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Performance Efficiency of University Education from Students Perspective

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Abstract : *The study aims to identify the efficiency of the university education performance from the perspective of postgraduate and undergraduate students in international and Palestinian universities. The analytical descriptive approach was used for this purpose and the questionnaire was used as a main tool for data collection. The study community consists of: post graduate students, (23850) graduate students and (146355) undergraduate students. The sample of the study was 378 graduate students and 383 undergraduate students. The random stratified sample was used. The Statistical Package of Social Sciences (SPSS) was also used for data analysis.*

The study reached a number of results, the most important of which are: The level of efficiency of educational performance in Palestinian and international universities from the point of view of postgraduate and undergraduate students was high. And that there are significant differences between the average views of the sample of the study on the efficiency of educational performance in Palestinian and international universities attributed to the University and to the benefit of international universities.

The study concluded many recommendations, the most important of which is the necessity of continuing to develop e-learning strategies that affect the efficiency of educational performance and research commensurate with the university's position in the local and international community, which puts it on the best classification between local and international universities through e-learning.

Keywords: Efficiency, university performance, students, universities.

1. Introduction

Universities are one of the most important institutions of comprehensive development. They are responsible for preparing and qualifying human resources in the light of scientific and technological progress. Faculty members in the universities are the most important elements of the educational process, and the most important reasons for the success of universities in achieving their social goals.

Therefore, evaluating the performance of university faculty members and uncovering the factors that prevent them from performing their role properly is a good indicator of the interest of a generation of students who contribute to the advancement of society. Therefore, it is important to improve the quality of higher education in its reflection on the efficiency of educational performance in its components from the content of educational programs, activities, curricula, modern technology, its ability to suit the abilities of learners and the diversity of objectives and decisions and its contribution to the sustainable development of institutions of higher education (Al Shobaki et al., 2018), (Abu-Naser et al., 2018). (Al Shobaki et al., 2017), (Abu-Naser et al., 2017).

Student assessment of teachers in the United States and other countries is used as a key factor in decisions about teacher retention or promotion. Therefore, the performance of faculty members in universities is the cornerstone of scientific and academic activity, and is the most vital and important elements and occupies a prominent position in higher education institutions in different countries of the world (Al Shobaki et al., 2018), (El Talla et al., 2018), (Abu-Naser et al., 2018). (Al Shobaki et al., 2017), (El Talla et al., 2017), (Abu-Naser et al., 2017).

The experience of Palestinian universities in the efficiency of performance is weak when compared to international universities. The study attempted to identify the level of educational performance from the perspective of students in universities.

2. Problem Statement

Palestinian universities face challenges in the level of efficiency of educational performance, which are highlighted by the lack of reliance on modern technologies in the educational process, as well as the refusal of some academics in the universities under study culture of change, in addition to the weakness of the infrastructure and educational content, which limits the ability of universities

to develop educational performance compared to international universities and also may reflect on the efficiency of educational performance in universities, whether positive or negative.

In light of the above, the problem of the study can be determined by the following questions:

Q1-: What is the level of efficiency of educational performance in international and Palestinian universities from the point of view of (undergraduate students and postgraduate students)?

Q2-: Are there significant differences between the average views of the study sample on the efficiency of educational performance in Palestinian and international universities attributed to the University?

3. Research Objectives

1. To reveal the level of efficiency of educational performance in Palestinian and international universities.
2. Comparison between Palestinian and international universities in terms of the level of efficiency of educational performance.
3. To come up with some recommendations that could contribute to highlighting weaknesses in educational performance and how to strengthen them.

4. Research hypothesis

1. The level of efficiency of educational performance in Palestinian and international universities from the point of view of graduate students is high.
2. The level of efficiency of educational performance in Palestinian and international universities from the point of view of undergraduate students is high.
3. There were significant differences between the average views of the study sample on the efficiency of educational performance in Palestinian and international universities attributed to the University.

5. Research Importance

1. The current study is an extension of the previous studies on the efficiency of educational performance. It is also in response to the previous studies which called for the need for further studies that address the factors that increase the efficiency of university performance.
2. This research adopts the method of comparative measurement, which is the most effective way to develop new ideas and practices, and to achieve development and improvement by discovering deficiencies in relation to the best, and then to prepare universities to avoid shortcomings, and to determine the degree of difference between some of the international universities under study, And benefit from the international environment in increasing efficiency of performance.

