



Management Information Systems & Their Impact on the Excellence Management in Business Organizations "An Empirical Study Jordanian institutions participating in the Award for Excellence in Performance"

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Abstract

The Main Aim Of This Research Is To Identify The Impact Of Management Information Systems, Was Conducted This Study In The Year 2018/2019 , & Chose Researcher Random Sample Consisted Of (100) Customers At The Empirical Study Jordanian institutions participating in the Award for Excellence in Performance, The Study Concluded That There Are Impact On The Management Information Systems To Excellence Management, The Study Recommended To Improve Policies Designed To Activate The Management Information Systems Because Of Its Impact On Improving The Excellence Management, & Excellence Management In An Empirical Study Jordanian institutions participating in the Award for Excellence in Performance, Is Adopted Because It Has A Great Impact On The Competitive Advantage, & Doing All That Is Necessary To Improve & Develop It.

Keywords: Management Information Systems(MIS), Excellence Management.

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Introduction

Organizations have recently shown an interest in managing excellence to adapt to the new business environment. The organization must strive to survive through a strong and effective management system to keep pace with continued success and progress .Since the past shows that there is no place for weak organizations in the global market, it is very likely that the future will radically change in this philosophy, as the future indicates that there will be no place in the market except for strong and privileged organizations .Excellence as "the ability to harmonize and coordinate the organization's elements and operate them in an integrated and coherent manner in order to achieve the highest levels of efficiency and reach an output level that fulfills the desires, benefits and expectations of the stakeholders associated with the organization. (Adebarjo, 2008) Thus, the management of excellence is characterized by a high level of performance that meets the highest quality standards in order to achieve business objectives and achieve maximum productivity.

The management of excellence is based primarily on two main dimensions :The first: that the objective of the real management is to achieve excellence, that is, the achievement of unprecedented

results superior to those who compete.

Recently, many organizations have come to adopt concepts related to MIS to develop excellence management by improving and improving performance. Performance must be correct from the first time to reduce production costs. Modern companies embrace all that is new to stay & excel in business. They adopt many strategies to manage excellence based on the development & empowerment of individuals working in the organization, & continuous learning, innovation & innovation, as the expertise of the organization & the knowledge of its employees are invested, Renewing products & services, avoiding errors & preventing their recurrence & raising high levels of productivity & efficiency .The Department of Excellence aims to develop relationships, partnerships, alliances & integration with all business partners. The business partners are all those with whom the organization deals & benefits & provides services, & these relationships should be based on the principle of mutual interests(Soto, 2017).

It is also a principle of excellence management to respect the rules & regulations of society & focus on social responsibility in order to maintain its long-term success. The management of excellence focuses mainly on information, the strength of the organization is measured by the information it possesses, & its optimal utilization to achieve the organization benefits that may not be achieved by any other resources, it supports in the collection of decisions & provide accurate information

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can be measured, Administration (Grunig, 2006). Therefore, there is a link between the Department of Discrimination & Management Information Systems (MIS), MIS is based primarily on providing the organization with real & accurate information.

Management Information Systems (MIS) are primarily related to information technology, defined as the integrated & interactive structure of machines, equipment, software & manpower that ensures data collection & processing to provide the necessary information (delivery, storage, updating & retrieval) to the environment with regard to past & present performance & future prospects, It facilitates the task of departments at all levels of decision-making by managing the completion of tasks & achieving the best possible use of this information. (Robbins & Colter, 2005). In addition, there are many requirements for the application of MIS in four key areas (physical, human, technical & administrative requirements), as evidenced (Jin, 2013) as follows:

- Human requirements: the role of MIS in the evaluation of staff performance in the middle, the role of MIS in the training of staff was high. The development of IT strategies requires the identification of appropriate projects & areas of information systems, knowledge of how best to organize IT staff, strategic decisions are made according to the theory of the waste bin, & mechanisms must be created. Prevent individuals from making.

- Physical requirements: They represent the physical requirements of devices, networks & the information system, including the output units, inputs & CPUs. Physical requirements with other elements also assist enterprises in carrying out commercial & accounting transactions, as well as assisting in production planning & control. It also facilitates the company's access to regular & extraordinary reports, helps managers make managerial decisions & provides the organization with indicators of the current situation & future changes in work. The role of IT in problem analysis & decision making in industrial & service organizations has shown that the use of computer-based information systems helps to reduce the number of administrative levels & increase monitoring capabilities in central decision-making by facilitating communication among decision participants.

