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فهرس المحتويات

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الجانب النظري

الفصل الأول مدخل الدراسة

إشكالية البحث

فرضيات البحث

أهداف البحث

أهمية البحث

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.Mowday et athers,1976

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Scherer,Maddox,Mercandant,.

الفصل الثاني: الثقافة التنظيمية

تمهيد

مفهوم الثقافة

معنى الثقافة

مفهوم الثقافة التنظيمية

مكونات وعناصر الثقافة التنظيمية

خصائص الثقافة التنظيمية

وظائف الثقافة التنظيمية

أنواع الثقافة التنظيمية

مدخل ودراسة الثقافة التنظيمية

العوامل المؤثرة في الثقافة

كيفية تكوين ثقافة تنظيمية قوية

العوامل المساعدة على نشوء ثقافة تنظيمية

قياس الثقافة التنظيمية

القيم التنظيمية

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Carr , Murdoch

Taylor, Becker

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" (Audrey&rechards)
John,R.Shermerhorn&) "
(all,1998,320
" (Cooke ,Rousseau,1988)
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1992 D .Bollinger.G.Hofstede
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(G.stony Alder,2001,332-342).

(Bullis & Tompkins,1989)

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(Deal & Kennedy1991)

.(Deal & Kennedy1991,4-5).

(Kotter,Heskett,1992)

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(Francesco,Gold.1997)

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(Koss,)

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Gregory B. "

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"Northcraft & Margaret Aneale

.(Gregory,all,1994.408)

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(Pettigrew,1979)

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" الكلمات والصور والأشياء التي (Hofstede et al,1990)
تحمل معان لها دلالات خاصة".

اللغة: هي الشعارات المنطوقة التي تمثل وسيلة لتحقيق الأثر المرغوب.
الايديولوجيات: هي نظام من المعتقدات بشأن البيئة الاجتماعية المحيطة، وتتضمن دلالات عن مدى صحة بعض التصرفات الاجتماعية ، وأنماط التصرف التي يجب القيام بها في ضوء تلك الدلالات.

الطقوس: يعرفها بيتيجرو (Pettigrew,1979) "

" (Pettigrew,1979)

" (Hofstede,et al.1990)
" (Dafts,1995) "

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(Pettigrew,1979)

(Smirchich)

"2004 Schein"

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(Schein,2004.14-15).

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(Schein,1992)

"Schein"

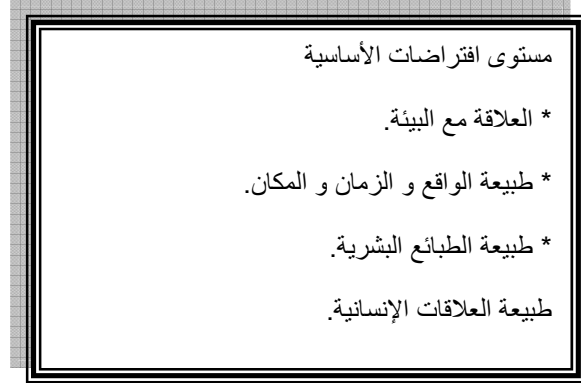
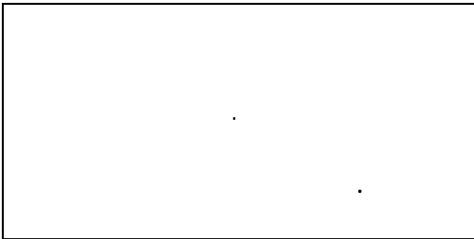
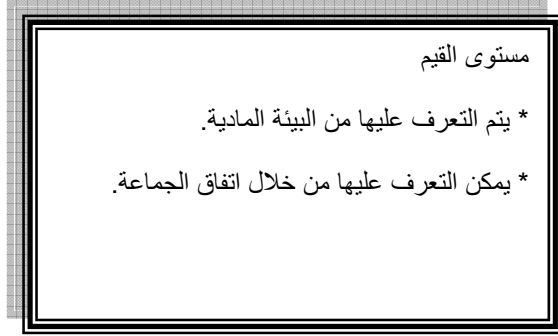
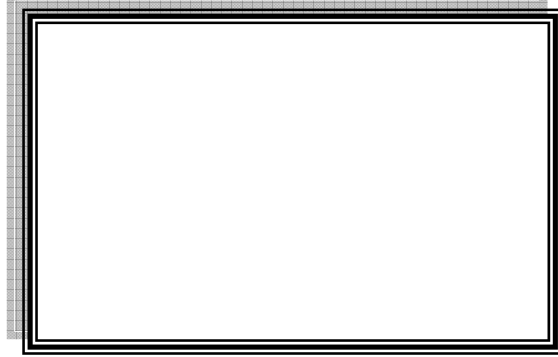
(Schein,1992)

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(Hatch,1993)

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Edgar H.Shein,(1992)organizational culture and leadership,2nd(San Francisco,Calif:Jossey-Bass).

.(John,M,& Micheal,Ibid,86-110)

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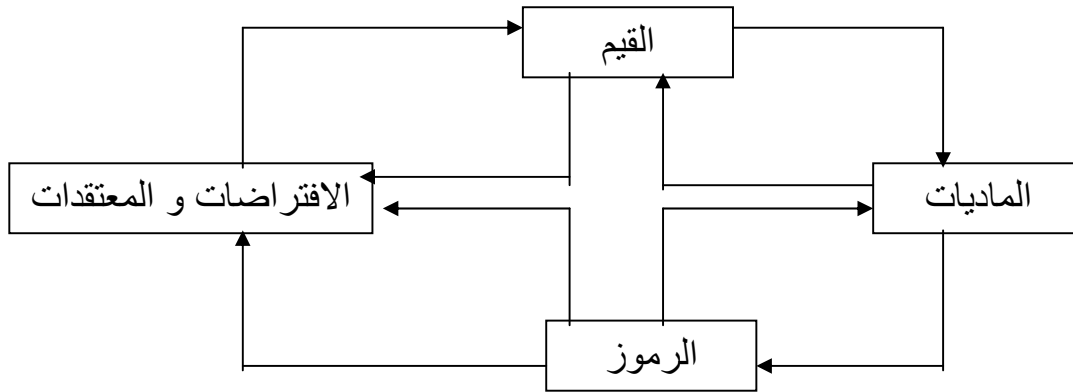
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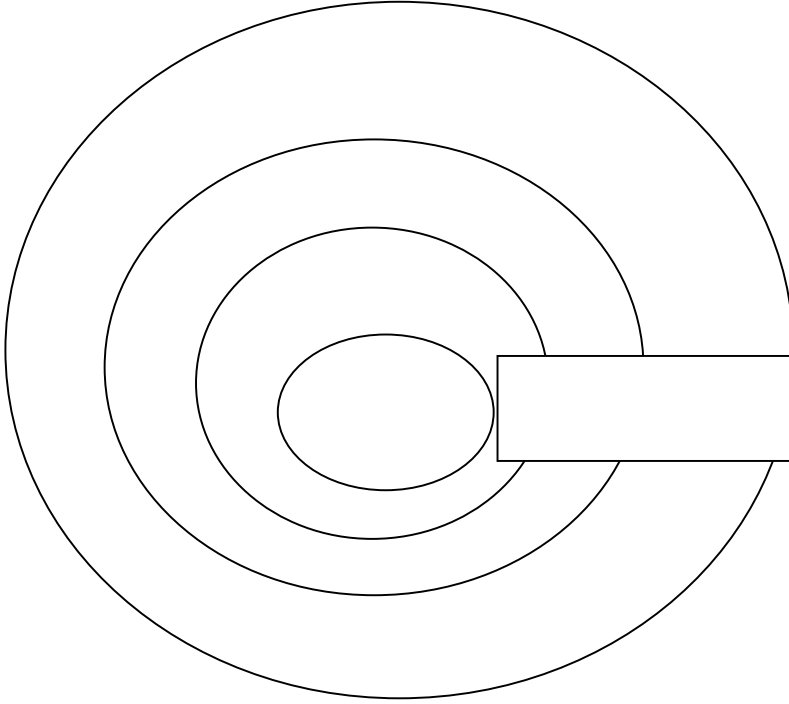
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Mary Jo Hatch, "The dynamics of organizational :
culture", Academy of management review, Vol.18, No,4, 1993.

:(1990)

:(3)



Hofstede G, B Neuijen, D D Ohayv, and G. Sanders, "Measuring :
organizational culture: A qualitative and quantitative study across
twenty cases", ASQ, Vol, 35, 1990: 286-316.

(1990)

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.(Ott,1979.45-2040)

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-7 الثبات: درجة تأكيد فعاليات المنظمة للمحافظة على الحالة الراهنة بدلا من النمو.

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:(Ott,1979,50-46)

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(314-305 1978 William G Ouchi)

:William G Ouchi

William G Ouchi :(1)

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			Commitment to Employees
			Evaluation
			Careers
			Control

			Decision Marketing
			Responsibility
			Concern for people

Moorhead.G & Griffin, Rick w. **Organizational** :
Behavior,(New York: Houghton Company,2001)p.149.

