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## The Role of Information Technology according to the Technology Acceptance Model in Improving the Performance of Workers at Jordan Hospital

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**Abstract** This study aims to identify the role of information technology according to the model of acceptance of technology in improving the performance of workers at Jordan Hospital, information technology plays a critical role in any organization. The study method was a descriptive survey which uses questionnaire to collect data, its applied to (177) workers at Jordan Hospital. The study was using SPSS to analyses data. The results indicate there is a statistically significant in all hypotheses, and rejection of all hypotheses and acceptance of alternative hypotheses which is there are a role for information technology according to the Technology Acceptance Model in improving the performance of workers. The most conclusion important was expanding the infrastructure of information technology and developing it more to meet the requirements and accepting innovation in the methods used in information technology and attention to focus on and beneficial of using Information technology applications.

**Keywords** Information Technology, Technology Acceptance Model, Workers Performance, Hospital, Jordan

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## 1. Introduction

The term Information Technology emerged at the beginning of the fifties of the last century, referring to the use of electronic computers in the field of government and private business. Information technology includes all techniques (techniques, computers, software, and communications) used by the organization and its human elements in collecting the information necessary to accomplish and implement its in various activities, with the aim of raising its efficiency, effectiveness, and creativity in order to achieve the organization's strategic goals and its growth and development (qusi, 2022). Davis et al. (1989) developed a framework for establishing the technology acceptance model as a way to predict and determine the extent of acceptance of information technology, the model showed that the more a user views a new technology, the more positive there will be a tendency towards it, which provides the desire and motivation to use its.

All organizations understand the great importance of improving performance, including hospitals, achieving the best performance while maintaining it to ensure their survival and continuity in the market in particular and the environment in general. Researchers have differed in expressing the concept of improving performance, many researchers express by the extent of success achieved by the organization, and that reflects the result and level of the organization in exploiting its resources and its ability to achieve its set goals through its various activities in accordance with the standards, standards and foundations that suit the organization and the nature of its (Al-Qaysi et al., 2020; Chintalapati and Daruri 2017).

This study aimed to identify the role of information technology, according to the information technology acceptance model, in improving the performance of employees at Jordan Hospital.

## 2. Importance of study:

The importance of the study is as follows:

1. It is one of the first studies, to the researcher's knowledge, to study the role of information technology according to the Technology Acceptance Model in improving the performance of employees at Jordan Hospital.
2. The possibility of benefiting from the results of this study to light on the benefits of using information technology in the hospital to improve performance.
3. The possibility of benefiting from the results of this study in activating the acceptance and use of information technology among workers at Jordan Hospital
4. This study revealed the extent of hospitals success in employing information technology and its role in improving the service provided.

## 3. Objectives of the study:

1. This study aims to achieve the following:
2. Identifying the role of information technology according to the technology acceptance model with its elements in improving the performance of employees at Jordan Hospital.
3. Identifying the role of the perceived usefulness of information technology in improving the performance of its employees at Jordan Hospital
4. Identifying the role of perceived ease of use of information technology in improving the performance of its employees at Jordan Hospital.
5. Explaining the role of the actual use of information technology in improving the performance of its employees at Jordan Hospital.
6. Explaining the role of user satisfaction for information technology in improving the performance of its components at Jordan Hospital.
7. Reaching a set of results and recommendations that contribute to improving employee performance and accepting the use of information technology at Jordan Hospital.

#### 4. Problem of the study:

Many research has addressed the role of information technology according to the technology acceptance model in improving employee performance, but it is still the subject of research and interest by researchers and practitioners, and despite the services provided by the hospital sector, interest in information technology according to the acceptance model does technology reflect positively or negatively on improving the performance of workers at Jordan Hospital. Therefore, the researcher was able to formulate the problem of the study by answering the following question:

The question: Is there a role for information technology according to the Technology Acceptance Model (TAM) with its dimensions (perceived usefulness, ease of use, actual use, and user satisfaction) in improving the performance at Jordan Hospital?

#### 5. Study hypotheses:

1. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the information technology acceptance model with its dimensions (perceived usefulness, ease of use, actual use, and user satisfaction) in improving performance of workers at Jordan Hospital
2. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the perceived usefulness of the information technology model in improving the performance of workers at Jordan Hospital
3. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the ease of using the Technology Acceptance Model in improving the performance of workers at Jordan Hospital
4. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the actual use of the Technology Acceptance Model in improving the performance of workers at Jordan Hospital
5. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for user satisfaction with the Technology Acceptance Model in improving the performance of workers at Jordan Hospital.