- Technical requirements: The use of information technology from software & technology has led to the emergence of problems to a high degree, & the use of information technology in the Jordanian insurance sector has increased the efficiency & effectiveness of decision makers to a high degree. , The use of information technology leads to time saving, & IT has a positive role in the effectiveness of decisions taken. The role of information systems in connecting business networks to the level of use of IT systems, & that these systems require an advanced level of use of computer applications, infrastructure to upgrade the level of transactions within enterprises through system

integration, information provision systems solutions can be used in many organizations have been developed a number of Decision-making models for use in industrial sectors.

- Administrative requirements: The proportion of the use of administrative information systems at work was high by the administrators. Several studies have shown that there is a relationship between MIS & power distribution among organizational units, as well as between the planning & organization of MIS activities & the distribution of power among administrative units, thus reducing centralization & speeding decision - process making, management & quality decision, , & this relationship is the existence of channels of good communication between different organizational units, & thus quick access to the necessary information, & then speed & quality of decision, & the relationship between the distribution of power between organizational units & quality of decision, & between the focus & adaptation to uncertainty & Quality of decision. There is no relationship between the distribution of power between organizational units & between dependencies, financial resources & substitution. & the distribution of power among organizational units.

It also helps managers & employees to take advantage of the uses of technology & integrated into the administrative processes to achieve the desired goals as soon as possible & with less effort & less cost possible, they help them to access information at high speed in order to be make the right decisions on administrative matters of renewable & can be for those systems that provide the opportunity to exchange experiences & information between the administrators which will reflect positively on the efficiency & effectiveness of the work.

There is a strong similarity between the requirements of MIS & the dimensions of Management Excellence, in terms of continuous improvement & development & training in new technologies.

The management of excellence is represented in a set of administrative orientations that share in building & developing an organizational culture that is compatible with the opportunities of excellence & excellence. These management orientations reflect superior behavioral patterns aimed at providing the best conditions, mechanisms & tools for performance that complies with the specifications & requirements of the overall quality & is consistent with the wishes & expectations of the customers. On a new management philosophy aimed at investing the most valuable resources available to the organization to serve the target customers & to achieve their satisfaction with the products & services of the organization & to link them with them. They provide their services or receive benefits from them (Soto, 2017).

There are several principles for managing excellence, namely (Pupius, 2008):

- Focus mainly on the customer: excellence leads to a lasting relationship between the organization

and its customers.

-Leadership and Consistency of Objectives: Excellence is the presence of strong and distinct leadership that can achieve its objectives.

-Development and participation of human resources: excellence is to improve the contribution of workers through their development and increase the proportion of their participation.

-Continuous learning, innovation and innovation: Excellence is to bring about change using learning to create opportunities for innovation and improvement.

-Community responsibility: Excellence is the pursuit of understanding and responding to stakeholder expectations.

Adebanjo (2008, p6) finds that there are several requirements for discrimination management, and these requirements are eliminated as follows:

-Integrated and effective information system.

-An advanced system of human resources management, motivation and empowerment.

-Attention to measurement and performance management.

-Leadership commitment.

-Focus on customers and their opinions and improve through communication with them.

-Turning all the work of the Organization into well thought out and interrelated processes.

-Flexible organizational structures adapted to surrounding changes.

Excellence Management seeks to achieve balanced returns & benefits for the various stakeholders involved in the organization. Capitalists want an appropriate return equivalent to the risks & sacrifices they have made by monitoring their funds to invest in the organization. Workers want to compensate their efforts in return for their contribution to profit production. Customers seek better products & services at a lower cost & in accordance with the conditions & expectations they prefer. Suppliers, distributors & other stakeholders of the organization also have interests that the Department of Excellence should maintain (Grunig, 2006). The Excellence Management also builds & develops relationships with various communities & parties to which the organization is associated. It is characteristic of excellence to be able to invest & employ these relationships in order to maximize the chances of the Organization to reach its goals & objectives. Through this study, the researcher will identify the theme "Management Information Systems & their Impact on the Excellence Management in Business Organizations "An Empirical Study Jordanian institutions participating in the Award for Excellence in Performance"", the researcher hopes to tune in putting this issue.

The problem of the study & its questions:

Excellence Management is an important step and an essential input to the development of the overall performance of the organizations. It is considered one of

the most important administrative issues for its ability to achieve competitive advantages and continuous development in the midst of a changing and evolving business environment. Better, and makes them compete with international organizations, especially in the face of intense competition.

It also requires a lot of qualified human cadres capable of dealing with many variables. Thus, business organizations are required to continuously improve to eliminate randomization in performance, And rely on the bases and standards of management and processes interrelated and productive for the optimal use of resources available to achieve superiority over competitors.

