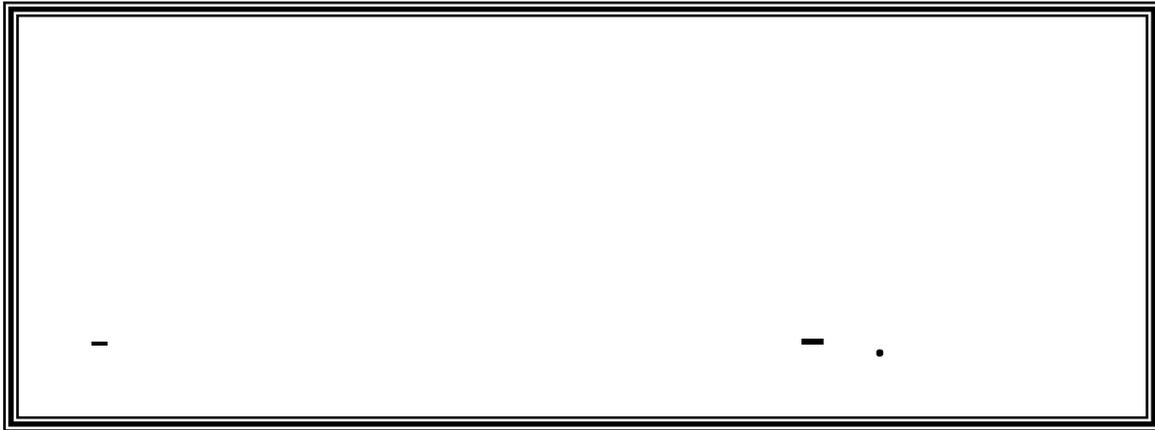


2



-

- .

.

:

:

.

/

.

2013/2012:

.

"

"

.

.

فهرس المحتويات

1	
	:	
6	-1
11	-2
13	-3
14	-4
14	-5
	:	
18	
18	1-
25	2-
30	3-
40	4
46	5-
50	6-

53	7-
67	8-
69	-9
72	-10
72	-11
73	-12
74	-13
79	-14
	:	
82	
82	1-
85	2-
96	3-
98	4-
111	5-
114	6-
123	7-
132	8-
139	-
	:	
141	
141	1

146	2
150	3
153	4
157	5
158	6
162	7
165	8
168	9
169	10
	:	
171	
171	1
175	2
1823
184	4
184	5
185Bandura	.6
187	7
1918
1969
20110
20411

20512
208	
	:	
211	
211	1-
212	2-
212	3-
217	4-
218	
227	5-
228	6-
230	
	:	
232	
232	1-
248	2-
261	
265	
269	
293	

54	OuchiWilliam G	1
71		2
213		3
215		4
215	.	5
216		6
217		7
221		8
229		9
233		10
234	.Friedman	11
235		12
236		13
238		14
239		15
240		16
242		17
244	.	18

246		19
247		20

35		1
37		2
38		3
68		4
70		5
86		6
89	Selye	7
92	1975 Kangan et levi –	8
94	lazarus et folkman	9
99	1974	10
101	1982	11
103	1986	12
118		13
128		14
154		15
156		16
180		17

183		18
187		19
189		20
192		21
214		22
216		23

مقدمة

.(66 1984)

..1991

1992

1992

الجانب النظري

الفصل الأول مدخل الدراسة

إشكالية البحث

فرضيات البحث

أهداف البحث

أهمية البحث

.1

.(2003 Bartell 1982 Kennedy)

1991 1984 Bartell 2003 Bartell)

Bartell) (1988 Tierny) .(1996 Sporn
(2003

" "

L'ancrage professionnel

E. Shein .

(1976) England

(1979) Scott & Hait

(1994)

)

.(1999

.(1975 Caplan and al)

"Neurman and Beher "

(1997)

.

...

. ...

Folkman et Lazarus

.(Paulhan,1992)

(winberger-freud)

(1997)

.

"

.(1997)

.(2003)

.(19 2002)

.

(Streers,1991)

(Hendrix ,1985)

.(Baron ,1990)

)

.(2002

le

.

1984 boyer

.(Gangloff,Sourisse,1995)

.

bandura

.(Zimmerman,2000)

" bandura .(Jaminon,Desmette,Hermani,2001)

.(Banadura 1989,122,)."

Banadura et al.1988 et Wiedenfeld).

.(etal,1990

.(1997,Gomes)

.

:

.1

.2

.3

.4

.5

.6

.7

.8

.9

.2

:

-1

.

-2

-3

.

-4

.

-5

.

-6

.

-7

.

-8

.

-9

.

.3

.4

.5

:

).

.(11 1991

.(5 1996)

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

"

)

" (Robin ,Williams) .(150 1994

.(62)

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

Mary Beth) .

" " (Shin, 1984

(Grenberg, 1984)

(Mandler, 1984)

(Strain) (Pressure)

.Davis et all 1979

:

"

" .(12 2000) "

.(72 1997)".

.Mowday et athers,1976

:

(1983)

"

.(bandura,1983,467)

"

.(Bandura ,1988,486) "

(2001)

.1982 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

خلاصة

-1

()

():

()

()

)

.(

)

(

"

1871

E.B.Tylor

"

.(11 1996 Cuche) "

(20 19)

"

1951C .Kluckhohn

1952

.(27 1951

) "

()

162

6

Radclif_brown ,Sapir , Mead, Parsons, Malinowski, Linton

3

Firth ,Herskovits

.Sorokin

Morris

Wissler ,Benedict

.Murdoch

.levi_strauss

Carr , Murdoch

Taylor, Becker

) 1952 Kroeber et Kluckhorn) Bain,Whyte ,
.(43

" Herskovits .(198 1999)
"
.(35 1980)
" (Audrey&rechards)
John,R.Shermerhorn&) "
.(all,1998,320
" (Cooke ,Rousseau,1988)
"
1992 D .Bollinger.G.Hofstede
"

.27 "

)
" " .(...

.
"

)

.(356

" (Krober&Kluckhon,1952)

.(Robert,Denise,1988,245-273)."

" (Swartz & Jordan,1980)

.(248 1988Robert, Denise,)."

: 4

- -1

-2

Robert Merton

-) (- -) -3

() (

.(Godelier,1984,11)

Edgar Shein 1985

" " "

.(Edgar Shein 1985).

(1983) Smichich Linda

(1983) Smichich Linda

(1983) Smichich Linda

-)

.(

(1983) Smichich Linda

"

"

"

-2

()

.(7 2000) .

.(G.stony Alder,2001,332-342).

(Bullis & Tompkins,1989)

Paul schrodts,2002,189-).

.(202

" (Kroeber,Kluckhohn)

.(18 1997)"

" (Hofstede , Neuijen , Ohayv , Sanders,1990)

(Dltomaso,1987)

."

"

" (Ouchi,1981)

."

(Deal&kennedy,1990)

.(Robert,Denise,1988,245)"

"

"

" (Sathe,1987) .(48)

."

(- -)

" (Pettigrew,1979)
."

" (,1982 Peter,Waterman)

" () ."

Daniel R. Dension,)

" () .(2

.(89 Tomas.L.Wheelen &David Hunger,) Borseman

" (Deal,Kennedy,1982)

Bartvictor,john 1988

."

"

Cullent

.(Daft,Richard,1992) ."

(Deal & Kennedy1991)

.(Deal & Kennedy1991,4-5).

(Kotter,Heskett,1992)

"

."

Kotter et

"

."

1992 Heskett

(.

"

(Weelen,1995)

.Kotter et Heskett,1992.32)

.(40 1995) "

"

(Armstrong)

"

.(M.Armstrong.1996.31)

"

(Francesco,Gold.1997)

.(Francesco,Gold.1997.P18).

"

(Heifetz.1999)

(Koss,)

.(Heifetz.1999.10) "

"

"

(Gibson.)

.(Gibson.2000.P20) "

" (Clampitt,2001,)

.(Gibson.2000.P20)

(2004)

.(Clampitt,2001,48) "

Gregory B. "

.(121 2004).

"Northcraft & Margaret Aneale

.(Gregory,all,1994.408)

-3

(Pettigrew,1979)

:
.
()
" 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) "

" (Trice,Beyer,1984)

:

: -1

: -2

: -3

: -4

:

(Pettigrew,1979)

(Pettigrew,1979)

(Smirchich)

"2004 Schein"

:(Schein,2004.14-15)

:

.(Schein,2004.14-15)

.

:

" "

.(Schein,2004.14-15)

:

(Schein,1992)

"Schein"

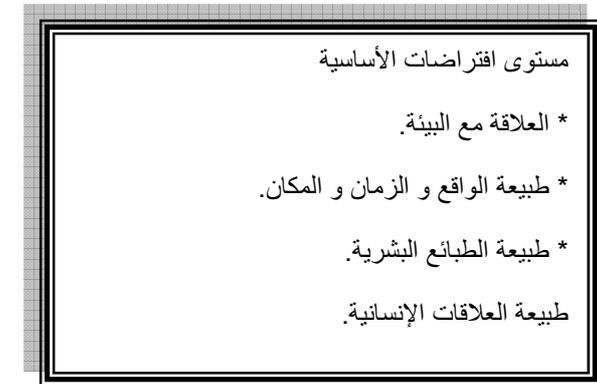
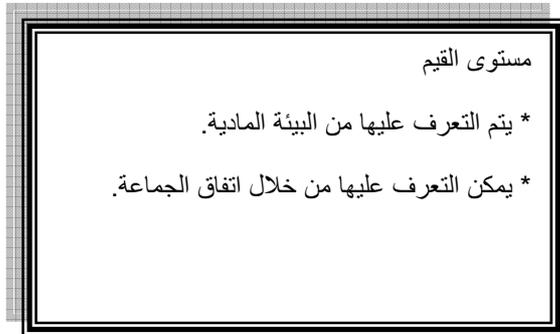
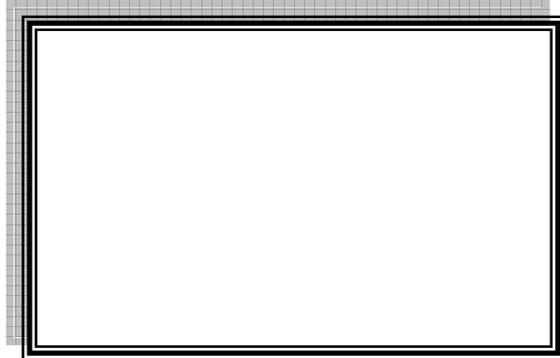
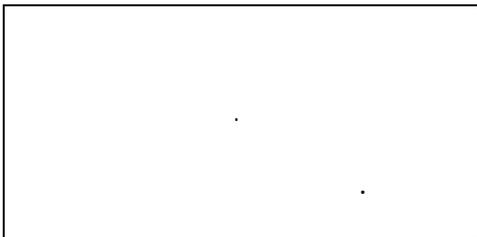
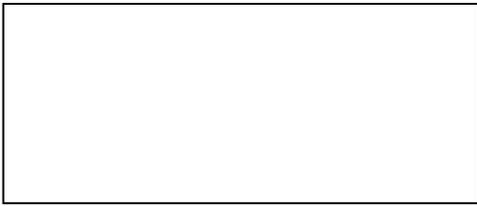
(Schein,1992)

1

(Hatch,1993)

— " "

:(01)



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

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

.
()

:

: -1

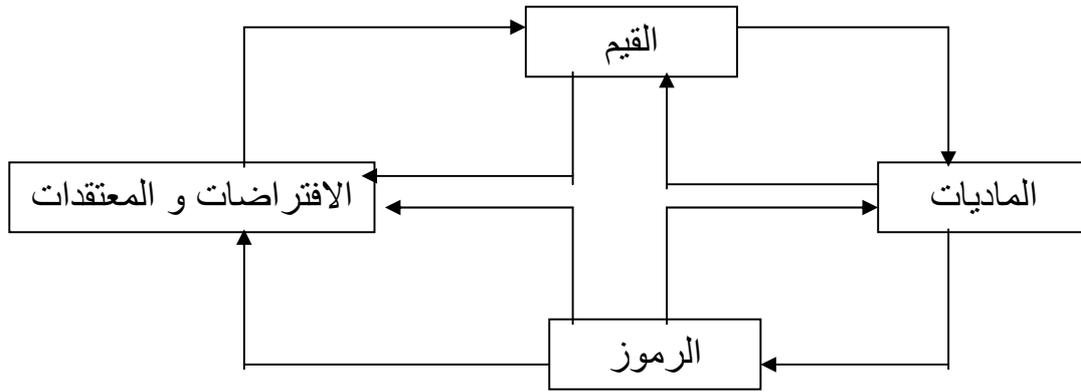
: -2

: -3

: -4

.(2)

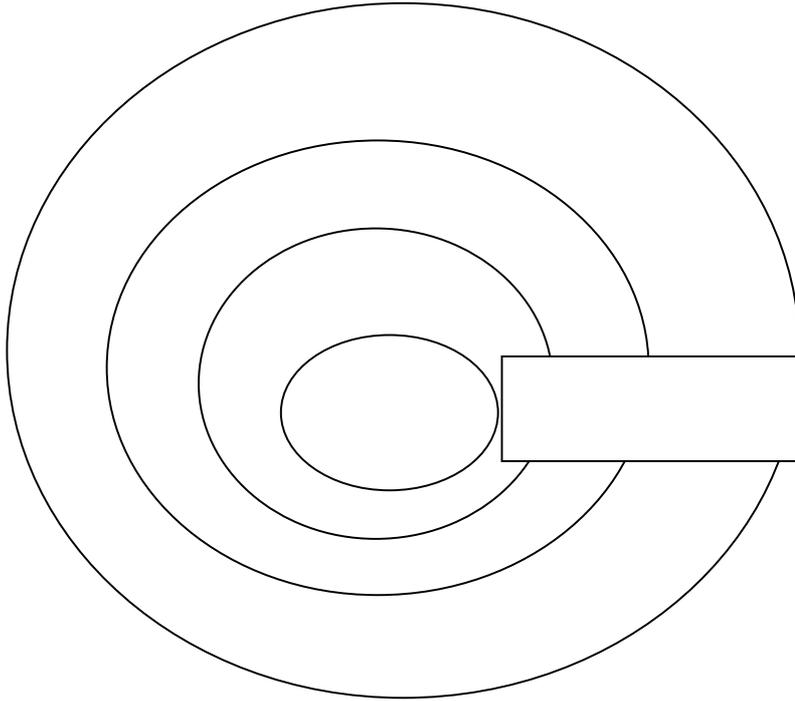
(2)



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)

1990

:

.(terance,Kennedy,1990,15-13)

:

.(Ott,1979.45-2040)

:

:

-1

.....

