

Impact Of Strategic Control On Organizational Performance In The Jordanian Islamic Bank

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Abstract

The study aimed to identify the impact of strategic control on organizational performance in the Jordanian Islamic Bank. The study showed the dimensions of strategic control represented in (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions), and the dimensions of organizational performance represented in (learning and growth, Achieving objectives, customer satisfaction), the random sample consist of (102) employees working in the Jordanian Islamic Bank. The study used the descriptive analytical approach, and reached a set of results, the most important are: the attitudes of study sample towards the independent variable strategic control came positive with high degree, and the dependent variable organizational performance came positive with high degree, also the results showed there is a statically significant impact of strategic control dimensions on organizational performance. As well the dimensions of strategic control do not constitute an equal amount of relative importance in the Jordanian Islamic Bank. Accordingly, the study recommended the necessity of acquiring and applying the modern strategic control mechanisms by the Jordanian Islamic Bank to enhance and develop performance, provide a safe work environment, overcome errors, and achieve a competitive advantage. In the banking markets.

Key Words: Strategic control - Organizational performance - Jordanians Islamic Bank

Introduction

The world in the recent years have rapid changes and major challenges effected business organizations, mainly caused by the emergence of the phenomenon of globalization, merger and strategic alliances between organizations and the rapid innovations and creativity, and the transformation of the local and global economy into the so-called knowledge economy, which depends largely on data and the level of knowledge accumulation in organizations, where control strategy has become the most important strategies that business organizations emphasize and is considered a major part of the organization strategy as a whole, to keep up with the changes that occur in the external environment affecting the development of organizational performance. Organizational performance control has become a strategic perspective and the optimal investment of human resources, which are the most important resources of the organization. (John & James, 2017).

Strategic control is a system ensure that the organization achieves its objectives by setting target performance levels and then measuring actual performance and comparing it with the standards set to identify the extent to which strategic objectives have been achieved. Strategic control is a system designed to help managers evaluate the organization's progress toward achieving its goals. Strategic control requires an environment survey in order to identify the environmental factors that influence current and future strategies (El-Sayed, 2021)

Clegg and Bailey (2008) referred to organizational performance as a multi-dimensional construct that aims to assess the organization's status of internal or external standards. Organizational performance and effectiveness are important concepts in evaluating organizations, organizational performance is one of the tools that achieve the organization's goals and objectives and achieve growth and survival and competition, and therefore this study came to identify the impact of strategic control on organizational performance in the Jordanian Islamic Bank.

Business organizations have paid great attention to strategic control, its dimensions, and its impact on many variables, including organizational performance. There are limitations in studies that dealt with the impact of strategic control on organizational performance. Business organizations, including the Jordan Islamic Bank, face a real problem represented in the limited application of strategic control on organizational performance and benefit from them actively in the organization.

This study aimed to identify the impact of strategic control on organizational performance in the Jordanian Islamic bank.

Study model:

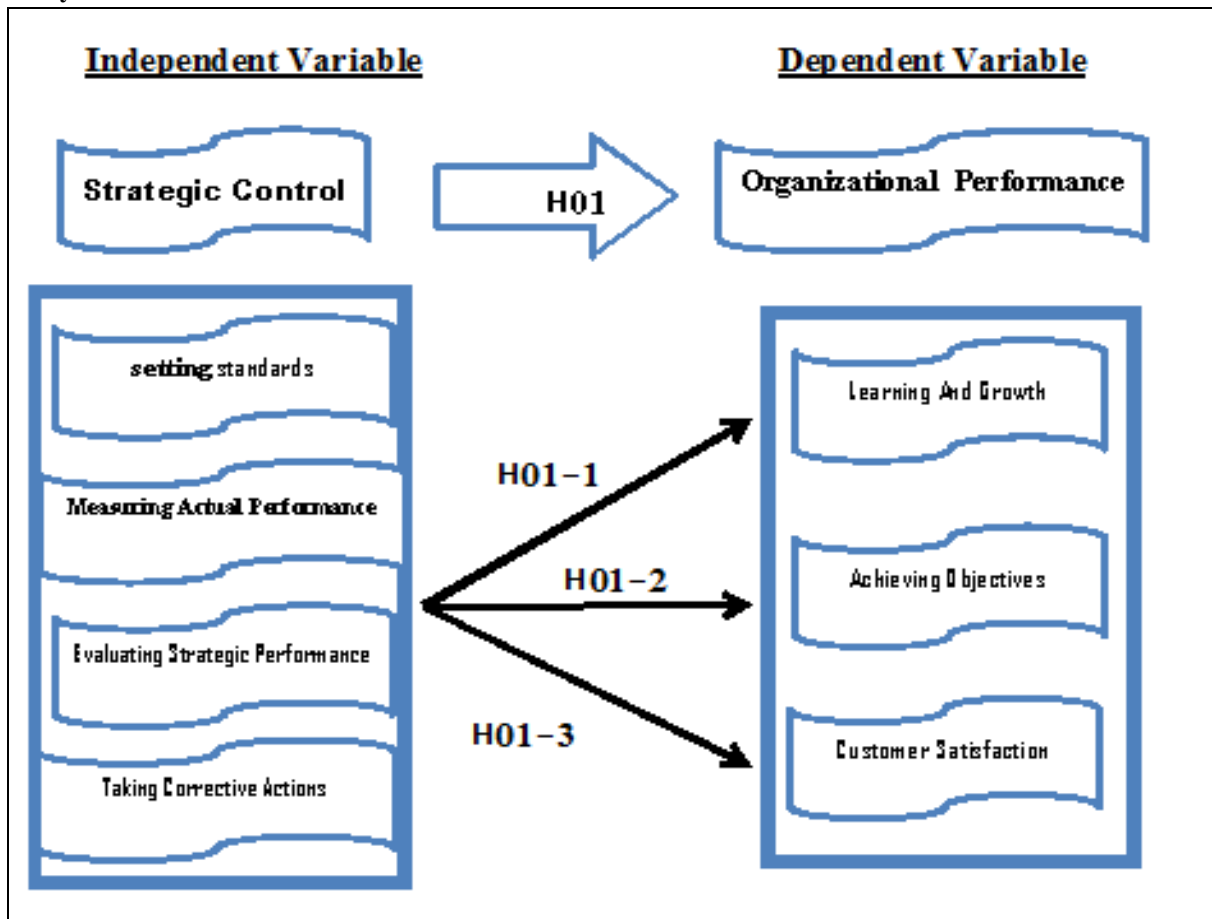


Figure 1: Study Model

Theoretical framework and past studies

The concept of strategic control

Despite the diversity of opinions about the concept of strategic control in recent years, there is a multiplicity of visions about the concept and definition of strategic control, (Wright et al, 1992) indicated that strategic control is: making sure that everything in the organization is done according to the plans, standards set, and instructions It is a system to identify the extent of implementation of plans and the extent of their success in reaching their goals and objectives, by comparing what has actually been implemented with plan, in a way that contributes to improving the ability of the organization to achieve its goals and objectives

,Marek (2021) believes that strategic control is the process by which the organization's activities and results are followed up, and the actual performance is compared with the desired performance at all levels to take the necessary corrective measures

David & David (2017) believes that strategic control is a necessary process for all types of organizations, as it entails questions by managers about the nature of expectations and assumptions, and should motivate them to review goals and values, the strategy evaluation activities are continuous and do not occur at the end of a specific period only or as soon as problems occur, But on an ongoing basis, and take appropriate control measures

According to Bienkowska (2017), strategic control is a means to support strategic management mainly practiced by large and medium-sized organizations with complex organizational structures, and it is applied by higher management levels, especially in large and complex.

The concept of Organizational performance

The concept of organizational performance is the balance between expertise and competencies and the opportunities to discover the required work experience and competencies, which may contribute in organization's ability to compete, as the concept of organizational performance varies in organizations depending on their goals and directions, and according to managers' understanding of that the Organizational performance is the sum of all operations carried out by the organization (Daft, 2001)

Kral, Z., Kluczka, A. (2017). linguistically defined performance as the way in which the same action or task assigned to the organization is carried out, and the general ability of the individual to do a specific matter or the amount of work that he performs or accomplishes individually or collectively during a specific time.