(1978) Ouchi William

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.(Moorhead .G&Griffin2001,278-280)

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.(Moorhead.G.&Griffin,Ibid,1978,278-280)

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(Ouchi,W.G.&wilkins,1985.310)

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"In Search of Excellence"

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(Sndergaard,M,1994,447-456)culture's consequence

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Hofstede,Geert,2001,176-)

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.(Hofstede,Geert,1994)

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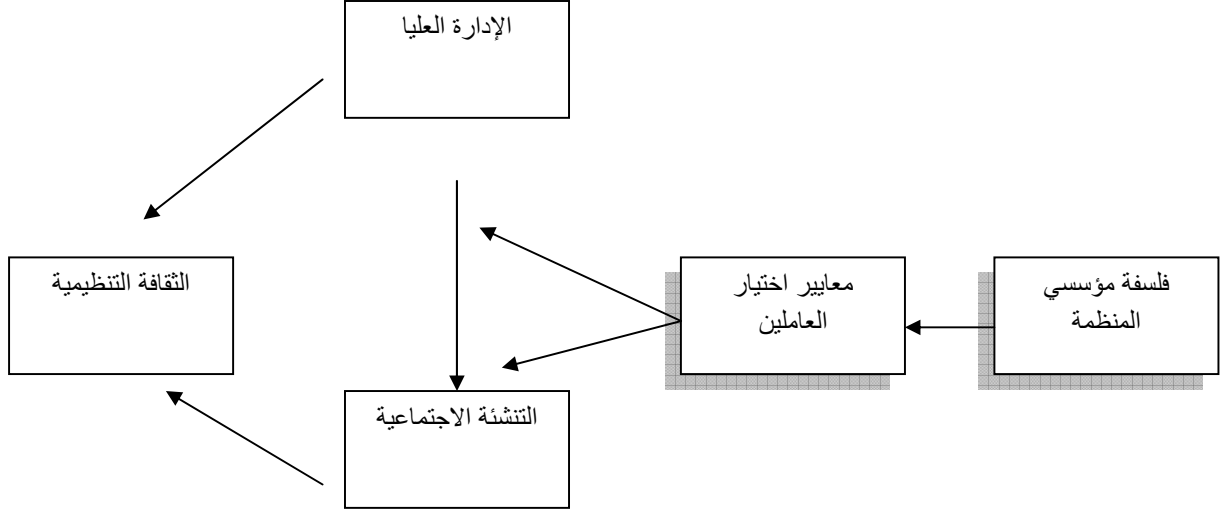
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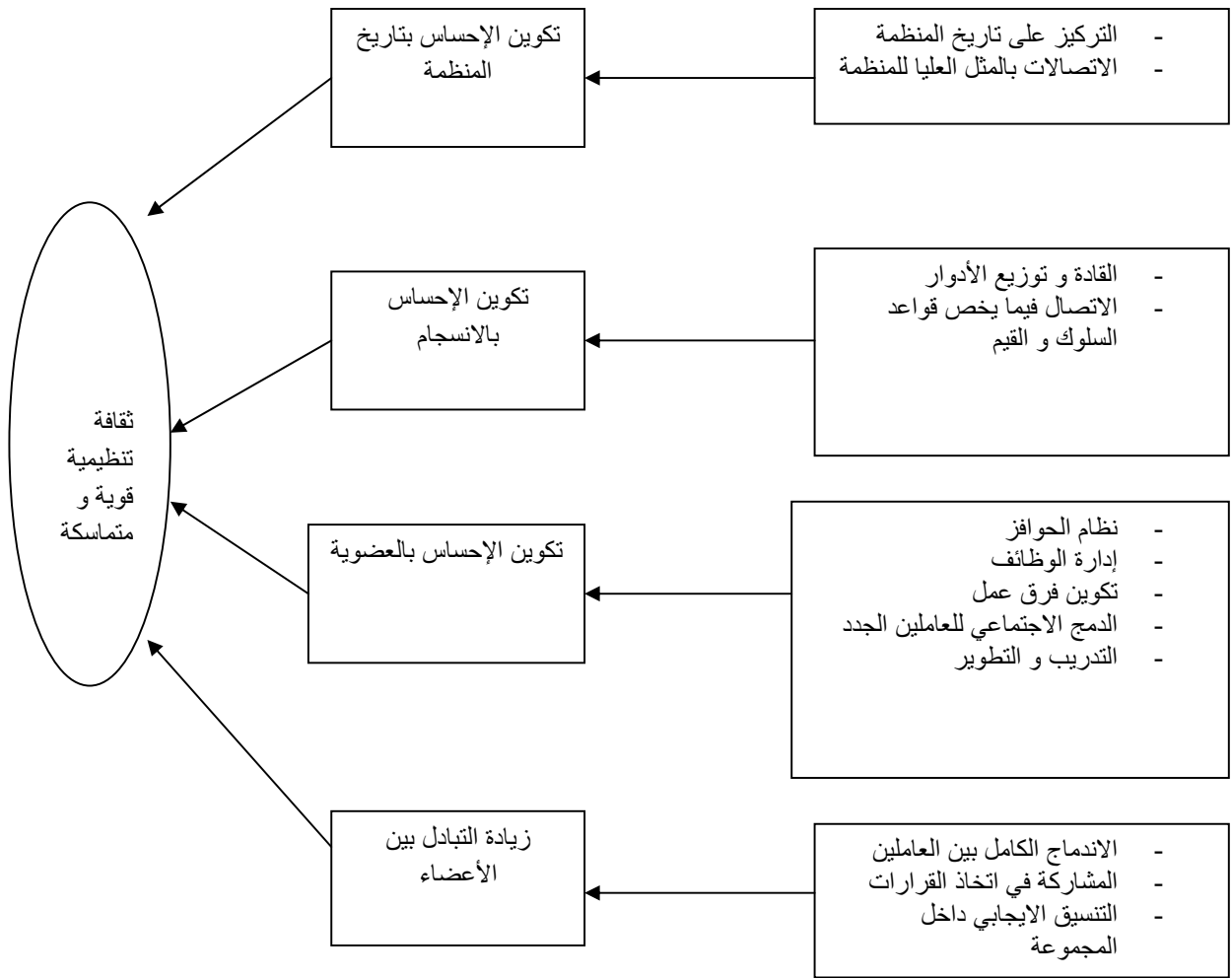
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ءة القيادات الإدارية في المستويات الدنيا من التنظيم وزيادة إحساسهم بالمسؤولية
وتفهمهم لأهداف المنظمة.

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(55 1995)

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الفصل الثالث: الضغط المهني

تمهيد

مفهوم الضغط

المعنى العام للضغط

النماذج النظرية المفسرة للضغط

مفهوم الضغط المهني

النماذج المقترحة للضغط المهني

أثار الضغط

علاقة الضغط بعوامل الضغط

تشخيص الضغط

حدود الطرق الإحصائية لقياس الضغط

خلاصة

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H. selye ."

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Walter Bradford cannon(1871-1945)

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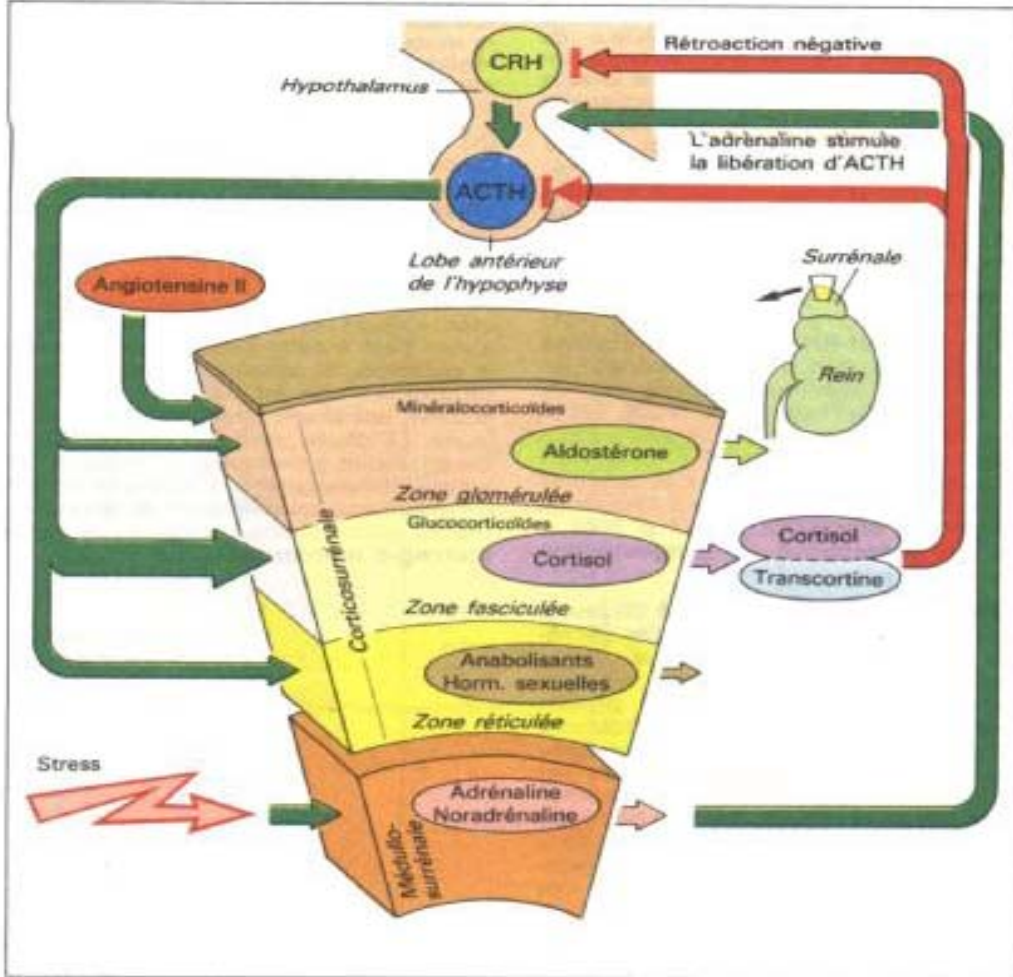
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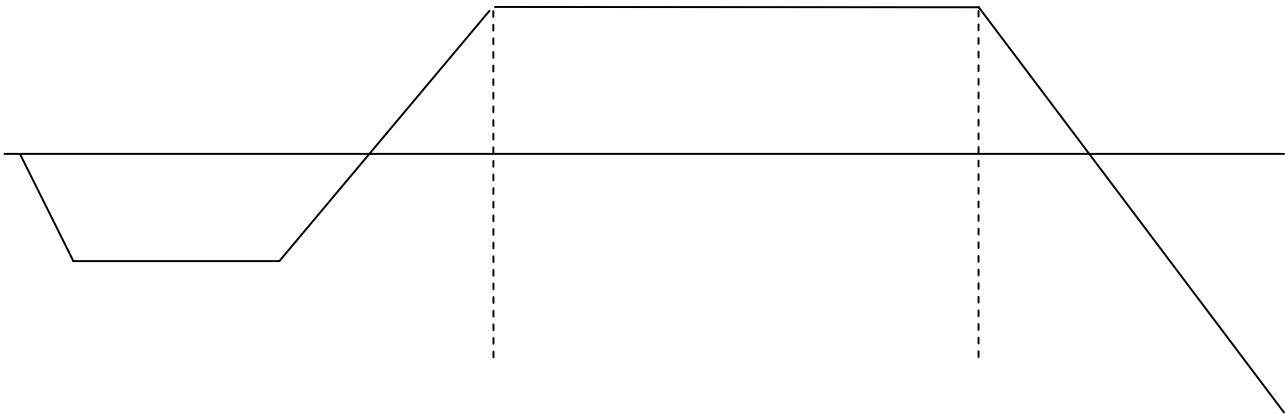
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Leurent.G.lestress,groupe de boeck s.a.,2012.p13.:

selye

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Kagan et Levi 1975

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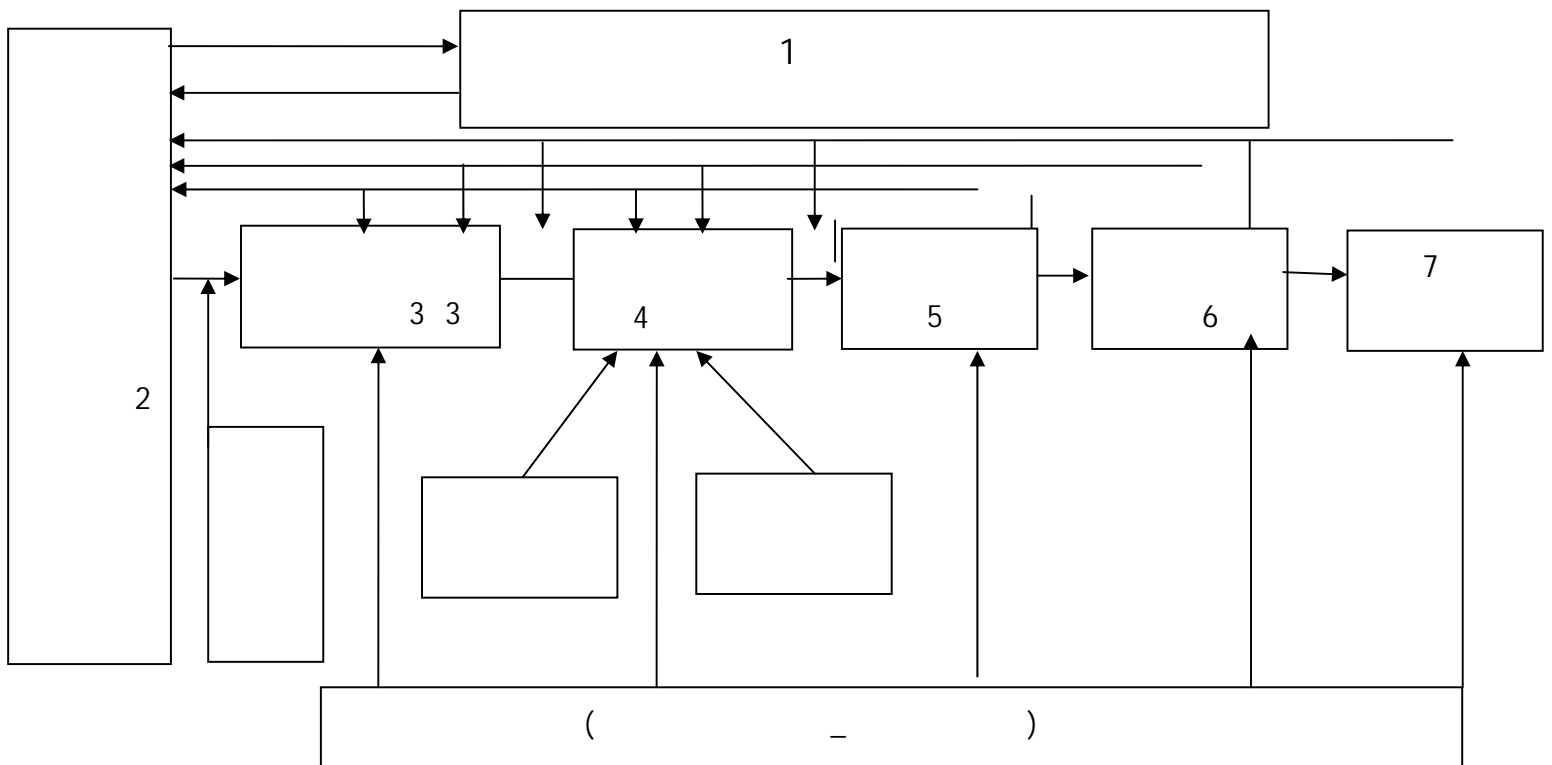
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Kagan et Levi 1975 _ :(8)



Laurent Guillet: (2012) : **le stress**. Goupe de boeck.bruxelles.pp16.:

Kagan et levi

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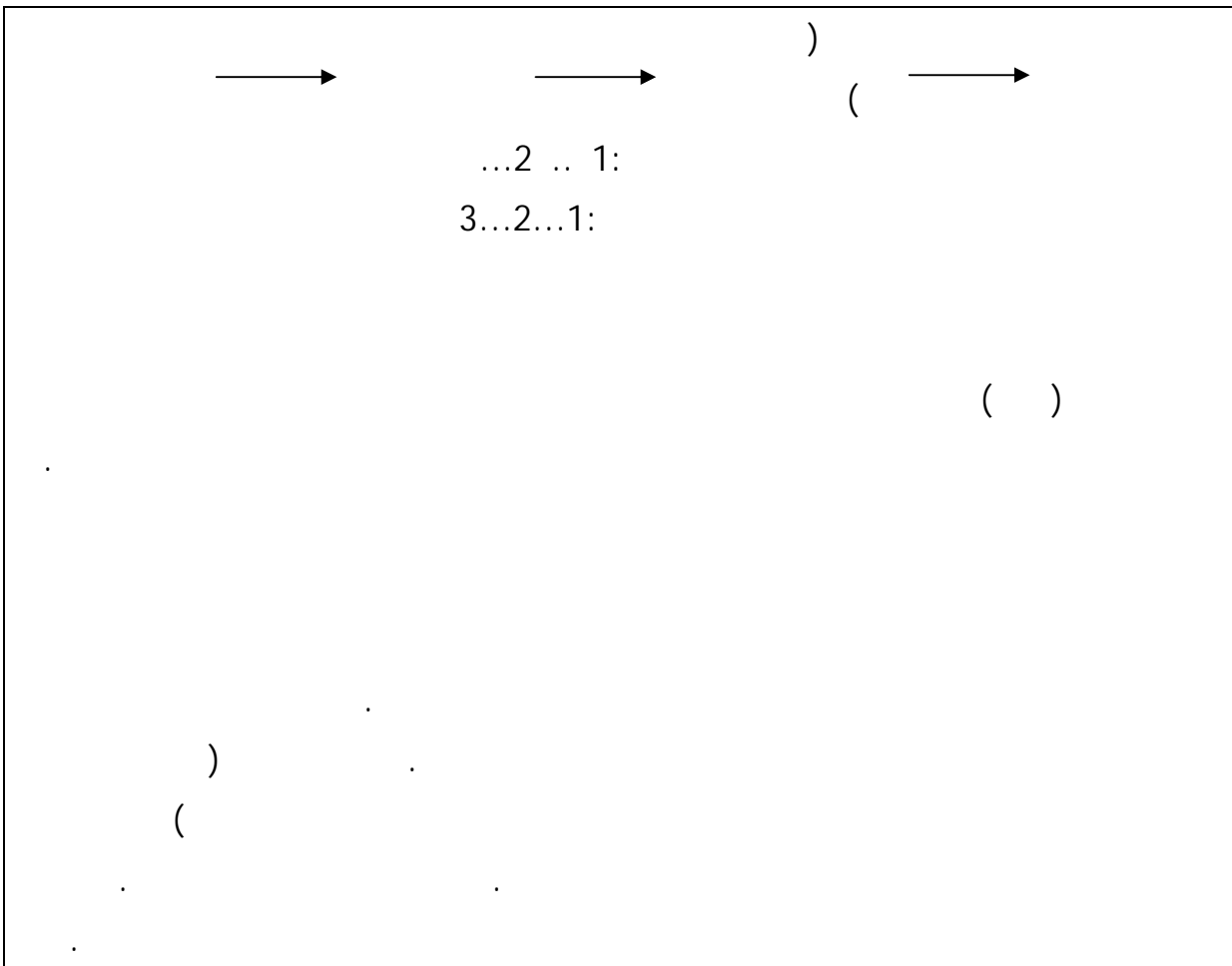
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Laurent Guillet: (2012) : **le stress**. Goupe de boeck.bruxelles.pp19.:

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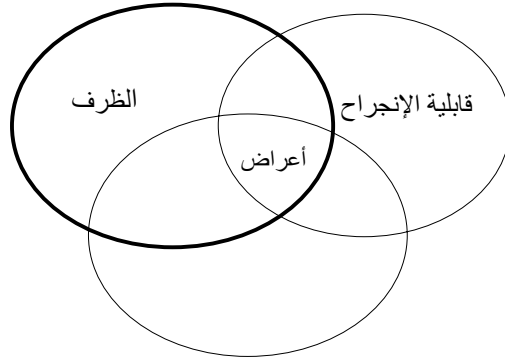
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(**Mc.Lean**)

1974 **Mc.Lean**

شكل رقم 10: نموذج ماك لين الضغط المهني 1974



Laurent Guillet: (2012) : **le stress**. Goupe de boeck.bruxelles.pp29.:

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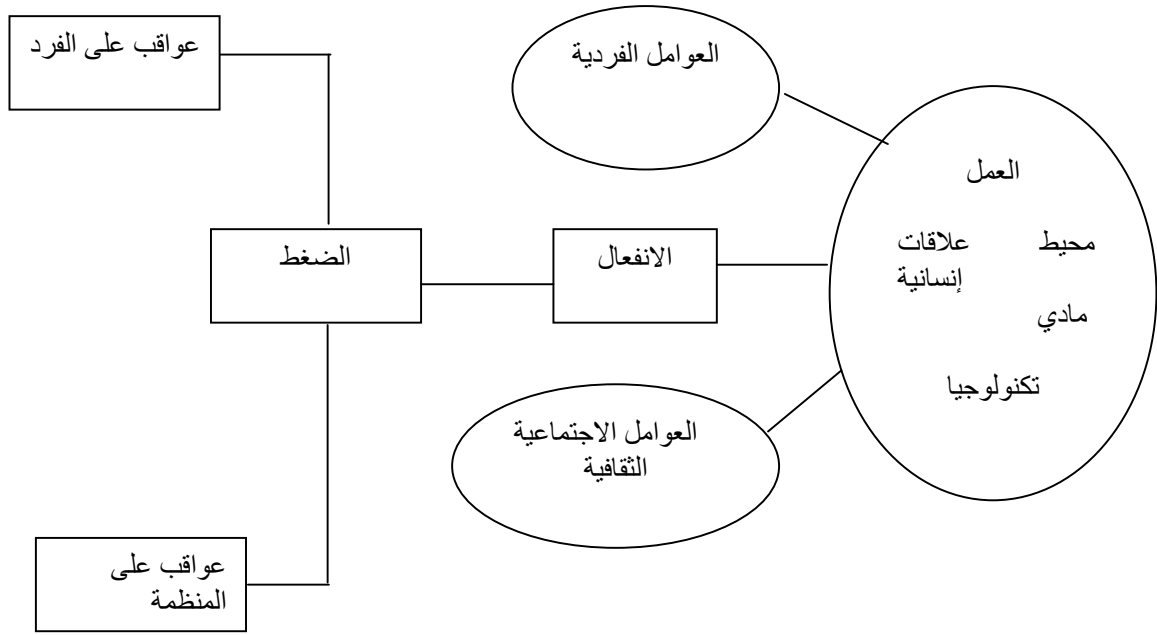
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Laurent Guillet: le stress. Goupe de boeck.bruxelles.pp32.:

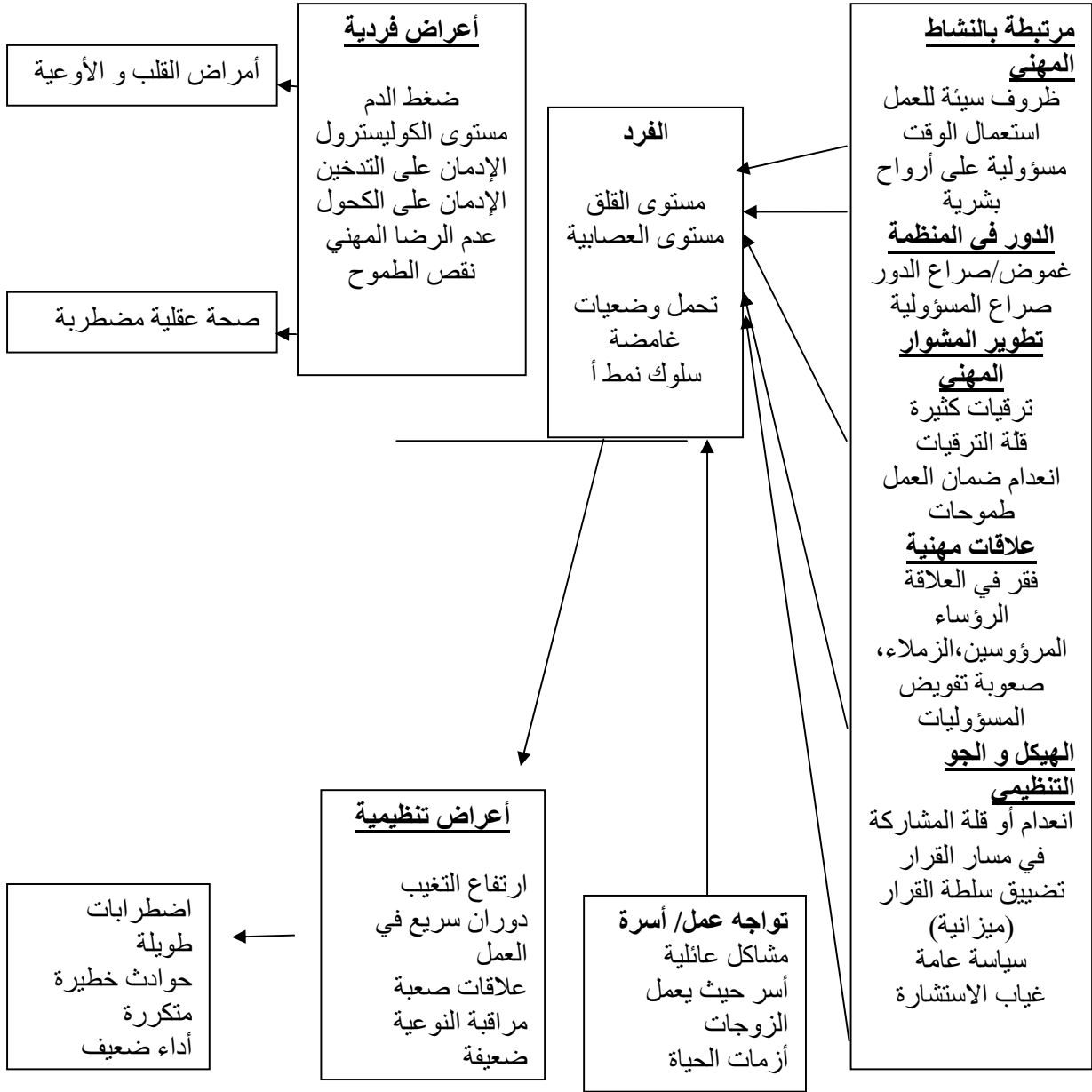
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Laurent Guillet: (2012) : c le stress. Goupe de boeck.bruxelles.pp58.:

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(1980) .

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(Lazarus1966)