:

2

.
:
-3

.
:
-4

.
(399 1995)

.
:
-4

)
:
(32 2003

.
:
-1

-2 :

-3 :

-4 :

-5 :

-6 : ، وليس سهولة التعامل معهم

وودهم.

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

:

-1

(1981 85) .

.(310 2004)

()

.(Ott,1989,46)

() -2

.(74 1998)

.(310 2004)

.(3 1972)

-3

.(73 1996)

)

.(145 1982

-4

.(93 1996)

-5

"
.(133 1979) "

.(24 1999)

-6

.(95 1982)

.(18 2001)

-7

(97 1998)

.(31 2004)

.(57 1996)

-8

.(38 1982)

"Weick "

.(Weick,1975,389-387)

: " 1997 John & Keith"

(John & Keith,1997.104-108)

:(Ott,1979,50-46)

-1

-2

-3

-4

-5

Deal)

(& Kennedy1991,15-19

(Schein-2004) .

:

:

-أ

-

-

:

-ب

-

-

-

"Pederse Sorenson"

"

"

: (33 1996)

-1

-2

-3

-4

-5

-6

-7

-8

-9

:

.

-

.

-

:

(Creating "Schein"

.togetherness)

: (Shein,2004,66-88)

:

-1

.

:

-2

:

-3

.

:

-4

.
:
-5

.
:
-6

.
- :

.
:
:
-1

.
-ا

.
-ب

.
:
-2

.
-ا

-ب

-ج

: -6

: (24-23)

: -1

: -2

: -3

: -4

:

-1

-2

-7

()

:

Ouchi -1

Peter and Waterman -2

Hofstede -3

William G Ouchi -1

William G Ouchi

William Ouchi

G

:

-

-

William G Ouchi

.Z

Z

Z

(314-305 1978 William G Ouchi)

:William G Ouchi

William G Ouchi

:(1)

	z		
			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

Z

" "

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

" "

Z

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

. z

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

Z

.

.

Z

z

z

.z

z

.

z

.

z

.

z

: z

z

Toyota

z

Toyota

Waterman Peters :

Tom Peters & Robert

"In Search of Excellence"

Waterman

:

" "

.

-1

)

(

.

:

-2

"

Peters & Waterman

"

.

.1989

(3).

-3

.
-4

-

-

.

.

"

"

.

-5

"

"

. . . .

-6

"

"

.

-7

.

-8

.

.

Hofstede

-

IBM

"

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

:

-1

-2

-3

Hofstede, Geert, 2001, 176-

.(172

.(/)

()

-4

()

()

-5

.(Hofstede,Geert,1994)

- 8

:

-1

-2

-3

-4

-5

-6

-7

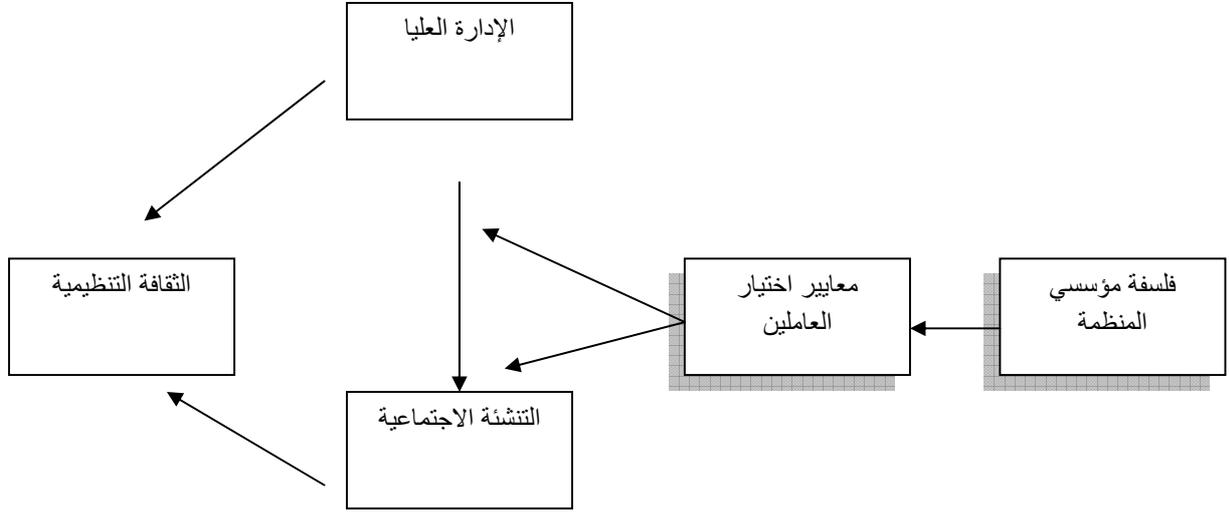
-8

(36

)

: (4)

:(4)



36

:

:

: -1

: -2

: -3

: -4

: -5

-9

.(5)

(1997)

(69-68

)

:

: -1

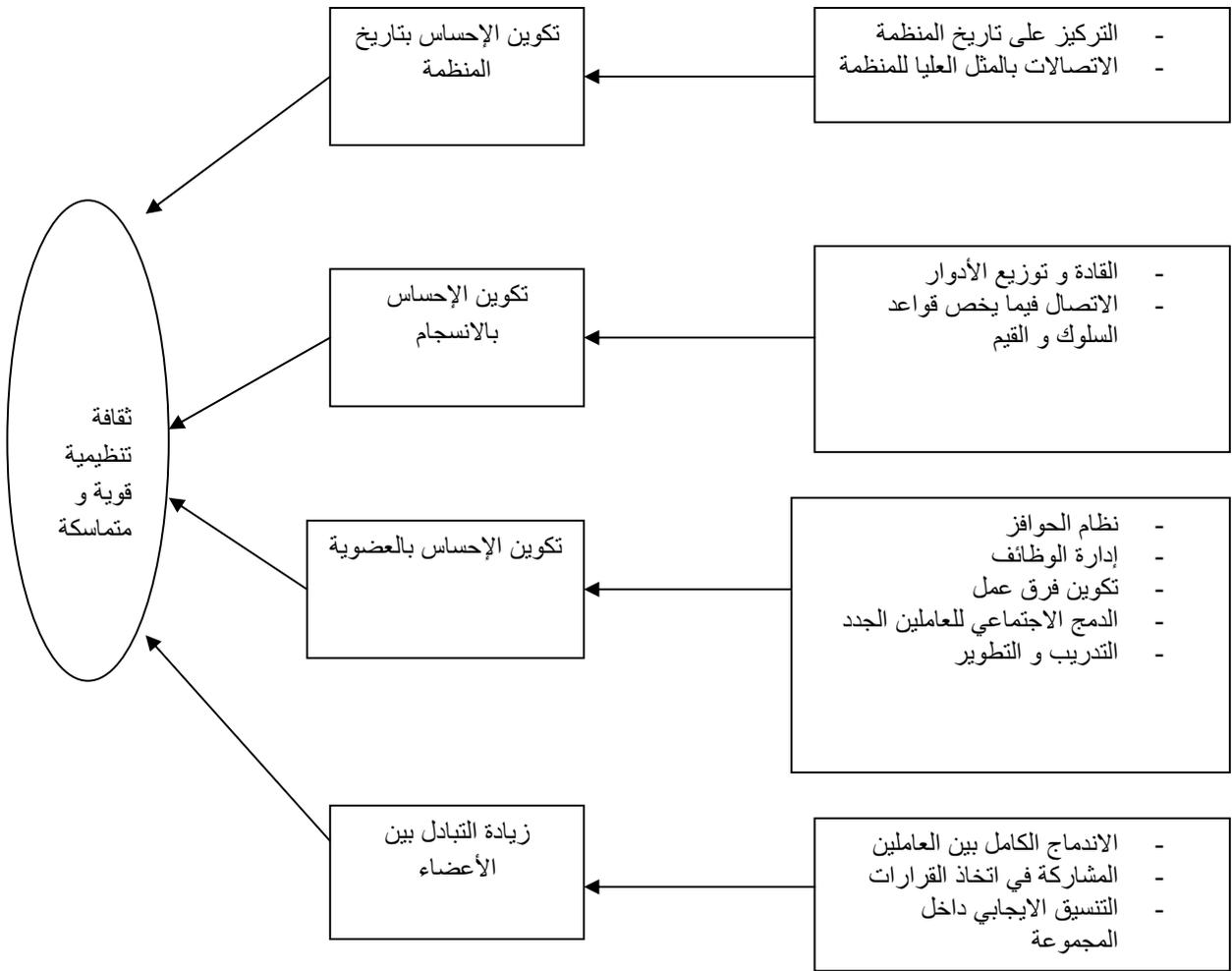
: -2

: -3

: -4

: -5

(5):



(1997):

.452

(2).

-10

:

:

.

:

:

:

:

:

.

-11

:

:

-1

...

.

() : -2
()

.(62

: -3

: -4

-12

:

: **-1**

: **-2**

: **-3**

.(31 1972)

: **-13**

()

.1995

()

: 4

: **-1**

: ()

: -2

. :

: -3

. :

: -4

. :

:

: -

.

.

:

.

.

.

: -

()

-:

.

:

-

.

.

:

-

.

:

-

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

- :

- :

"

"

(55 1995)

(29 1998)

الفصل الثالث: الضغط المهني

تتمهيد

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

: -1

:

[] :

" " : .(427 1983)

: " " :

" "

stress

stress

.(cooper,1985)

(1932) Cannon

H.selye 1946

" H.selye
H. selye ."

.(1999)

" selye " " " " / " " (1955)

)"

"

.(H. sely

Stress

1993

HellriegelSlocum et Woodman 1988

" :

Sekiou et Blondin1986 "

"

:

.

.

.

.

.

.

.

1996

.

.

-2

:

-1-3

Walter Bradford cannon(1871-1945)

cannon

"

"

"

.

"

"

"

selye

cannon

1935 Selye

H.selye

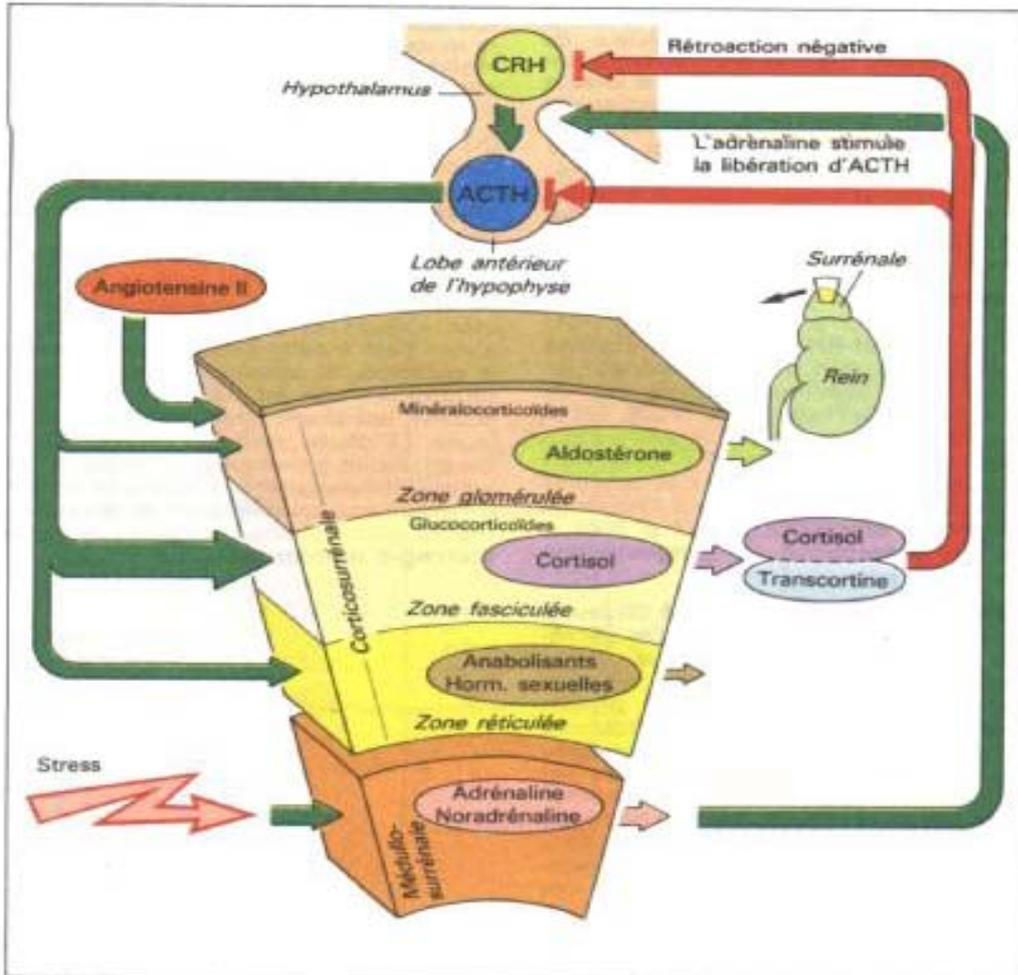
Stress

"