#### 6. Literature review:

Altaany (2013), Studied "Impact of Management Information Systems to Improve Performance in Hospitals in North of Jordan" The aims of study to know the effect of management information systems in improving performance in hospitals in north of Jordan. The sample consists of (100) staff member in hospitals in north of Jordan, it's used statistical analysis (SPSS) to prove the hypothesis, the analysis and explain of results displayed that a positive relationship, statistically significant between transaction processing system, management information systems, decision support systems and improve the performance of hospitals in northern Jordan. The study concluded a set of recommendations that will develop and improve the performance in hospitals in north of Jordan.

Al-Nour's study (2018), entitled "The modifying role of technological expertise in the relationship between the motives for adopting human resources technology and the performance of employees in service companies," the study aimed to determine the impact of the motives for adopting human resources technology on the performance of employees for service companies in Sudan, as well as studying the effect of technological experience as a moderating variable in the relationship between technology motives and the performance of workers, using the technology acceptance model, data was collected from a non-probability sample of individuals working in human resources departments, where the percentage of questionnaires returned was 178 out of 200 questionnaires. The study reached a number of results, the most notable of which is the existence of a positive relationship between the motives for adopting human resources technology, and the performance of employees, It also proved that technological experience has a modifying effect on the relationship between the motives for adopting human resources technology and the performance of employees for service companies in Sudan.

A study by Hamdani, Bissar (2019), "The role of information technology in improving employee performance", this study aimed to clarify the role of using information technology in improving job performance in public services, and implement in the municipality as a model. The study reached several results that information technology contributes to improving the performance of the municipality employees, and there is no difference in the use of information technology according to the variables of gender and educational level. The municipality are looking forward to developing and activating the role of information technology and disseminating it in order to increase the efficiency and effectiveness of employee performance. The study reached a number of recommendations, the most important as working to develop the information technology infrastructure continuously in a way that suits the nature of the

work, and preparing practical, training programs and courses in order to know employees with effective ways to deal with information technology.

Study by qusai (2022), "impact of information Technology According to the Technology Acceptance Model in Improving the Performance of Staffs in the municipality of the Northern Region in Jordan", this study aims to identify the impact of information technology according to the technology acceptance model in improving the performance of workers in the municipality, the study used the descriptive and analytical approach, the study sample was simple random (200) individuals to achieve the objectives of the study. The study reached several results and recommended as to expand the information technology infrastructure and develop it further to suit the requirements of the times, and to generalize the use of information and communication technology in all institutions of the local administration sector, the necessity of paying attention to the information technology model on a large scale to include all areas of services and business in municipality at the Jordanian level as a whole.

Study by Irzan Ismail, and others (2021), "Relationship between Information Technology (IT) Acceptance and Employee Performance using Technology Acceptance Model (TAM)", the objects to investigate the relationship between information technology (IT) and employee performance using Technology Acceptance Model (TAM), the data for this study were collected from 144 respondents, sample selection was based on the sampling method, using Statistical Package for the Social Science (SPSS) Version 25, descriptive analysis, reliability analysis, Pearson's correlation analysis and multiple regression analysis and the results indicated that perceived usefulness and perceived ease of use are related to employee performance.

## 7. Theoretical framework of the study:

Many public and private sector institutions in their field of work use information technology to achieve their goals and objectives, among these sectors are hospitals in Jordan, where information technology includes the use of computers, communications, and processing data into information that helps them in making vital decisions and developing strategies and plans in hospitals.

Information Technology can be defined as the "use of electronic means which involve access storage, processing of electronic technology to handling of information "(altaany, 2016), Information technology includes all computer, software, and communications technology used by the organization and its human elements in collecting the information necessary to accomplish and implement its various activities, with the aim of raising its efficiency, effectiveness, and creativity in order to achieve the organization's strategic goals, growth, and development (A. D. Diamantidis and P. Chatzoglou, 2019, Altaany, and Jassim 2012). Information technology is the first line of defense and a strategic weapon that can help build the organization's capabilities by providing the best data and information in a way that enhances the organization's relationship with customers and other organizations (Altaany Fawzi, 2013). Stored knowledge is described as the technological ability to obtain, process, and exchange data with the aim of making effective decisions in the organization (Sanders, 2007). The definition of employee performance is the individual's achievement of a specific task entrusted to him in agreement with the employer, in light of a set of standards, including: Accuracy, cost, time, effectiveness, efficiency, and performance are complete depending on the conditions of the work climate, and the desire and ability of the individual to carry out those tasks (Nasser, 2014). employee performance often results in two influential aspects: the abilities and skills (natural and/or acquired) that the worker possesses, and the motivations he has to use the above to perform job tasks better (Ghazi, 2013).