6. Research Limits and Scope

1. **The objective limit (academic):** The study was limited in its objective to study the efficiency of university education Performance from the Perspective of Students
2. **Human Limit**: The study was conducted on postgraduate students, and undergraduate students at the universities.
3. **Institutional Limit**: The study was conducted on the Islamic University, Al-Azhar University, Al-Aqsa University, University of Munster, University of Ottawa and Suez Canal University.
4. **Time Limit**: The study was conducted in 2018.

7. Literature Review

- Study of (Abdalmenem et al., 2018) aimed to identify the efficiency of the university education performance from the point of view of the faculty members and their assistants in international and Palestinian universities. The analytical descriptive approach was used for this purpose and relying on the questionnaire as a key tool for data collection, and the study community consists of the faculty members and their assistants (375). The random stratified sample was used, and the Statistical Program of Social Sciences (SPSS) was used. The study found that the relative weight of the areas of efficiency of educational performance was high at 82.33, and the efficiency of educational performance from the point of view of faculty members and their assistants in international universities was average (4.20), for Palestinian universities, the efficiency of educational performance from the point of view of faculty members (3.30). The study concluded many recommendations, the most important of which is the importance of the senior management to develop standards that help to increase the efficiency of performance, while for international universities work with the Palestinian universities and provide them with expertise in this field.
- Study of (Andi Jaman, 2016) aimed at identifying the impact of the work environment and the culture of the organization and the performance of lectures interactively on the program of Master of Management at the University. The most important findings of the study that there is a relationship and a positive impact on job satisfaction and the performance of lectures in universities.

- A study (Limam et al., 2014) aims to identify how to improve the quality of students' composition, increase their ability and ability to participate in the construction of their formative path, and to address the improvement of educational performance according to the views of the faculty of the University of Ouargla. The main findings of the study were that there is a close relationship between the quality of supervision and the quality of outputs of higher education and that a member of the faculty contributes to improving the supervision process.
- Study of (Abdul Aziz, 2013) aims to identify the strategies and teaching methods used by faculty members with their students, identify the obstacles that prevent the use of modern teaching strategies and methods by faculty members in the faculty, and determine the personal and professional requirements available in faculty members to manage teaching. The most important findings of the study are that some of the personal characteristics have some degree of negativity that should be abandoned by the faculty member and that a percentage of faculty members are afraid to show a smile in the face of students, and that they do not have creativity.
- The study of (Beni Mostafa, 2012) aims to provide specifications for the evaluation of students in various academic programs, the dissemination of the culture of the original calendar, and to identify the training needs of the faculty member associated with the evaluation. The main findings of the study were that there is a great awareness among faculty members about the need for development methods and training of faculty members to prepare measurement tools. The results showed full agreement on the need to use technological innovations and mechanization.
- The study of (Al-Dijani, 2011), aims to identify the quality of institutional performance in universities, identify the role of strategic planning in achieving the quality of institutional performance in universities, and provide clear and specific performance indicators. The most important findings of the study were the availability of the dimensions of the quality of the institutional performance in universities significantly. And the availability of dimensions of quality of institutional performance (after philosophy, mission, and goals), by a large percentage.
- The study of (Kaki, 2011) aims to identify the procedural steps to improve the quality of university performance, and to identify the requirements to improve the quality of university performance, and access to mechanisms to improve the requirements to improve the quality of performance in universities. The most important findings of the study is that there is a vision and a message for each faculty and management emanating from the vision and mission of the university to which it belongs. An appropriate working environment is available to provide all the technical needs and equipment that contribute to improving the quality of university performance.
- The study of (Al-Nakeb, 2011), aims to analyze the elements of the educational process in both academic and support, and focus on the elements of the educational process and academic elements, and to develop the efficiency and quality and good selection of faculty members, as well as improve and modify plans and curricula in line with the Omani environment, and to try to develop a clear and defined road map for the development of curricula for these colleges. The most important findings of the study were that there was a defect in the distribution of materials at the level of school years on the one hand and the classrooms. There is a large failure in the issue of scientific supervision and coordination of central and sub-courses of some of the courses without taking into account the level of academic certificate, and there are problems in the availability of books in terms of time, quantity, and type as well. The scientific material is limited to courses on the PowerPoint classes, which is insufficient and the absence of active contributions by the faculty.
- The study of (Abdel Hamid, 2010) aims at developing students' cognitive, practical and technological proficiency in order to improve their performance, increase their scientific expertise, and train the technical support body, and the introduction of computer in the educational process to develop the spirit of innovation among students. The most important findings of the study were that the quality of the graduation projects affects the development of the educational institution's performance and its responsibilities towards the community. The lack of planning and objectives leads to poor performance of the student. And that reliance on active participation and increased opportunities for creativity will achieve interests and objectives.
- The study of (Hamouda, 2009) aims at characterizing the University's performance, evaluating the performance of the Suez Canal University according to the Baldrige standards of educational excellence, and showing the deficiencies in the performance of the university by comparing the principles and the scientific foundations of the study. The performance. The most important findings of the study were that the relative importance of the standards of excellence management among the research community according to sectors and jobs is different. The lack of necessary information on the university's websites on the Internet, the failure to adopt e-mail as a document of administrative work at the university, and the use of computers as typewriters.