B.s 1974

et B.p Dohrenwend

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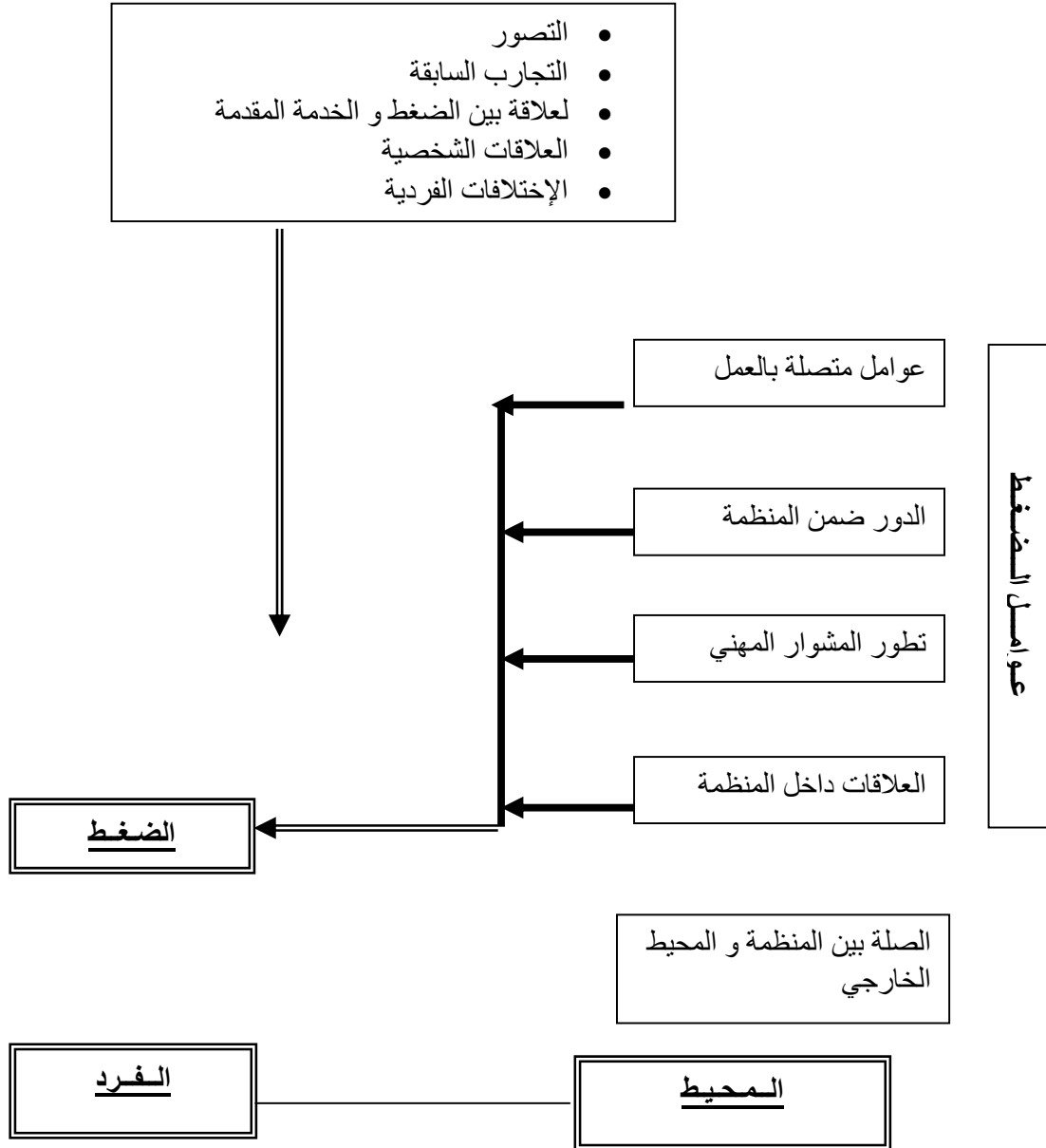
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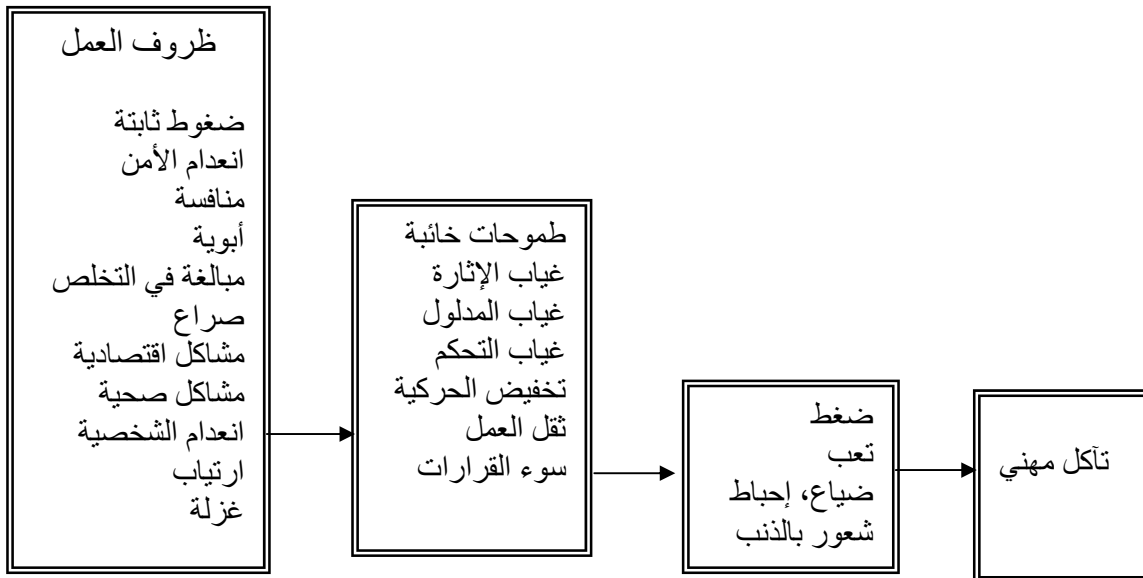
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DSM III

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:SDS stress diagnostic survey

Ivansevich et Mattenson

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: Audit du tress

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: **ADAM**

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Parasympathique

(Chneiweiss.L1998 .)

John

Howard ,Herman.l et Hoch

:(1986)

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135

training schultz -

Jackobson -
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sophrologie

sophrologie

(1998)

Klopper1998

(1998)

Cobb 1976

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2.2.4

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الفصل الرابع: الولاء التنظيمي

تقديم

مفهوم الولاء

علاقة الولاء بالانتماء

أهمية الولاء التنظيمي

مراحل تطور الولاء التنظيمي

أبعاد الولاء التنظيمي

مراحل نظرية لدراسة الولاء التنظيمي

محركات الولاء التنظيمي

أثر الولاء التنظيمي

قياس الولاء التنظيمي

خلاصة

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(55)

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(56)

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(263 1407)
(100)

: (Loyalty)

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" (16 1982)

(72 1972)"

) :
: Kanto (212

Mowday (Kantor,R,M,Ibid,499-517)

Mawday,R.T.Steers,RM., et al.op.cht.pp.224-)

: Bruce.Buchanan .(247

Bruce,)

(Buchanan.op.cit.pp.533-546

:

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:Cook and Wall

.(Cook, J,& Wall, T.D, 1980pp39-52)

.(Near Janet p.op.cit.pp 281.)

Bruce.Buchanan

:(Bruce.Buchanan op.cit.pp 533-546.)

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Porter

Porter, L.W, et)

.(al..Mowday and P.V.Boulian.1974,509-603

Sheldon

Sheldon.M.E)

: Steers .(,1971, 142-50

.(Steers.R.M,1977,46-56)

: : Beeker

: (Becker,H.S,1960,40-53)

O'Reilly .

(O'Reilly.C, Chatman, 1986

,492-499)

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Mowday et al

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Organizational Commitment

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(دخيل عبد الله

، 1995 ، 36)

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(حزامي حلواني، 61، 1422).

Romzek

Larson and

Mowday, Porter and Dubin

Steers

Fukami

: Mottaz

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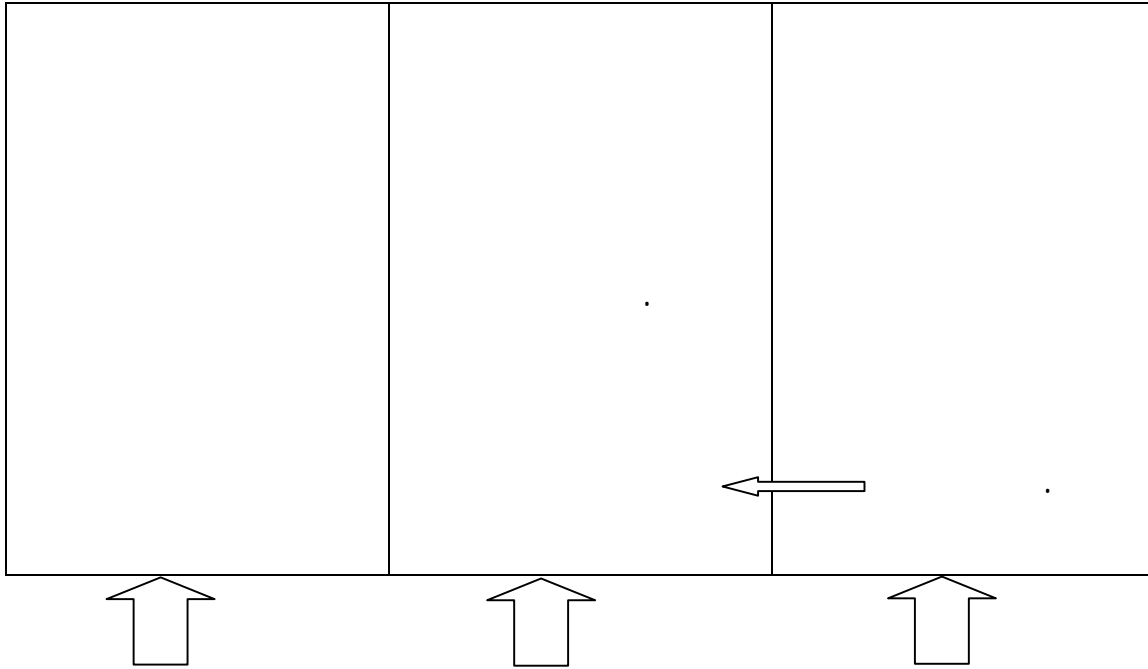
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Steers,1977

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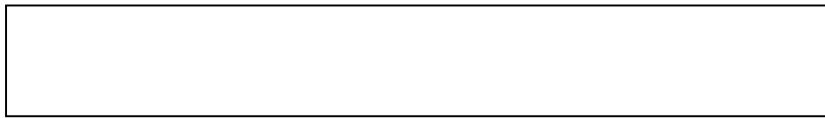
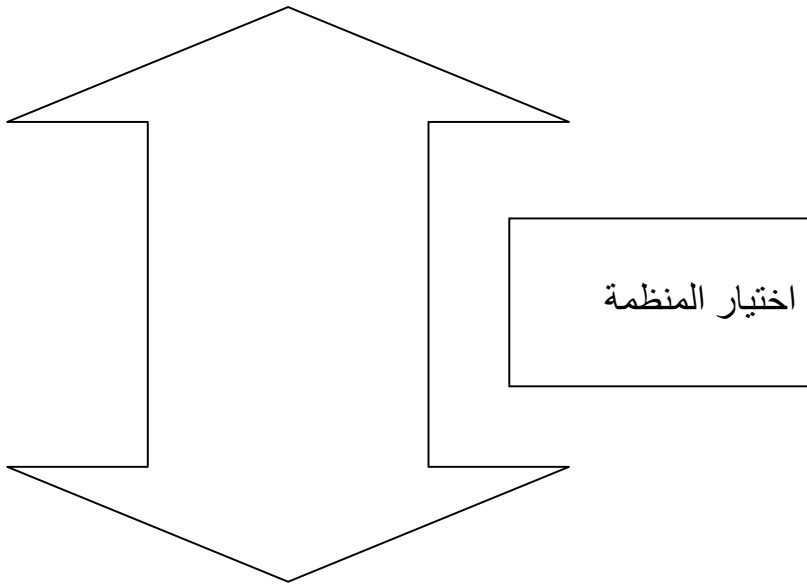
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(1977)

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Herzberg, Kallaberg, Katz,

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(1996 70) .