The keys of Excellence Management are the set of management orientations that are involved in building & developing an organizational culture that favors opportunities for excellence & excellence. These management trends reflect superior behavioral patterns aimed at providing the best conditions, mechanisms & tools for performance that comply with the specifications & requirements of the overall quality & is consistent with the wishes & expectations of customers, which is in fact the expression of a new management philosophy aimed at investing the most valuable resources available to the organization & to serve them to serve the target customers & achieve their satisfaction On the products & services of the organization & documents their affiliation with them. The organization is also in close & effective relationship with all parties to whom it provides services or benefits.

Most companies operate in a highly competitive environment, constantly changing the needs & desires of customers & changing market conditions. Companies must be unique from other companies in the same industry in order to adapt & stay in changing environmental conditions & achieve long-term strategic goals. . Because of the many challenges faced by companies such as globalization, intense competition, shortened product lifecycle, & a disparity in management with both supplier & customer relationships.

The challenges & pressures facing business organizations are growing day by day. Business organizations must use everything new about technology to be able to face their competitors. It is urgent to deal with many challenges with great seriousness & to prepare itself to enter the next phase strongly on the basis of scientific studied,

Therefore, it is necessary to benefit from the applications of the administrative information system in terms of improving the principles of Excellence Management , as there is a lack of this link, & the problem of the study is reflected by answering the following main questions: (Is There impact between the management information systems and the improvement and development of excellence management of Jordanian institutions participating in the Award for Excellence in Performance?)

Hypotheses of study :

The main hypothesis of the study is the following: “There is no significant statistical impact between the management information systems and the

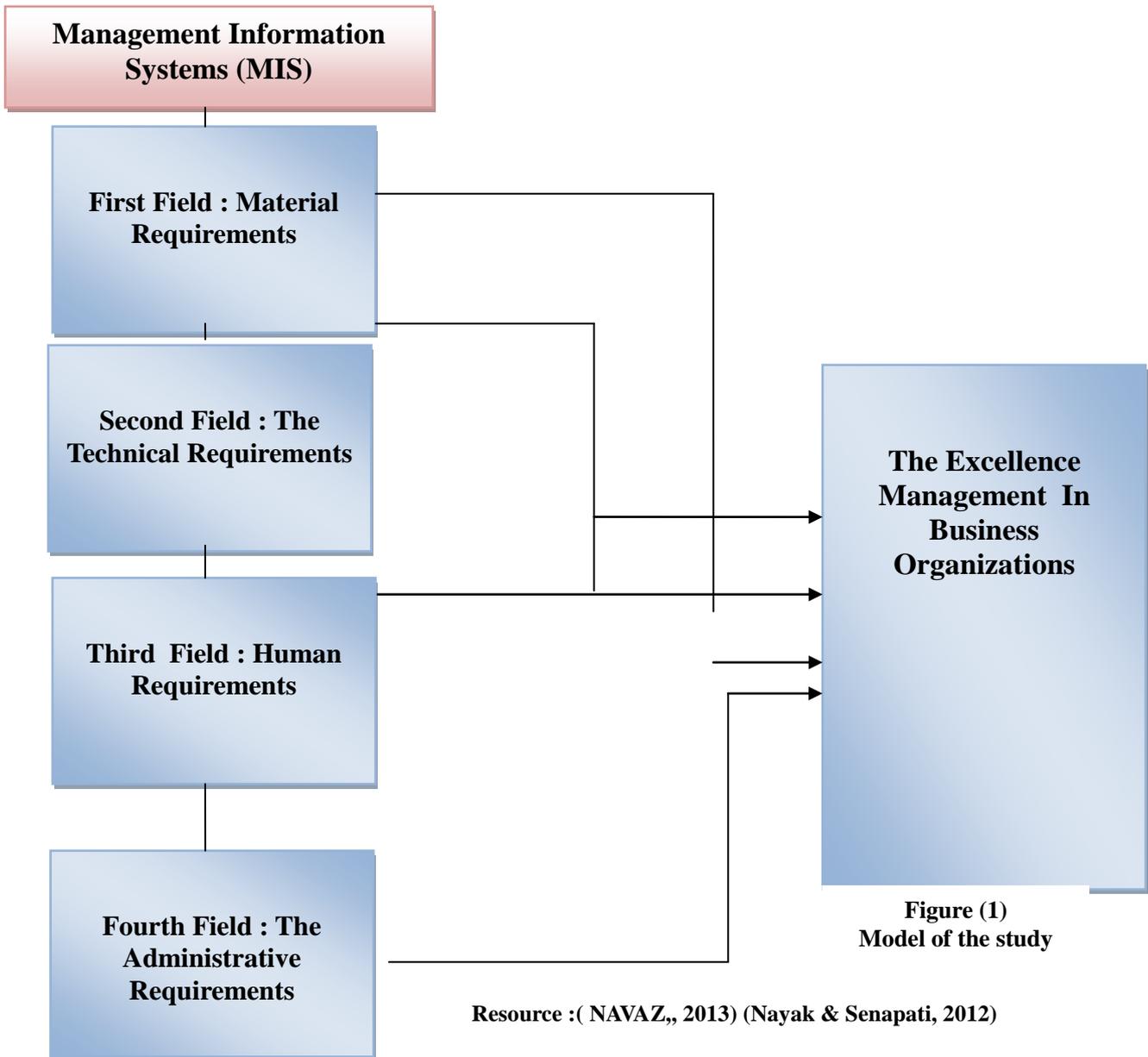
improvement and development of excellence management of Jordanian institutions participating in the Award for Excellence in Performance” .