Comment on previous studies:

The previous studies dealt with the requirements for the success of educational performance and the efficiency of educational performance in universities. Some studies also examined the relationship between e-learning and improving educational performance, including Abdalmenem et al. (2018) and Nasser et al (2014) there is a scarcity in the studies that dealt with this subject, especially in the Arab region, which gives special importance to the current research.

All the previous studies have used the analytical descriptive method, and the method used is different. Some used the comprehensive survey method, others used the sample method, and others used the case study method. The current study is

consistent with the methodology used, the descriptive analytical approach and agreed in the tool used, while differed in terms of the dimensions covered by the study, and the time period.

8. Theoretical Framework

It can be said that universities, scientific research centers, specialized scientific and academic institutes have a special nature in their activities, and fields of work. Universities are research centers first, where they seek to enrich scientific, intellectual, and cognitive, as well as scientific centers for the graduation of competencies, and human cadres fully qualified to meet the needs of local and external labor institutions. In addition, universities are advisory centers that provide excellent services to businessmen, civil society, local and regional communities that serve them.

First: Performance efficiency:

1. Performance efficiency concept:

The concept of competence:

There are several concepts related to the concept of the performance of educational institutions, which relate to the quality of performance, where the performance of the institution is measured by three indicators: (efficiency, effectiveness, productivity), and the study will address the concept of efficiency; because it has to do with the variables of the study (14).

Al-Tarawneh (2012) defines efficiency as the ability to perform an assignment and refers to outputs related to the acquisition of minimum capacities and skills. Al-Jaadi (2014) defines it as a rational use of the trade-off between alternatives, choosing the best ones in a way that reduces costs or maximizes profit.

Some authors have shown that efficiency is the proper functioning of the business, and the definition shows the correlation between efficiency and performance. Some authors have defined performance as an attempt to obtain specific facts or data that would help analyze and evaluate an employee's performance, behavior, and behavior over a specified period of time, and assess the extent of technical competence, scientific, practical and scientific process of present and future(16).

The researchers consider that the institution puts efficiency in the priorities of its objectives, in terms of the good use of available resources, and the possibility of investing time well investment to serve the educational process, and working hard to sustain and sustain efficiency, and the optimal and safe use of natural resources, including the preservation of the environment.

Concept of educational performance

The researchers tackled the concept of educational performance from different perspectives of some writers such as Abu Glawa (2014), which he defined as all the teacher's teaching practices in order to achieve the desired goals and includes all the activities and educational procedures that are carried out to raise the educational performance of the teacher to empowerment, Students' achievement is one of the most important indicators of educational performance.

The researchers note that the educational performance is the result of all the skills and knowledge gained by everyone who participated in the educational process, where the performance contributes to raising the efficiency of both students and institutions.