Hans Selye

.(1.guillet.2011.12) "

:(6)



selye

()

selye

"

"

)

.(Démotion

)

(

(

)

"

"

1974 selye hans

:

:

.1

) .

tachycardie

catabolique

medullosurrenale

corticotrophique du lobe extérieur

(

corticosurrenale

:

.2

hypetrophie

) .

decorticossurrenale

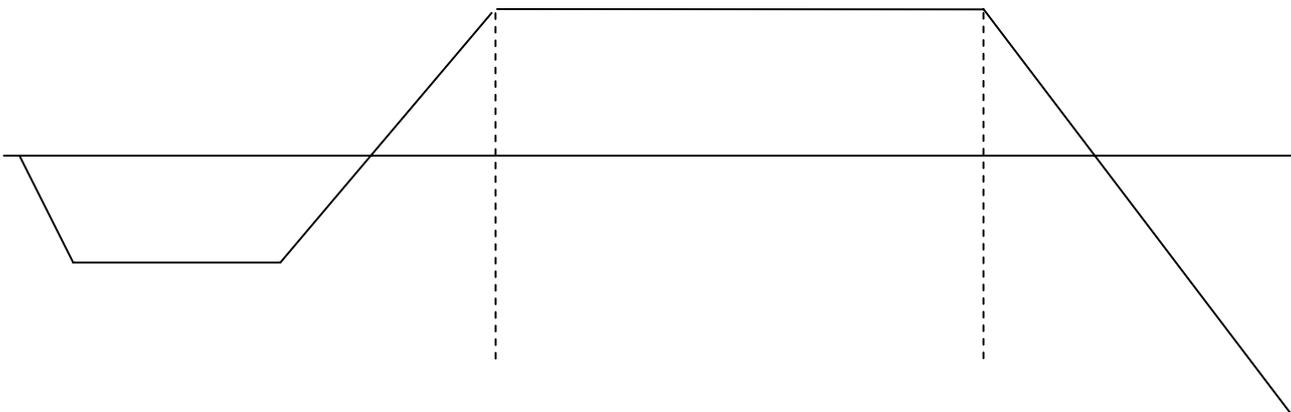
.(

selye

:() .3

.H.Selye

:(7)



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

selye

corticosurrenale

selye

(1991)

selye

()

()

Kagan et Levi 1975

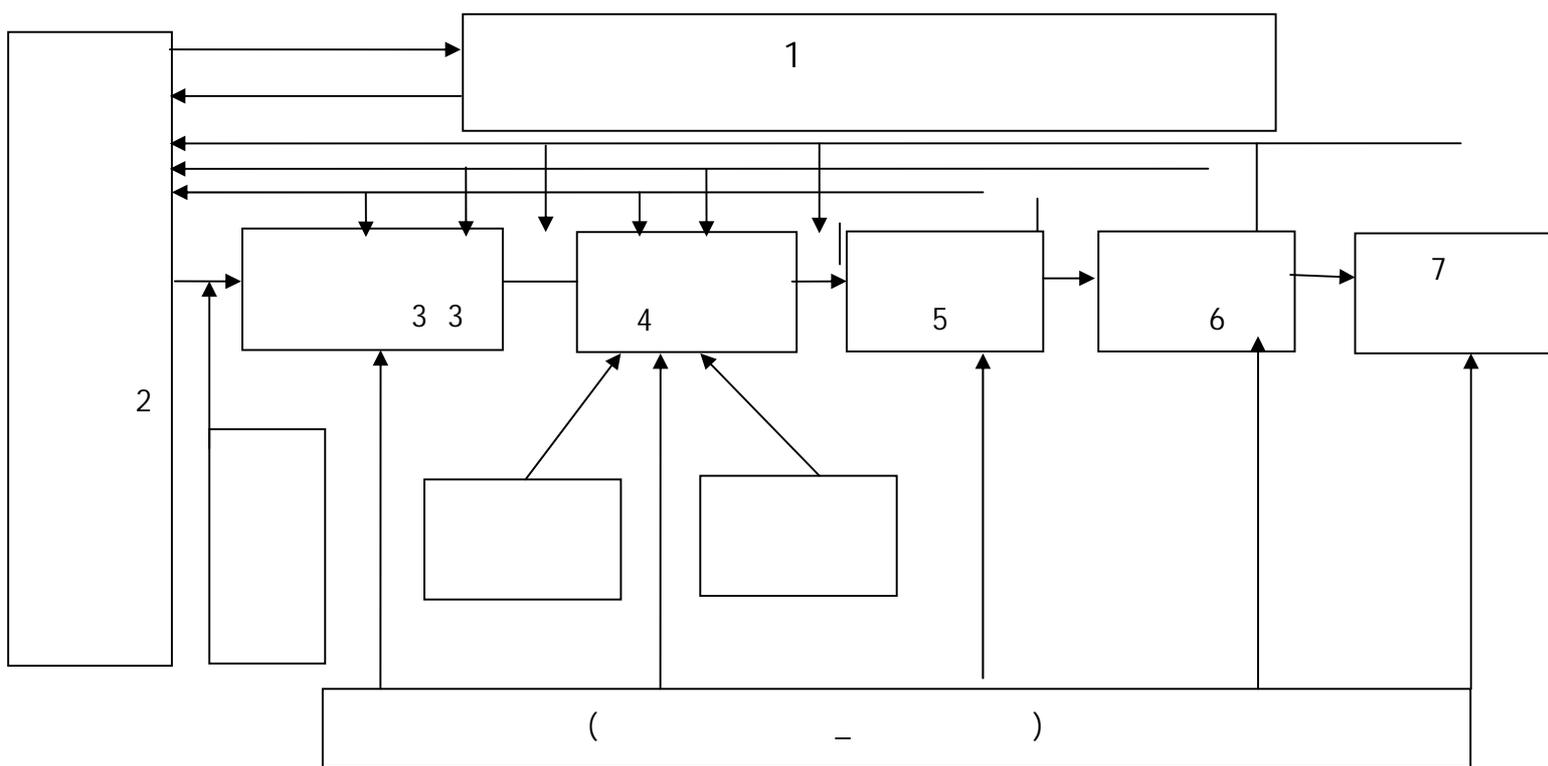
: 8 .
 (3) - (2) (1)
 () (5) (4) - ()
 .(8) (7) (6)
) -
 .
 : ()
 . _1)
 _3. _2.
 (_5 . _4
 .
) ()
 - ()
 .() -
)
 .(

()

)

.(

Kagan et Levi 1975 _ :(8)



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

Kagan et levi

Kagan et levi

selye

—
)

.

.

.(

Kagan et levi

—

—

:1984 Lazarus et Folkman

Lazarus et Folkman

)

.(

)

(

Lazarus et Folkman

)

:

.

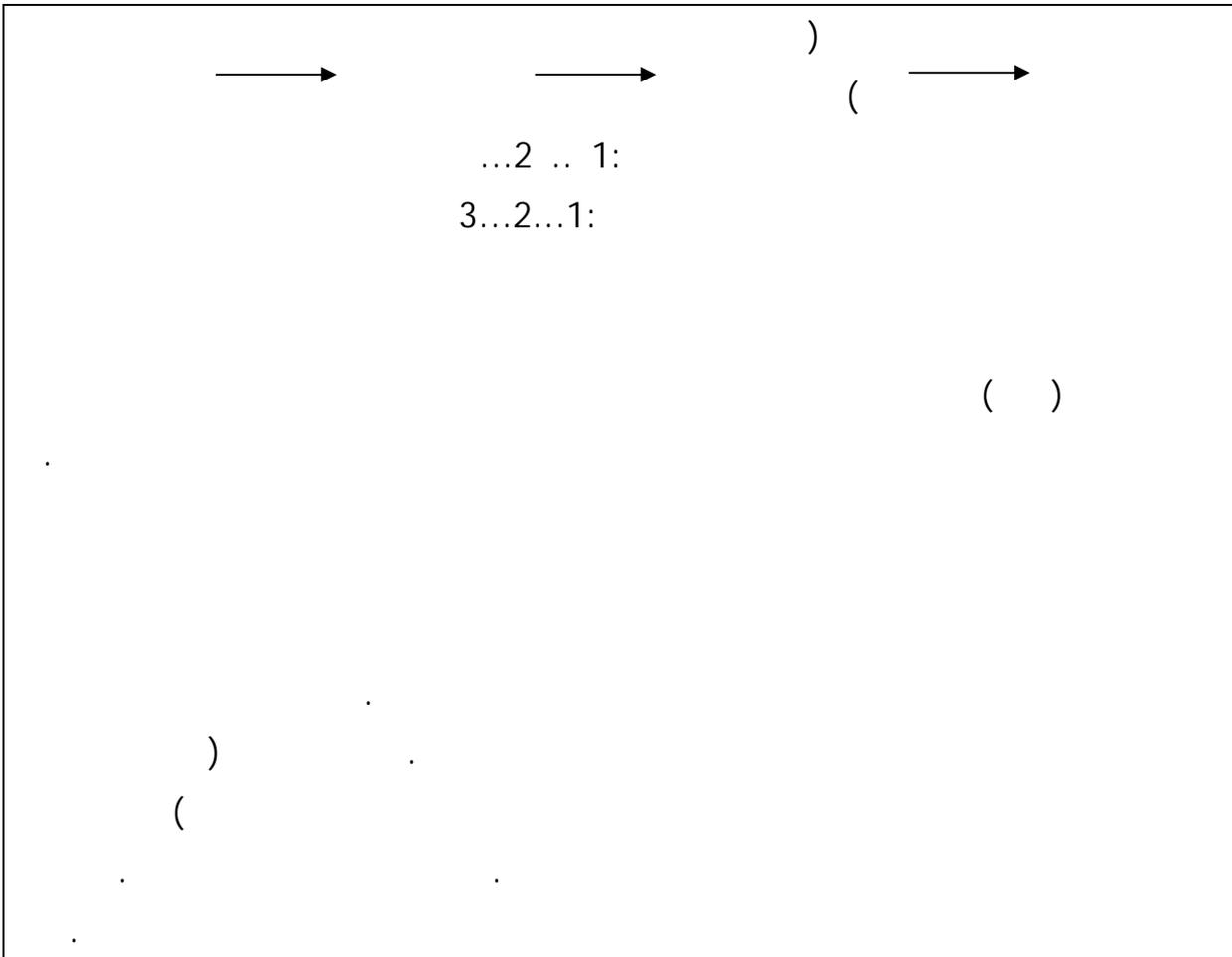
) (.(

.

Lazarus et Folkman

:(9)

.1984 Lazarus et Folkman



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

(2001)

()

) (

1979

:

.3

"

1984

1987

."

"

"

1992

".

1986

."

:"

()

:" ..1986 Bar-on

)" (

.(1999

Dailey

.(1998)

:" Schaufelli Peters

."

()

()

" "

" " " " "

" "

:

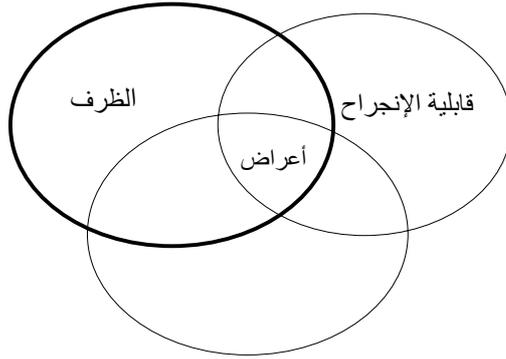
-4

:

(**McLean**)

1974 **McLean**

شكل رقم 10: نموذج ماك لين الضغط المهني 1974



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

: 1974 **Mc.Lean**

:

)

.(

.

.

:

.

)

:

(

(

)

(

)

A

Turcotte P.R 1982

-

1982 Turcotte

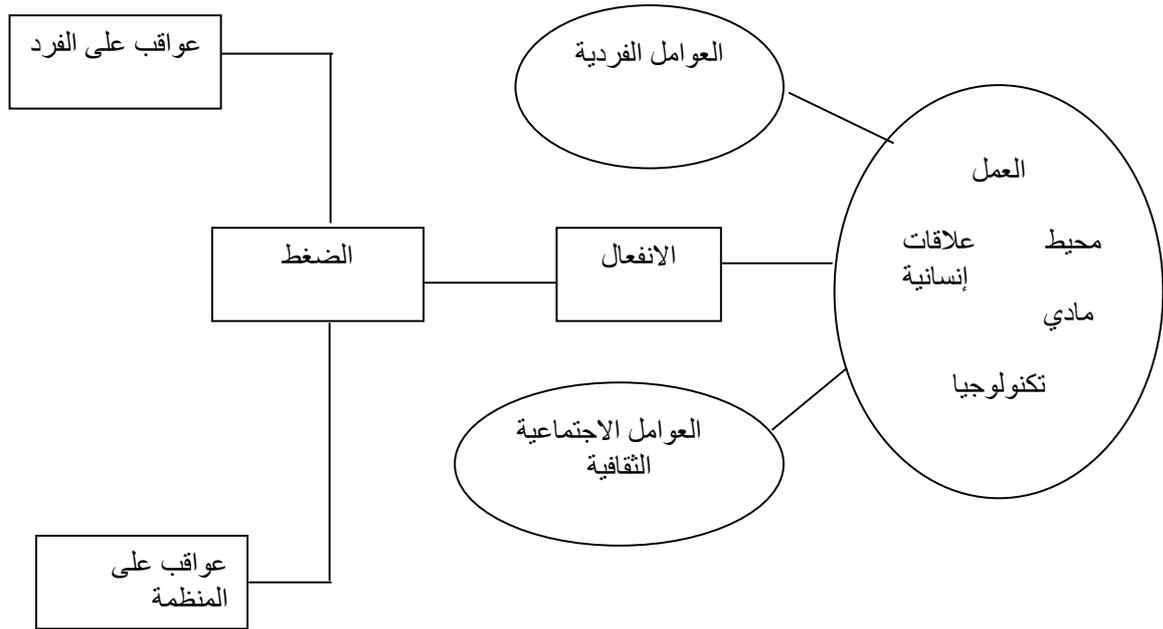
Turcotte

Turcotte

:

