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APPENDIX A:

TABLE 1: Mean of Agree and Disagree for study factors

Study Factors	N	Mean Agree	std	Mean Disagree	Std
Awareness	200	100	1.315	0	0
Attention	300	146.5	4.737	3.5	4.94
Availability	645	21	1.272	301.5	3.669
Trust	147	24	000	49.5	2.00
Risk	143	16.5	1.00	55	1.01
Adoption	38	24	1.2	1	1.1

TABLE 2: Correlations between demographic characters and e-services adoption

Character	Adoption of e-services	Significant of correlation
Sex	.321* .01 50	High correlation High significant N
Age	.004 .976 50	No correlation No significant N
Specialization	.455** .001 50	High correlation High significant N
Education	.725** .000 50	High correlation High significant N

** Correlation is significant at the 0.001 level (2-tailed)

TABLE 3: Correlation Between Study Factors and E-services Adoption

Factor	Adoption of e-services	Significant of correlation
Awareness	.836** .001 50	High correlation High significant N
Familiarity	.727** .001 50	High correlation High significant N
Availability	.664** .001 50	High correlation High significant N
Intention	.825** .001 50	High correlation High significant N
Trust	.66** .001 50	High correlation High significant N
Risk/privacy	.513** .001 50	High correlation High significant N

** Correlation is significant at the 0.001 level (2-tailed)

TABLE 4: Regression analysis: Model Summary

Model	R	R Square	Adjusted R Square	Significant of correlation
1	.966**	.933	932	High correlation

** Correlation is significant at the 0.001 level (2-tailed)

TABLE 5: Regression: analysis ANOVA

Model	Sum of Squares	Mean Square	F	Sig.	Regression ANOVA
Regression	13.037	1.955	204.490	.000	High significant
Residual	5.446	.018			
Total	18.483				

High significant P< 0.000

TABLE 6: Regression analysis: Coefficients

Factor	Unstandardiz Coefficients	Standardize Coefficient	t	Sig.	Significant of Regression
	B	Beta			
Familiarity	.841	.881	12.672	.000	High significant
Awareness	.882	.982	11.213	.000	
Intention	1.01	.994	17.121	.000	
The availability	1.77	.989	16.451	.000	
Trust e-services	.199	.414	9.217	.000	
Risk, privacy	.032	.022	.569	.595	

High significant P< 0.000

TABLE 7: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Adoption of e-services	Q1	319	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q2	23	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q3	29	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q4	5	1.4667	.13944	.06236	1.2935	1.6398	1.33	1.67
	Q5	1	1.8333	.	.	.	.	1.83	1.83
	Q6	1	1.8333	.	.	.	.	1.83	1.83
	Q7	1	1.8333	.	.	.	.	1.83	1.83
	Q8	2	1.6667	.00000	.00000	1.6667	1.6667	1.67	1.67
	Total	381	1.3408	.05424	.00278	1.3353	1.3462	1.33	1.83
Intention and motivation to use	Q1	319	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q2	23	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q3	29	1.1724	.38443	.07139	1.0262	1.3186	1.00	2.00
	Q4	5	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	1	2.0000	.	.	.	.	2.00	2.00
	Q7	1	2.0000	.	.	.	.	2.00	2.00
	Q8	2	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Total	381	1.0394	.19473	.00998	1.0198	1.0590	1.00	2.00

TABLE 8: Regression analysis: Model Summary

Model	R	R Square	Adjusted R Square	Significant of correlation
1	.913**	.835	.832	High correlation

** Correlation is significant at the 0.001 level (2-tailed)

TABLE 9: Regression: analysis ANOVA

Model	Sum of Squares	Mean Square	F	Sig.	Regression ANOVA
Regression	12.022	1.932	209.339	.000	High significant
Residual	4.311	.009			
Total	16.33				

High significant P< 0.000

TABLE 10: Regression analysis: Coefficients

Model	Unstandardize Coefficients	Standardiz Coefficien	t	Sig.
	B	Beta		
Familiarity	.825	.862	11.373	.000
Awareness	.862	.941	9.218	.000
Intention	1.088	.988	13.926	.000
The availability	1.732	.975	16.901	.000
Trust in e-services	.185	.481	7.223	.000
Risk, privacy	.012	.017	.495	.555