During the previous definitions, the researcher was able to reach a plan for the concept of educational performance as shown in the figure

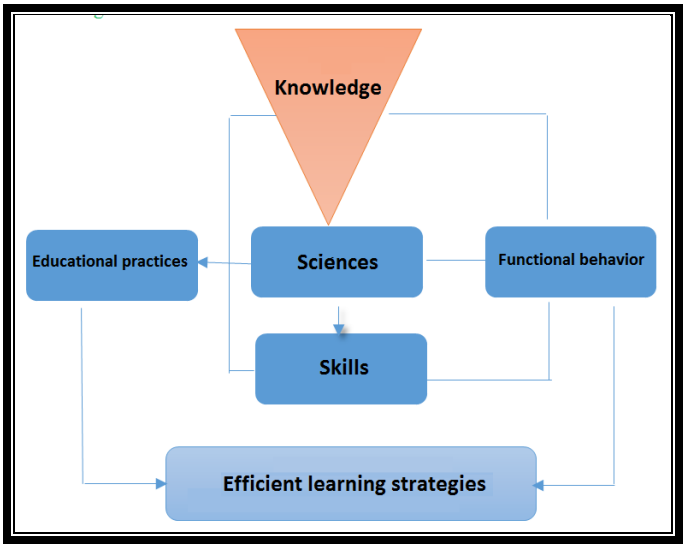

Figure 1: The concept of educational performance

Source: Prepared by the researchers.

The researchers note that the educational performance is the result of all the skills and knowledge gained by everyone who participated in the educational process, where the performance contributes to raising the efficiency of both students and institutions.

Through the researchers' presentation of the previous definitions, the concept of competence is closely linked to educational performance, which is outputs and inputs, and contributes to the accelerated technological scientific development process in the world, where there is an integrative relationship and a correlation between the concept of efficiency and performance. It has high-quality inputs, and efficiency is linked to the ability to perform at a certain level of performance, as well as the ability of the education system to achieve goals. In summary, performance is the work to be done in a measurable manner, and efficiency is directly linked to performance and affects the learning process (Al Shobaki et al., 2018), (El Talla et al., 2018), (Abu-Naser et al., 2018). (Al Shobaki et al., 2017), (El Talla et al., 2017), (Abu-Naser et al., 2017).

The importance of efficient educational performance

The performance of educational institutions is of increasing interest in all developed and developing societies. Everyone is working to improve the performance of their educational institutions because of its impact on the rates of economic and social development. (Al-Dasouki, 2014), and educational performance is important for its benefits that contribute to the development of the educational institution, as follows (Al-Shammari, 2013):

A. Educational performance and its role in the coordination and development of knowledge:

- The teacher interacted positively with the latest developments and changes in the world in accordance with the philosophy of education and its objectives, and adopting scientific knowledge and modern methods.
- Helps the teacher to train students on self-education and lifelong learning.
- Helps the teacher to discover his students' knowledge, information, creativity, and material integration.

B. Educational performance and its role in the development of thinking skills:

- Supports classification which includes the mental processes of analysis, synthesis, etc., trying to interpret the event, providing what supports this explanation of justifications, and providing evidence that supports performance.
- Instructs students to set standards for their opinions and foundations, and learn how to evaluate arguments.

C. Educational performance and its role in the development of higher education and university:

- The focus is on the development of basic sciences, the use of modern educational systems, the trend towards multiple studies and disciplines that keep abreast of global developments, and the expansion of the format of technological institutes.
- Evaluating the experience of the private universities that have been established as tributaries of the official university education, follow-up of the educational process, evaluating the students, completing the teaching staff, the apparatus and the private establishments.

The importance of educational performance is seen in the Merrill (1983) model from two angles: the main teaching method, and the type of educational content. The method of education is to explain the general information, the level of educational performance is the level of information recall, the level of application, and the level of discovery, and these methods are combined to improve the performance of learners, providing the opportunity to examine, discovery, and the ability to call information in a timely manner without waste And refers to the set of strategies used by the teacher during the learning process in order to stimulate the thinking of his students, and increase their motivation to learn by implementing their skills in terms of planning, implementation and evaluation, which help in the development of skills T.

9. METHODOLOGY OF THE STUDY

Study Method:

The researchers used the analytical descriptive approach, which is based on the study of the phenomenon as it exists in reality. It is concerned with a precise description, expressed in qualitative and quantitative terms, and thus draws conclusions on which the proposed approach is based.

The researchers used two main sources of information:

1. **Secondary sources**: where the researchers went to books, references and related Arab and international, periodicals, articles and reports, research, previous studies, research and reading in various Internet sites.
2. **Preliminary Sources**: To address the analytical aspects of the study, the researchers sought to collect the initial data through the questionnaire as a main tool for the study, designed specifically for this purpose.

