

**The Impact of Electronic Human Resources Management on Organizational  
Performance: An Applied Study on Jordanian Commercial Banks**

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**Abstract**

This study aimed to know the impact of electronic human resources management on organizational performance on Jordanian commercial banks, the study used the descriptive analytical approach, and a questionnaire was developed as a tool for data collection. The study sample consisted of (374) administrators who were chosen by the intentional survey method in Jordanian commercial banks, and the Statistical Package for Social Sciences (SPSS) program was used to analyze the data.

The study reached the results, the most important of which is the presence of an moderate level of electronic human resources management in Jordanian commercial banks, and the presence of a moderate level of organizational performance in Jordanian commercial banks. The study also found a statistically significant impact of electronic human resources management on organizational performance in Jordanian commercial banks. In light of the results, the study recommended the need to intensify the efforts of Jordanian banks in preparing and

organizing training courses and workshops in which the most important modern concepts related to the importance of applying electronic human resources management, and increasing the focus of Jordanian commercial banks on paying attention to customer satisfaction, through employing the best methods and methods Technology to provide services that meet their aspirations and desires.

**Key Words:** Electronic Human Resources Management, Organizational Performance, Jordanian Commercial Banks