

" "

	(SPSS)	:	(203)
(2.96-4.03)			.1
(3.99 -4.29)			.2
			.3

:

:

:

:

-1

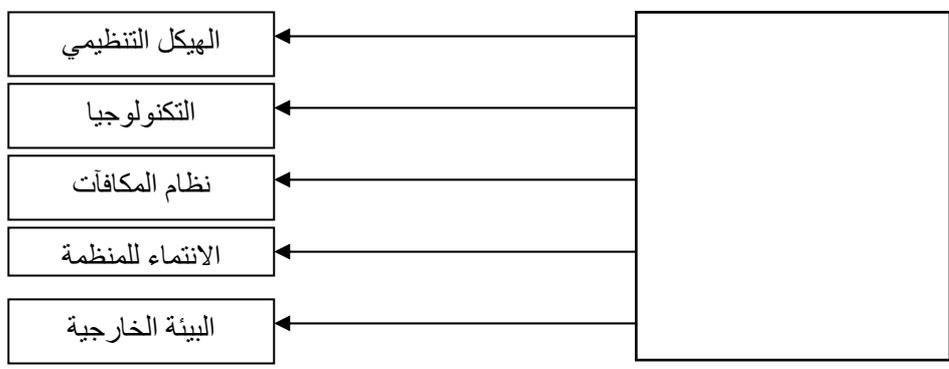
-2

.2011/10/2

2009/11/8

...

:-3
(0.05)
(
-4
(0.05)
(
-1
(0.05)
-5
(0.05)
(
-2
(0.05)
(
:



(10-1).

2008)

(305).

(11-21)

:

:

(1)

100	119	
85	98	
49	55	
70	77	
53	56	
	405	

(%50)

(20)

(2)

(3)

:(2)

60	
49	
28	
38	
28	
203	

(Stepwise)

: () : -1

-

-2

-

(2000) " (1999) (2008 2005 2001)

(5-1) (1) (5)

(2003) (2007)

:(3)

(2000) " "

0.72		
0.81		
0.75		
0.84		
0.78		
0.89		
0.73		
0.80		
0.77		
0.83		
0.74		
0.86		

(Person & Rondinelli, 1998) :

-1

-2

-3

-4

-5

: -3
 : -4
 : -5
 :
 :
 :
 : -1 (37 :1999)
 - -
 : -1
 : (1987)
 : -2
 :
 : (Litwin & Stringer)
 : (159-158 :1994)
 : (1999) (242 :1994)
 :
 : -1
 : ()
 : () -2

(2008)

(2001)

: :
(Moran, 1983)

(%65.5)

(2000)

(D. Pupadhyay, 1983)

(2005)

(Alicia, 1997)

1990

)

.(

(2007)

(Brent,2004)

(Mendonca, 2007)

(5-1)

(Mahal,2009)

(2.33)

(3.66 -2.33)

(3.67)

(4)

(4)

(Salzar,2009)

:(4)

203	.68	3.67		
203	.84	3.22		
203	.91	3.11		

(Standop& Grunwald,2009)

(3.67)

(3.22)

(3.11)

(2.96)

(4)

)

(

(1999)

203	.59	4.03		
203	.90	2.96		
203	.57	4.03		
203	.57	4.03		
203	.53	3.99		
203	.58	4.08		
203	.55	4.29		

(4)

-

(4.03)

:(5)

/					
	.223**	.159*	.149*	.409**	.448**
	.427**	.177*	.448**	.344**	.403**
	.403**	.209**	.164**	.272**	.366**
	.104	.066	.123	.455**	.053
	.090	-.015	-.378**	.325**	.034

($\alpha \geq .01$)

(**)

($\alpha \geq .05$)

(*)

($\alpha \geq .01$) (5)
 (.164)
 ($\alpha \geq .05$)

(.448)
 (.455) ($\alpha \geq .01$) (.409)
 ($\alpha \geq .01$)
 (.149)
 ($\alpha \geq .05$)