The researchers prepared two questionnaires to investigate the sample of the study as follows:

1. A questionnaire for postgraduate students.
2. A questionnaire for the undergraduate students.

Third- Study Society:

The research community included: (graduate students and undergraduate students) in the Palestinian and international universities, namely: Islamic University, Al-Azhar University, Al-Aqsa University, University of Munster, University of Ottawa and Suez Canal University. The number of graduate students was (23850), and (146355) undergraduate students as illustrated in the following table:

Table 1: Distribution of the Community of the Study (Postgraduate Students and BA)

The University		Postgraduate Students	Undergraduate Students
Palestinian Universities	Islamic University	1769	17449
	Al Azhar university	665	13096
	Al-Aqsa University	124	19884
Foreign Universities	University of Munster	6700	42595
	University of Ottawa	6328	36042
	Suez Canal University	8264	17297
Total		23850	146355

Source: Based on university statistics by 2018.

Fourthly- The study sample:

The researchers adopted the stratified random sample by the University the Study Groups, faculty members and their assistants. A sample of 30 samples was chosen to test the internal consistency, structural honesty, and stability of the questionnaire. The sample was calculated so that the sample size is as shown in the following table:

Table 2: Distribution of the sample of the study according to the name of the university

The University		Postgraduate Students	Undergraduate Students
Palestinian Universities	Islamic University	28	46
	Al Azhar university	11	34
	Al-Aqsa University	2	52
Foreign Universities	University of Munster	106	112
	University of Ottawa	100	94
	Suez Canal University	131	45
Total		378	383

Source: Researchers based on university statistics.

Characteristics of the study sample:

The following is a breakdown of the sample of the study according to the personal data of the postgraduate students and the undergraduate students.

Table 3: Distribution of the sample of the study for the identification of postgraduate students and undergraduate students

Age group	Postgraduate Students		Undergraduate Students	
	Repetition	The Ratio	Repetition	The Ratio
20 - less than 24	38	13.4	100	35.7
24 - less than 28 years old	21	7.4	130	46.4
From 28 - under 32 years old	91	32.0	37	13.2
Of 32 - less than 36 years	46	16.2	7	2.5
36 years and over	88	31.0	6	2.1

Source: Researchers prepared statistical analysis.

It is clear from the previous table (3) that the highest percentage in the trend toward postgraduate studies was the age group that is limited to (28-32 years). This indicates the students' awareness of the importance of education and acceptance of the culture of scientific research.

Sixth- Study tool:

The researchers prepared the study tool to measure the "efficiency of educational performance in universities"

Seventh- The questionnaire is valid:

The questionnaire is meant to measure the validity of the questionnaire in two ways:

1. The researchers presented the study tool in its preliminary form to a group of arbitrators consisting of (24) academic, administrative, professional, statistical and educational technology specialists. The researchers responded to the opinions of

the arbitrators and the necessary measures were taken. From deletion and modification in the light of the proposals submitted, and thus the questionnaire was finalized.

2. Authenticity of internal consistency: Honestly, the internal consistency means the consistency of each paragraph of the questionnaire with the area to which this paragraph belongs, and the researchers calculated the internal consistency of the questionnaire.

The internal consistency of the resolution paragraphs is confirmed:

Table 4: shows the sincerity of the internal consistency of the paragraphs of the questionnaire

No.	The Axis	Postgraduate Students		Undergraduate Students	
1.	View educational content	**0.771	0.000	0.883*	0.000
2.	Educational environment	**0.836	0.000	0.907*	0.000
3.	Educational goals	**0.652	0.000	0.855*	0.000

** The correlation was statistically significant at α≤0.01.

* The correlation is statistically significant at α≤0.05.

It is clear from the above table that the paragraphs of the questionnaire have statistically significant correlation coefficients, indicating that all the paragraphs have high reliability coefficients, and thus all fields are considered to be true for the measurement.

Answer to the study question:

The question states:

What is the level of efficiency of educational performance in international and Palestinian universities from the point of view of undergraduate students and graduate students?

The questionnaires were analyzed using the cognitive tests (one sample T test) to determine the average response scores. Class (3) is considered neutral, and it represents (60%) on the scale of the study.