High significant P< 0.000

TABLE 11: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Adoption of e-services	Q1	317	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q2	23	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q3	29	1.1724	.38443	.07139	1.0262	1.3186	1.00	2.00
	Q4	5	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	1	2.0000	.	.	.	.	2.00	2.00
	Q7	1	2.0000	.	.	.	.	2.00	2.00
	Q8	2	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Total	379	1.0396	.19522	.01003	1.0199	1.0593	1.00	2.00
Intention and motivation to use	Q1	317	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q2	23	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q3	29	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q4	5	1.4667	.13944	.06236	1.2935	1.6398	1.33	1.67
	Q5	1	1.8333	.	.	.	.	1.83	1.83
	Q6	1	1.8333	.	.	.	.	1.83	1.83
	Q7	1	1.8333	.	.	.	.	1.83	1.83
	Q8	2	1.6667	.00000	.00000	1.6667	1.6667	1.67	1.67
	Total	379	1.3408	.05438	.00279	1.3353	1.3463	1.33	1.83

TABLE 12: Regression analysis: Model Summary

Model	R	R Square	Adjusted R Square	Significant of correlation
1	.955**	.912	.911	High correlation

** Correlation is significant at the 0.001 level (2-tailed)

TABLE 13: Regression: analysis ANOVA

Model	Sum of Squares	Mean Square	F	Sig.	Regression ANOVA
Regression	11.037	1.839	202.189	.000	High significant
Residual	3.366	.009			
Total	14.403				

High significant P< 0.000

TABLE 14: Regression Analysis: Coefficients

Factor	Unstandardiz Coefficients	Standardize Coefficient	t	Sig.	Significant of Regression
	B	Beta			
Familiarity	.804	.840	10.564	.000	High significant
Awareness	.858	.933	12.998	.000	
Intention	1.054	.986	15.945	.000	
The availability	1.629	.984	17.407	.000	
Trust e-services	.183	.420	8.099	.000	
Risk, privacy	.010	.015	.532	.595	

High significant P< 0.000

TABLE 15: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Adoption of e-services	Q1	315	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q2	23	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q3	29	1.1724	.38443	.07139	1.0262	1.3186	1.00	2.00
	Q4	5	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	1	2.0000	.	.	.	.	2.00	2.00
	Q7	1	2.0000	.	.	.	.	2.00	2.00
	Q8	2	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Total	377	1.0398	.19572	.01008	1.0200	1.0596	1.00	2.00
Intention and motivation to use	Q1	315	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q2	23	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q3	29	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q4	5	1.4667	.13944	.06236	1.2935	1.6398	1.33	1.67
	Q5	1	1.8333	.	.	.	.	1.83	1.83
	Q6	1	1.8333	.	.	.	.	1.83	1.83
	Q7	1	1.8333	.	.	.	.	1.83	1.83
	Q8	2	1.6667	.00000	.00000	1.6667	1.6667	1.67	1.67
	Total	377	1.3408	.05452	.00281	1.3353	1.3464	1.33	1.83

TABLE 16: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Intention and motivation to use	Q1	1	1.6667	.	.	.	.	1.67	1.67
	Q2	3	1.7778	.09623	.05556	1.5387	2.0168	1.67	1.83
	Q3	1	1.8333	.	.	.	.	1.83	1.83
	Q4	1	1.6667	.	.	.	.	1.67	1.67
	Q5	1	1.5000	.	.	.	.	1.50	1.50
	Q6	6	1.3611	.06804	.02778	1.2897	1.4325	1.33	1.50
	Q7	9	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q8	10	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q9	349	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Total	381	1.3432	.05433	0.004	1.342	1.376	1.332	1.843
Adoption of e-services	Q1	1	2.0000	.	.	.	.	2.00	2.00
	Q2	3	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q3	1	2.0000	.	.	.	.	2.00	2.00
	Q4	1	2.0000	.	.	.	.	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	6	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q7	9	1.2222	.44096	.14699	.8833	1.5612	1.00	2.00
	Q8	10	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q9	349	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Total	381	1.0345	.1943	.00998	1.0987	1.0543	1.00	2.00

