

“ The Impact of Organizational Change on Employee Performance: A Field Study Of Greater Amman Municipality” ’

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Abstract

This study aimed to identify the impact of organizational change on the performance of employees in a field study in the Greater Amman Municipality. The analytical descriptive approach was used. A questionnaire was developed as a data collection tool. The study sample consisted of (304) administrative workers at The Greater Amman Municipality. And the study used the statistical package for social sciences (SPSS) to analyze the data.

The results of the study found that there was a high level of organizational change in its dimensions (change in organizational culture, change in organizational structure), while the level of dimension of change in technology and communication patterns was medium for administrative workers in the Greater Amman Municipality.

The study also found a high level of employee performance in its dimension (accuracy in achievement) and an average level of knowledge and commitment to work requirements among administrative workers in the Greater Amman Municipality. The study also found that there is a statistically significant effect of organizational change on the performance of workers in the Greater Amman Municipality.

In light of the results, the study recommended the need for managers in the Greater Amman Municipality to increase interest in changing technology and communication patterns by accepting the rapid developments in technology in relation to their field of work, changing the communication patterns used to facilitate the communication process between workers, and updating the technology used to coordinate data And arranging them, as the use of new technology contributes to simplifying the procedures followed.

Keywords: organizational change, employee performance, Greater Amman Municipality.