1982

:(11)



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

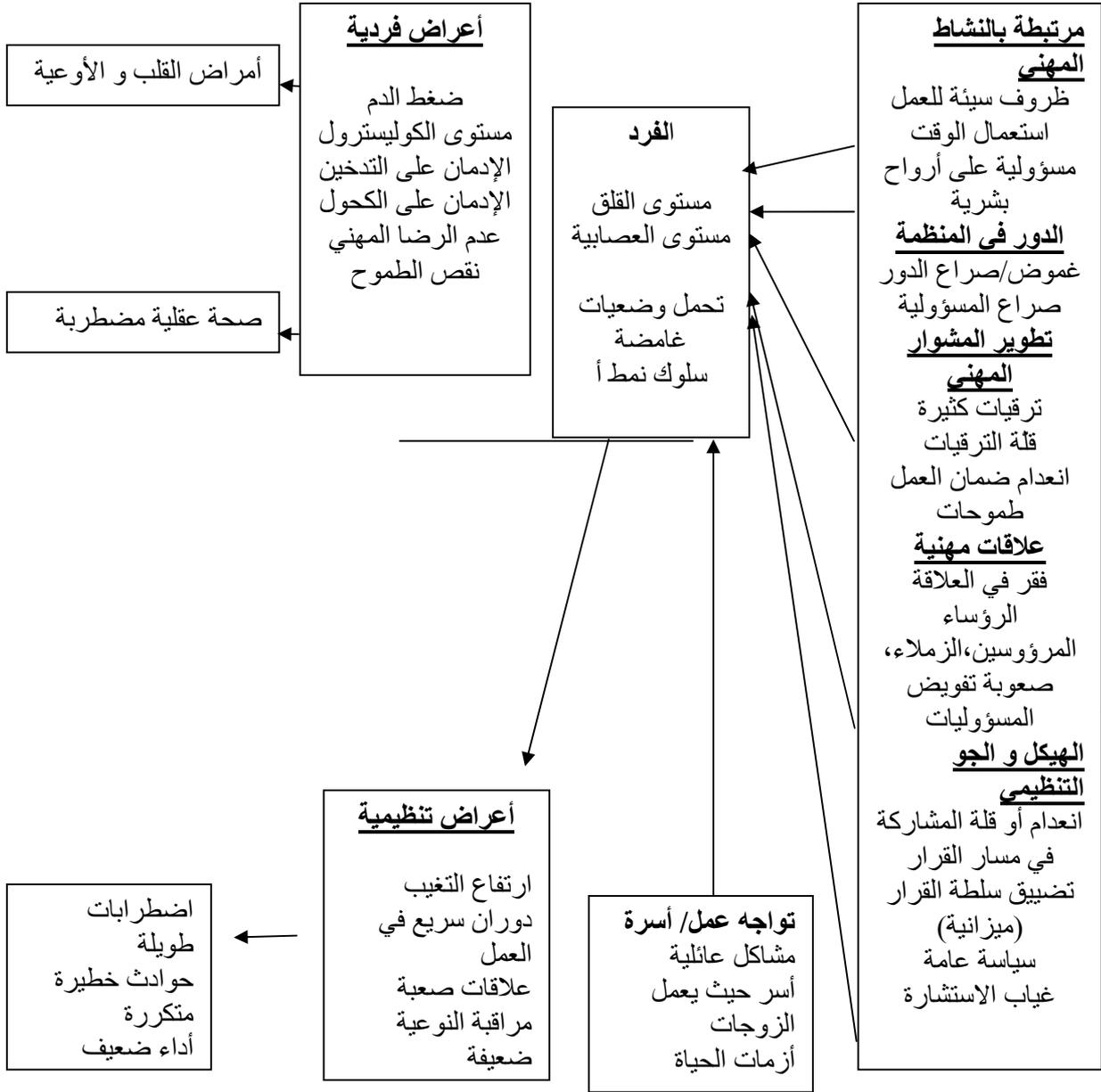
(2012) :

:

:

: **cooper1986** -
cooper

: cooper



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

: -5

1998

:

: **1.1.2**

: **2.1.2**

:

: -

.(1986)

)

.(87 1993

1992)

:

(193

: -

.(47 1996)

:

)

(2000

: -

: **3.1.2**

: -

: -

.(1983)

: -

.(1988)

: **2.2**

: **1.2.2**

.(1986)

2.2.2

:

3.2.2

1970 Levi

.....

:

:

:

.(1999)

:

-

:

.

.

" "

.

.

.(1991)

:

.

:

.

.

1991

.

: -6

:

: 1-3

:

: 1.1.3

)

(

A

:(1988)

:

...

:

:

1974

.(1988)

:

2.1.3

: -

.

.

: -

1986 .(1986)

.

.

: -

:

•

•

•

:

.7

:

-

-

-

: -1

:

.

.

Cox ,Mac Kay1979

:

.

.

:

.

:

.

.

.

.

.(1980)

()

()

(Lazarus1966)

B.s 1974

et B.p Dohrenwend

:

:

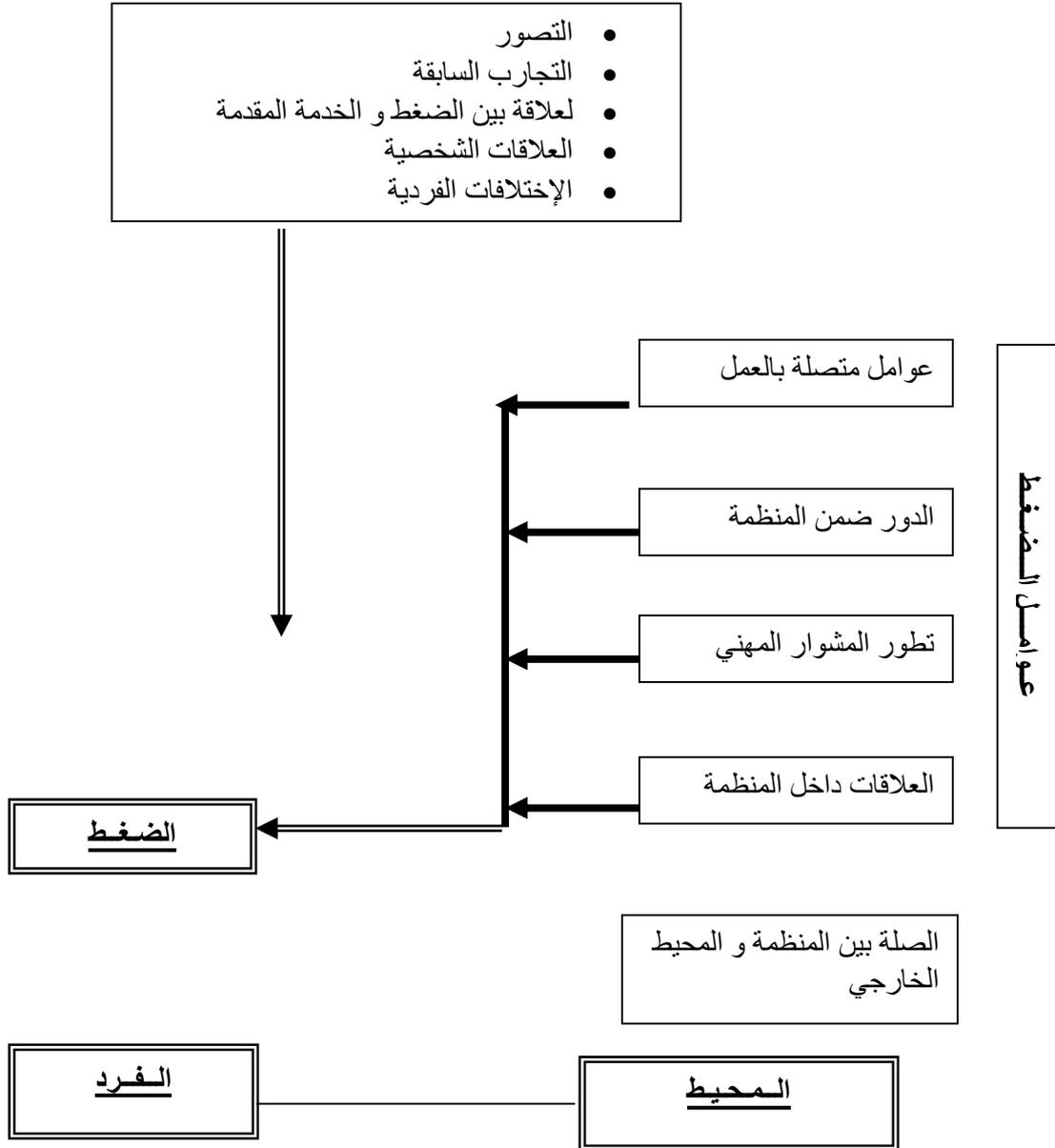
:

:

" "

.(1986)

: 13



: 2.3

:

-

3/4

-

.

-

%5

1987 %11
(1991) .1988 %14

:

:

" "

(1991)

.(1988

-

-

-

:

1.2.3

1984

2.5

.(1993

)

1991

%14

%34

%33

700

Xerox

500

200

.(1993

)

: ()

2.2.3

80

.(1993

)(. %39

%46

)

"

"

Karoshi

1646

)

2044

1990

.(

. 20 11 15 09
 . 1991
 . 1992
 Uheta .
 Tetsunojo
 .(1993)
 : **3.2.3**
 2.2 14000
 . 30
 .
 . :
 .
 .(1993)
 %5
 %15
 1979 .
 15000 . 1988

1988 %90
)
110 777 1989 .(1991
80
()
)
.(1993
-8
:
:
1.8
:
:

)

.(1980

" "

.(1980)

()

.(1987)

1974

.(1967)

2000

.. (1991)

:

:

:

..

:

-

-

-

DSM III

:

-

.1992

: -

.

.

:

.

-

.

-

.(1988

)

-

.

.

:

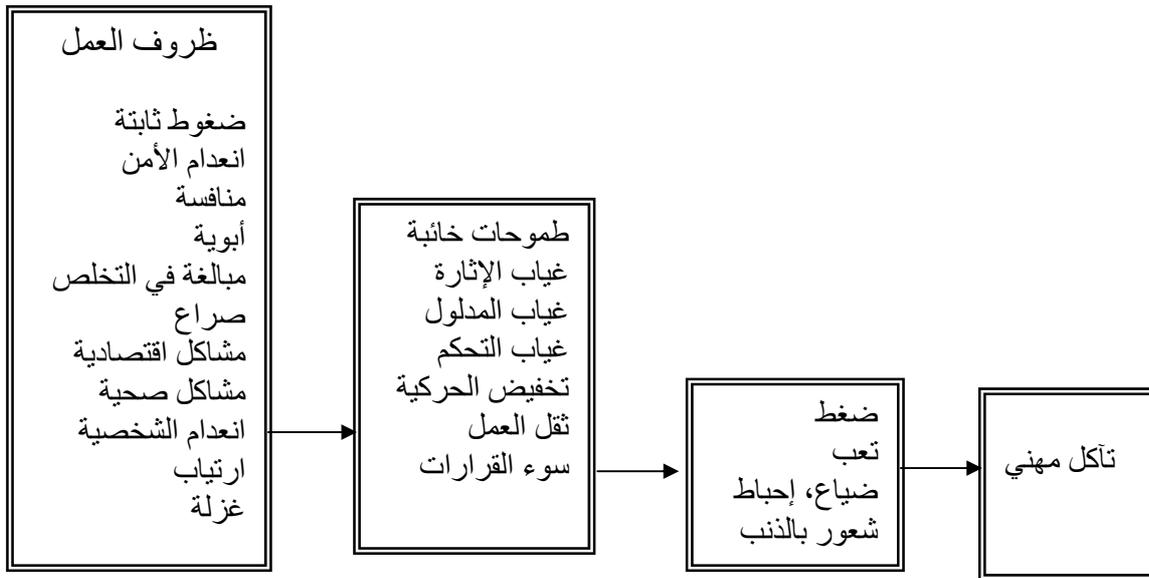
*

.

*

.

: 14



:

-

DSM III

*

.(1991)

*

:

-

-

-

.()

-

-

-

-

-

(1974)

: **2.1.8**

)

(1980

: -i

:

:SDS stress diagnostic survey

Ivansevich et Mattenson

15

60

:

)

(

238

: Audit du tress

14

14

: **ADAM**

)

.(1986

) 1986
(
1981 .

(1974)

: .9

.()

:

-(1982)

.(1979)

:

(...) -

() -

1984

.

:

-

.(1988 ..

:

.

: -

.

: -

.

.

:

:"

)

.(1996

Parasympathique

:

.(Chneiweiss.L1998 .)

John

Howard ,Herman.l et Hoch

:(1986)

:

-

..

:

-

:

-

:

-

)

:

"

"

(

:

.(1998)

:

:

.(1996)

:

() b C

.(1991)

() ()

...

: -

: -

:

training schultz -

.

Jackobson -

.(1998)

sophrologie

:

sophrologie

(1998)

.

:

-

Klopper1998

.(1998)

.

-

Cobb 1976

-

.(1982)

:

2.2.4

....

:

.

-

:

-

:

-

.

-

-

.

.

الفصل الرابع: الولاء التنظيمي

تقديم

مفهوم الولاء

علاقة الولاء بالانتماء

أهمية الولاء التنظيمي

مراحل تطور الولاء التنظيمي

أبعاد الولاء التنظيمي

مداخل نظرية لدراسة الولاء التنظيمي

محركات الولاء التنظيمي

أثر الولاء التنظيمي

قياس الولاء التنظيمي

خلاصة

:

.