Hussein and others (2008) emphasized that organizational performance helps reveal the extent of the organization's ability to face environmental determinants the degree of suitability of strategic actions for the organization's goals and resources; Organizational performance is a reflection of how the organization uses its material human resources and invests them in a way that makes it able to achieve its goals, or it is the outcome of all the operations carried out by the organization

Nzuve & Omnolo (2012) showed that organizational performance is the core of the activities of any organization, in addition to being the effectiveness of the organization in achieving its purpose, and there are indicators and measures that must be available to judge the performance of the organization as a whole, whether financial or non-financial. Customer growth, financing, employee turnover, efficiency ratios, and more.

Past studies

Study Vochozka (2021) **The concept of Strategic Control in Marketing Management in Connection to - Measuring Marketing Performance.** This study aimed to identify the concept of strategic control in marketing management with regard to measuring marketing performance; Quantitative data was collected at the company level through an e-mail survey, which yielded 708 eligible responses from companies in the Czech Republic. The results showed that companies mainly use financial indicators to monitor and examine their marketing activities and the company's full control mechanism requires continuous control of all company activities, with relevant changes in implementation, and comparison of results obtained with competitors or the company's results in the previous year.

A study Toukhy (2021) The Importance of Implementation and Strategic Control in the Effectiveness of Strategic Plans. The study aimed to identify the difference between the concept of strategic planning, strategic implementation, strategic control, and the relationship between them. The study reached a set of results and

recommendations, the most important are: the formulation of distinct strategic planning, the need for integration of all strategic management departments for the success of strategic control, and the need for strategic reviews and evaluations for all stages of strategic management in order to reach the achievement of strategic goals. **Study Financial Performance: A -Lubanga (,2019)The Effect Of Strategic Control Processes On Company’s Non Case of the Nairobi Hospital.**The study aimed to identify the impact of strategic control on non-financial performance in Nairobi Kenya Hospital, the study focused on clarifying the relationship between strategic control , non-financial performance, and the impact of strategic control on non-financial performance. The results showed that there is a statistically significant impact of strategic control on non-financial performance; the study recommended that the organization should motivate employees to perform, and set standards and monitor the implementation.

Participants

Table 1: Distribution of the sample according to personal and occupational characteristics

Variable	Variable Levels	No.	%
Gender	Male	66	64.8
	Female	36	35.2
Age	Equal or less than 30 years old	22	21.6
	(31 – 40) years old	34	33.3
	(41 – 50) years old	25	24.5
	Equal or more than 51 years old	21	20.6
Education Level	BSc	71	69.6
	MA	22	21.6
	PhD	9	8.8
Experience	Equal or less than 5 years	19	18.6
	(6 – 10) years	24	23.5
	(11 – 15) years	31	30.4
	More than 16 years	28	27.5
Total		102	100

The results presented in Table (1) show that:

Gender: It was found that (64.8%) are males, while (35.29%) of the individuals surveyed in the study sample are females, and this is an indication that the bank employs more males than females.**Age:** it was found that (21.55%) are under 30 years old, and (33.33%) are from 31 to 40 years old, and (24.52%) are from the age group from 41 -50 year, and (20.6%) of those aged 51 and over, and this is an indication that work turnover is low.**Education Level:** It was found that (69.62%) of the respondents hold a bachelor’s degree, and that (21.56%) of the respondents hold a master’s degree, while (8.82) of the respondents hold a Ph.D. This percentage also indicates that the bank encourages employees to grow and develop their level of education.**Experience:** It was found that (18.63%) of individuals who have years of experience are from 5 years or less, and that (23.52%) of individuals who have years of experience from 6 to 10 years, and those who have years of experience from 11 to 15 years are (30.39%), and finally, it was found that (27.46%) of the respondents have years of experience of more than 16 years, and this percentage indicates that the bank maintains its competencies and expertise.

