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Abstract

Palestinian Telecommunications Company (PALTEL) Practices in maintaining the human resources and its role in enhancing the functionality of the workers

This study aimed to find out up to what extent directors and section heads of departments in the Palestinian Telecommunications Company realize the degree of PATEL practices in maintaining the human resources and the role of these practices in enhancing the functionality of the workers. To achieve this goal, the researcher conducted interviews with some of the employees of the company, and a questionnaire was designed which composed of 46 variables. Eighty questionnaire were distributed to the respondents(departments and sections of the company- General

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Administration in Nablus), Sixty questionnaires were retrieved and suitable for analysis, which formed the study sample. The results of the study, figure out the extent of respondents awareness of the importance of the practices of the company of (Justice of material and moral incentives, Organizational culture of the organization, organizational justice, empowerment) in the maintaining human resources, as study results showed the positive impact of these practices in enhancing the functionality of the workers in the company. One of the main recommendations of the study, the need to pay attention to these practices specially to Justice of material and moral incentives for workers, and the transparency in the evaluation of employee performance, and giving workers the confidence and freedom in the performance of their assigned tasks.

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.(Akuoko and Ansong, 2012)

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.(Syed Shah Alam, 2009)

.(Irshad, 2011)

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(Akuoko and Ansong, 2012) .

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.(Goldman, 2001: 105).

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Brockner

.(Borckner, 2002: 59)

(Ishak & Alam, 2009: 326) .

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Distributive Justice

Procedural Justice :

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Interactional Justice

(Ishak & Alam,

.2009:21)

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(Riad, 2007)

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.Hofstede, 1998)

(Y. Chuang, R. Church,

.and J. Zikic, 2004)

(Chuang et al., 2004)

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.(M. Alvesson, 2002)"

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: (Schein, 1992)

:(Power Culture)

:(Role Culture)

:(Achievement Culture)

:(Support Culture)

(Abdul Rashid et al, 2004)

Solidarity

Sociability

.(M. Abdul Rashid, and others, 2004)

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Hyperarchy ()

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(Conger, J.A. and Kanungo, R.B., 1988) .

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(Al-kalha et al., 2012)

(Medina et al., 2011)

(Nadiri & Tanova, 2010)

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(Nadiri & Tanova, 2010)

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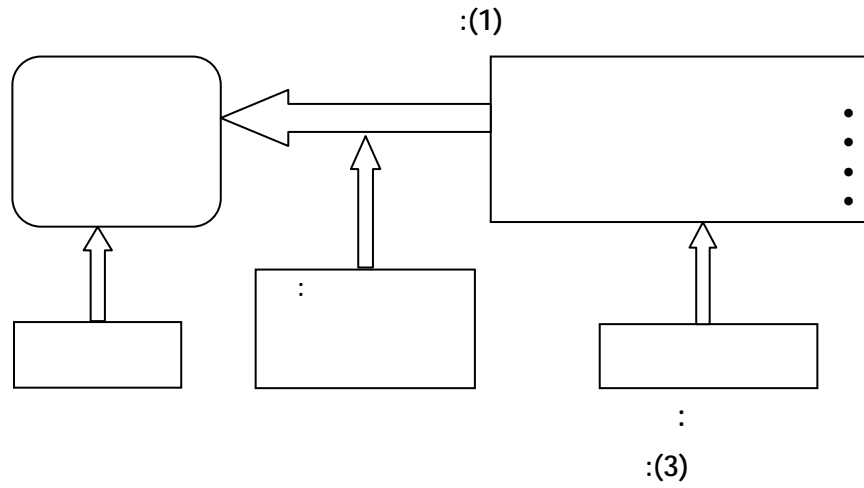
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7.5		0.65	4.08	
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4.5	.	0.50	4.50	
10		0.73	3.75	
1.5	.	0.48	4.67	
3	.	0.50	4.58	
6	.	0.65	4.42	
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2.5	.	0.50	4.42	
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1		0.65	4.50	
4	.	0.63	4.33	
7.5		0.58	4.00	
7.5		0.41	4.00	
6		0.28	4.08	
2.5	.	0.50	4.42	
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M=4.25

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5.5		0.28	4.08	
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7		0.41	4.00	
2.5		0.38	4.17	
5.5		0.65	4.08	
2.5		0.38	4.17	
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.(Yavuz, 2010)

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5.5		0.38	4.17	
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5.5		0.56	4.17	
1.5	.	0.50	4.42	
1.5	.	0.50	4.42	
4	.	0.60	4.25	
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(Szabo, 2006)

(Franz, 2004)

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8		0.28	4.08	
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6.5		0.56	4.17	
1	.	0.65	4.50	
2.5	.	0.65	4.42	
5		0.77	4.18	
4	.	0.70	4.23	
	.	0.56	4.27	

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Sig (t)	t	β	Sig (f)	F	R ²	R	
0.01	6.82	0.78	0.00	57.75	0.781	0.633	
0.00	7.94	0.63					
0.00	8.33	0.45					
0.00	7.34	0.53					

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