.

:

-1

-

-

.

:

:

:

)

:

.(51

.(01

)

.(55)

:

:

.(56)

:

.(263 1407)

.(100)

: (Loyalty)

)

" .(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

:

:

:

:

.

: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.)

-1

-2

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)

:

Mowday et al

: .

:

Porter

:

-1

-2

-3

:

1991

1987

) Organizational Commitment

(1997 1995 1993

Organizational Commitment

(1994 1988)

Organizational Commitment

.(1997 1996 2001,1993)

Organizational Commitment

(1999)

()

.(1994)

commitment

commitment

.(19 2000) loyalty

: -2

"

)

(Loyalty)

(...

.

":

...

·
- - -

:

·
-1

-2

·
-3

-4

·
.() ()

:

-1

.

-2

.

-3

:

.

-4

.

"

:

:

·

-3 :

·

(دخيل عبد الله) .

(36 ،1995،

()

(حزامي حلواني، 61، 1422).

Romzek

Larson and

:

Mowday, Porter and Dubin
Steers Fukami

: Mottaz

-1

-2

-3

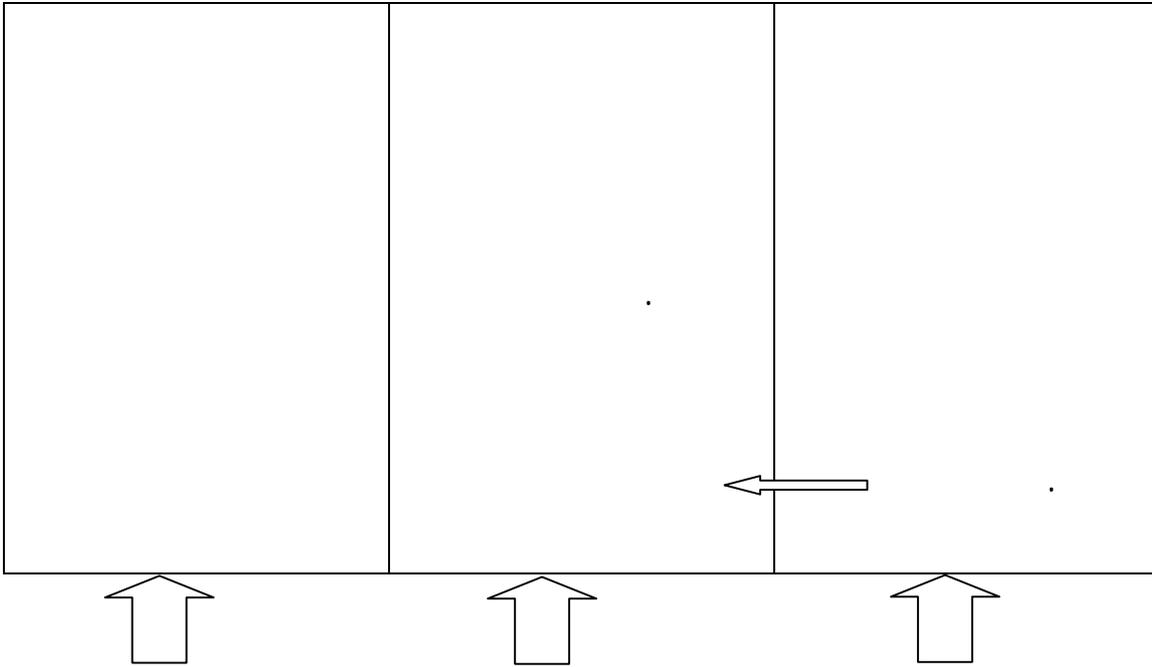
-4

-4

(15)

1974 Buchanan

:(15)



() ←

()

()

:()

-1

.()

:() - 2

:

:

:() - 3

Steers,1977

:

:

.

.

:

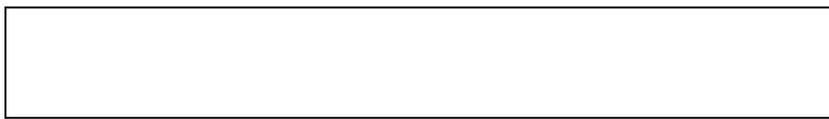
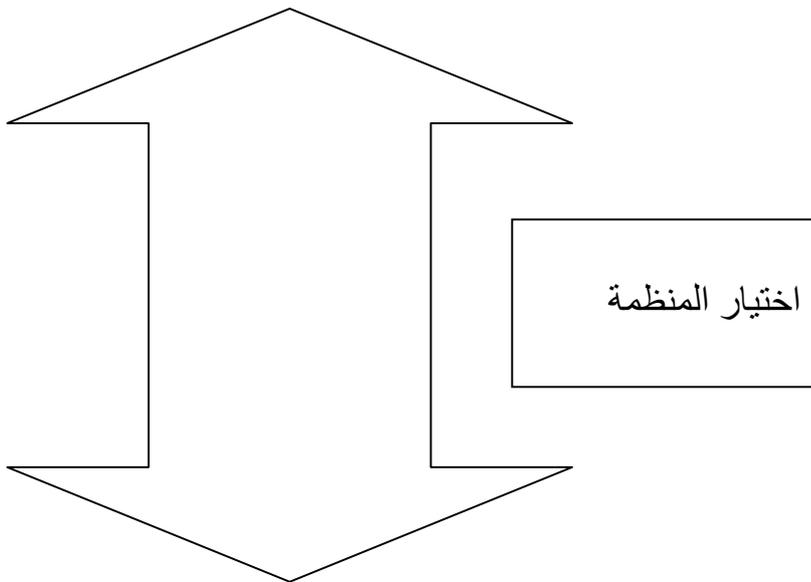
.

✓

✓
✓

(1977)

:(16)



:

.2 17 .

.220-185 .2001

: -5

:

: -1

: -2

.

:

: -1

:

:() -2

: -3

.

: -6

:

:()

"

"

"

:

" " -1

" " -2

·
·
·

(4)

Herzberg, Kallaberg, Katz,

·
:

-5

·
:

-6

·
:

-7

.(126 1999)

: -8

1999)

:(133

: -1

.

.

.

.(133 1999)

: -2

.

.

" : -3
(23 1986)" : -

·
:

·
:

-

·
- *

·
- *

·
:

-

·
:

-

·
:

-

: -

.

.(70 1996)

" : -4

.

.(133 1999)

)

.(34 1988).

.(79 1997)

Romzek :

.(8 1998).

-9

:

-1

·
-2

·
-3

·
:

·

·

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 لزوي فعالية ذات مرتفعة

خلاصة

Bandura

: -1

:

" " " "

" "

).

.(

"

"

"

"

.

.

.(

1977 Bandura

(Origins)

.(Zimmerman,2000)

"

Bandura

.(Bandura,1977, 192)."

Saks Bandura

.(Desmette ,Jaminon,Herman,2001).

"

Bandura et Wood

.(1999).

Shell

.(Bandura et Wood,1989,805)"

"

.(Shell, 1989, 90).

"

.(431 1990).

"

(11 1994) ."

"

1994)."

"

.(15

)." ."

.(134 1997

"

1993).

.(46

(1998)

)

.(273 1998

(1981) Sappington ,et.al.

(2003) Van Gerwen,et.al.

Shelley et

(2004) Pakenham,2004

.(379 2003)

"

"

"

"

"

"

"

) ."

.(77- 45 2001

1994 Pagares et Miller

"

Pagares et Miller)."

.(195 1994

(1996) Pagares

:

.

.

:

.

"

"

"

"

:

.

Pagares).

.(546 -1996,542

Bandura

.(13 1996 Mayor et Sutton).

Bandura

.

.

.

.

.

:

-2

" 1967 cooper Smith

" 1967 Ziller et all ."

.(84 1967 Ziller et all) ."

Resenberg

Bockearts 1991 Brokner1988

1992 Mitchell Gist

.(Desmette,Jaminon,Herman,2001).

(2003)

).()

.(3 2003

Bandura

.(Bandura,1977).

3 - فاعلية الذات وتحقيق الذات:

" (1990)
" (1993)
(32 1990)"

(2000) (72 1993)
"

2000) ."

.(296

Schwarzer

.(1 1999 Schwarzer).

: -4

Bandura

: .

:(17)



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

:

-5

1986 Modden Ajzen

Terry

Spakers

:

()

:

.(

) .()

:

-3

:(Hendry,et.al.,2005)

:

..

:

.(Kranz,2003)

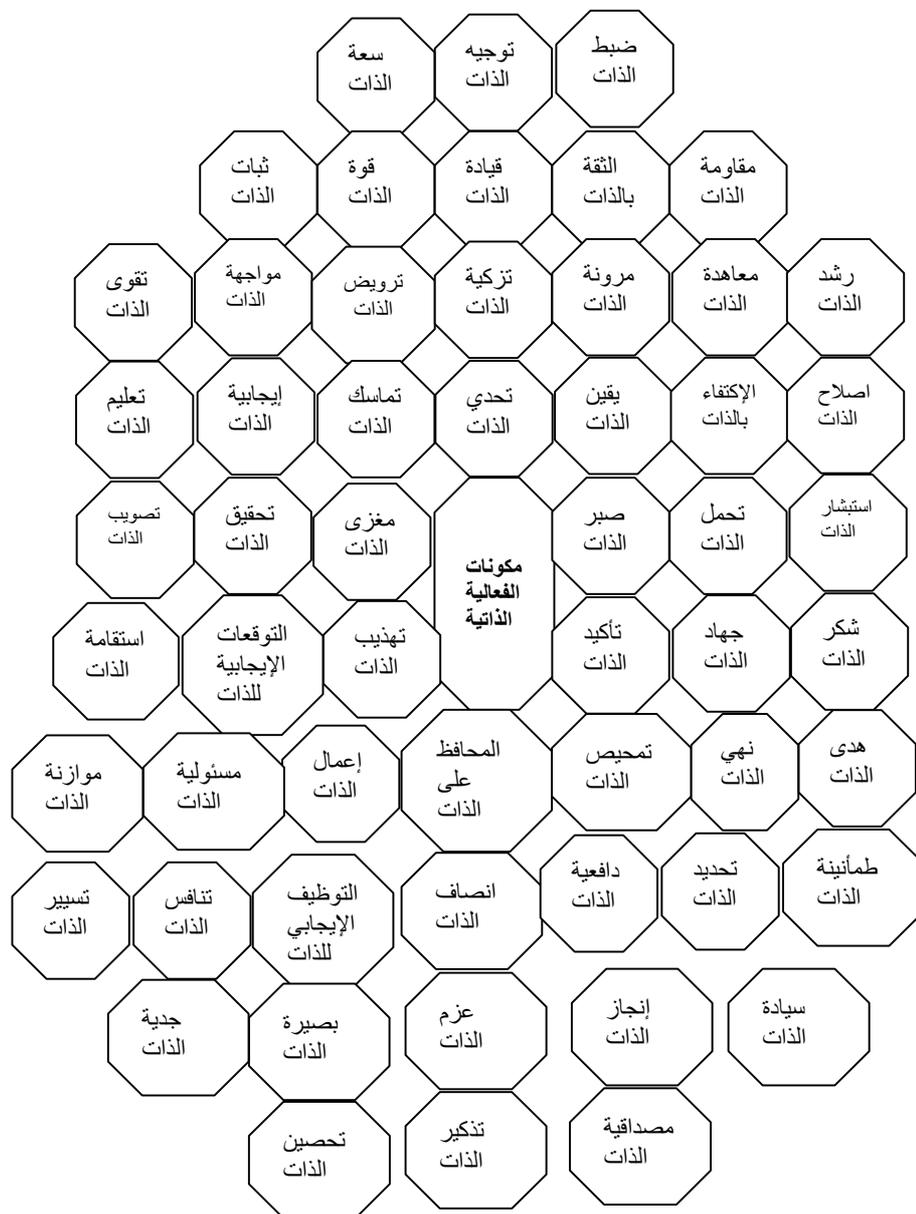
:

.(Hendry,et.al.,2005)

(2005)

:

(18):



.230-229

2005

:

.

: - 4

Brown

:

:(Brown,et.al.,2005)

.

: -5

(2005) Sanders et Woolley

:

: -

: -

: -

.(Sanders et Woolley,2005)

:Bandura

-6

(1986-1977) Bandura,A

:(98 -1988,77 Bandura) Bandura

- 1

- 2

- 3

- 4

-5

-6

- 7

.(19)

.(24 1999) .

Bandura

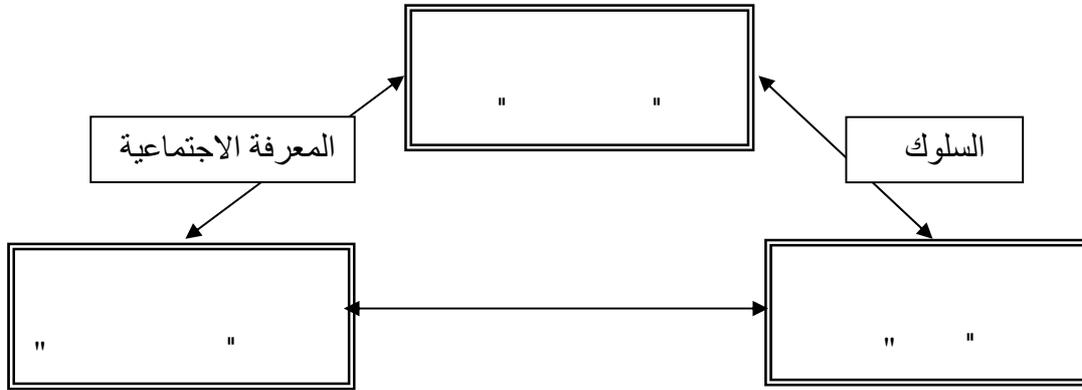
Bandura

:

:

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**

"

"

.

.

