

The impact of business intelligence on employee's performance: organizational agility as a mediating variable

(An applied study in the Jordanian Income and Sales Tax Department)

By

Hanouf Nawaf Al-Rawahneh

Lead Supervisor

Prof. Naser Abd AL-kareem AboYasin Nsor

Co-supervisor

Prof. Abd AL-Aziz Bader Al-Nadawi

Al-Zaytoonah University of Jordan, 2024

Abstract

In the light of technological developments, business organizations seek to keep pace with technological developments through their identification of modern methodologies, systems and strategies, Business intelligence is considered one of these methodologies. Consequently, the study aims to demonstrate the impact of Business intelligence with its dimensions (Data collection, data storing, data extraction "prospecting", data analysis "immediate processing", display information) On the employee performance with its dimensions (empowering employees, employees training, employees satisfaction, quality of employees performance) with organizational agility as an intermediate variable in the Jordanian income and sales tax department,

The study used the descriptive analytical approach, the study community are employees in Jordanian income and sales tax department, The study developed a special electronic/paper questionnaire that was distributed and shared with the study sample consisting of (317) employees, for testing and statistical we use the Statistical Package for Social Sciences (SPSS) V.29 analysis of the retrieved questionnaires.

The highlights of The results of the study showed that there is a positive, statistically significant effect of business intelligence with its dimensions (Data collection, data storing, data extraction "prospecting", data analysis "immediate processing", display information) On the employee performance with its dimensions (empowering employees, employees training, employees satisfaction, quality of employees performance) with organizational agility as an intermediate in the Jordanian income and sales tax department, the impact of force was a high value of (0.956), and the determination factor a value of (0.914).

The study's recommendation is to strengthen the role of business intelligence and keep abreast of technological developments continuously through its adoption of new approaches, and the development of targeted ongoing training programs and the necessary workshops in this context with a view to improving the performance of workers and contributing to a positive impact on performance.

Keywords: Employees performance, Organizational agility, Jordanian Income and Sales Tax Department, Business intelligence.