Table 2: The internal consistency coefficient of the study instrument

Variables	No. of items	Cronbach's alpha
Setting Standards	5	0.746
Measuring Actual Performance	6	0.712
Evaluating Strategic performance	6	0.871
Taking Corrective Actions	5	0.897
Strategic Control	22	0.929
Learning And Growth	7	0.703
Achieving Goals	7	0.889
Customer Satisfaction	6	0.836
Organizational Performance	20	0.817

Discussion and Results

A. Results related to the study questions

Results related to the first question: "What is the level of application of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, and taking corrective measures) among the employees of the Jordanian Islamic Bank?"

To answer this question, means and standard deviations of strategic control and its dimensions among the employees of the Jordanian Islamic Bank were calculated (Table 5).

Table 3: Means and standard deviations of strategic control and its dimensions

Dimensions	No.	Items	Mean	S.D.	Rank	Level
Setting Standards	1	The Bank is working to test multiple criteria and then compare them.	3.423	0.836	2	High
	2	The criteria of the bank are flexible in order to be implemented on the ground.	3.394	0.865	5	Moderate
	3	The managers and employees of the bank realize that what they do is in line with their work standards.	3.471	0.739	1	High
	4	The Bank is based on protecting customers and preserving their rights through the regulatory body to implement standards.	3.405	0.910	3	High
	5	The Bank determines the levels of quality standards assigned to each field or service.	3.404	1.096	4	High
Setting Standards (whole)			3.404	0.771	High	
Measuring Actual Performance	6	The bank adopts the method of strategic control.	3.233	1.043	5	Moderate
	7	Senior management adopts performance measurement on the ground and puts it into practice.	3.195	1.033	6	Moderate
	8	The management evaluates the level of achievement required from the results presented to the bank.	3.401	0.893	3	High
	9	Senior management works to enable employees to understand the impact of their role at work.	3.590	0.881	1	High
	10	The Bank presents ideas and suggestions on developing performance appraisal systems.	3.435	0.938	2	High

	11	Modern strategic control methods are available in the bank.	3.226	1.043	4	Moderate
Measuring Actual Performance (whole)			3.401	0.802	High	
Evaluating Strategic performance	12	Senior management hires external experts to help implement strategic control.	3.397	1.033	6	Moderate
	13	The Bank seeks to achieve its objectives in accordance with the strategic plans drawn effectively.	3.712	0.812	1	High
	14	The Bank draws up its policy to achieve distinguished achievements in order to achieve strategic performance.	3.640	0.827	3	High
	15	The Bank follows the evaluation method, the strategic evaluation of the performance of its employees.	3.675	0.871	2	High
	16	The Bank is working to implement quality in light of what the business strategy requires.	3.537	0.900	4	High
	17	The management staff of the Bank is interested in researching strategic planning.	3.401	1.235	5	Moderate
Evaluating Strategic performance (whole)			3.390	0.754	High	
Taking Corrective Actions	18	The management of the Bank works to reduce and correct errors and deviations.	3,683	0.852	1	High
	19	The management of the Bank trains employees on how to deal with errors and deviations in the least time.	3.434	0.869	4	High
	20	The bank seeks to achieve zero error.	3.671	0.701	2	High
	21	The Bank studies any decision-making before acting on it.	3.422	0.927	5	High
	22	The Bank generalizes the mistakes that occurred in order not to repeat them in the future.	3.485	0.840	3	High
Taking Corrective Actions (Whole)			3.557	0.786	High	
Strategic Control (Whole)			3.488	0.745	High	

Table (3) shows that the level of applying strategic control (as a whole) among the employees of the Jordan Islamic Bank was (high), with mean (3.488) and standard deviation (0.745). The dimensions of these perceptions ranged between (3.390-3.557), all of which were classified within the (high) level. Where the dimension (taking corrective actions) ranked firstly, followed by (setting standards) dimension, then (measuring actual performance) dimension, while the (evaluating strategic performance) dimension ranked lastly.

Results related to the second question: "What is the level of organizational performance represented by its dimensions (learning and growth, achieving goals, customer satisfaction) in the Jordanian Islamic Bank?"