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(1999 133) .

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(1988 34) .

(1997 79) .

Romzek :

(8 1998).

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168

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الفصل الخامس: فعالية الذات

تمهيد

مفهوم فعالية الذات

علاقة مفهوم فعالية الذات ببعض المفاهيم السيكلولوجية

مكونات فعالية الذات

عمليات فعالية الذات

مستويات فعالية الذات

نظرية فعالية الذات لـ Bandura

أبعاد فعالية الذات

مصادر فعالية الذات

أنواع فعالية الذات

أثار فعالية الذات

خصائص فعالية الذات

الخصائص العامة لذوي فعالية ذات مرتفعة

خلاصة

Bandura

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1977 Bandura

(Origins)

.(Zimmerman,2000)

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Bandura

.(Bandura,1977, 192)."

Saks Bandura

.(Desmette ,Jaminon,Herman,2001).

" Bandura et Wood . (1999).

Shell .(Bandura et Wood,1989,805)"

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.(Shell, 1989, 90).

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.(431 1990).

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(11 1994) ."

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1994)."

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.(134 1997

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1993).

.(46

(1998)

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.(273 1998

(1981) Sappington ,et.al.

(2003) Van Gerwen,et.al.

Shelley et

(2004) Pakenham,2004

.(379 2003)

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(1908) William James

" James

(2001)

.(31 1999)."

175

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.(77- 45 2001

1994 Pagares et Miller

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Pagares et Miller)."

.(195 1994

(1996) Pagares

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Pagares).

.(546 -1996،542

Bandura

.(13 1996 Mayor et Sutton).

Bandura

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" 1967 cooper Smith

" 1967 Ziller et all ."

.(84 1967 Ziller et all) ."

Resemberg

Bockearts 1991 Brokner1988

1992 Mitchell Gist

.(Desmette,Jaminon,Herman,2001).

(2003)

).()

.(3 2003

Bandura

.(Bandura,1977).

3 - فاعلية الذات وتحقيق الذات:

(1990)

" (1990 32) .

" (1993)

(2000) (1993 72) .

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2000) ."

.(296

Schwarzer

.(1 1999 Schwarzer).

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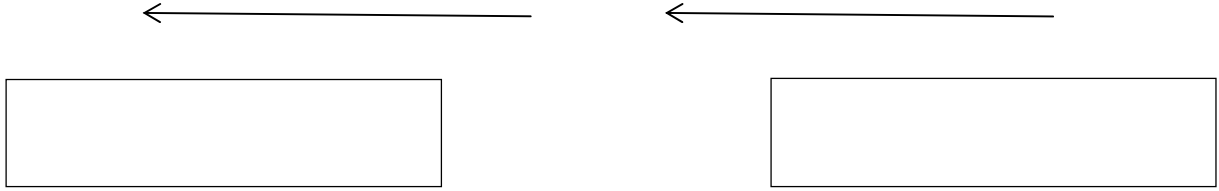
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Bandura

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:(17)



Bandura .A. 1980: l'apprentissage social. Pierre mardaga edition.:

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-5

1986 Modden Ajzen

Terry

181

Spakers

()

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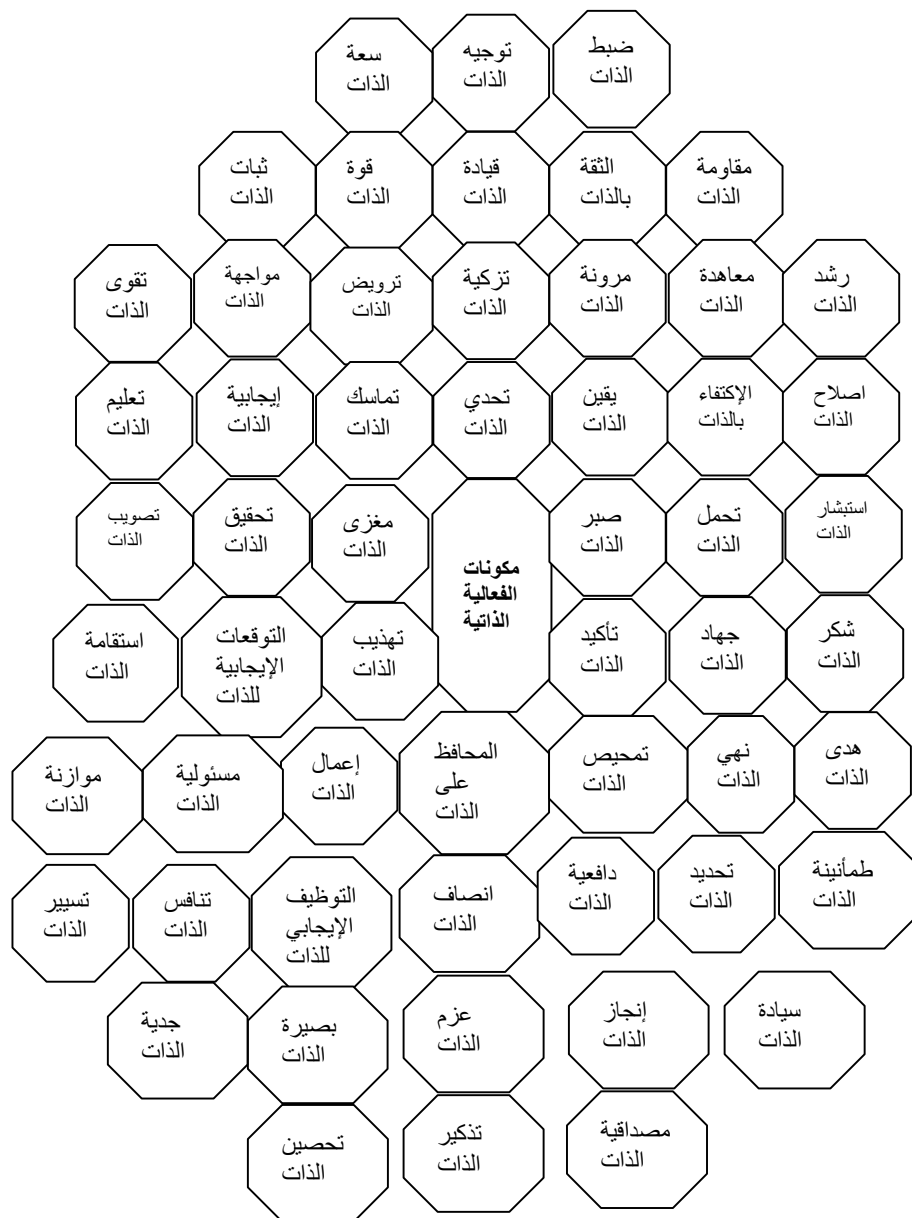
:(Hendry,et.al.,2005)

.(Kranz,2003)

.(Hendry,et.al.,2005)

(2005)

(18):



230-229

2005

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Brown

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.(Brown,et.al.,2005)

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(2005) Sanders et Woolley

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.(Sanders et Woolley,2005)

:Bandura

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(1986-1977) Bandura,A

: (98 -1988,77 Bandura) Bandura

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.(19)

.(24 1999) .

Bandura

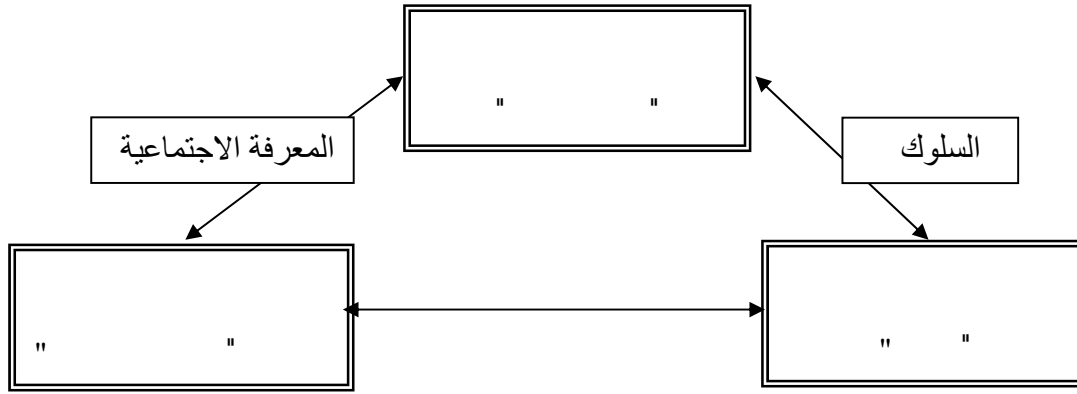
Bandura

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Bandura

:(19)



Zimmerman, B.J. (1989). A social cognitive view of self - regulative:
academic learning. *Journal of Educational Psychology*, 81, 329-339.