Bandura

(1997 1977)

.(Bandura,1997,25)

: -7

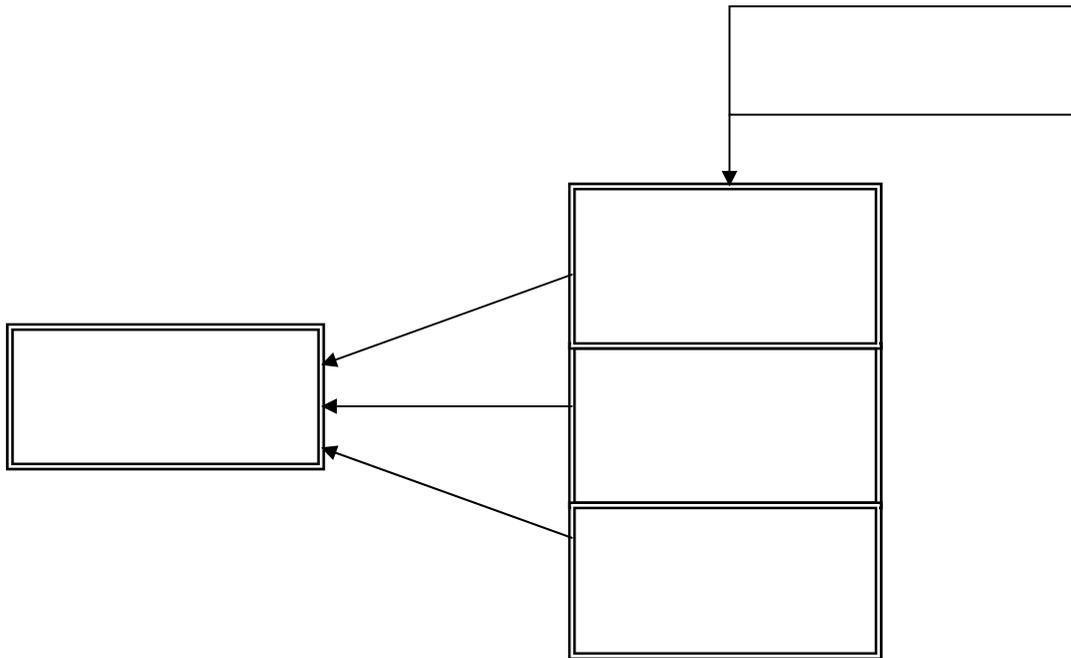
Bandura

(20)

:

.Bandura

:(20)



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

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

: -1

.(48 :1994)

(2001)

:

: -2

.(Bandura,1977:85)

: -3

. (Bandura,1977:85)

)

.(510 :2001

(2000) Kim & Park

: -8

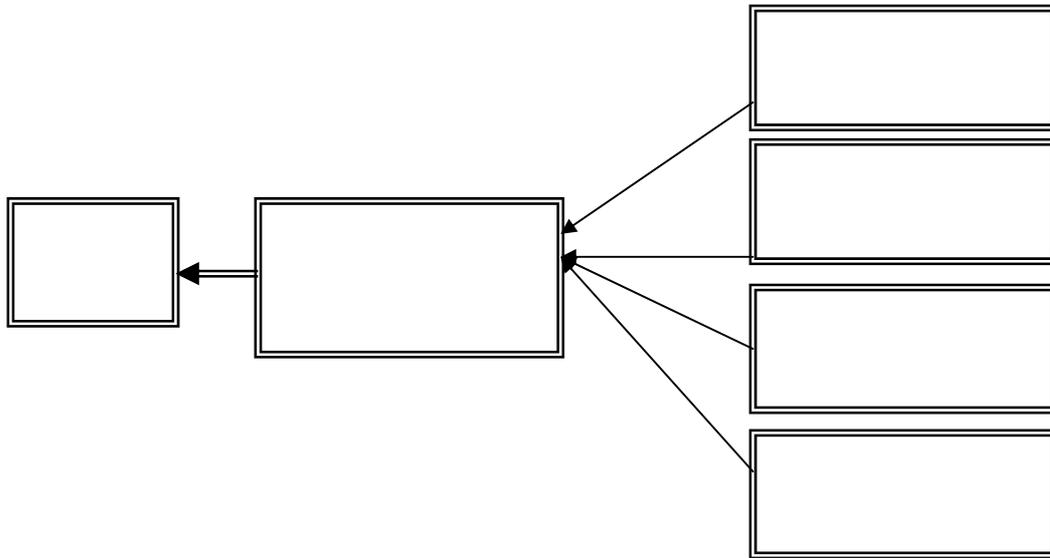
Bandura

- - -)
(21) (

:

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)

:

.

:

(4)

(Bandura,1997 :100)

(2001)

:

Bandura

: Bandura

(1977)

(1)

:

.

.

:

(2)

.

(3)

(4)

(5)

: - 9

:

: -

(Ji-Liang et Dan,2004)

.(Choi,2005)

: -

.(Lamory et Wilcox,2005).

.

.(Tasa etWhyte,2005) ..

-

.(Caprara,Steca,2005)

: -

.(Ibid)

: -

(Kass et Friedman,2005)

.(Ali,et.al.2005)

(Scott et Mallinckrodt,2005)

(Bodenhorn et Skaggs,2005).

(Choi, 2005) ...

: -

...

: (2004)

.(Martincevic,2004)

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

:

-

.(Robbins et

al.,2004)

: - 10

(1993) Bandura

:

:

: - 1

.
:
- 2

.
- - :
:
:

: -

.
:
-
.

:

-

.

:

- 3

.

.

:

- 4

- 11

- 1

- 2

- 3

- 4

- 5

- 6

.(Cynthia & Bobko, 1994 36).

12 - الخصائص العامة لذوى فعالية ذات مرتفعة:

1986

:

- 1 :

- 2 :

- 3 :

- 4 :

.

:

- 5

).

(1986 21

:

Bandura

:(Bandura,1997)

:

.

-

-

.

.	-
	-
	-
.	-
	-
.	-
:	-
	-
.	-
.	-
.	-
:	-
	-
.	-
	-
.	-
.	-

الجانب التطبيقي

الفصل الساس:الاجراءات المنهجية

تمهيد

المنهج المتبع في البحث

ميران البحث

عينة البحث

تقنيات البحث

الخصائص السيكومترية للأولات القياس

أولات الاحصائية

خلاصة

-1

1909/12/ 31

-)
 .(" "
 1) 3 2010
 (3 2
 -2-
 -2
 : 1 2

1000

2008/11 2008/02

)

(

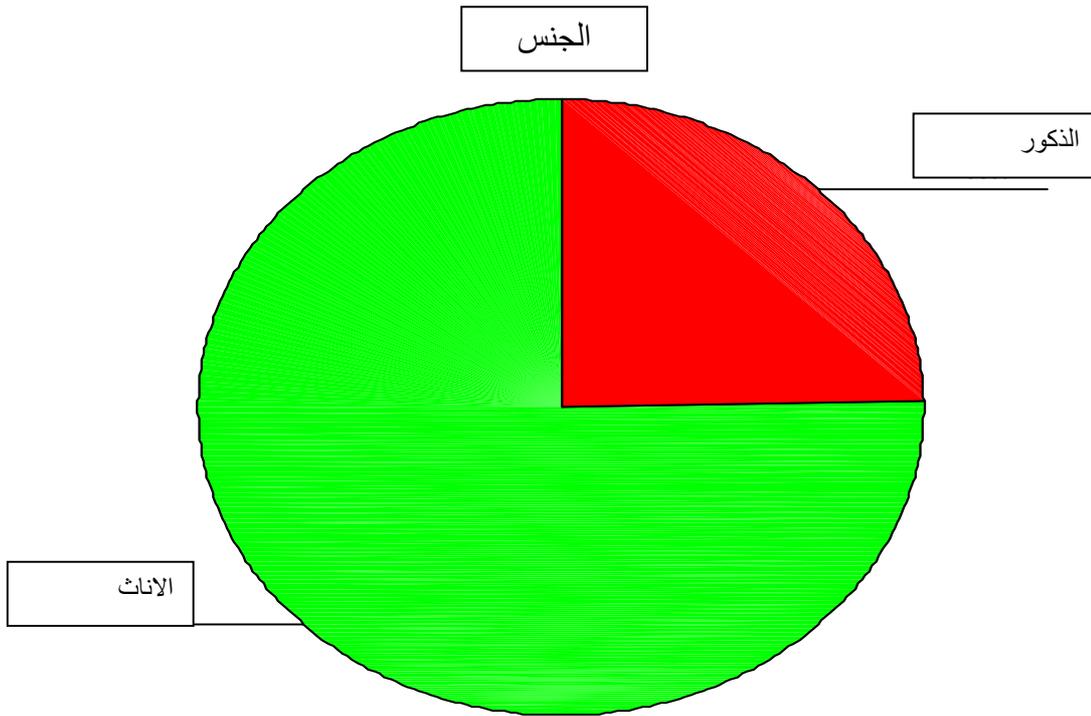
		2009/03	2009/01
330	.	425	979
	.	225	115
	:		-2-2
	.		
	:		_1_2_2
:	()
	330	:	-
%75.2		248	82
	.		%24.8
	.		
	:	(3)	

%24.8	82	
%75.2	248	
%100	330	

(21)

:

:(22)



:-*

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	

: -*

(05)

%22.12

%48.18

.%10.61

%19.09

:(05)

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

: -*

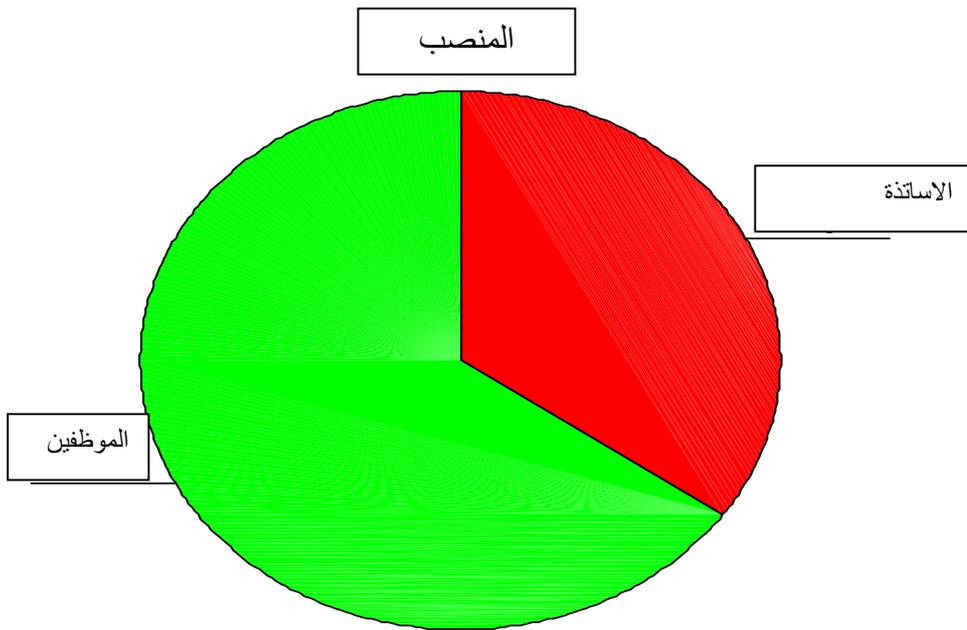
%34.80 %65.20

: .

:(06)

%34.80	115	
%65.20	215	
%100	330	

:(23)



: *_

%1.21

%98.79

10 - 1

20

:

:(07)

%98.79	326	10 - 1
%1.21	04	20 - 11
%100	330	

: --4

.(1990 M.Grawitz).

.

:

:

.

.

.

:

.

:

:

-1-4

.

:

:

-1-4

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

"1995

"

.(D D.Francis 1995,p3)

:

08 33

- - - - :

: (8)

-)
1990,D)

(-

(D.Francis et M.Woodcok

: •

: ()

: •

.[24-18-6-1]

: •

()

.[19-14-7]

: •

-8-2]

.

. [26-25-15

: •

. :

: •

. [20-16-9-3]

.

: •

. [21-10-4]

.

: •

. :

: •

. [33-31-30-27-22-17-11]

.

: •

[32-28-23-12]

.

: •

. [29-13-5]

(8)

:(8)

24-18-6-1		
19-14-7		
26-25-15-8-2		
20-16-9-3		
21-10-4		
33-31-30-27-22-17-11		
32-28-23-12		
29-13-5		

: -*

(08)

: 5

05 -

. 04 -
 . 03 -
 . 02 -
 . 01 -

-11-10:

.46-36-35-34-24-23-22-12

()

0,879

120

.0,793 (Guttman)

$\alpha = 0,001$

0,618 0,228

: -2

.Davis et all 1979

.(2000)

:

20

:

:

:

4

. 04 -

. 03 -

. 02 -

. 01 -

. 00 -

:

. 25-0

. 40 -26

. 55-41

. 80-56

.(236 2002)

:

120

0,805

.