Model of the study:

Independent variables can be identified & a subsidiary of this study through the following form:

The Independent variable

Dependent variables



Objectives of the study:

The customer is the starting point in the management's thinking. It starts by identifying the target results from analyzing the wishes & interests of the customers. The organization's adoption of excellence management is now an indispensable necessity, not an option for any organization that seeks to implement excellence management if it is keen to continue and progress. It must respond to developments related to excellence (Adebanjo, 2008):

-Preservation of place and status: It is natural that the performance of non-privileged organization loses its ability to control the place (organization), it operates randomly and thus lose the status (consumer markets) in the event of adoption of the Department of Excellence.

-Information technology: Competition among organizations has become the ability to have the latest technology in their performance.

-Unlimited competition: Organizations are required to operate within a boundless market environment, which means unlimited competition, since the world has become a small village, as markets are moving to the consumer within technological developments and the distance barrier no longer makes any sense.

The Objectives of the study comes to shed light on the subject of the current study, which is one of the modern administrative topics

Importance of the study:

The lack of studies related to the subject of the study, as well as highlighting the management of excellence is what distinguishes this study from others, this study set of results placed & recommendations contribute to enriching the subject.

The limits of the study :

Temporal: This study is based in the year 2018/2019.

Spatial: Jordanian institutions participating in the Award for Excellence in Performance.

Human: Sample of staff in Jordanian institutions participating in the Award for Excellence in Performance.

Operational definitions of the study:

Management information systems (MIS) : it defined as "a computerized platforms are told that through computers, management & use of the organization, through data analysis & reach rational decisions designed to give the established maximum benefit from the use of computers & the systems to assist in the provision of information, & are analyzed & make the right decisions administratively.

Excellence Management: Is a set of logical rules & methods that balance goals, abilities & practices.

Previous studies:

Through the following presentation the

researcher arranged studies related to the subject of study in Ascending order:

The study (Hassanzadeh, 2005) was based on the following criteria (people, leadership, information and knowledge management, customers, quality of service), and the study was conducted by Hassanzadeh (2005) (HESM). The study also highlighted the importance of excellence management for performance and its development. The study recommended that the management of excellence be adopted for all Iranian organizations.

The study (Cantu and Olivares, 2005) was designed to identify the model of excellence and its relation to performance. The study population represented all the industrial organizations in Mexico. The study sample consisted of (30) industrial organizations. The study concluded that the management of excellence in improving performance and development, Had a significant impact on the development of human resources performance. The study recommended the need to adopt the Department of Excellence in Mexican industrial organizations.

The study of (Tripathi, 2011), this study investigation to the role of management Information System (MIS) in human resource , In today's organizations is the human resources as one of the key resources for business organizations. Transaction processing layer management information systems in the human resources function to deal with routine activities such as recording attendance & salary accounts. It also includes operational level activities maintaining personnel records, which is used as a basis for strategic layers. With the increasing importance of human resources management & increase the size of the organizations, & maintenance of personnel data & generate the appropriate reports are critical aspects in any organization. Therefore, more & more organizations computerized human resource management systems (HRMS). This paper is an attempt to design & implementation of management information systems for the organization of work & show how they help in making administrative decisions concerning the management of a private function for senior management. The study showed that there are no differences of demographic variables (gender, experience, age).

Study of (Karim, 2011), this study investigate in management information systems (MIS) is a key factor to facilitate the achievement of the efficiency of decision-making in the organization. This paper explores the extent to implement systems to make successful decisions in two of the selected financial organizations & administrative information. Research examined whether the selected financial institutions in Bahrain vary regarding the use of the leadership of management information systems for the purposes of making strategic & tactical planning decision. Conditioning research & quantitative research designed to examine two hypotheses. It was distributed to a total of 190

questionnaires equally to those who work in the various administrative levels in the selected organizations. Search Results showed that the MIS was used primarily to enhance the strategic planning in the financial institutions. Regression analysis revealed that the tactical planning & found to have no effect on the decision-making, while the strategic planning have a clear impact on the effectiveness of decision-making in both organizations & the study showed no differences in terms of gender & experience variable.