(1988،24 Bandura)

()

(1977) **Bandura**

” ”

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Bandura

(1997 1977)

.(Bandura,1997,25)

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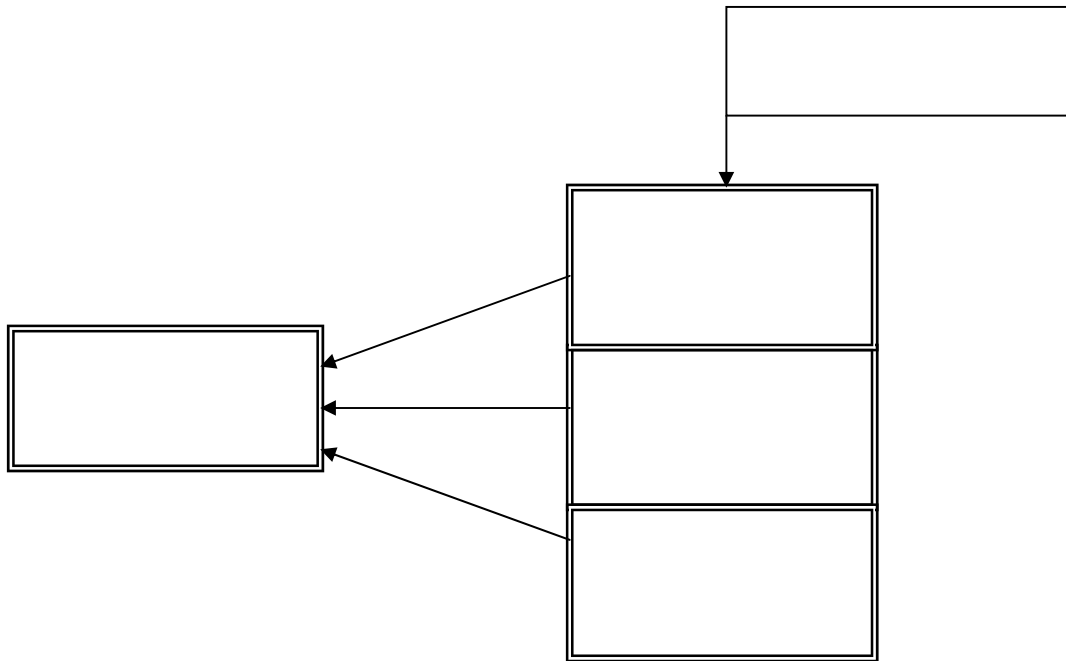
Bandura

(20)

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.Bandura

:(20)



Bandura , A. (1977) self-efficacy . Toward a unifying theory of behavioral :

:change psychological review , 84 , pp. 191- 215 .

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(1994 :48)

(2001)

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.(Bandura,1977:85)

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. (Bandura,1977:85)

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.(510 :2001

(2000) Kim & Park

-8

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Bandura

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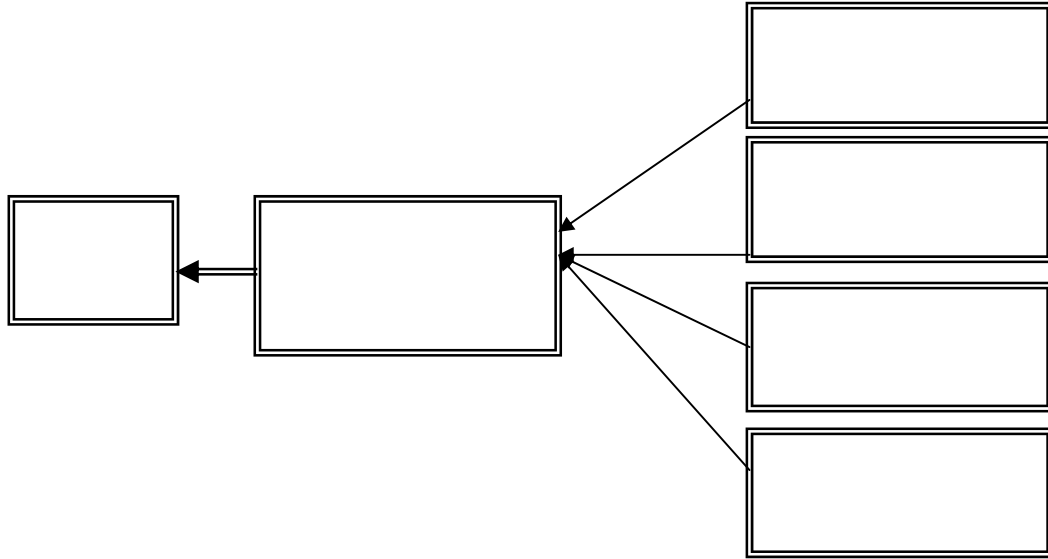
(21)

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Bandura

:(21)



Elliot et al, 2000, **Educational psychology**. 3rd eds. :
McGraw Hill Companies, Inc, New York Abdel pp222-224

: (1)

.(Bandura,1977:195)

(1988)

(2001)

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.(Bandura,1982:140)

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(Bandura,1977:200)

(1982)

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(Bandura,1995 :125)

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(Bandura,1997 :100)

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Bandura

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(1977)

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(Ji-Liang et Dan,2004)

.(Choi,2005)

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.(Lamory et Wilcox,2005).

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.(Tasa etWhyte,2005) ..

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.(Caprara,Steca,2005)

: -

.(Ibid)

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(Kass et Friedman,2005)

.(Ali,et.al.2005)

(Scott et Mallinckrodt,2005)

(Bodenhorn et Skaggs,2005).

(Choi, 2005) ...

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: (2004)

.(Martincevic,2004)

(Kass et Friedman,2005)
(Eaton, et. Al.,2004)
(2005)
(256)
(2005) (Hampton,2005)
(Betz, et.al.,2005) (1832)
:
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..
(Hiloway,rt.al.,2005) ...
(Sanders et Woolley,2005)
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(Maniadaki et Sonuga-Barke,2005)

(2005)
.(Caprara,et.al.,2005) (380)

:

Social Self- efficacy

...

.(Ferrari,2004) ...

Sexual Self-efficacy -

(Halpern-Felsher, et, 2004).

:

(Wong, et.al., 2004)

Violence Self – efficacy

(Benight,et.al.,2004)

(2004)

(49)

.(Tucker,et.al.,2004)

(%25)

.(Kalichman,et.at.,2005).

.(Lu,et.al.,2005)

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.(Robbins et

al.,2004)

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(1993) Bandura

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.(Cynthia & Bobko, 1994 36).

12 - الخصائص العامة لذوى فعالية ذات مرتفعة:

1986

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(1986 21

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Bandura

:(Bandura,1997)

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الجانب التطبيقي

الفصل الساس:الاجراءات المنهجية

تمهيد

المنهج المتبع في البحث

ميران البحث

عينة البحث

تقنيات البحث

الخصائص السيكومترية للأولات القياس

أولات الاحصائية

خلاصة

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2008/11 2008/02

212

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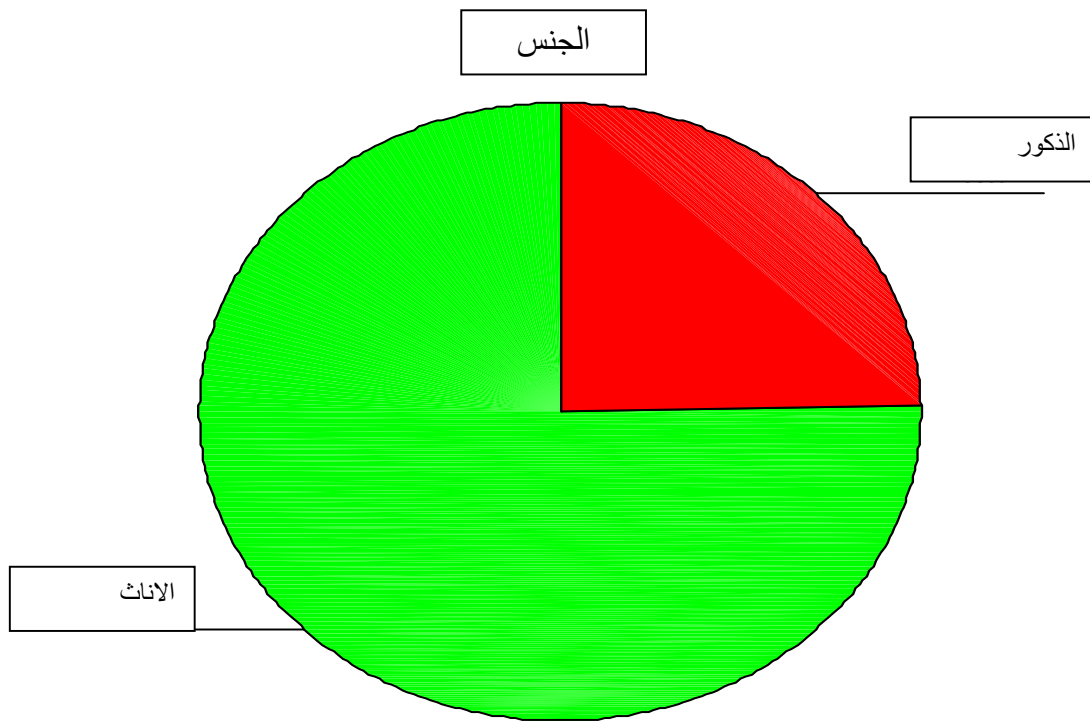
		2009/03	2009/01
330	425		979
	225	115	
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330	:	-	
%75.2	248	82	
		%24.8	
	:(3)		

