

The field of strategic human resources management has enjoyed a remarkable ascendancy during the past two decades, as both an academic literature and management practice (Bidmeshgipour.M, 2009). Give a broader approach to looking at strategic human resources management by integrating various functions and establishing the linkage of these functions with the business plan, it is important not only to identify human resources competencies in concurrence with the business needs and to develop selection and development practices to secure those competencies, but also to evolve and implement a performance evaluation plan that links the performance of the employees to the strategic goals (Singh, 2003).

The contents of
the thesis is for
internal user
only

Reference

- Adeleke. A & R.Olorunsola, (2006), Cataloguing and classification Online: the experience of Redeemer's University Library, Emerald Group Publishing Limited, 25, 6.
- Adekunle.P, Omoba.R & Tella.A, (2007), Attitudes of Librarians in Selected Nigerian Universities toward the Use of ICT.
- Adeyoyin.S, (2005), Information and communication technology (ICT) literacy among The staff of Nigerian university libraries, Emerald Group Publishing Limited, 54, 4.
- Ani.O, Esin.J & Edem.N, (2005), Adoption of information and communication technology (ICT) in academic libraries, Emerald Group Publishing Limited, 23, 6.
- Bamberger.P & Meshoulam.I, (2000), Human Resource Strategy: Formulation, Implementation, and Impact. Thousand Oaks, CA: Sage.
- Bidmeshgipour, M. (2009). An Analysis of Strategic Human Resource Management in Iran. European Journal of Social Sciences, 9(1), 30-38.
- Boxall.P, & Purcell.J, (2003), Strategy and Human Resource Management. Palgrave Macmillan: Hampshire.
- Dunnewijk.T, Meijers.H, & Zon.A, (2007), Accounting for the Impact of Information and Communication Technologies on Total Factor Productivity: Towards an Endogenous Growth Approach, European Communities.
- Haneefa.M, (2007), Application of information and communication technologies in special libraries in Kerala (India), Emerald Group Publishing Limited, 56, 7.

Hashim.L & Mokhtar.W,(2004), Trends And Issues In Preparing New Era Librarians and Information Professionals.

Haughey.D, (2000), Project Planning a Step by Step Guide, Exploring trends and Developments in project management today, Project Smart, <http://www.Project smart.co.uk/project-planning-step-by-step.html>.

Karadjova-Stoev.G & G.Mujtaba.B, (2009), Strategic Human Resource Management And Global Expansion Lessons from the Euro Disney Challenges in France, International Business & Economics Research Journal, 1, 8, USA .

King.S, McMenemy.D & Poulter.A, (2006), Effectiveness of ICT training for public library staff in the UK: staff views, Emerald Group Publishing Limited, 24, 2.

Maxwell.G, & Farquharson.L, (2008), senior managers' perceptions of the practice of human resource management, Emerald Group Publishing Limited, 30, 3, UK.

McKnight. R, (2006), HR's Role in Strategy Implementation, Right Management Consultants.

Mello.J.A, (2002), Strategic Human Resource Management: South-Western Publications.

Moore.N, (1987), the emerging employment Market for librarians and information Workers in the UK, Librarianship and Information Science, 19, 1.

Othman.A, (2009), Strategic HRM Practices: Perspectives of Malaysian and Japanese Owned Companies in Malaysia, Global Business and Management Research: An International Journal, 1, 1.

Ouchi.W.G, (1981), How American Business can Meet the Japanese Challenge, Reading, MA: Addison-Wesley.

Schuurman.D, De Marez.L & Berte.K, (2010), Enriching Living Lab-Approaches for ICT-innovation by Introducing Different User Roles – The Case of Digital TV.

Singh, K. (2003). Strategic HR orientation and firm performance in India. International Journal of Human Resource Management, 14(4), 530-543.

Spacey. R, Goulding.A, & Murray.I, (2004), The power of influence: what affects public library staff's attitudes to the Internet?, Emerald Group Publishing Limited, 25, 6-7.

Ugwuanyi.F, (2009), information and communication technology (ICT) literacy among Academic librarians in Enugu state.

Ulrich.D, (1997), Human Resource Champions: The Next Agenda for Adding Value and Delivering Results. Boston mass: Harvard university school press.

Rao.K & Babu.K, (2001), Role of Librarian in Internet and World Wide Web Environment, 4, 1.

Rao.K, Babu.K, (2001), Role of Librarian in Internet and World Wide Web Environment, 4, India, <http://inform.nu/Articles/Vol4/v4n1p025-034.pdf>

Williams.M, & Williams.J, (2007), A change management approach to evaluating ICT investment initiatives, Emerald Group Publishing Limited, 20, 1.

Zaidman.N, G. Schwartz.D, & Te'eni.D, (2008), Challenges to ICT implementation in multinationals, Emerald Group Publishing Limited, 1, 4.

Bibliography

1. Cherrington, D. J, (1995), the management of huinan resource, fourth edition.
2. Gordon, J.R, (1986), human resource management, a practice approach.
3. Byars, L.L, (1991), human resource management third edition.