

## ABSTRACT

The aim of this research is to study the impact of MIS effectiveness on the quality of educational service provided at Egyptian Universities. The research population consists of all teaching staff and their assistants in qualified faculties at Cairo University and 6<sup>th</sup> of October University. The sample size is (362). This research uses DeLone and McLean model of IS success to measure MIS effectiveness, and HEDPERF model of Firdaus Abdullah to measure the quality of educational service. The main results of this research are:

1–Teaching staff and their assistants at the Egyptian qualified faculties in the field of research have a positive attitude to the constructs of MIS variable and the constructs of educational service quality.

2–There are a significant positive relationships between all the constructs of MIS effectiveness in terms of (system quality; information quality; system use; and user satisfaction), and all the constructs of educational service quality in terms of (academic aspects; non-academic aspects; reputation; and access).

3–There is a full statistically significant positive impact between all the constructs of MIS effectiveness in terms of (system quality; information quality; system use; and user satisfaction), and academic aspects.

4–There is a partially statistically significant positive impact between the constructs of management information systems effectiveness in terms of (information quality; system use; and user satisfaction), and non-academic aspects.

5–There is a partially statistically significant positive impact between the constructs of management information systems effectiveness in terms of (system quality, and system use), and reputation.

6–There is a full statistically significant positive impact between all the constructs of MIS effectiveness in terms of (system quality; information quality; system use; and user satisfaction), and access.

7–There are a significant differences between public and private university in the field of research in terms of the constructs of educational service quality ESQ.

8– There are no significant differences between public and private university in the field of research in terms of all constructs of MIS effectiveness (except the contrast of user satisfaction).