There are many elements to improve performance within institutions, including hospitals. The researcher believes that the following elements serve the study applied to the hospital's community in Jordan: Performance efficiency, It is the optimal use of resources to achieve the best added values. Efficiency is linked to productivity to determine the amount of addition in the value of each element of production. It is the readiness and energy of the organization to make the best use of the resources available to it and can be expressed in productivity. It is also linked to evaluating the organization's control over operations on the one hand (Abu Daqqa, 2009), development of work the concept of work has changed over historical stages and in different societies due to the way people think about work and how they feel about it, and the degree to which work achieves satisfaction or frustration depends on the type of society in which they live and acquiring knowledge is the process of obtaining knowledge from its various sources as experts, specialists, databases, and through the organization's archives, using means, individual learning, and knowledge acquisition is " That process through which the organization seeks to obtain knowledge" (Al-Zoubi, Khaled, and Al-Zaidi, 2012).

Davis (1989) is one of the most prominent people who worked on studying the extent of users' acceptance of dealing with any new technology. He worked on developing a framework for evaluating the Technology Acceptance Model (TAM), as a way to predict and determine the extent of acceptance of information technology for the purpose of evaluating software applications within the work organization. The model showed that the more the user views the new technology as being easy to use and useful, the more there is a positive trend towards it, which provides the desire and motivation to use it and demand it. The TAM model was created by Davis in 1989, and it is considered one of the most widespread and applied models in the field of information systems. It is assumed that the acceptance of information systems by individuals or users is determined by two main variables: perceived usefulness and perceived ease of use, and that these two variables are affected by several external factors (Venkatesh & Davis, 2000). Davis indicated that his use of a specific system will help him improve his job performance, which means the degree to which the person believes that his use of the Perceived ease of use system with two factors: expected benefit and ease of use, these two factors affect a dependent factor, which is a certain behavioral tendency that will be achieved with the least possible effort, there are two intermediate factors that affect the behavioral intention and are affected by external factors, and the effect of external factors on the behavioral intention is indirectly, through the expected usefulness and expected ease of use, it is explained, predicted, and identified the factors that play the main role. Hence, the main goal of the Davis model is whether there is a role in accepting or not accepting a particular information system. Perceived benefit is the degree to which employees believe that their use of the information technology system would achieve benefit in use, enhance the level of performance, improve the quality of services provided, increase motivation, and help save time and speed up the completion of transactions, the ease of use the employee's belief that his use of information technology will be free and user satisfaction is the positive feeling of workers in hospitals of Jordan after their use of information technology application systems, as it leads to positive behavior towards using these systems in the future and is based on assistance in performing jobs with the highest possible quality and speed. The researcher believes that there is a major role for the technology acceptance model in measuring the effectiveness of information technology in improving the performance of workers within hospitals in Jordan, after studying the extent to which workers accept information technology within hospitals.

## 8. Methodology

The study was used a descriptive survey design. The aimed of descriptive surveys is to collect detailed and factual information that describes an existing phenomenon [Ezeani, S.I, 1998]. The target population of the study was hospital in Jordan. A sample from hospital was chosen. A total sampling technique was used to select (177) personnel who provide response to a structured questionnaire design to solicit their view about the role of information technology according to the technology acceptance model in improving the performance of workers in Jordan. The questionnaire was specifically designed and modify according to privies study to accomplish the objectives of the study. It's contained many questions that measure the role of information technology according to the technology acceptance model in improving the performance of workers in Jordan, using a Likert scale of five points: Strongly Agree, Agree, Undecided, Disagree, and Strongly Disagree. The Ordinary Least Square method (OLS) was used in analysis which comprises various tests such as t-test, f-test, r2 and the adjusted r2.