Table 5: The arithmetic average, the relative weight, the value of the T test, the moral significance of the axis of the efficiency of educational performance from the point of view of graduate students and the undergraduate's degree

No.	Efficient Educational Performance	Degree	SMA	Standard Deviation	Relative weight%	Test value	Morality p- value	Ranking
View educational content		Postgraduate	4.14	0.63	82.80	34.76	0.000	
		Undergraduate	3.84	0.54	76.80	25.65	0.000	
1.	Stimulates electronic content to attract attention	Postgraduate	4.26	0.78	85.14	27.00	0.000	3
		Undergraduate	3.70	0.84	73.98	13.95	0.000	14
2.	The identification of e-content facilitates the learning process	Postgraduate	4.27	0.74	85.37	28.73	0.000	2
		Undergraduate	3.95	0.51	78.99	30.78	0.000	8
3.	The electronic content assesses the needs for activities	Postgraduate	4.13	0.82	82.54	23.26	0.000	7
		Undergraduate	3.73	0.80	74.68	15.25	0.000	15
4.	Scientific electronic content is comprehensive and accurate	Postgraduate	4.01	0.90	80.14	18.71	0.000	15
		Undergraduate	3.61	0.96	72.13	10.56	0.000	17
5.	The electronic topics in the course are adapted to modern technology	Postgraduate	4.12	0.65	82.41	28.81	0.000	8
		Undergraduate	4.00	0.74	80.00	22.43	0.000	5
6.	Electronic learning content is characterized by multimedia	Postgraduate	4.27	0.67	85.37	31.73	0.000	1
		Undergraduate	4.04	0.71	80.86	24.34	0.000	3
7.	The intended electronic content matches the terms and conditions	Postgraduate	4.18	0.85	83.56	23.08	0.000	4
		Undergraduate	4.04	0.58	80.79	30.09	0.000	4
Educational environment		Postgraduate	4.05	0.72	80.96	34.49	0.000	
		Undergraduate	3.92	0.64	78.48	23.94	0.000	
8.	The University offers security and privacy protection programs	Postgraduate	3.90	1.05	77.95	14.40	0.000	18
		Undergraduate	3.99	0.88	79.71	18.70	0.000	6
9.	The lecture is characterized by many multimedia	Postgraduate	4.17	0.81	83.45	24.47	0.000	5
		Undergraduate	3.93	0.79	78.56	19.49	0.000	9
10.	The e-learning system provides an appropriate learning environment	Postgraduate	4.13	0.80	82.69	23.96	0.000	6
		Undergraduate	3.62	1.15	72.33	8.97	0.000	16

11.	The electronic lecture through LCD devices helps in my understanding of the material	Postgraduate	4.12	0.76	82.32	24.62	0.000	9
		Undergraduate	4.10	0.73	82.01	25.09	0.000	1
12.	There is a global network that supports e-learning	Postgraduate	4.04	0.88	80.85	19.97	0.000	13
		Undergraduate	3.97	0.77	79.50	21.15	0.000	7
13.	The e-learning environment achieves the goals and mission of the university	Postgraduate	4.09	0.80	81.83	22.96	0.000	11
		Undergraduate	4.06	0.69	81.15	25.63	0.000	2
14.	The e-learning environment contributes to the integration of students and teachers	Postgraduate	4.05	0.89	81.02	19.48	0.000	12
		Undergraduate	3.85	0.91	76.92	15.52	0.000	10
Educational goals		Postgraduate	3.99	0.84	79.72	19.77	0.000	
		Undergraduate	3.72	0.77	74.45	15.25	0.000	
15.	E-learning contributes to change in one's behavior	Postgraduate	3.92	1.06	78.38	14.58	0.000	16
		Undergraduate	3.85	0.91	76.92	15.52	0.000	10
16.	E-learning works better	Postgraduate	4.10	0.87	81.91	21.13	0.000	10
		Undergraduate	3.82	0.84	76.49	16.47	0.000	11
17.	E-learning achieves the desired results	Postgraduate	4.04	0.80	80.77	21.91	0.000	14
		Undergraduate	3.80	0.80	75.97	16.67	0.000	12
18.	E-learning contributes to the mission of the university	Postgraduate	3.92	1.03	78.37	14.96	0.000	17
		Undergraduate	3.75	0.95	75.05	13.26	0.000	9
Efficient educational performance		Postgraduate	4.07	0.66	81.40	32.95	0.000	
		Undergraduate	3.84	0.59	76.82	23.7	0.000	