TABLE 17: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Intention and motivation to use	Q1	1	1.6667	.	.	.	.	1.67	1.67
	Q2	3	1.7778	.09623	.05556	1.5387	2.0168	1.67	1.83
	Q3	1	1.8333	.	.	.	.	1.83	1.83
	Q4	1	1.6667	.	.	.	.	1.67	1.67
	Q5	1	1.5000	.	.	.	.	1.50	1.50
	Q6	6	1.3611	.06804	.02778	1.2897	1.4325	1.33	1.50
	Q7	9	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q8	10	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q9	347	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Total	379	1.3402	.05436	.00274	1.13357	1.3464	1.33	1.83
Adoption of e- services	Q1	1	2.0000	.	.	.	.	2.00	2.00
	Q2	3	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q3	1	2.0000	.	.	.	.	2.00	2.00
	Q4	1	2.0000	.	.	.	.	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	6	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q7	9	1.2222	.44096	.14699	.8833	1.5612	1.00	2.00
	Q8	10	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q9	347	1.0000	.00000	.01003	1.0000	1.0000	1.00	1.00
	Total	379	1.0396	.19522		1.0199	1.0593	1.00	2.00

TABLE 18: Descriptive (means and standard deviations)

Questions		N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
						Lower Bound	Upper Bound		
Intention and motivation to use	Q1	1	1.6667	.	.	.	.	1.67	1.67
	Q2	3	1.7778	.09623	.05556	1.5387	2.0168	1.67	1.83
	Q3	1	1.8333	.	.	.	.	1.83	1.83
	Q4	1	1.6667	.	.	.	.	1.67	1.67
	Q5	1	1.5000	.	.	.	.	1.50	1.50
	Q6	6	1.3611	.06804	.02778	1.2897	1.4325	1.33	1.50
	Q7	9	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q8	10	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Q9	345	1.3333	.00000	.00000	1.3333	1.3333	1.33	1.33
	Total	377	1.3408	.05452	.00281	1.3353	1.3464	1.33	377
Adoption of e-services	Q1	1	2.0000	.	.	.	.	2.00	2.00
	Q2	3	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q3	1	2.0000	.	.	.	.	2.00	2.00
	Q4	1	2.0000	.	.	.	.	2.00	2.00
	Q5	1	2.0000	.	.	.	.	2.00	2.00
	Q6	6	2.0000	.00000	.00000	2.0000	2.0000	2.00	2.00
	Q7	9	1.2222	.44096	.14699	.8833	1.5612	1.00	2.00
	Q8	10	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Q9	345	1.0000	.00000	.00000	1.0000	1.0000	1.00	1.00
	Total	377	1.0398	.19572	.01008	1.0200	1.0596	1.00	2.00

APPENDIX B: Questionnaire survey in English

STUDY OF E-SERVICES AVAILABILITY AND AWARENESS AMONG HIGHER EDUCATION STUDENTS IN LIBYA

Purpose of the study

This questionnaire is a part of a study aims to investigate the availability of e-services in higher education in Libya , and evaluate Libyan Students' awareness of e- services and the importance of use these services. And the factors influencing (awareness - the availability of services) on the adoption and implementation of these services in higher education.

What is e-services?

Providing various government services (such as getting ID cards, booking appointments, issuance of passports) to citizens across means of communication (Internet, phone, etc.) electronically and without needing to personal attendance.

What are the electronic services in higher education?

Providing services to students and staff across Websites of universities and ministry of higher education website (inquire about student information, accreditation of certificates, student registration, study requests, enable students to get the results and materials, providing electronic libraries are available for students involve theses of Master and PhD, books in electronic versions).

What is Availability?

The availability of information and services for students and staff across Websites of universities and ministry of higher education website, when they need, for anytime, anywhere. The existence of appropriate services that meet the purpose, carry out its function properly, ensure no interruption of service because of (power outages or hardware damage or defects in the websites themselves) and the provision of equipment, devices and the Internet for students within the universities to use with maintain the confidentiality of the information.

Structure of this Questionnaire / Survey

The survey questions covers basic information and the following six fields :-

Familiarity with the computer and the Internet

Awareness of electronic services of higher education and its importance

Intention and motivation to use

The availability of electronic services

Trust in Ministry of Higher Education, Technology and in e- services

Risk Predict and Issue of Privacy

Please answer the following questions (Tick your choice in the boxes, where applicable): -

Participant's personal information: -

1-Gender Male ☐ Female ☐

2-Age From 19- 29 ☐
 From 30-40 ☐
 More than 40 ☐

3- Nationality

4-Specialization

5- Education ☐ Bachelor ☐ Diploma ☐
 MSc ☐ PhD ☐ Others ☐

Familiarity with the computer and the Internet: -

6 – How long do you use the computer every day?
 From 1 to 3 hours ☐ From 4 to 10 hours ☐
 More than 10 hours ☐

7 - How have you use a computer?
 Less than 3 ☐ 3 - 5 years ☐
 More than 5 years ☐

8 - How frequent do you use of the Internet?
 Daily ☐ Weekly ☐
 Monthly ☐ Annually ☐

9 - How long have you use the Internet?
 1 - 2 years ☐ 3 - 4 years ☐
 More than 4 years ☐

10 - Do you think you have enough knowledge to use electronic services?
 Yes ☐ No ☐

Awareness of electronic services of higher education and its importance:-

11 - Do you know the term e-services?