Study (Nayak.et.al, 2012), this study investigated the decision-making process is an integral part of the work of any organized part. To facilitate the decision-making process in this world of competition than ever, it is imperative that managers have the right information at the right time to close the gap between the need & expectation. To facilitate a better flow of information management with adequate information systems (MIS) is the need of the hour. It is therefore important to have an understanding of management information systems used in the organization by all levels of management in order to make effective decisions. To get a realistic & holistic view of the MIS, it took the management information systems of the Millennium Challenge Corporation Limited (disguised name) as a case study. For a more detailed understanding of a particular function of the company, we studied the need, the uses & benefits of management information systems with regard to the physical department of the company. The inventory management the main focus in our study. MCC Ltd. is one of the first Indian companies to realize the potential & importance of information technology & the adoption of automation & information technology. Computing systems organization began in early 1968. The organization has cut a long way since the days in 1968 when it was used simple machines keypunching. Introduced significant improvements in applications & infrastructure systems. From batch processing systems on the line, from IBM1401 to the latest UNIX-based devices & Windows 2003 it has made it shifts in time determined by the available technologies & work requirements. MIS & facilitated to a large extent, & study result are there are Effective between Management Information system & Decision Making , & synchronize the flow of information in the organization & management feels that it has played a role in the growth & increase the performance of the company.

Study of (Navaz, 2013) this study investigate in management Information System (MIS) is an integrated system to provide information to support the planning, organization, control function in this covers the functions of middle management of the administrative & special reports. Management information systems (MIS) are generally automated information that is used within organizations, systems, & includes all the information & communication channels organized. Information system is all items in the collection & dissemination of data & related information, & usually involve changes in the

hardware channels, software, people, data, & information & communication. The study showed no differences in terms of gender, age, Operating system, including data collection, data processing & transforming raw data into valuable storage & retrieval of information & data sets, such as administrative reports.

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The study of (Santos .et.al, 2014) the aim of the study was to identify the extent to which the application of TQM was applied through the use of the European model of excellence. The study community represented the Spanish industrial establishments with ISO 9000 certification. A questionnaire was distributed to The sample of the study is (451) managers of industrial companies, and the results were that good results can be achieved by adopting the European model of excellence for the development and improvement of performance. The study of (Natalya..et.al, 2008) the aim of study identify the extent to which excellence and development have been achieved in educational institutions. The study tool has been applied to educational organizations in Russia. The questionnaire was distributed to a group of workers in educational organizations, The study concluded the importance of managing excellence in the self-evaluation of educational organizations. The study recommended that the management of excellence models should be applied for the continuous evaluation of improving the performance of educational organizations.

The study of (Dubas, 2015), which was conducted in 32 countries in Spain, concluded that the Spanish business enterprises owned and applied the European model. The higher the degree of application, the more positive the results of the business , And recommended that the European model be applied to European business organizations.

What distinguishes this study from its predecessor:

- This study examines the impact of MIS on excellence management, which is what we have not found in other studies.
- The sample at the Jordanian institutions participating in the Award for Excellence in Performance.

- This is the study of the only studies to examine the subject of the study, so it should shed light on this.

The study procedures

Study Approach:

The study was based on the analytical descriptive approach, which is the most appropriate for this study.

1) Sex :

Table 1

Demographic Characteristics of Study Sample (Sex)

Category	Fre.	%
Male	60	60.0 %
Female	40	40.0 %
Total	100	100.0 %

Table (1) shows that 60.0 % of respondents are males & (40) females , Figure (I) shows this.