%24.8	82	
%75.2	248	
%100	330	

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5.25

32.55

%75 (35 -25)

46

.%25 (46 -35)

:(04)

5.25	32.55	%75	247	35-25
		%25	83	46 -36
		%100	330	

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(05)

%22.12

%48.18

.%10.61

%19.09

:(05)

%22.12	73	
%48.18	159	
%10.61	35	
%19.09	63	
%100	330	

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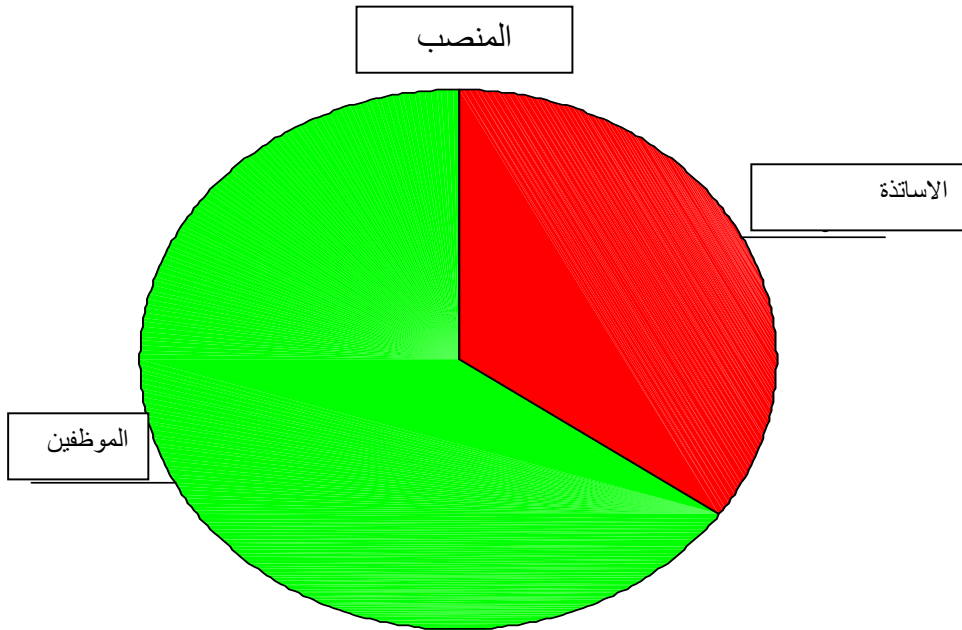
%34.80 %65.20

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%34.80	115	
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%100	330	

:(23)



216

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%1.21 %98.79 10 – 1
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%98.79	326	10 – 1
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.(1990 M.Grawitz).

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(1990,D D.Francis et M.Woodcok)

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.(D D.Francis 1995,p3)

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1990,D)

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(D.Francis et M.Woodcok

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19-14-7		
26-25-15-8-2		
20-16-9-3		
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29-13-5		

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120

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$\alpha = 0,001$

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.Davis et all 1979

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223

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120

0,805

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0,62 0,24

. $\alpha = 0,001$ $\alpha = 0,05$

0,89

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Mowday et others)

(1976

.1987

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.75-15

224

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.	04	-
.	05	-

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15-0
30-15
45-30
60 -45
60

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0,727

120

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0,52 0,17

$\alpha = 0,001$ $\alpha = 0,05$

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,Sherer

(Barlow et

1982

Maddox ,Mercandaute
.al,1984)

.(227 2006)

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17

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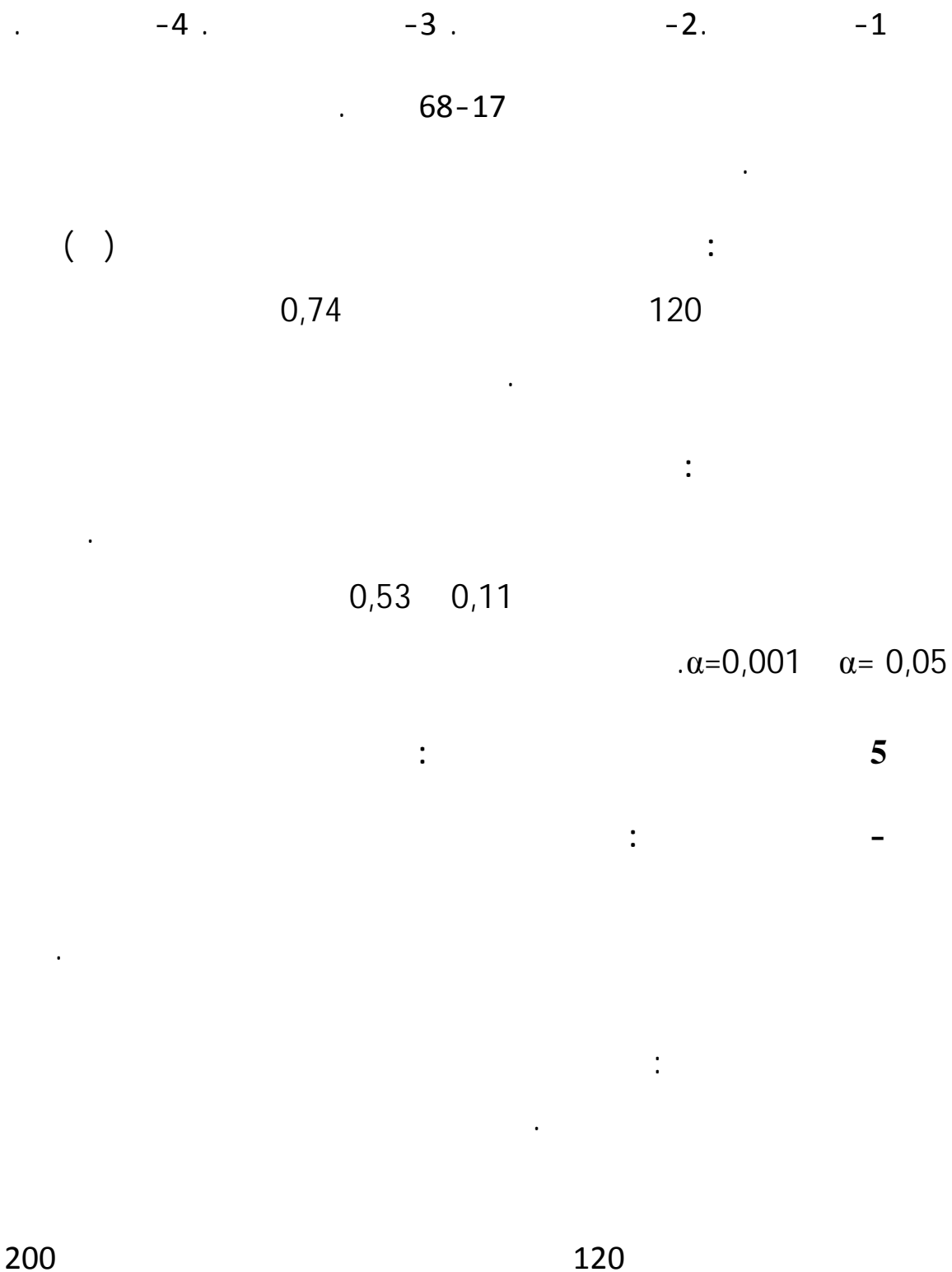
(15-13-9-8-3-1)

(17-16-14-12-11-10-7-6-5-4

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البند المحذوف	المقياس	
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الفصل السابع: عرض وتحليل ومناقشة النتائج

تمهيد

عرض وتحليل النتائج

مناقشة النتائج

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Friedman

(10)

6.92

7.97

4.81

5,48

1.84

:(10)

. Friedman

Friedman			
7.97	5.68	23.85	
6.92	4.02	17.42	
5.48	3.39	13.77	
4.81	2.95	12.35	
3.22	3.95	10.59	
3.20	2.67	10.30	
2.57	2.08	9.69	
1.84	1.83	8.65	

(11)

$\alpha=0.01$

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:(11)

.Friedman

0.01	7	1883.31	330

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(12)

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.24.78

329

_ 48.36

" "

$\alpha = 0.01$

234

:(12)

		" "					
0.01	329	-48.36	0.62	11.35	24.78	330	

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Friedman

(13)

14.42

13.63

12.44

13.05

235

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11.40 11.59

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:(13)

Friedman			
14,42	,906	1,98	-1
13,63	,946	1,77	-2
13,05	1,051	1,68	-3
12,44	,959	1,52	-4
12,14	1,345	1,60	-5
11,59	,810	1,36	-6
11,40	1,255	1,34	-7
11,28	1,009	1,37	-8
11,14	1,075	1,31	-9
11,08	1,089	1,42	-10
10,77	,858	1,25	-11
10,63	1,177	1,26	-12
10,31	,989	1,19	-13

9,26	1,050	,99	-14
9,15	1,010	1,04	-15
8,98	1,165	1,04	-16
7,99	1,114	,79	-17
7,94	,931	,80	-18
6,40	,828	,55	-19
6,40	,837	,52	-20

friedman

1083.38

(14)

$\alpha=0.01$

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.Friedman

0.01	19	1083.38	330

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$\alpha = 0.01$

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238

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0.01	329	-13.31	0.45	8.18	39	330	

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(16)

(16)

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$\alpha = 0.01$

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		" "					
0.01	329	3.75	0.24	4.40	51.91	330	

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" Pearson "

(17)

.r= 0.18

0,01

240

(17)

		.r= 0.12	0.05
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