To answer this question, means and standard deviations of the intention of Jordanian society members to use E-Voting , were calculated (Table 4).

Table 4: Means and standard deviations of the organizational performance

Dimensions	No.	Items	Mean	S.D.	Rank	Level
Learning And Growth	23	The Bank promotes positive results that achieve excellence in work.	3.615	1.032	4	High
	24	The Bank implements specialized training courses inside and outside to provide employees with new skills.	3.738	0.699	3	High

	25	The Bank contributes to sending workers to study in universities in order to improve their performance.	3.407	0.951	5	High
	26	The Bank attracts various expertise to hold lectures for employees to provide them with the necessary skills.	3.276	0.985	6	Moderate
	27	The Bank monitors the employees' ability to complete the tasks assigned to them.	3.825	0.724	1	High
	28	The Bank provides employees with the latest types of technology development applicable in banks for the purpose of completing work.	3.763	0.781	2	High
	29	Personnel are trained in the use of strategic control methods.	3.167	0.978	7	Moderate
Learning And Growth (whole)			3.605	0.724	High	
Achieving Objectives	30	The Bank works on the optimal investment of human resources.	3.632	0.906	2	High
	31	The Bank works to exploit the available financial, material and technological resources.	3.539	0.931	3	High
	32	The Bank sets clear and specific goals.	3.447	0.870	4	High
	33	The Bank strives to achieve its goals efficiently	3.643	0.843	1	High
	34	The Bank aims to achieve excellence by providing distinguished services to employees.	3.434	1.098	6	High
	35	The Bank seeks to achieve its goals in accordance with the plans drawn effectively.	3.405	1.060	7	High
	36	The Bank works to activate the participation of its employees to provide distinguished services to the public.	3.441	1.070	5	High
Achieving Objectives (whole)			3.515	0.852	High	
Customer Satisfaction	37	The Bank conducts a field survey from time to time to measure the community's satisfaction with its services.	3.578	0.835	5	High
	38	The Bank provides practical advice and research that will benefit the community.	3.753	0.785	1	High
	39	Using the Bank's CRM system can increase customer satisfaction.	3.431	0.942	6	High
	40	The Bank simplifies work procedures to satisfy customers.	3.644	0.841	2	High
	41	The Bank develops an integrated schedule for all departments to avoid bottlenecks and crowding among	3.605	0.865	4	High

		customers.				
	42	Using the CRM system helps the Bank to satisfy the needs of all categories of customers.	3.439	0.946	4	High
Customer Satisfaction (whole)			3.603	0.817	High	
Organizational Performance (Whole)			3.574	0.706	High	

Table (4) shows that the level of organizational performance (as a whole) in the Jordanian Islamic Bank was (high), with mean (4.574) and standard deviation (0.706). The dimensions of these perceptions ranged between (3.515-3.605), all of which were classified within the (high) level Where the dimension (learning and growth) ranked firstly, followed by (customer satisfaction) dimension, while the (achieving objectives) dimension ranked lastly.

B. Analyze the suitability of data to test hypotheses

To ensure the integrity of the data to perform the regression analysis test for the study hypotheses, the researcher used the statistical methods: Variance Inflation Factor (VIF), Tolerance and Skewness. The results shows no high correlation between the dimensions of strategic control, taking into account that the values of the variance inflation coefficient do not exceed the value (10), and that the value of the permissible variance (Tolerance) is greater than (0.05), and that the value of the skew coefficient falls from (± 1) (Table 7).

Table 5: VIF, Tolerance and Skewness test results

No.	Independent variables	VIF	Tolerance	Skewness
1	Setting Standards	1.824	0.548	-0.756
2	Measuring Actual Performance	2.070	0.483	-0.654
3	Evaluating Strategic performance	2.333	0.429	-0.807
4	Taking Corrective Actions	2.862	0.349	-0.947

The results in Table (5) showed the absence of a high correlation between the dimensions of strategic control, and based on the above and after making sure that there is no linear overlap between the dimensions of strategic control, and that the data of the study variables are subject to a normal distribution, it has become possible to test the hypotheses of the study.