Yes ☐ No ☐

12 - Have you ever visited a higher education websites to search for electronic services (e-services)?

Yes ☐ No ☐

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not know
13	The application of electronic services in higher education is helpful					
14	The e-Services of Higher Education is useful for your studies and help you to carry out your tasks					
15	The e-Services of Higher Education increase transparency in the transactions (prevent Nepotism ,favoritism and Bribery)					
16	The e-Services of Higher Education reduce congestion and loss of time and the problem of holidays					

Intention and motivation to use:-

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not know
17	There is no benefit from the application of e-Services of higher education.					
18	Receiving higher education services electronically better than conducting transactions face-to-face.					
19	Application of e- services in higher education makes transactions easier and faster.					

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
20	Application of e- services in higher education makes the transactions organized and understandable.					
21	I find it difficult to deal with electronic services and I do not prefer it.					

The availability of electronic services: -

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
22	The Ministry of Higher Education supports the electronic services as it should be.					
23	Higher education e- services in Libya help me in my studies as it should be.					
24	The Ministry of Higher Education carried out needed awareness campaigns for students via newspapers, radio and television.					
25	The e-services for higher education are able to facilitate cooperation and exchange of information between Libyan universities and institutes or with its counterparts in other countries?					
26	Higher education e- services are compatible with the needs of the student and meet their aspirations.					
27	E-services system enable me access to information and services when I need 24 hours / day, 7 days / week.					
28	E-services system enables me to carry out a complete transaction and submit my documents and registration					

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
29	Lack of specialists in the techniques of e- services is one of the obstacles to the success of e- service in Libya.					
30	Sending of student information via the websites of higher education, is guaranteed on time.					
31	The higher Education in Libya ensures the continuity of its e- services and protects it from interruption.					
32	Sufficient numbers of computers for students are available at colleges and libraries in universities.					
33	There is Internet connection within Universities and is available for students.					
34	The Ministry of Higher Education cares about the e- services upgrade and gets students' feedback on their satisfaction with services.					

Trust in Ministry of Higher Education, Technology and in e- services:-

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
35	I trust The Ministry of Higher Education keep my interests and executes transactions faithfully.					
36	I trust the technology and believe that internet is secure environment all the time.					
37	I believe that e- services will not harm me and I consider it is secure.					

Risk Predict and Issue of Privacy:-

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
38	I believe that using e-services is risky and unsafe.					
39	My personal information submitted to Higher Education website may be shared with other government agency, which I do not like to give the information to it.					
40	I am worry about lose my personal information or steal it by Hackers while sending it to Higher Education website.					

E-services adoption

No	Questions / Statements	Strongly Agree	Agree	Disagree	Strongly Disagree	I do not Know
41	I m planning to adopt e-services of higher education in future.					

Thank you for your participation and your cooperation

APPENDIX C: Questionnaire survey in Arabic Language

دراسة توافر الخدمات الالكترونية ومدى وعي الطلاب بأهميتها في التعليم العالي في ليبيا

هدف الدراسة:-

هذا الاستبيان هو جزء من دراسة بحثية تهدف لدراسة توافر الخدمات الالكترونية في التعليم العالي في ليبيا وتقدير مدى وعي الطالب الليبي بأهمية استخدام هذه الخدمات, ومدى تأثير عاملي (الوعي – توافر الخدمات) على تبني وتطبيق هذه الخدمات في التعليم العالي.

ما هي الحكومة الالكترونية:-

هي تقديم مختلف الخدمات الحكومية (مثل استخراج البطاقات الشخصية , حجز المواعيد , إصدار جوازات السفر) للمواطنين عن طريق وسائل الاتصالات (الانترنت , الهاتف وغيرها) إلكترونيا ودون الحاجة للحضور الشخصي.

