

The Mediating Role of Organizational Integration on the Relationship Between Remote Management and Organizational Performance: An Applied Study in Jordanian Insurance Companies

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Abstract

This study primarily aimed to explore the mediating role of organizational integration on the relationship between remote management and organizational performance, with dimensions including efficiency, effectiveness, innovation, and flexibility, in Jordanian insurance companies. To achieve the study's objectives, a quantitative approach was employed. Primary data was collected using a validated questionnaire from a sample of 244 senior and middle management employees. Data was analyzed using structural equation modeling (Smart PLS), to investigate how remote management, organizational integration, and organizational performance influence each other. The results showed a positive impact of remote management on organizational performance. Additionally, a positive mediating effect of organizational integration was found in the relationship between remote management and organizational performance in Jordanian insurance companies. As organizational integration levels increase, the relationship between remote management and organizational performance in these companies improves. Based on these findings, the study recommended that senior management enhance organizational performance during remote work by adopting the latest systems and infrastructure to support remote management, improving technical capabilities to transition administrative functions to an electronic format, developing long-term strategies to integrate digital tools and information technology, and continuously evaluating the effectiveness of innovative remote work initiatives to enhance business efficiency.

Keywords: Jordanian Insurance Companies, Organizational Integration, Organizational Performance, Remote Management, Remote Work.