The value of (t) of the table at the level of significance of 0.05 is about 1.98

From the above table we draw the following conclusions:

- The results of the postgraduate students agreed on the eighth paragraph (the university provides security and privacy protection programs). It ranked last with a relative weight of 77.95%, an average of 3.99, a test value of 14.40 and a probability of Sig = 00.00. Which is below the level of significance (0.05). Therefore, this paragraph is a statistical significant at the level of significance (α≤0.0), indicating that the average response to this paragraph exceeded the degree of neutrality to a high degree. The researchers believe that universities use protected programs to keep information confidential, and maintain a huge database that provides researchers with knowledge.
- The results of the postgraduate study were based on the sixth paragraph (e-learning content is characterized by multiple media), ranking first with a relative weight (85.37%), mean (4.27), test value (31.73), and probability value (Sig=0.000) which is below the level of significance (0.05). Therefore, this paragraph is a statistical significant at the level of significance (α≤0.05), indicating that the average response to this paragraph exceeded the degree of neutrality to a high degree. The researchers believe that e-learning depends primarily on the use of multimedia as it increases the element of excitement and excitement of students and motivate them to follow up and attention to the educational material.
- The students of the undergraduate's degree agreed on the eleventh paragraph (the electronic lecture through the LCD devices contributes to the understanding of the material). It is ranked first with a relative weight of 82.01%, an average of 4.10, a test value of 25.09 and a probability of Sig = 0.000, which is below the level of significance (0.05). Therefore, this is a statistical significant at the level of significance (α≤0.0) , indicating that the average response to this paragraph has increased the degree of neutrality very high, The researchers attribute this to the fact that Palestinian universities provide about 70% of the screens in the classrooms, Li smart board (interactive).

  Undergraduate students see that paragraph 15 (E-learning contributes to change in one's behavior) ranked last with relative weight ،(%71.61) and an average arithmetic (3.85), the value of T test (15.52), and the probability value Sig = (0.000) which is below the significance level (0.05). Therefore, this paragraph is a statistically significant at the level of significance (α≤0.05)، indicating that the average response to this paragraph has been considerably more neutral. This means that there is an agreement by the respondents on this paragraph. The researchers believe that e-learning contributes to the refinement of the skill of students، and organizing the study plan because it requires contact and communication with the teacher even after the end of the school day.
- In general, students (postgraduate and undergraduate) agreed that there is an efficiency in educational performance with an average of (3.84, 4.07) respectively, which means that there is great approval by the sample on this axis, Improve the use of inputs to obtain efficient and effective outputs that contribute to increasing quality in universities. The results of the study agree with a study (Bernard, et al., 2012) that emphasizes that the performance improvement mechanism can help policy makers to develop educational policies.

10. RESPONSE TO THE HYPOTHESES OF THE STUDY:

1. The level of efficiency of educational performance in Palestinian and international universities from the point of view of graduate students is high.

Table 6: The arithmetic average, the standard deviation, the value of (T) and the relative weight of the efficiency of educational performance from the point of view of graduate students

The Field	The University	SMA	Standard Deviation	Relative weight%	Test Value T	Morality p- value
Efficient educational performance	Foreign Universities	4.09	0.68	81.72	17.16	0.000
	Palestinian Universities	3.95	0.48	79.05	17.16	0.000

Table (6) shows that the relative weight (81.72%) and the arithmetic mean of the efficiency of educational performance from the point of view of graduate students in international universities (4.09) is significantly higher than the default average (3) to a large extent, the test value (T) was equal (17.16), which is statistically significant at (0.00). Researchers attribute this to international universities' provision of quality educational services that help graduate students to access knowledge in an easy and an inexpensive way.

- As for the Palestinian universities, the relative weight (79.05%) and the arithmetic average of the efficiency of the educational performance from the point of view of graduate students (3.95) and the value of (T) is equal to (17.16) and is statistically significant value (0.000). The researchers attribute these to Palestinian universities are trying hard to reach the competitive advantage in graduate studies and provide the best scientific curricula and the latest.
- Therefore, we accept the alternative hypothesis where it became clear that the level of performance efficiency was high in the local and international universities from the point of view of postgraduate students.

2. The level of efficiency of educational performance in Palestinian and international universities from the point of view of undergraduate students is high.