(.338)
 (325) ($\alpha \geq .01$) $\geq .01$ (.403) (α)
 : - (.177)
 (0.05) ($\alpha \geq .05$)
)

(.403)
 (Stepwise) ($\alpha \geq .01$)
 (6) (.366)

:(6)

Beta (B)	(b)		() () (R ²)		R ²	R	()
.395	.409	.000	40.286	.167	.167	.409	
.368	.384	.000	25.153	.201	.201	.448	

: (6)

) -
 () -) ()
 (0.05= α) (.201) (

: - (.395)
(0.05) () -
)
 (.368)
 (() -
 (Stepwise)
 (7) (0.05=α)

: (7)

Beta (B)	(b)		() (R ²)		R ²	R	()
.333	.323	.000	26.956	.118	.118	.344	
.235	.151	.000)	19.427	.163	.163	.403	
.160	.137	.000	14.771	.182	.182	.427	
.152	9.679E-02	.000	12.444	.201	.201	.448	

(.152) : (7)
) -) -
 (() ()
 (.05=α) (.201)
 : - (0.05=α)
(0.05)) () -
 ((.333)
 (Stepwise) () -
 (8)

: (8)

Beta (B)	(b)		() (R ²)		R ²	R	()
.213	.191	.000	16.111	.074	.074	.272	
.219	.129	.000	15.468	.134	.134	.366)	
.176	.138	.000	12.841	.162	.162	.403	

.(176)

: (8)

() -) -
 () ()
 .(0.05=α) (.162) ()
 : - (0.05=α)
(0.05) .
) () -

(Stepwise)

(9)

.(219)

() -

: (9)

Beta (B)	(b)		() (R ²)		R ²	R	()
.455	.444	.000	52.371	.207	.207	.455	

.(0.05=α)

: (9)

() -) -
 : -) ()
(0.05) (.207) ()
) () (0.05=α)

() (.455)

(10)

(Stepwise)

:(10)

Beta (B)	(b)) () (R ²)		R ²	R	()
.064	.359	.000	23.676	.105	.105	.325	
.042	.124	.000)	16.658	.143	.143	.378	

: (10)

) -2) ((0.143) ((0.05=α)

(1999

-3 () -

.(.064) () -

.(.042)

-4) -

(((0.05=α)

:

:

-1

(2.96-4.03)

-5 (2000)

(0.162)

)			
			-2		(
:			-			-6
			-			(0.207)
			-3			
			-4)		-7
				(
				(0.143)	(0.105)	
			-5			
			-6			:
			-7			-1
:		(2000)			(2005)	
.809-773	4	39		.37-3	2 19	
		(1999)			(1999)	
					.143	

	(1994)	1	26		
				.51-32	
6	21			(1987)	
		.172-145			
	(2007)		.64-20	3	11
			1	(2006)	
.45-24	1	3			
	(2001)			(2008)	
				4	
16				(2008)	
	.223-197	6			

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The Impact of Crisis Management System on the Organizational Climate within the Context of Jordanian Commercial Banks: A Managerial Perspective

Ayman Al-Qatawenah

ABSTRACT

This study aims at identifying the impact of crisis management system on the organizational climate of the Jordanian commercial banks. The study included five banks. To achieve the objectives of the study, a questionnaire was developed and distributed to collect primary data from the sample including 203 members. Statistical Package for Social Science (SPSS) was used to analyze the data. The findings of the study revealed that:

- 1 - The averages of crisis management system dimensions were high (between 4.03 and 2.96).
- 2 - The averages of the organizational climate dimensions were high (between 4.29 and 3.99).
- 3- Some dimensions of crisis management system have a significant statistical impact on the dimensions of the organizational climate.

The study recommends the need to address the organizational climate and to activate the crisis management system. Efforts should be made to build an appropriate combination between the crisis management system and organizational climate.

KEYWORDS: Crisis Management System, Organizational Climate.

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