

The Impact of Information Technology on Organizational Performance: The Mediating Role of Knowledge Management, An Applied Study on the Humanitarian Organizations Working in Jordan

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Abstract

The study aimed to identify the impact of information technology(IT) on organizational performance(OP) , the impact of IT on KM , the impact of KM on OP and also to identify the role of knowledge management(KM) as a mediating variable in the relationship between IT and OP in humanitarian organizations working in Jordan, and in order to achieve the objectives of the study, the researcher adopted the descriptive and analytical approach, whereby a questionnaire was developed covering all aspects of the study variables. The researcher used the simple random sampling method, where (365) questionnaires were distributed and retrieved (303) questionnaires valid for statistical analysis with a recovery rate of (83%). After verifying the questionnaires, the researcher analyzed the study data through the SPSS program and the AMOS program.

The study indicated many results, the most important of them were that there is a statistically significant effect of IT on the OP in humanitarian organizations operating in Jordan, and there is a statistically significant of IT on KM. and there is statistically significant effect of KM on OP. also it was found that there is a mediation role for KM in the relationship between IT and OP. The researcher has made many recommendations and the most important of them was the need to pay attention IT and to update it to keep pace with its improvements because of the IT impact on improving OP of humanitarian organization working in Jordan.

Key words: information technology, knowledge management, organizational performance, humanitarian organization working in Jordan