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قسم إدارة الأعمال

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التدويل وتأثيرها على أداء المنشآت الصغيرة والمتوسطة دراسة ميدانية على
قطاع تكنولوجيا المعلومات
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A Proposed Model for the External Factors and the
Decision Maker Characteristics that Influence the
Internationalization Decision and its Effect on the
Small and Medium Enterprises Performance
An Empirical Study on the Information Technology
Sector

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دراسة ميدانية على قطاع تكنولوجيا المعلومات

A Thesis submitted for the Fulfillment of PHD Degree

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DEDICATION

I dedicate my dissertation work to my family and many friends. A special feeling of gratitude to my parents, especially my mom whose words of encouragement and push for tenacity ring in my ears even after she passed away. My sister and brother, Iman and Mohamed have never left my side and are very special. I also dedicate this dissertation to my many friends, Hala Badr, Ola Ezz El din, Ibrahim Hassan, Enas Ayman and Ahmed Shitawey, Hanan El Sakaa who have supported me throughout the process. I will always appreciate all they have done, for helping me develop my writing and technology skills, for the field work help in my study.

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List of Abbreviations

SMES	Small and Medium Enterprises
MSMEs	Micro, Small and Medium Enterprises
ITIDA	Information Technology Industry Development Center
EISI	Egyptian Information Society Initiative
SECC	Software Engineering Competence Center
IDSC	Information and Decision Support Center
ICT	Information and Communication Technology
IT	Information Technology
EU	European Commission
I-Commerce	Internet Commerce
ASP	Application Service Providers
ISP	Internet Service Providers
MOF	Ministry of Finance
MCIT	Ministry of Communication and Information technology
BPO	Business Process Outsourcing
PMS	Performance Measurement System

Abstract

This study aims to study the entrepreneurial competencies, Psychological Contracting of international outsourcing and SME performance in Information Technology Industry and to develop a model to test the relationship between entrepreneurial competencies and Small and medium Enterprises, through the mediating effect of Psychological contracting in International outsourcing and Small and medium enterprises performance. Also, it tests moderating effect of the external environment on the relationship between Psychological Contracting and SME Performance. The Study was conducted on SMEs in IT sector, and on Software Industry specifically. The study was administrated through a survey distributed on Decision makers in Small and Medium Enterprises. The results did show a moderate relationship between entrepreneurial Competencies and SME Performance. Also, the mediation effect of Psychological contracting was a partial mediation, such mediation was more affecting in Relationship building and Commitment competencies. Also, there is a strong moderation effect for the political and regulatory changes on the relationship between Psychological Contracting and SME Performance. The study was limited to software industry, as a result, there could be a bias related to industry characteristics. Also, more than 60% of