:

0,62 0,24

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

0,89

:

3

Mowday et others)

(1976

.1987

:

15

-

-

-

-

:

.75-15

224

:

:

5

.	01	-
.	02	-
.	03	-
.	04	-
.	05	-

:

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

()

:

0,727

120

:

0,52 0,17

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

:

-4

,Sherer

(Barlow et

1982

Maddox ,Mercandaute

.al,1984)

.(227 2006)

:

17

-2)

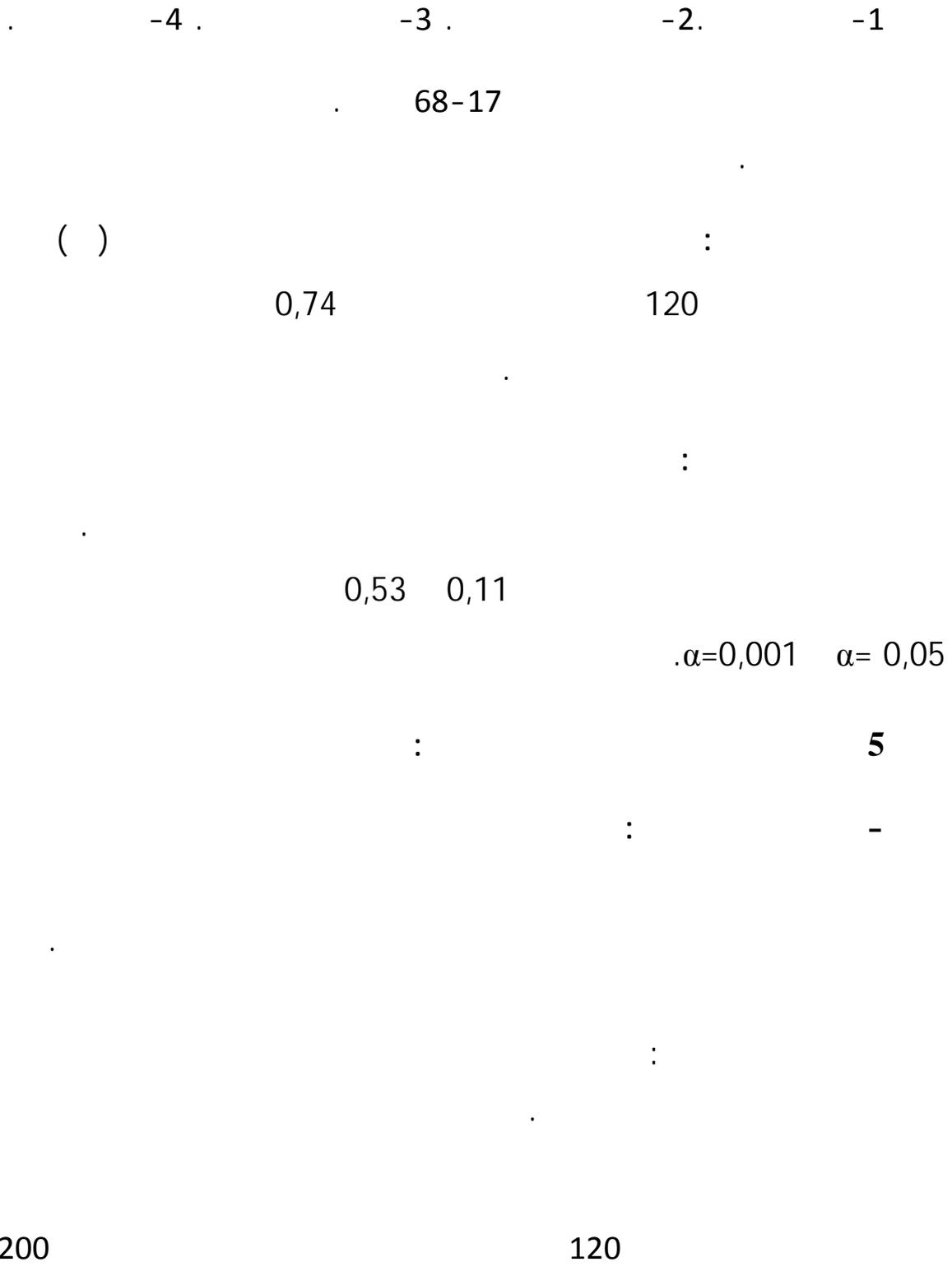
(15-13-9-8-3-1)

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

4-1

:

:



200

120

(120)

:

(- - -)

:

:() -

%80

:

:(9)

البند المحذوف	المقياس	
3		
4		
5		

.

:

-2

.

.

.(

)

.

:

-6

19

SPSS0.

" "

.

.

الفصل السابع: عرض وتحليل ومناقشة النتائج

تمهيد

عرض وتحليل النتائج

مناقشة النتائج

:

.

:

-1

:

.

:

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)

$\alpha=0.01$

7

:(11)

.Friedman

0.01	7	1883.31	330

:

:

330

(10)

(12)

329

_ 48.36

$\alpha = 0.01$

.24.78

:(12)

		" "					
0.01	329	-48.36	0.62	11.35	24.78	330	

:

:

Friedman

(13)

14.42

13.63

12.44

13.05

235

. 12.14

11.40 11.59

6.40

:

:(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)

$\alpha=0.01$

19

:(14)

.Friedman

0.01	19	1083.38	330

:

:

" "

(15)

330

" "

.39

_ 13.31

" "

(13)

$\alpha = 0.01$

329

:

:(15)

		" "					
0.01	329	-13.31	0.45	8.18	39	330	

:

" "

330

(16)

(16)

" "

.51.91

329

3.75

" "

$\alpha = 0.01$

:

-

:(16)

		" "					
0.01	329	3.75	0.24	4.40	51.91	330	

"

" Pearson "

(17)

.r= 0.18

0,01

(17)

		.r= 0.12	0.05
.r= 0.24		0.01	
.			
		.	r=0.10
.r= 0.15		0.01	
r= 0.16			
	.0.01		
.r= 0.15	0.01		
r= 0.08			
		.	
:		.r= 0.22	0.01

:(17)

0.01	0.186	/
0.05	0.125	/
0.01	0.247	/
	0.100	/
0.01	0,150	/
0.01	0.166	/
0.01	0.159	/
	0.083	/
0.01	0.225	/

"

:

" Pearson

(18)

.r= -0.22

0,01

.

(18)

.r= -0.22

0.05

.r= - 0.15

0.01

.0.01

.r=-0.18

.r= -0.26

0.01

r= -0.09

0.01

.r= - 0.22

.r= -0,16

-0.09

r=

:

:(18)

0.01	-0.220	/
0.05	-0.229	/
0.01	-0.157	/
0.01	-0.188	/
0.01	-0.265	/
	-0.094	/
0.01	-0.227	/
0.01	-0.168	/
	-0.096	/

"

:

" Pearson

(19)

r= 0.03

(19)

.r= -0.06

r= - 0.03

r=-0.04

.r= -0.03

r= -0.04

$$.r = -0.03$$

$$.r = -0.02$$

$$r = -0.03$$

:

:(19)

0.05	0.032	/
0.05	-0.066	/
0.05	-0.030	/
0.05	-0.041	/
0.05	-0.034	/
0.05	-0.04	/
0.05	-0.031	/
0.05	-0.025	/
0.05	-0.034	/

"

:

" Pearson "

(20)

0.01

.r= -0.22

0.01

:

.r= -0.29

:(20)

0.01	-0.224	/
0.01	-0.293	/

"

1998

:

2001

(

)

.2001

)

)

.(
2004

(

2005

2003

:

:

2005

.(314 2004)

2003. June.M.L.poon

1999

(1994)

(1985)Maslasch

(1995)

Holt 1996

1998

1997

1999 Farber 1993

.

Richer

Ross-Green

(1996)Christal kmetr

.

Ferriri

.

(1993)

.(2005)

.

2002 Kirkaldy.B.D et al

.

2004

1976 " Cooper&Marshal

-

-

-

-

(R

Lakshminarayanan, 2008: ".(4

"

(Lain Chroust,

2008: ". (3

2007 (Jung Park)

(Jung wee Park,)

.2007: 5

"

(NCHWWT, 2008: ".

: "

.(OSACH, 2006: 3) ".

2007 Laval

1000 (

200 % 20

2007.

.heartzine

:

)

(1980

2005

2005

1988

)

(

1993

1989

1999

Streers

2005

1998

1996

)

1998

(

(2002)

(

.(...

)

Bandura

2006

Teti (1991) Olioff Aboud
"2006" (1991) Gelfand
(1986) Strecher (1989) Crey

2004 Pravettoni et Miglioretti

Chambliss Murray

(1997)

(2005)

2002 Hadyn Bennett

(2007)

(1996)

2008

2004 Lane et al

(1999)

.

.

2005

.

2005

.

.

.

1974

259

.(1988)

1986 .(1986)

Cox ,Mac Kay1979

.(1980)

:

.

.

.

.

.

.

.

...

.

—
(2008).

الخاتمة

2009

المراجع

	:	
	:	
	51	.
	. 01	
.	:(1993)	.1
	. 15	.
	:1996	.2
1		
.	:)
" 2005		.3
	:	
.	-	"
:	1982	.4
	:(2003)	.5
.		
.	:(1990)	.6
" : (1999)		.7
"		
.		
	2001	- .8

	:	.	-	1997	.9
				:(2006)	.10
				:(2005)	.11
				:(2005)	.12
				:(1998)	.13
				1995	.14
1				7	
				(1995).	.15
				44	
	:			:(1997)	.16
			:		

·	:(1999)	.17
·	:(2001)	.18
·	:(2007)	.19
:	2004	.20
"	" :	.21
1988)		.60
	:(2001)	.22
·	:(1998)	.23
.241-215 .2 .23 .	:(2004)	.24
·	:2005	.25
:	21 1999	.26
	2006	.27
·	:(1998)	.28

»	.29
“	
.17	
(2000):	.30
.44	
:(1986)	.31
.	
. (1992).	.32
.	
:1996	.33
.4	
“ 1996	.34
“	
“ 1994	.35
-	
: 2004	.36
..	
“ 1984	.37
“	
.	

	" 1993	.38
	"	
	:(1993)	.39
	.7	
	:(1998)	.40
	:(2002)	.41
13	2	
	:(2003)	.42
	:(2008)	.43
	: (2010)	.44
	..	
	:(2007)	.45
	:(1993)	.46
	.7	
	:(1996)	.47

:(2007) .48

:(2001) .49

:(2007) .50

:(2001) .51

:(2002) .52

:(2007) .53

" :(2000) .54

.2

:(2004) .55

:1994 .56

.2 5

	: (2005)	.57
	:(2000)	.58
		.59
.1407 3		
	:1998	.60
	: 1987	.61
	:	
.2 11		
	:(1999)	.62
	:(1976)	.63
.2 .	: (2003)	.64
	» (1993)	.65

—

”

	(2001)	.66
	.48	
	:(2001)	.67
.	.	
	.2 .17	
	:(2003)	.68
.	.	
	:(2001)	.69
.	.	
	:(1989)	.70
.	"	
	.38	
:	1999	.71
.	:	
	" :(1999)	.72
"	.	
	:(2002)	.73
.	.	
	.	.2

:(1995) .74

.(1996) .75

:(2004) .76

:(2011) .77

:(1995) .78

.2 .35
:(1998) .79

:(1989) .80

:(2003) .81

"	":(1987)	.82
.	":(1996)	.83
"	":(2001)	.84
.	":(1995)	.85
.	":	.86
.	(1998)	.87
.	":(1981)	.87
.	(1972)	.88
.	:	.89
:	(1996)	.89

90. Achaibou.M.(2009):analyse psychosociologique de l'organisation et du fonctionnement de l'université d'Alger. Thèse du doctorate. Université d'Alger.
91. Amsa P. 1986,, Organizational culture and work group behaviour, An Empirical study, **Journal of Management studies**, May.
92. Bandura. A (1995) selfEfficacy in changing., Cambridge university press, New work.
93. Bandura , a (1999) . a social cognitive analysis of science , vol. 10 (3) . pp 214 – 217
94. Bandura , A. (1977) self-efficacy . Toward a unifying theory of behavioral change psychological review , 84 , pp. 191- 215 .
95. Bandura, A. (1986). **Social foundation of thought and action**: A social cognitive theory. Englewood Cliffs, NJ: Prentice Hall.
96. Bandura, A. (1993). Perceived self-efficacy in cognitive Psychologist development and functioning . Educational, 28(2).
97. Bandura, A. (1997).**Self- efficacy**: The exercise of control.
98. Bandura, A. (2000). **Exercise of human agency through collective efficacy**. Current directions in human science.
99. Bandura, A., Cioffi, D., Taylor, C.B., & Brouillard, M. (1988) Perceived Self Efficacy in Coping with Cognitive Stressors and Opioid Activation, Journal of Personality and Social Psychology, 55 .

100. Becker, H.S. 1960: Notes on the Concept of commitment. **American Journal of Sociology**. vol 66. No 1, pp 40-53.
101. Bennett, H. (2002) : Employee commitment, the key to absence management in local government, leadership and organization development journal. Vol 23. Issue 8.
102. Bernoud-Belhoste, N. et al (1992): **culture d'entreprise et innovation**. Edition presses du CNRS.
103. Betz, N.E. & Hackett G. (1983) The Relationship of mathematics self-efficacy Expectations to the selection of science – Based college majors.
104. Boshe, M. (1984): **Corporate culture**, la culture sans histoire revue française de gestion. Octobre-novembre.
105. Boskovitz, H. (2003). **Etude du coping des adolescents dans un contexte expérimental**. Thèse présentée à la Faculté de Psychologie et des Sciences de l'Education de l'Université de Genève pour obtenir le grade de Docteur en Psychologie.
106. Breznitz (Eds. 1993). **Handbook of stress** (2nd, 243-246) New York; Free press.
107. Brooks, M., G., (2007) " **Organizational Leadership in Academic Libraries: Identifying Culture Types And Leadership Roles**" , Unpublished dissertation , Marshall University, college of education and human services , Huntington , West Virginia.

108. Brown. S, (2003) **A review of emotional intelligence literature and implications.** For corrections. Unpublished doctoral dissertation. University of Ottawa Canada.
109. Bruce,M & Elizabeth.C.V& Chery.L 1989, A work Approach to corporate culture, A Field Test of the value congruence process and its relationship to individual al outcome, **Journal of Applied psychology**, ,vol.74
110. Cannon w.B.(1932): The wisdom of the body. New york,W.Norton.
111. Chiu.C,et Al (2005):Understanding hospital employee job stress and turnover intention in practical setting. Journal of management development.Vol24.N 10.
112. Christopher M. Me Dermott & Gregory N. Stock(1999., Organizational Culture and Advanced Manufacturing Technology Implementation, **Journal of Operations Management**, (Vol.17, No.5,
113. Cohen.S.Manuck.S. (1995): Stress. Reactivity and disease. **Psychosomaticmediune**.Vol 57.
114. cook, J,& Wall, T.D, New work attitude measures of trust, organizational, commitment and personal need non- fulfilment. **journal of occupational**
115. Cooper C.L, Job distress Recent research and the energenring role of clinlciel occupational psychologist.
116. Cooper S.(1967): **the antecedent of self-esteem.** San Francisco.freeman.
117. Cox.T(1978): Stress, Baltimore.University park press.