## 9. Results:

The result of hypotheses as the following:

1. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the information technology acceptance model (TAM) with its dimensions (perceived usefulness, ease of use, actual use, and user satisfaction) in improving performance of workers at Jordan Hospital. Testing the first hypothesis to verify the existence of the role of information technology according to the technology acceptance model with its dimensions (perceived usefulness, ease of use, actual use, user satisfaction) in improving performance of workers at Jordan Hospital, From the lack of a role for information technology according to, this will be done by conducting a multiple regression analysis, and the table below shows this:

**Table 1:** Presentation of Results of multiple regression a whole (N=177)

independent variable is the technology acceptance model	Value of T	sig	Value of R	Value of R <sup>2</sup>	Value of F	sig
perceived usefulness	0.872	0.380	0.780	0.589	41.28	0.000
ease of use	4.58	0.000				
actual use	.749	0.000				
user satisfaction	1.65	0.99				

From table (1) the value of (R) was (0.780), which represents the correlation coefficient for the overall model, and the value of (R<sup>2</sup>) was (0.589), which represents the percentage of influence or interpretation of all independent variables on the dependent variable, and the value of (F) was (41.28), with statistical significance (0.000). Information technology according to the technology acceptance model in improving the performance of workers at Jordan Hospital the hypothesis that there is no role for information technology is rejected according to a statistically significant level at the significance level ( $\alpha \leq 0.05$ ) of the technology acceptance model in improving the performance workers at Jordan Hospital, and accepting the alternative hypothesis that there is a role for information technology according to a statistically significant level ( $\alpha \leq 0.05$ ) of the technology acceptance model in improving the performance of workers at Jordan Hospital

2. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the perceived usefulness of the information technology model (TAM) in improving the performance of workers at Jordan Hospital.

**Table No 2:** Presentation of Results of multiple regression whole (N=177)

dependent variable	independent variable	Value of t	Value of R	Value of R <sup>2</sup>	Value of f	sig
employees' performance	perceived usefulness	5.342	0.426	0.172	28.732	0.000

It is clear from the data in the table (2) that the uses of the information technology model greatly affect the elements of improving the performance of workers in hospitals, as the value of (T) reached (5.342), which represents the value of the effect of the independent variable on the variable of the elements of improving the performance of workers in hospitals, and the value of (R) reached (R). (0.426), which represents the correlation coefficient for the overall model, and the value of (R<sup>2</sup>) was (0.172), which represents the percentage of influence or interpretation of the independent variable on the variable elements of improving the performance of workers in hospitals. The value of (f) was (28.732) and was statistically significant (0.000).

The researcher believes that it is possible for the technology acceptance model to have an actual impact on the elements of improving the performance of workers in hospitals, and this appears clear through the effect rate of (5.342), which is a fairly high indicator. The researcher also believes that there is a clear link between the items of the variable of perceived usefulness of the technology acceptance model and the value of statistical significance. It reached (0.000), and this is an indication of the presence of the role of information technology according to the technology acceptance model in improving the performance of workers at Jordan Hospital accordingly, hypothesis is rejected and an alternative hypothesis is accepted which there is role of information technology according to it is statistically significant at the significance level ( $\alpha \leq 0.05$ ) for the technology acceptance model in improving the performance of workers at Jordan Hospital.

3. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the ease of using the Technology Acceptance Model (TAM) in improving the performance of workers at Jordan Hospital.

**Table No 3:** Presentation of Results of multiple regression whole (N=177)

dependent variable	independent variable	Value of t	Value of R	Value of R <sup>2</sup>	Value of F	sig
employees' performance	ease of using	11.775	0.718	0.525	139.124	0.000

It is clear from the data of the table(3) that the technology acceptance model has a clear and significant impact on the elements of the variable improving the performance of workers in hospitals, as the value of (T) reached (11.775), which represents the value of the effect of the variable ease of use on the elements of the variable improving the performance of workers in hospitals, and the value reached (R) (0.718), which represents the correlation coefficient for the overall model, and the value of (R<sup>2</sup>) was (0.525), which represents the percentage of influence of the independent variable. The value of (F) was (139.124) and was statistically significant (0.000). There is a role for information technology according to the statistical significance value, which amounted to (0.000), and this is an indication of the presence of an effect of the ease of using the technology acceptance model on the elements of the variable of improving the performance of employees at Jordan Hospital. Therefore, the hypothesis There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the ease of using the Technology Acceptance Model (TAM) in improving the performance of workers at Jordan Hospital is rejected and accepting an alternative hypothesis that there is a role for information technology according to statistical significance at the significance level ( $\alpha \leq 0.05$ ) The technology acceptance model on the elements of the variable improving the performance of There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the ease of using the Technology Acceptance Model (TAM) in improving the performance of workers at Jordan Hospital.

4. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for the actual use of the Technology Acceptance Model in improving the performance of workers at Jordan Hospital

**Table No 4:** Presentation of Results of multiple regression whole (N=177)

dependent variable	independent variable	Value of t	Value of R	Value of R <sup>2</sup>	Value of f	sig
employees' performance	actual use of the Technology	<b>5.342</b>	<b>0.426</b>	<b>0.172</b>	<b>28.732</b>	<b>0.000</b>

The actual use of the technology acceptance model has a significant impact on improving the performance of workers in hospitals, from table (4) the value of (T) reached (5.342), which represents the value of the effect of the independent variable on the elements of the variable of improving the performance of workers in hospitals, and the value of (R) reached (0.426), which represents the correlation coefficient for the overall model, and the value of (R<sup>2</sup>) was (0.172), which represents the percentage of interpretation of the independent variable on the elements of the variable of improving the performance of workers at Jordan Hospital; The value of (F) was (28.732) and was statistically significant (0.000). The value of statistical significance reached (0.000), and this is an indication of the presence of the role of information technology according to the technology acceptance model in improving the performance of workers at Jordan Hospital Therefore, the hypothesis is rejected and accepting the alternative hypothesis that there is role for information technology according to a statistically significant level at the significance level ( $\alpha \leq 0.05$ ) for the technology acceptance model in improving the performance of workers at Jordan Hospital.

5. There is no statistically significant role at the level of significance ( $\alpha \leq 0.05$ ) for user satisfaction with the Technology Acceptance Model (TAM) in improving the performance of workers at Jordan Hospital.

**Table No 5:** Presentation of Results of multiple regression whole (N=177)

dependent variable	independent variable	Value of T	Value of R	Value of R <sup>2</sup>	Value of F	sig
employees' performance	user satisfaction	<b>11.775</b>	<b>0.718</b>	<b>0.525</b>	<b>139.134</b>	<b>0.000</b>

Table No. (5) shows that the user satisfaction of the technology acceptance model has a significant role on the elements of the variable of improving the performance of workers at Jordan Hospital, as the value of (T) reached (11.775), which represents the value of the effect of the independent variable on the elements of the variable of improving the performance of workers at Jordan Hospital, and the value of (R) was (0.718), which represents the correlation coefficient for the overall model, and the value of (R<sup>2</sup>) was (0.525), which represents the percentage of influence the independent variable on the elements of the variable of improving the performance of employees in hospitals, the value of (F) was (139.134) and with statistical significance (0.000). Therefore, the hypothesis is rejected according to statistical significance at the significance level ( $\alpha \leq 0.05$ ), and accepting the alternative hypothesis that there is a role for information technology according to a statistically significant level at the



significance level ( $\alpha \leq 0.05$ ) for the technology acceptance model in improving the performance of workers at Jordan Hospital.

### 11. Recommendations and Conclusion:

Information technology is the foundation of information system; however the information technology is supply information system with data, information and knowledge from the component of information technology because they play a critical role in any organization and effects of workers performance in hospital, however Information technology affects all level of management in the their work and lead to draws them to obtain efficiency, effectiveness and users satisfaction resulting in increased the workers performance (Norris, D., & Moon, M, 2005).

In this study, The role of information technology according to the technology acceptance model in improving the performance of workers are investigated according to the research model analysis, The results of the research reveal that the hypotheses were influence hospital performances and significant statistical, since it is a new technology for hospital face many challenges in using it in hospital because of several reasons such as lack of training on the accurate way to use these technologies in addition to the lack of clear information about benefits of using Information technology applications raising awareness among employees and gradually instilling a culture that accepts innovation in the methods used for information technology and focusing on the process of perceived usefulness as a starting point for obtaining electronically qualified human competencies Focus on the actual use of Information technology models more than they are, the study recommended, as the need to work on expanding the infrastructure of information technology and developing it more to meet the requirements of the times, considering that the life cycle of information communication technology is very short and the generalization of the use of information and communication technology in all institutions of the local management sector and not only the service aspect, and work to raise the awareness of workers and gradually in the cultivation of a culture accepting innovation in the methods used in information technology, in the sense of generalizing ideas to spread the technological work to all levels and the necessity of The information technology model is widely focused to cover all areas of services and business in hospital at the Jordanian level as a whole.

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