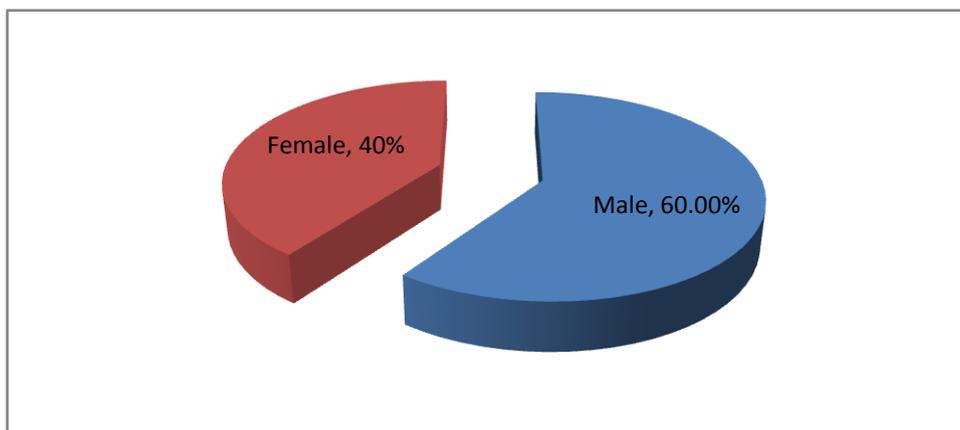


Figure 1

Demographic Characteristics of Study Sample (Sex)

2) Experience :

Table 2

Demographic Characteristics of Study Sample (experience)

Category	Fre.	%
5 years & less	30	30.0%
5-10 year	50	50.0%
11 year & more	20	20.0%
Total	100	100.0 %

The previous table shows that the highest percentage is those with expertise (5-10 year) followed by those with experience (5 year & less) & then with

The study population & sample:

The study population consisted of employees in Jordanian institutions participating in the Award for Excellence in Performance. The study sample consisted of (100) employees, during the year 2018/2019; the chosen randomly.

experience (11 year & more), as shown in the following figure.

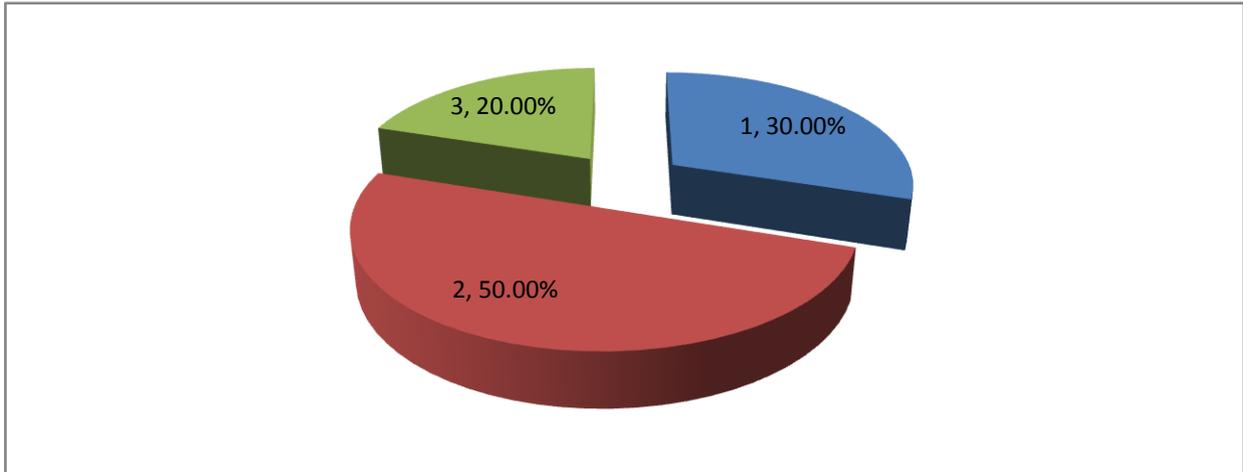


Figure II
Demographic Characteristics of Study Sample (Experience)

2) Age :
Table (3)
Demographic Characteristics of Study Sample (Age)

Category	Fre.	%
20-30 year	20	20.0%
31-40 year	50	50.0%
40 year & more	30	30.0%
Total	130	100.0 %

The above table shows that the highest percentage is for people of ages (31-40 year), then ages (40 year & more) & then ages (20-30 year), & the following figure is shown.

