

**The Mediating Role of Risk Management in the Relationship between
Organizational Factors and Strategic Planning: A Case Study on the
Jordan Customs Department**

By

Fuad Hatem Fuad Shelbaya

Supervision

Dr. Jaser Abdelrazaq Al-Nsoor

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Abstract

This study aimed to identify the impact of organizational factors in its dimensions (organizational climate, organizational flexibility, administrative empowerment, organizational values) on strategic planning in its dimensions (environmental analysis, formulating the strategic plan, implementing the strategic plan, monitoring and evaluating the strategic plan) in Jordan Customs Department, and to identify the impact organizational factors on strategic planning through risk management as mediating variable in the Jordan Customs Department.

The descriptive inferential approach was adopted for the purposes of the study. And the study population consisted of all employees in the internal customs centers (the main department with its directorates, Amman Customs Center, Customs Center King Abdullah II bin Al Hussein, Zarqa Free Zone Customs Center, Customs Training Center) and their number (806) employee. Where the researcher distributed (350)

questionnaires using the simple random sample method, and (289) questionnaires were retrieved, and the researcher excluded (8) questionnaires which were not completed. Therefore, the questionnaires valid for statistical analysis reached (281) questionnaires. several statistical methods were used that suited the objectives of this study.

This study reached a number of results, the most important of which was the existence of a statistically significant effect at the level of significance ($0.05 \geq \alpha$) for the organizational factors with its dimensions discussed in strategic planning with its dimensions researched in the Jordan Customs Department, and the existence of a statistically significant effect at the level of significance ($0.05 \geq \alpha$) organizational factors in strategic planning through risk management as a mediating variable in the Jordan Customs Department.

A set of recommendations were issued, the most important of which was the need for the senior management in the Jordanian Customs Department to adopt the principle of the independence of workers at work, and to enhance their interest in predicting the external environment variables to exploit the available opportunities and neutralize the surrounding threats to achieve the desired goals, and the need to maintain the assessment of the actual risks and the risks expected to occur in accordance with standards Specific and appropriate financial and administrative management, and conducting more studies on organizational factors and strategic planning in other study sectors.

- **Key Words: Organizational Factors, Strategic Planning, Risk Management, Jordan Customs Department.**