

# **The Effect of Governance on The Organizational Performance, The Mediating Role of Organizational Agility: A Case Study in The Social Security Corporation**

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## **Abstract**

The study aimed to investigate the effect of governance (Transparency, Justice, Integrity, and Accountability) on organizational performance (Financial Perspective, business process perspective, Customer service Perspective, Learning and Growth Perspective) in the Social Security Corporation in Jordan, this study followed the descriptive analytical method, as this type of scientific method is concerned with determining the characteristics of the sample in quantitative terms, while the analytical method was used to determine and evaluate the relationship between the study variables, in order to address the analytical aspects of the study's subject, it was relied on collecting the initial data through the distribution of a systematic questionnaire to a number of employees (Director, Deputy Director, or Head of Department, employee) in Social Security Corporation as a study population, (400) questionnaires have been distributed to the study sample, (233) is the number of the valid responses for analysis.

the results of the study confirmed the existence of a statistically significant effect of Corporate Governance on organizational Performance in Jordanian social security

corporations. and, there is a statistically significant effect of Corporate Governance dimensions (Accountability) on organizational Agility in Jordanian social security corporations, also, there is a statistically significant effect of organizational Agility on organizational Performance in Jordanian social security corporations.

Based on the study results, the researcher recommended Follow-up attention to the levels of applying Corporate Governance and trying to raise it to high levels and improving the deficiencies in the organizational agility capabilities of the Social Security Corporation, by providing workshops for employees to clarify the importance of governance pillars and their impact on organizational performance.

**Keywords:** governance, Organizational Performance, Organizational Agility