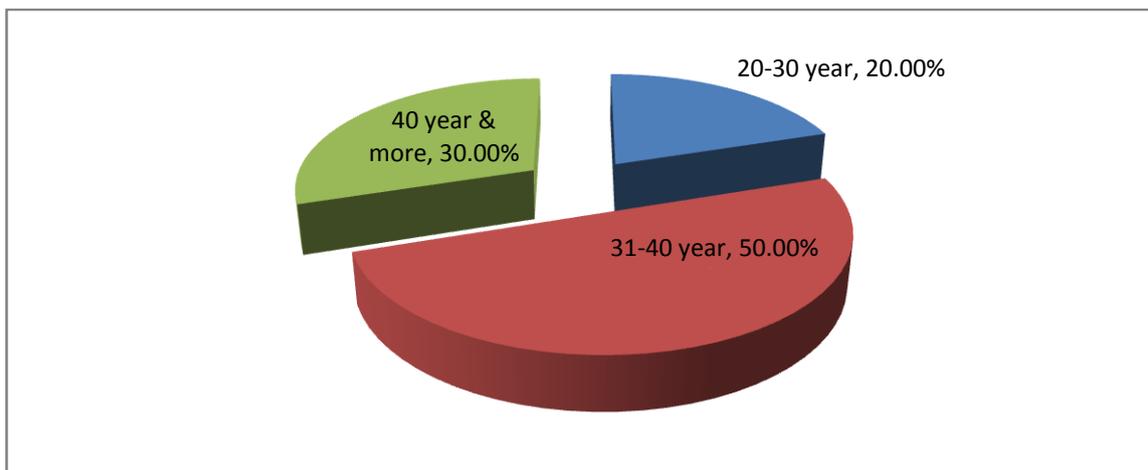


Figure III
Demographic Characteristics of Study Sample (age)

The study tool:

A questionnaire was used to identify the attitudes of the employees of the organizations. They were presented to a group of arbitrators in order to ascertain their veracity & were built on a set of previous studies that were used in this study.

Reliability & validity of the study:

The study was presented to a group of arbitrators specialized in the subject of the study in order to ascertain the veracity of the questionnaire, & the stability of the study was determined by extracting the Kronbach (alpha), reaching (91.0%), Pentecost (strongly agreed, agree. ...etc.) when building the questionnaire, & the Statistical Analysis Program (SPSS) was used to extract the results

Discuss the results:

The findings & statistical analysis for this part are illustrated in the following table:

The First Field :_Material Requirements

The following table represents the computational arithmetic mean and the standard deviations..

Table 4
Standard Deviation & Means of the First Field (material requirements)

Category	Mean	Std. Deviation	N
1) Field : Material Requirements			
1- In Company , fit hardware specifications with business requirements.	3.84	1.44	100
2- In the company , available media devices with appropriate speed.	3.53	1.21	100
3- In the company , characterized by the ability of storage devices used high-check business needs.	3.22	0.31	100
Total paragraphs	3.52	0.986	100

It is noted from the previous table that the upper mean of my account was for the paragraph (1), which they read (In Company , fit hardware specifications with business requirements), and for the lower mean of my account, the paragraph with the number (3), which they read (In the company , characterized by the ability of storage devices used high-check business needs). Strategies and policies must be developed that will

fundamentally contribute to improving and developing the technological requirements for performance development.

The second Field : The Technical Requirements

The following table represents the computational arithmetic mean and the standard deviations.

Table 5
Standard Deviation & Means of Second Field (The Technical Requirements)

Category	Mean	Std. Deviation	N
2) The Technical Requirements			
4-the organization is updated constantly database.	3.77	1.20	130
5-the organization database linked to all the computers in various departments.	3.22	1.11	130
6-protection for company data base systems are available.	3.43	1.55	130
Total paragraphs	3.47	1.28	130

It is noted from the previous table that the upper mean of my account was the paragraph with the

number (4) which is (the organization is updated constantly database), and for the lowest mean of my

account was the paragraph with the number (5), which reads (the organization database linked to all the computers in various departments). Technological requirements must therefore be developed that will fundamentally contribute to the improvement and development of the technological requirements needed to

improve excellence management.

Third Field : human requirements

The following table represents the computational arithmetic mean and the standard deviations.

Table 6
Standard Deviation & Means of the third field : human requirements

Category	Mean	Std. Deviation	N
3) Human Requirements			
7- Company systems, users can get help from outside experts.	3.05	1.06	130
8-assess the efficiency of the system is tailored to the needs of work by specialists.	3.09	1.29	130
Total paragraphs	3.07	1.175	130

The previous table indicates that the upper mean of my account was for the paragraph with the number (8), which is (assess the efficiency of the system is tailored to the needs of work by specialists), and for the lower middle of my account, the paragraph with the number (7), which reads (assess the efficiency of the system is tailored to the needs of work by specialists). Human resource capabilities must be improved because

they have a significant impact on the development and improvement of excellence management.

Fourth Field : the administrative requirements

The following table represents the computational arithmetic mean and the standard deviations.

Table 7
Standard Deviation & Means of Fourth Field : the administrative requirements

Category	Mean	Std. Deviation	N
4) The Administrative Requirements			
9-exposure management information systems links to the most important information directly.	3.29	1.35	130
10-is to make sure the information is correct constantly.	3.48	1.25	130
11-characterized by information provided by high precision system.	3.39	1.28	130
12-system provides concise information to the user if requested.	3.56	1.12	130
Total paragraphs	3.43	1.25	130

It is noted from the previous table that the upper mean of my account was for the paragraph with the number (12), which is written (system provides concise information to the user if requested), and for the lower mean of my account, the paragraph with the number (9), which reads (exposure management information systems links to the most important information directly). Management requirements need to

be improved because of their significant impact on the development and improvement of excellence management.