C. Study hypotheses test

Results related to the main hypothesis: **"There is no significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on organizational performance with its dimensions (learning and growth, achieving goals, customer satisfaction) in the Jordanian Islamic Bank.**

Multiple regression analysis was used to test this hypothesis to verify the impact of strategic control in its dimensions (setting standards, measuring actual performance, evaluating strategic performance, and taking corrective actions) on organizational performance in its dimensions in the Jordan Islamic Bank, as shown in Table (8).

Table 6: The results of multiple regression for the impact of strategic control on organizational performance

Coefficients			ANOVA			Model Summary			Dependent Variable
Sig.	T	B	Sig.	DF	F	Adj. R ²	R ²	R	

0,012	2,591*	0,261	Setting Standards	0,000	4	Regression	26,525*	0,577	0,598	0,772	Organizational Performance
0,002	3,210*	0,345	Measuring Actual Performance		97	Remainders					
0,047	-1,786*	-0,205	Evaluating Strategic performance		101	Total					
0,001	3,430*	0,436	Taking Corrective Actions								

*($\alpha \leq 0.05$)

The results presented in Table (6) showed that there is a positive and significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on organizational performance by its dimensions (learning and growth, achieving goals, customer satisfaction). in the Jordan Islamic Bank. The value of the correlation R between strategic control and organizational performance was (0.772), which confirms that the increase or decrease in strategic control in its dimensions leads to an increase or decrease in organizational performance. The value of the coefficient of determination was R^2 (0.598), which reflects that (59.8%) of the change in organizational performance results from the change in strategic control in its dimensions. The value of the adjusted R^2 of determination of (0.577) showed the level of interest in strategic control in its dimensions after eliminating the standard errors that occurred as a result of organizational performance.

The value F for the total effect between the independent and dependent variables of the study was (26.525), which is a function at a significant ($\alpha \leq 0.05$) and consistent with what was mentioned. The effect of the dimensions of strategic control was (0.261) to define standards, (0.345) to measure actual performance, (-0.205) to evaluate strategic performance, and (0.436) to take corrective measures, as all the values of impact factors were significant at a ($\alpha \leq 0.05$) through the values of the T-statistical coefficient, which reached (2.591) for setting standards, (3.210) for measuring actual performance, (-1.786) for evaluating strategic performance, and (3.430) for taking corrective actions. This confirms the incorrectness of accepting the first main hypothesis. Accordingly, the null hypothesis (zero) is rejected, and the alternative hypothesis is accepted, which states: There is a significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on organizational performance with its dimensions (learning and growth, achieving goals, customer satisfaction) in the Jordanian Islamic Bank.

Results related to the first sub-hypotheses: **"There is no significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on learning and growth at Jordanian Islamic Bank".**

Multiple regression analysis was used to test this hypothesis to verify the impact of strategic control in its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on learning and growth in the Jordanian Islamic Bank, as shown in Table (7).

Table 7: The results of multiple regression for the impact of strategic control on learning and development

Coefficients				ANOVA			Model Summary			Dependent Variable
Sig.	T	B	Sig.	DF	F	Adj. R ²	R ²	R		
0,024	1,164*	0,151	0,000	4	Regression	8,611*	0,288	0,325	0,547	Learning and

0,049	-1,727*	-0,233	Evaluating Strategic performance	101	Total					
0,000	5,492*	-0,825	Taking Corrective Actions							

*($\alpha \leq 0.05$)

The results presented in Table (8) show that strategic control with its dimensions (taking corrective measures) has a significant ($\alpha \leq 0.05$) effect on achieving the goals in the Jordanian Islamic Bank. Where the value of the correlation R between strategic control and organizational performance was (0,666), which confirms that the increase or decrease in strategic control in its dimensions leads to an increase or decrease in the achievement of goals. The value of the coefficient of determination was R² (0.442), which reflects that (44.2%) of the change in the achievement of goals resulted from the change in strategic control in its dimensions. The value of the adjusted R² of determination of (0.406) showed the level of interest in strategic control in its dimensions after eliminating the standard errors that occurred as a result of achieving the goals.

