

**بناء برنامج تدريبي لتطوير كفايات الاتصال الإداري
لدى العاملين الإداريين في الجامعات الأردنية الرسمية**

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الملخص

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- 3 (12) (21.43)

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(Perry M. Smith)

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(1999 : 128-129) .

(1986 : 160) .

(Peter F. Drucker)

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.(90 :1997)

.(88 :1994)

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.(149 :1989)

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(Barnard)

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.(Good, 1973: 294) "

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(Shertzer &)"

Stone,1981: 184 "

(Broadwell , 1990 :38)" "

:59) "

(Kossen, 1991 "

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(Higgins , 1991:263) "

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(Hackett , 1992.:161) "

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(Schermerhorn, et.al,1995.:177)

.(De Cenzo & Robbins , 1996 : 445) "

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(Robbins , 1998. : 312)"

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Houston &) "

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.(Howsam , 1972: 3

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(Lowenthal,1998)

.(Lowenthal,1998: 308)

(Hunt,1999)

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. (Hunt, 1999:330)

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347	1976			2
289	1981			3
255	1986			4
79	1991			5
82	1992			6

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29 1999/ 1998 :

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443	1470		

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(123 :1990)

.(291 :199-)

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:(293 :199-)

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93.8 =0.88

96.8 =0.9369

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(Test & Re – Test)

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(Index of Stability)

.(148 :1990)

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.(366 :1998)

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(Alpha – Gronbach)

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.0.9369

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$$\frac{2}{1} = \frac{(Spearman - Brown)}{(2/1 - 1) \times 2/1} = \frac{0}{88.58} =$$

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.(test & re test)

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$$\frac{(2 \cdot .2) + (1 \cdot .1)}{2} =$$

$$\frac{(5 \cdot .5) + (4 \cdot .4) + (3 \cdot .3) +$$

$$(5 + 4 + 3 + 2 + 1)}{2}$$

$$(90 : 1997)$$

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(Kurtz & Mayo, 1979:40)

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(Kurtz & Mayo, 1979:41)

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74.80	3.74		.1
74,07	3.70		.2
72.18	3.61		.3
70.26	3.51		.4
66.59	3.33		.5

60.24	3.01		.6
59.55	2.98		.7
69.44	3.47		

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65.69	3.28	29	80	125	106	75	.	.1
62.55	3.13	54	63	147	78	73	.	.2
60.39	3.02	46	80	145	108	36	.	.3
52.34	2.62	92	112	106	73	32	.	.4
60.24	3.01	221	335	523	365	216		

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(66.59) , (3.33)

(1996) (1991)

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82.89	4.14	30	14	40	113	218	.	1
78.99	3.95	22	26	49	172	146		2
78.89	3.94	15	27	58	181	134	.	3
72.92	3.65	40	39	63	159	114	.	4
70.89	3.54	32	33	107	163	80	.	5
66.84	3.34	58	44	102	120	91	.	6
54.8	2.74	147	58	58	60	92	.	7
46.41	2.32	170	72	79	58	36	.	8
46.7	2.33	191	58	57	54	55	() .	9
66.59	3.33	705	371	613	1080	966	.	

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83.23	4.16	27	17	22	145	204	.	.1

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73.40	3.67	23	41	93	151	107	.	.2
72.19	3.61	31	41	101	128	114	.	.3
71.08	3.55	25	45	100	165	80	.	.4
69.40	3.47	33	40	119	145	78	.	.5
67.52	3.38	47	52	98	134	84	.	.6
65.69	3.28	59	43	111	125	77	.	.7
59.57	2.98	107	47	88	94	79	.	.8
70.26	3.51	352	326	732	1087	823	.	

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82.17	4.11	24	19	27	163	182	.	1
80.96	4.05	28	16	36	163	172	.	2
80.92	4.05	25	22	32	166	170	.	3
80.14	4.01	26	19	39	173	158	.	4
78.46	3.92	34	14	48	173	146	.	5
77.54	3.88	39	27	45	139	165	.	6
76.92	3.85	30	26	58	165	136	.	7
74.65	3.73	40	33	58	151	133	.	8
74.60	3.73	25	32	82	167	109	.	9

71.08	3.55	42	39	81	153	100	.	10
69.49	3.47	40	27	125	142	81	.	11
58.41	2.92	69	75	132	98	41	.	12
57.54	2.88	76	70	143	81	45	.	13
74.07	3.70	498	419	906	1934	1638	.	

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80.24	4.01	28	9	39	193	146	.	.1
79.9	4.00	26	18	42	175	154	.	.2
78.89	3.94	25	26	41	178	145	.	.3
76.43	3.82	24	23	71	182	115	.	.4
76.34	3.82	21	25	64	204	101	.	.5
75.42	3.77	28	30	67	174	116	.	.6
73.45	3.67	24	35	93	164	99	.	.7
66.60	3.33	43	51	106	165	59		.8

77.54	3.88	32	23	42	185	133	.	.1
75.52	3.78	27	29	57	198	104	.	.2
75.52	3.78	29	23	70	183	110	.	.3
70.12	3.51	57	36	74	136	112	.	.4
43.23	2.16	128	156	84	30	17	.	.5
38.84	1.94	184	130	62	19	20	.	.6
36.05	1.80	189	162	37	11	16	.	.7
59.55	2.98	646	559	426	762	512	.	

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79.23	3.96	30	17	39	182	147		.1
78.70	3.93	36	21	44	147	167		.2
76.92	3.85	27	25	63	170	130		.3
72.48	3.62	33	24	92	183	83		.4
65.59	3.28	51	42	127	130	65		.5

60.19	3.01	69	66	119	114	47	.	.6
72.18	3.61	246	195	484	926	639	.	

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2	1	1	1	.	.9
1	0	1	3	.	.10
2	0	2	2	.	.11
2	0	2	2	.	.12
2	0	2	2	.	.13
3	1	2	3	.	.14
2	0	2	3	.	.15
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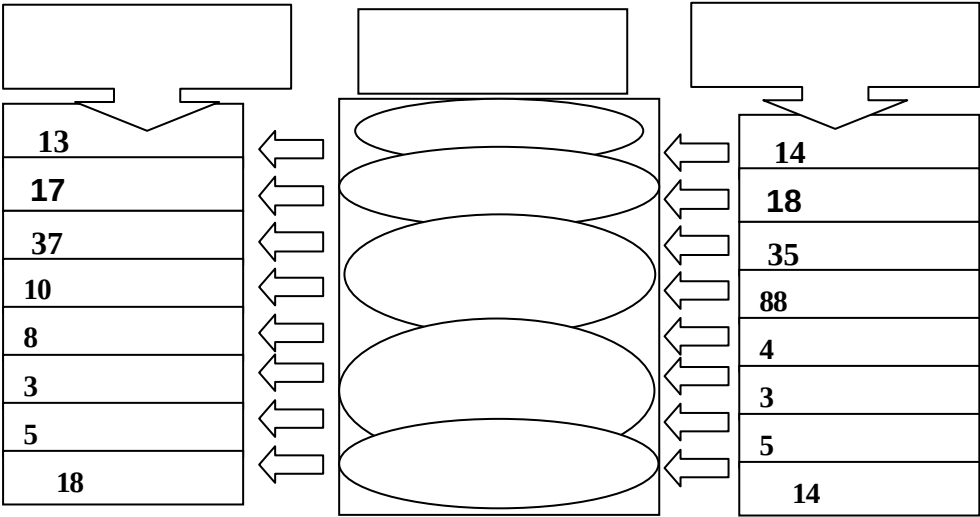
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