ما هي الخدمات الالكترونية في التعليم العالي :-

تقديم الخدمات للطلاب والمحاضرين عبر مواقع الجامعات الالكترونية مثل الاستفسار عن معلومات الطلاب الموفدين,, اعتماد الشهادات , استكمال إجراءات التسجيل , تقديم طلبات الدراسة والضم وغيرها, تمكين الطلبة من الحصول على النتائج والمناهج , توفير مكتبات الكترونية متاحة للطلبة تضم رسائل الماجستير والدكتوراه والكتب في نسخ الكترونية.

ما هو التوافر:-

هو توفر المعلومات والخدمات للطلاب والمحاضرين عبر مواقع الجامعات الالكترونية عند الحاجة إليها في أي وقت وفي أي مكان , وجود الخدمات المناسبة التي تلبي الغرض وتعمل بشكل صحيح وضمان عدم انقطاعها بانقطاع التيار الكهربائي أو تلف الأجهزة أو وجود عيوب في مواقع الجامعات الالكترونية نفسها وتوفر الأجهزة والمعدات والانترنت للطلاب داخل الجامعات لاستعمالها والحفاظ على سرية المعلومات.

الأجزاء الرئيسية للاستبيان :-

أسئلة هذا الاستبيان تغطي بعض البيانات الأساسية وتغطي ستة مجالات هي كالتالي:-

- 1- الدراية باستخدام الحاسب والانترنت
- 2- الدراية بخدمات التعليم العالي الالكترونية وأهميتها
- 3- النية ودوافع الاستخدام
- 4- توافر الخدمات الالكترونية
- 5- الثقة في كلا من وزارة التعليم العالي و التكنولوجيا والخدمات الالكترونية
- 6- توقع المخاطر ومساائل الخصوصية

رجاء اقم بإجابة الأسئلة التالية (بوضع علامة صح في المربع)

المعلومات الشخصية للمشاركة :-

1- الجنس ☐ ذكر ☐ أنثى

2- العمر ☐ من 19 - 29

☐ من 30 - 40

☐ أكثر من 40

3- الجنسية

4- التخصص

5- المرحلة التي تقوم بدراستها حاليا ☐ دبلوم ☐ بكالوريوس

☐ ماجستير ☐ دكتوراه ☐ أخرى

الدراية باستخدام الحاسب والانترنت :-

6- ما هو معدل وقت استخدامك للحاسوب يوميا. من 1 إلى 3 ساعات ☐

☐ من 4 إلى 10 ساعات ☐ أكثر من 10 ساعات

7- كم عدد سنوات استخدامك للكمبيوتر. أقل من 3 سنوات ☐

☐ من 3 - 5 سنوات ☐ أكثر من 5 سنوات

8- استخدامك للانترنت عادة يكون ☐ يوميا ☐ أسبوعيا

☐ شهريا ☐ سنويا

9- منذ كم سنة تستخدم الانترنت . من 1 - 2 سنوات ☐

☐ من 3 - 4 سنوات ☐ أكثر من 4 سنوات

10- هل تعتقد انك تمتلك المعرفة الكافية لاستخدام الخدمات الالكترونية.

☐ نعم ☐ لا

الدراية بخدمات التعليم العالي الالكترونية وأهميتها:-

11- هل كنت تعرف مصطلح الحكومة الالكترونية من قبل .

☐ نعم ☐ لا

12- هل سبق وزرت أحد مواقع التعليم العالي بقصد البحث عن الخدمات الالكترونية.

☐ نعم ☐ لا

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
13	أن تطبيق الخدمات الالكترونية في التعليم العالي في ليبيا سيكون مفيدا.					
14	خدمات التعليم العالي الالكترونية مفيدة لدراستك وتساعدك على تنفيذ مهامك.					
15	خدمات التعليم العالي الالكترونية تزيد الشفافية في التعامل (تقلل الوساطة).					
16	خدمات التعليم العالي الالكترونية تقلل الزحام وضياح الوقت ومشكلة العطلات .					

النية ودوافع الاستخدام:-

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
17	لا فائدة من تطبيق الخدمات الالكترونية في التعليم العالي .					
18	تلقي خدمات التعليم العالي إلكترونيا أفضل من إجراء المعاملات وجها لوجه.					
19	تطبيق النظام الالكتروني في التعليم العالي يجعل التعامل أسهل وأسرع .					
20	تطبيق الخدمات الالكترونية في التعليم العالي يجعل التعامل مفهوم ومنظم .					
21	أجد صعوبة في التعامل مع الخدمات الالكترونية ولا أفضّلها .					