The value of F for the total effect between the independent and dependent variables was (13.954), which is a function at a significant level ($\alpha \leq 0.05$) and consistent with what was mentioned. The effect of the dimensions of strategic control was (0.192) for determining standards, (-0.229) for measuring actual performance, (-0.233) for evaluating strategic performance, and (0.825) for taking corrective actions, as all the values of impact coefficients were a function at the level ($\alpha \leq 0.05$) through the values of the T-statistical coefficient that reached (1.582) for setting standards, (-1.791) for measuring actual performance, (-1.727) for evaluating strategic performance, and (5.492) for taking corrective actions.

Which confirms the incorrectness of accepting the first second hypothesis, and therefore rejects the null hypothesis (zero), and accepts the alternative hypothesis in part, which states that: There is a significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on achieving goals at Jordan Islamic Bank.

Results related to the third sub-hypotheses: **"There is no significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on customer satisfaction at Jordanian Islamic Bank"**.

Multiple regression analysis was used to test this hypothesis to verify the impact of strategic control in its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on customer satisfaction in the Jordan Islamic Bank, as shown in Table (9).

Table 9: The results of multiple regression for the impact of strategic control on customer satisfaction

Coefficients				ANOVA			Model Summary			Dependent Variable
Sig.	T	B	Sig.	DF	F	Adj. R ²	R ²	R		
0,010	2,315*	0,244	0,000	4	Regression	22,971*	0,542	0,564	0,751	Customer Satisfaction
0,000	4,424*	0,498		97	Remainders					
0,028	-1,025*	-0,141		101	Total					

0,031	1,007*	-0,134	Taking Corrective Actions								
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*($\alpha \leq 0.05$)

The results presented in Table (11) showed that strategic control with its dimensions (setting standards, measuring actual performance) has a significant ($\alpha \leq 0.05$) effect on customer satisfaction in the Jordanian Islamic Bank. The value of the correlation R between strategic control and organizational performance was (0.751), which confirms that the increase or decrease in strategic control in its dimensions leads to an increase or decrease in customer satisfaction. The value of the coefficient of determination was R^2 (0.564), which reflects that (56%) of the change in customer satisfaction results from the change in strategic control in its dimensions. The value of the adjusted R^2 of determination of (0.542) showed the level of interest in strategic control in its dimensions after eliminating the standard errors that occurred as a result of customer satisfaction.

The value of F for the total effect between the independent and dependent variables was (22.971), which is a function at a significant level ($\alpha \leq 0.05$) and consistent with what was mentioned. The effect of the dimensions of strategic control was (0.244) to determine standards, (0.498) to measure actual performance, (-0.141) to evaluate strategic performance, and (0.134) to take corrective actions, as all the values of the impact factors were significant ($\alpha \leq 0.05$) through the values of the T-statistical coefficient, which reached (2.315) for setting standards, (4.424) for measuring actual performance, (-1.025) for evaluating strategic performance, and (1.007) for taking corrective actions.

Which confirms the incorrectness of accepting the third sub-hypothesis, and therefore rejects the null hypothesis (zero), and accepts the alternative hypothesis in part, which states: There is a significant ($\alpha \leq 0.05$) impact of strategic control with its dimensions (setting standards, measuring actual performance, evaluating strategic performance, taking corrective actions) on customer satisfaction at Jordan Islamic Bank.

Conclusion

In this study, we examined the impact of strategic control on organizational performance in the Jordanian Islamic Bank. The study used the descriptive analytical approach, and reached a set of results, the most important are: the attitudes of study sample towards the independent variable strategic control came positive with high degree, and the dependent variable organizational performance came positive with high degree, and there is a statically significant impact of strategic control dimensions on organizational performance. In Addition, the dimensions of strategic control do not constitute an equal amount of relative importance in the Jordanian Islamic Bank. Accordingly, the study recommended the necessity of acquiring and applying the modern strategic control mechanisms by the Jordanian Islamic Bank to enhance and develop performance, provide a safe work environment, overcome errors, and achieve a competitive advantage. In the banking markets.

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