118. Cynthial, bobko P(1994) self. Efficacy beliefs- comparison of five , **measures journal of applied psychology**, vol.69 .
119. Daniel .B. Hofsted .G. (1992): **les différences culturelles dans dans le management**, comment chaque pays gère –t-il ses hommes ?. les éditions d’organisation. Paris.
120. Denison, D ,R& Mishra A.K (1989): **“Organizational culture and organizational Effectiveness: A Theory and some preliminary Empirical Evidence** Academy of management, august,.
121. Desmette,D ; Jaminon ,C; Herman,G.(2001) Le sentiment d'efficacité personnelle de chômeurs en formation ,un construct dynamique .**Revue Européenne de psychologie appliquée Vol 51 N°3 PP 217-228.**
122. Devillard.O. Rey. D.(2008) : la culture dentreprise un actif strategique.Dunod.Paris.
123. Elliot, S. Kratochwill, T. & Travers, J. (2000). **Educational psychology**. 3rd eds. McGraw Hill Companies, Inc, New YorkAbdel-
124. Emmanuel Ogbonn & Llyod C.Harris1988 (Organization Culture : It’s not You Think) **Journal of General Management**,(Vol.23No.3, Spring).
125. emotional approach :Problems of conceptualization and confounding.
126. England, G.W1976. Personal Value System of American Mangers, **Academy of Management Journal**.
127. Faber,BA.(1991):**Crisis in education:stress and burnoutin the American teacher**, Ca :Jossey Bass.

128. Fellman,david(1997):loyalty oath, in encyclopedia ,amirecana lytton,.vol17.
129. Ferreri .M. (1993) : **clinique et psychologie du stress, stress, évènements, individus et symptômes** .édition – screening.
130. Fisher, P. (2006) : Changes In Writing Self Efficacy & Writing Products & Processes Through Specific Training in The Self Efficacy beliefs Of Students With Learning disabilities, Learning Disabilities: **A Contemporary journal** 4 (2), 1-27.
131. Fontaine.O. Salah.D. (1992): **gestion du stress quotidien. Théorie comportementale et cognitive.** dition .Masson. Paris.
132. Fontana,D,Abouserie,R,(1991):"Stress levels, gender and personality factors in teachers. **british Journal of educational psychology**.63.
133. G.Johns1992, **Organizational Behavior Understanding Life at Work**,(N.Y :Harper Collins pub.),
134. Gangloff,B;Sourisse,M(1995) **.Influence de la durée du chômage et des stages chômeurs longue durée sur l'évolution du conformisme a la norme d'internalité** .psychologie et psychométrie Vol 16 N°3
135. Gillihan, S.J, (2002). Sex differences in the provision of skill ful emotional support : the mediating role of self- Efficacy **Journal of communication Report**, P: 6-21.

136. Gist, M& Mitchell, T(1992):- self- Efficacy A. Theoretical Analysis of it is Determinants And Malleability, **Academy of > Management Review**, 17 (2) Pi 183-211
137. Godelier,E.(2006): **la culture d'entreprise**. Edition la decouverte. Paris
138. Gregory B.North Craft & Margaret Aneale1994, **Organizational behaviour**, London: Dryden Press.
139. Hallinan, P, Danaher, P.(1994) the Effect of contra cted Grades onself- Efficacy and Motivation in teacher Education courses. **Education Research**, 36 (1), 75-82.
140. Hauser.H. (1998): organizations culture and Innovativeness of firms: An Integrative view. **International journal of technology management** .Vol 16.N 1.2.3.
141. Helena .K. Separnot.R. (2011) :cas en management intercultural.editions. E.M.S.
142. HofestedeG,B Neuijen,DD ohayv,andG.Sanders1990, "Measuring organizational culture:A qualitative and quantitave study across twenty cases",ASQ,Vol,35,
143. Humphreys.J.Brunsen.B.Davis.D.(2005): Implications for health care management.**Journale of health organization and management**.Vol 19.N2. Emerald Group publishing limited
144. Johan E.Sherdan1992, Organizational culture and employee retention, **Academy of management Journal**, ,val.35 .

145. John Kotter & James L. Heskett 1992, **Corporate Culture and Performance**. New York: The Free Press,
146. John W. New Storm & Keith Davis 1997, **Organizational Behaviour Human Behaviour at Work**, (New York: the Mc Grow-Hill Companies.
147. Joiner.A.(2001): The influence of national culture and organizational culture alignment on job stress and evidence from Greece. **Journal of management psychology**.Vol16.N3.
148. **Journal of personality and social psychology** Vol 66 N°2 PP 350-362
149. Kerry D. Carson et al 1999., Four Commitment Profiles and their Relationship to Empowerment Service Recovery and work Attitudes, **Public of Management**,Vol.28.No.1
150. Laurent G.(2012) : **le stress**. Goupe de boeck.bruxelles.
151. Lemon,M, Sahota,P.S. (2004). Organization culture as a knowledge repository for increased innovative capacity, **Technovation** 24 (2004).
152. Levasseur,P. Gerer 1987 :**ses ressources humaines**.les editions de l'homme.Canada,.
153. Levi L.(1972):**Society, stress and disease**.New york. Oxford press.T1.
154. -MacIntosh, Erick W, Doherty, Alison (2009). The influence organizational culure on job satisfaction and intention to leave, **Sport management review**

155. Madduy J.M (1995): **self –Efficacay**. Adeptation and Adjustment Theory Research and application, New Jersex, the Plenum press,
156. Mary Jo Hatch1993,"The dynamics of organizational culture",**Academy of management review**,Vol.18,No,4,
157. Maslach C. (1982):, **Burnout-the cost of caring**.Englewood cliffs,NJ:Prentice-Hall.
158. Masson, J.W., (1975), A Historical view of stress field, part2. In **Journal Of Human Stress**, Vol. 1, N° 2, June.
159. Michael Ritchie, 2000 Organizational Culture : an examination of its effect on the internalization process and member performance, **Southern Business Review**, (Vol.25,No.2,Spring).
160. Mitroff, et.al1989, **Do some Organizations Cause their Own Crisis ? The Cultural Profiles of Crisis- Pone Vs Crisis Prepared Organizations**, **Industrial Crisis Quaterly3**, (Elsevier Science Publishers Amsterdam.
161. Mowday,R,and M.Steers (1994).**The measurement of organizational commitment**,**journal of vocational behavior**.
162. Myerson,p.& Hamiilton,R.D. 1986, Matching corporate culture and technology , **SAM Advanced Management Journal** ,winter, Near Janet. NewYork.
163. O'reilly. C., et. AL. 1991, People and Organizational culture : AQ Sort approach to assessing Person-

- Organizational Fit, **Academy of Management Journal** Vol.34, No.3.
164. O'Reilly.C,Chatman. (1986):Organization at commitment and Psychological Attachment The effects of compliance, Identification, and Internalization on prosaic Behavior .**Journal of Applies Psychology**,vol.71,No 3,
165. Ott.S.J.1989.**The organizations culture perspective** .chicago.Dorsey press.
166. Ouchi, W.G. , Wilkins. , A.L. 1984,, **Efficient culture:** Exploring the Relationship between culture and organizational performance, **Administrative Science QUARTERLY**, vol.2.
167. Ouchi,W .G.and Jaeger ,A .M1978."Type Z organization: Stability in the Midst of mobility" .**academy of management review**,.vol.3.
168. Paulhan, I.(1992). Le concept de coping .**L'année psychologique** N°92.
169. Peter.T.J. Weterman R.H(1983): **le prix de l'excellence** .Paris. ed.inter édition.
170. Pines,A&Bill,E1989.**Careeer dissatisfaction among Alabama teacher**.Paper presented at the annal meeting of mid-south education recherche association.
171. Porter, L.W, et al..Mowday and P.V.Boulian.(1974). organizational commitment. Job satisfaction and turnover among psychiatrie technicians. **journal of applied psychology** vol 59.No 5,.

172. Robbins S. 1995, **Organizational Behavior 6th**, Prentice Hall,
173. Rosenberg.M.J(1965): when dissonance fails, on elimination evaluation apprehension from attitude measurement of person a soc;Psycfd,1.PP 28-46.
174. Rozek .B.S, "Personal Consequences of Employee Commitment,« **academy of management journal**, Vol 32,
175. Schawr Zer, R. (1999) Efficacy in 14 cultures, washing ton DC : hemisphere.
176. Schein Edgar H.2004, : **Organizational Culture& Leadership**.3rd.,Sanfrancisco:Jossey-Boss Inc.,
177. Schein, E. H. (1999). The corporate culture survival guide. San Francisco: Jossey-Bass.
178. Schultz.D.P. Sydney.E.Schults(1986) :Psychologie and industry today,an introduction to industrial and organizational psychology, university of south florida,Macmillan publishing company.New york.
179. Scott & Hait1979, Values and organization, **Journal of Psychology**, , vol.43.
180. Sekio,L., Blondin,L & Peretti,J.M., (1995), **Passion: Ressources humaines dans le Contexte de La Mondialisation Des Marchès** , Les Editions 4 L innc Montrel, Canada.
181. Selye H.1975:**Le stress de la vie** ,Paris,edition gallimard.

182. Sheldon.M.E1971.Inverstments and Involvements as Mechanisms producing commitment to the organisation, **administrative science quaterly**,vol16,No 2.
183. Sherer, M., Maddux, J.E., Mercadante, B., Prentice-Dunn, S., Jacobs, B., and Rogers, R.W. (1982) The self-efficacy scale: Construction and Validation *Psychological Reports*, 51, 663-671
184. Shinn, M., (1984), Coping with job stress and burnout in the human services. In **Journal Of personality and Social Psychology**, Vol. 46, N° 4,.
185. Sigmon,T;Stanton,L ;Snyder,C.R(1995).Gender differences in coping:a further test of socialization and role constraint théories:sex roles **.Journal of research**
186. Spielberger.C.(1983): **state-trait anxiety inventory for adulte**. Mind garden publishing.California.USA.
187. Stanton,L ;Burg,D ;Cameron, L;Ellis, P(1994).Coping through
188. Starnman S . K. Miller, 1998.**A test of a causal model communication and burnout in the teaching profession**.communication education),41 .
189. Steers.R.M1977.Antecedents and outcomes of organizational. **administrative Science Quarterly**, vol.22.No1.
190. Stora.J-B (1991) : **le stress** .edition dahleb.Alger.

191. Sugato Lahiry 1994, **Building commitment through organizational culture**, Training & Development, .
192. Terrence E .Deal & Allen A. Kennedy 1990, **Corporate Culture: The Rites and Rituals of Corporate Life**, New York . Addison Wesley Publishing Co.
193. Thomas J.Peters & Robert H. Waterman 1982, **In Search For Excellence**, in Jasper S.Pederson & Jeesper. S.Sorensen, **Organizational Culture in Theory and Practice**. England: Gower Publishing Co.
194. Turcotte, P., (1982), **Qualité de vie: anti-stress et créativité**, Les éditions d'organisation , Paris.
195. Webster s (1996): the new world dictionary of American language. College edition. Clevelande and New york. The world publisher company.
196. Weick.K.E (1985): the signification of corporate culture.In.P.J. Al .eds,organizational culture.Berverly Hills,sage.
197. William M Evan 1993,: **Organization theory research designing**,(New York : Mc Millan publishing co.
198. Williams J.(1996). Promoting rural students, academic achievement examination of self-regulated learning strategies. **Paper Presented at the Annual Meeting of the American Educational Research Association**, New York, April 8-12.
199. Wwahab, et al 1985: ,**Human value system and types of manger**, **Theoretical & Empirical study in Egyptian society**, D.B.A, Dissertation university, ,

200. Yoashi Weiner 1988, forms of value system A focus on organization effectiveness and culture change and maintenance, **Academy of management review**, ,vol.13.
201. Ziller .(1966) : Slef-Esteem :Aself-social construct.**Journal of consulting and clinical psychology**, vol.33.n1.
202. Zimmerman, B.A and Riggo, J (1985): Effects of model Persistence and statements of confidence on children's self – efficacy and problem solving, **Journal of Educational Psyshology** vol (72), No (4).
203. Zimmerman, B.J. (1989). A social cognitive view of self - regulative academic learning. **Journal of Educational Psychology**, 81.
204. Zimmerman,B(2000).**Self –Efficacy** :An essential motive to learn Contemporary Educational Psychology.N°25 .

الملاحق

(X)

:

:

:

:(

)

:

:

()

()

()

:

:

:

					.1
					.2
					.3
					.4
					.5
					.6
					.7
					.8
					.9
					.10
					.11
					.12
					.13
					.14
					.15
					.16
					.17
					.18
					.19
					.20

					.1
					.2
					.3
					.4
					.5
					.6
					.7
					.8
					.9
					.10
					.11
					.12
					.13
					.14
					.15

					.16
					.17
					.18
					.19
					.20
					.21
					.22
					.23
					.24
					.25
					.26
					.27
					.28
					.29
					.30
					.31
					.32
					-33 .33

(X)

:

				.1
				.2
				.3
				.4
				.5
				.6
				.7
				.8
				.9
				.10
				.11
				.12
				.13
				.14
				.15
				.16
				.17

(X) :

						-1
						-2
						-3
						-4
						-5
						-6
						-7
						-8
						-9
						-10
						-11
						-12
						-13
						-14
						-15