Table 7: The arithmetic average, the relative weight, and the value of (T) for the efficiency of educational performance from the point of view of undergraduate students

The Field	The University	SMA	Standard Deviation	Relative weight%	Test Value T	Morality p- value
Efficient educational performance	Foreign Universities	3.94	0.56	78.79	17.16	0.000
	Palestinian Universities	3.82	0.62	76.34	17.16	0.000

Table (7) shows that the relative weight (78.79%) and the arithmetic average of the efficiency of the educational performance from the perspective of the undergraduate students in international universities (3.94) which is significantly higher than the default average (3). This is a statistically significance at value of (0.00). The researchers attribute this to the fact that international universities are continuously seeking development, access to the overall quality of scientific education, and provide educational and recreational services that help to attract high quality education.

- For Palestinian universities, the relative weight was 76.34% and the mean of the educational performance efficiency was 3.82. The value of T was 3.33 and the statistical value was 0.000. The researchers attributed this to the universities' attempts to reach the efficiency of the performance required by the Palestinian Quality Authority to obtain international rankings in the classification of universities, in addition to the competition that urges universities to excel.
- Therefore, we accept the alternative hypothesis as the level of efficiency of performance in local and foreign universities was high from the perspective of undergraduate students.

3. There were significant differences between the average views of the study sample on the efficiency of educational performance in Palestinian and international universities attributed to the University.

Table 8: Results of the "ANOVA" test for the efficiency of educational performance from the students' point of view

The Field	Averages						Test Value F	Probability (Sig.)
	Al Azhar University	Islamic University	Al-Aqsa University	Suez Canal University	University of Ottawa	University of Munster		
Postgraduate and BA students	3.55	3.81	3.60	3.99	3.97	4.24	15.90	0.000

From the above table, the researchers conclude that the view of postgraduate and undergraduate students was as follows:
It was found that the probability value (Sig) corresponding to the "mono-variance" test was less than the significance level ($\alpha \leq 0.0$) for the total field (increasing the efficiency of the educational performance) (0.000), indicating that there were significant differences between respondents' on the increase in the efficiency of educational performance attributed to the university variable, and the differences in favor of the University of Munster, followed by the University of Ottawa, and then the University of Suez Canal. This shows the interest of international universities in education and scientific research. The researchers attribute this to the

universities' roots and classifications Where the University of Ottawa was classified as the fifth university on the universities of Canada, Suez Canal University was ranked as one of the top ten universities in the Arab world by scientific research. In view of its website, which it is distinguished in providing services to customers from within and outside the country. Palestinian universities were followed by international universities and Suez Canal University. The researchers attributed this to the financial deficit in these universities, because of the siege on Gaza Strip, in addition to expert migration, and also Israeli occupation prevent importing some materials that are used in scientific research.

This finding is consistent with the study by (Auranen, Otto & Nieminen, 2010), which showed that the UK, Australia and Finland are more efficient in providing an appropriate funding environment for scientific research than other countries.

Abdul Hamid, 2008, has differed in the fact that the low effort makes the researcher use the easiest methods, which are produced by simulating the research performance of the past. This is known as the research methodology, the low motivation for scientific research and the absence of creativity in the selection of topics for study.

We accept the assumption that there are statistically significant differences between the Palestinian and international universities towards increasing the efficiency of educational performance attributed to the University.

11. RESULTS

- The results showed that the level of efficiency of educational performance in Palestinian and international universities from the point of view of graduate students is high.
- The level of efficiency of educational performance in Palestinian and international universities was also high.
- There are significant differences between the average views of the sample of the study on the efficiency of educational performance in Palestinian and international universities attributed to the university and to the benefit of international universities.

12. RECOMMENDATIONS

- The development of e-learning strategies that affect the efficiency of educational and research performance should be continued in line with the university's position in the local and international community, which places it on the best classification among local and international universities through e-learning.
- Using the appropriate technological environment and e-learning content, with the development of the Internet, and linking it with the site of international universities, where it works to support Palestinian universities.
- Make an educational day for faculty members who use e-learning.
- Pay attention to university policies and procedures by stimulating e-learning.
- The establishment of an electronic directory for universities which is part of its vision of e-learning adopted by the Supreme Council of Universities.
- Using advanced marketing plans that contribute to spreading the culture of digital education.
- Providing students with access to information through central libraries that are interested in scientific research, publishing all new research and articles, and easy access to them without excessive costs.

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