Fifth Field : The Excellence Management

The following table represents the computational arithmetic mean and the standard deviations..

Table 8
Standard Deviation & Means of the Fifth Field : " Excellence Management "

Category	Mean	Std. Deviation	N
5) Excellence Management			
13-The company develops & stimulates innovation.	3.53	1.11	130
14-The company activates orientation to satisfy customers.	3.55	1.44	130
15-The company develops a sense of social responsibility	3.59	1.54	130
16-The company develops the knowledge of its employees periodically & continuously through specialized courses.	3.17	1.22	130
17-The company is encouraged to adhere to positive business values.	3.13	1.88	130
18-The company develops a commitment to scientific methodology in researching problems & making decisions	3.49	1.33	130
19-The company is engaging outstanding leaders	3.58	1.25	130
20-The company adopts a comprehensive quality system to improve its performance.	3.32	1.21	130
Total paragraphs	3.42	1.372	130

It is noted from the above table that the highest mean of my account was the paragraph (15), which is written (The company develops a sense of social responsibility), and in the case of the lower mean of my account, the paragraph with the number (16), which is written (The company develops the knowledge of its employees periodically & continuously through specialized courses), and financial budgets must be allocated for the development and improvement of excellence management.

Testing of the hypothesis

Main hypothesis :

H0: There is no significant statistical impact between the management information systems and the improvement and development of excellence management of Jordanian institutions participating in the Award for Excellence in Performance.

In order to validate the hypothesis (first sub-hypothesis) test was performed (Independent Samples T-Test), the table (9), show that.

Table 9
Result of the Main hypothesis Regression

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	AAAA ^a	.	Enter

- a. All requested variables entered.
- b. Dependent Variable: AAAA

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.874 ^a	.763	.761	.5568

a. Predictors: (Constant), AAAAA

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	97.984	1	97.984	316.046	.000 ^a
	Residual	30.383	98	.310		
	Total	128.366	99			

a. Predictors: (Constant), AAAAA

b. Dependent Variable: AAAA

The previous tables show that the alternative theory can be proved, and the null hypothesis is rejected. Thus, it can be said that (There is impact between the management information systems and the improvement and development of excellence management of Jordanian institutions participating in the Award for Excellence in Performance).

Result & recommendations.

Most organizations face many challenges and obstacles. Traditional management shifts to adopting modern management methods that require the organization to prepare for a range of challenges that differ from the extent to which the organization possesses the elements of change and adapts to the environment. With less resources. It needs funding to provide support to develop staff, provide resources and infrastructure that is the basis of excellence, and global competition that requires a lot of continuous research and development, as well as the spread and development of technology through Which requires a lot of money to get advanced technology on a continuous basis.

Through statistical analysis, it is found that is impact between the management information systems and the improvement and development of excellence management of Jordanian institutions participating in the Award for Excellence in Performance.

This finding is similar to that of Cantu and Olivares (2005), which showed an effect between excellence management and performance, as well as the study of (Natalya.et.al 2008), And performance development.

Second: The recommendations of the study:

In light of the above findings, the study recommend the following:

- 1- Improve and develop administrative, technical and technical requirements, as well as develop

- human resources that comply with the requirements of excellence management.
- 2- The normal & natural performance of the quality does not guarantee the contemporary organizations to remain & achieve their objectives, but must be a comprehensive distinction in all elements of the organization & its activities so that it can face & compete & keep pace with the changes that are rapid & comprehensive. The Department of Excellence must be adopted in order to achieve excellence. This is not an easy task, but it is a difficult & continuous work at all levels to ensure the objective elements of excellence & to maintain & develop them continuously.
- 3- The excellence management in Jordanian institutions participating in the Award for Excellence in Performance is adopted because it has a great impact on the competitive advantage, & doing all that is necessary to improve & develop it.
- 4- The need for new research in the field of study conduct.
- 5- Disseminate the results of the study on the relevant sectors.
- 6- Improve policies designed to activate the management information systems because of its impact on improving the excellence management.
- 7- You must start by legislation strategies & policies based on the activation of the application of management information systems; & follow-up activation principles periodically & continuously.
- 8- The need to develop a specialized team of qualified to begin the process of research & development with regard to the improvement & activation of management information systems

because of its impact on improving the excellence management.

- 9- involve staff specialized courses increases & do everything related to the types of management information they have because of its impact on improving the excellence management.

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