توافر الخدمات الالكترونية:-

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
22	وزارة التعليم العالي تدعم الخدمات الالكترونية كما يجب .					
23	خدمات التعليم العالي الالكتروني في ليبيا تساعدني كما يجب في دراستي .					
24	يقوم التعليم العالي بحملات التوعية الأزمة للطلاب عبر الصحف والراديو والتلفزيون					
25	نظام الخدمات الالكترونية في التعليم العالي متكامل ويربط كل المؤسسات التعليمية ببعضها داخل ليبيا وخارجها.					

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
26	خدمات التعليم العالي الالكترونية متوافقة مع احتياجات الطالب وتلبي تطلعاته.					
27	نظام الخدمات الالكترونية يمكنني من الوصول إلى المعلومات والخدمات عندما أحتاجها 24 ساعة في اليوم , 7 أيام في الأسبوع.					
28	نظام الخدمات الالكترونية يمكنني من إجراء معاملة كاملة وتسليم مستنداتي والتسجيل.					
29	قلة الموظفين المختصين في تقنيات الخدمات الالكترونية أحد عوائق نجاح الخدمة الالكترونية في ليبيا.					
30	وصول معلومات الطالب عبر مواقع التعليم العالي في وقتها مضمون .					
31	مواقع التعليم العالي في ليبيا تضمن استمرار خدماتها وتحميها من الانقطاع.					
32	الحاسبات اللازمة متوفرة ومتاحة للطلاب في الكليات والمكتبات داخل الجامعات .					
33	الاتصال بالانترنت متوفر داخل الجامعات ومتاح للطلاب مجانا.					
34	التعليم العالي يهتم بترقية الخدمات ويسأل الطلاب عن مدى رضاهم عن الخدمات.					

الثقة في كلا من وزارة التعليم العالي و التكنولوجيا والخدمات الالكترونية

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
35	أثق في أن وزارة التعليم العالي تهتم بمصلحتي وتقوم بالمعاملات بأمانة					
36	أثق في التكنولوجيا أعتقد أن الانترنت بيئة آمنة طوال الوقت					
37	أعتقد أن الخدمات الالكترونية لن تكون ضارة وأعتبرها آمنة					

توقع المخاطر ومسائل الخصوصية

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
38	أعتقد أن استخدام الخدمات الالكترونية له مخاطر وغير آمن					
39	أخشى أن بياناتي التي أقوم بتسليمها لمواقع التعليم سوف تصل لوزارات أخرى مربوطة مواقعها بوزارة التعليم وأنا لا أريد تسليمها بياناتي.					
40	أنا قلق بخصوص فقدان معلوماتي الشخصية من مواقع التعليم أو تعرضها للسرقة من قبل قراصنة المعلومات					

تبني خدمات التعليم العالي الالكترونية

الرقم	السؤال	أوافق بشدة	أوافق	لا أوافق	لا أوافق بشدة	لا أعرف
41	أخطط لتبني خدمات التعليم العالي الالكترونية في المستقبل					

شكرا لمشاركتك وحسن تعاونك

LIST OF PUBLICATIONS AND PROCEEDINGS

A. Publications

1. Elmabruk,Z ., Ismail, S & Abdullah, Z. 2014. Study of the Availability and Awareness of E-services in Higher Education in Libya. Digital Library.13.
2. Elmabruk,Z ., Ismail, S & Abdullah, Z. 2014. Study of E-services Availability and Awareness Among Higher Education Students in Libya ,Accepted for publication as a chapter in book entitled “Trends of E-Systems: concept, development and applications” by *Apple Academic Press*

B. Proceedings

Elmabruk,Z ., Ismail, S & Abdullah, Z. 2014. Study of the Availability and Awareness of E-services in Higher Education in Libya. The third international conference on e-learning e-technologies in education (ICEEE2014), Organized by: Asia Pacific University of Technology and Innovation (APU) Kualaumpur, Malaysia March 18-20, 2014.

CERTIFICATE OF ATTENDANCE AND PARTICIPATION

DATE	ACTIVITY
20 th May2013	Workshop on Writing thesis and Publishing Paper at USIM
18-20 th March 2014	The third international conference on e-learning e-technologies in education (ICEEE2014), Organized by: Asia Pacific University of Technology and Innovation (APU) Kualaumpur, Malaysia
19 th Jun 2014	Workshop on SPSS software at UKM