ORGANIZATIONAL STRATEGIC MANAGEMENT AND SYSTEM INTERACTION: A CASE STUDY OF THE JORDANIAN MINISTRY OF LABOR

Ghaith Abualfalayeh, Applied Science Private University
Sheikh Shamim Hasnain, British University in Egypt
Ayman Mansour, Applied Science Private University
Shaker Al-Qudah, Applied Science Private University

ABSTRACT

This literature analysis uses the Jordanian Ministry of Labor to examine how system interaction affects strategic Management. This research examines how technology and digital systems in the Ministry affect Management and departmental strategic decision-making. A comprehensive literature review will be carried out. This review will include academic publications, books, and reports. For this study, qualitative and quantitative research approaches, such as content analysis and performance analysis, will be used. According to this study review, technology and digital systems may improve an organization's strategic decision-making. Thus, such technologies may affect management and employee roles by changing their tasks and power. Technology and digital platforms also change how firms engage with consumers and suppliers. The Jordanian Ministry of Labor is the only case study in this literature review, which may restrict its applicability to other organizations. The relevant literature is assessed based on preceding research, which may have been influenced by the author's opinions or include errors. This literature study may be used by many organizations, especially public sector ones. This study shows that technology and digital systems affect strategic Management and decision-making, requiring organizations to adapt. Organizations may utilize this data to determine how digital systems and technology might boost efficiency.

Key words: Management, Organization, Jordan, Digital System.

INTRODUCTION

The definition of strategic direction is the basic objective of strategic Management. The interaction must lead to a conclusion, an outcome, a successful outcome, or pleasure. However, it would seem that the influence in question is being used to enable a researcher to identify the greatest level to which systemic links should affect a company's top leadership. This is being done using the problem that is being discussed. For the Ministry of Labor in Jordan to succeed in its strategic management programmes, it must practice management methods that will improve the organization in the long run (Sammut-Bonnici, 2015).

It is important to remember that the world outside the network is the source of most sensory input. Perception is one of the most important factors the Jordanian Ministry of Labor should consider when achieving successful system interaction. This paradigm for managing development may be established by analyzing customers' experiences with the organization's performance. This is a reasonable argument because the organization can provide the input necessary for the system to react via sensing. Analyzing data and settling on a course of action

is equally important to the overall efficiency of an organization's preparations for the future (McDonald, 2011).

The comparison of the various guiding concepts and materials offered by the various Jordanian Ministries is another method that may be used as a source of assessment. A proposed model may also be considered an analytical instrument with various configurations and iterations. The system interaction significantly influences the operational system of internal control (Sammut-Bonnici, 2015).

Israel carried out its invasion of the West Bank in 1967. A more contemporary codification has taken the place of the Ottoman civil code. They were the dominant force in the region far into the seventeenth century. Under Abdullah Al Hashemi's leadership, the region established a state in 1921 that was called the Kingdom of Egypt and Syria and was governed by the British. In 1988, Jordan officially gave up its claim to the West Bank. Jordan and Syria were still considered part of the Western areas up to the collapse of the Ottoman Empire during World War I. At that time, each of these countries had a legal system, either developing or remaining unchanged. During the rule of the Ottoman Sultans, Jordan's several legal systems were established from the ground up. In 1949, Jordan conquered Palestinian land that is now a part of the Jordanian West Bank (COŞGEL, 2016).

Maj Allah, the appropriate Ottoman updated perspective for the civilian number, which originated in the 1800s, and the Ottoman codes of civilian laws portions for Shariaa, the uncoded corpus for the Islamic legal system or customs, had been adopted throughout what would become British commanded territory by the time the Ottomans lost control of the region. The former King Hossein is succeeded by his oldest son, King Abdallah II, who is now in office as President. In 1999, King Hossein ascended the throne of Iran, succeeding his father as monarch. After Syria attained its independence, the Jordanian royal family was named the Kingdom Ruling Family.

The peace treaty between Jordan and Israel was signed in 1994 when Jordan officially recognized Israel. The overall land area of Jordan is 1,744 kilometers, while its coastline spans 26 kilometers. The Ottoman Arab colonies in Britain and France were awarded independence in return for their help to the victors during World War I. In Damascus, in 1920, an Arab monarchy controlled by the Ruling dynasty was founded. Since the decline of Roman rule in the region in the eleventh century, the reigning dynasty of Jordan has always been at the centre of historically significant territory. When the Crusaders captured Constantinople in 1453, they also handed over control of Jordan and Damascus to the Ottoman Empire. Despite the Ottomans' control, many indigenous customs and traditions were preserved, most notably those of the diverse Bedouin tribes.

Since the signing of the Oslo Accords in 1993, the Palestinian Authority has been in charge of a region in the West Bank that is non-adjoining to any other territory. This region is called Area A and is completely defenseless against Israeli aggression. According to the PCBS, Israel now exercises authority over more than 27,000 cubic meters of land, which accounts for 85% of the land that once belonged to Palestine. The group blamed Israel for mismanaging the separation of the West Bank into Areas A, B, and C that the Oslo Accords established. According to the research, the Israeli military only operates in around 76 percent of the territory designated as Area C. During the Six-Day War in June 1967, Israel defeated Egypt, Syria, and Jordan. As a result of this victory, Israel maintained control over the West Bank, East Jerusalem, the Gaza Strip, the Golan Heights, and the Sinai Peninsula.

Objective or Research Questions

This literature review examines how system interaction affects the strategic Management of organizations using the Jordanian Ministry of Labor as a case study. Some examples of the kind of questions that will guide this study are as follows:

- Can we expect any changes to how the Jordanian Ministry of Labor makes crucial strategic choices due to the introduction of new technologies and digital systems?
- What effects do digital systems and technological progress have on how a company is run?
- How does a company's use of new technologies and digital systems influence its relationships with numerous external stakeholders?

METHODOLOGY

Data Collection

We will comb through various scholarly articles, books, and reports to undertake a thorough investigation. We'll use content analysis, statistical analysis, and other quantitative and qualitative techniques to get to the bottom. In this research, we concentrate on a government-run organization in Jordan's labour sector to investigate the connection between system interaction and strategic management. Therefore, the management team must try something new regarding strategic planning. Understanding the interconnection and interdependence inside the organization is a primary goal of this study. Thus, studying system interaction will serve as a crucial framework (Aldrich & Pfeffer, 1976).

Even though there are a variety of interpretations and dialogues around this subject, a researcher needs to construct unique interpretations for system interaction to aid knowledge of the idea or problem at hand. Based on the results of this study, it is clear that the Jordanian Ministry of Labor has to provide its officials with the knowledge and expertise that will allow them to engage with the system efficiently and effectively. As a result, strategic management will be easier to put into action (Hornbæk & Oulasvirta, 2017).

The existence, seamless operation, and activities of smaller components and their diverse pieces are crucial to the functioning and efficacy of bigger frameworks in relationships. This is because several variables related to and contributing to a bigger entity's surroundings are usually interconnected. Better coordination of government resources has helped the Ministry of Labor tremendously via increased framework communication. The Ministry's internal communication has been greatly simplified as a result. Albert found that strategic management in contemporary contexts is both impromptu and the result of constant adaptation, making it all the more important for the authorities in charge of Jordan's ministries to develop workable solutions to ensure they can meet their responsibilities for the public good (Ali & Albert, 1992). Others in the academic community have stated that the present systems are very complicated, highlighting the need for key stakeholders to guarantee smooth communication between the many small and big systems inside their businesses to enable the execution of strategic procedures. Given the complex structure of today's Jordanian organizations and ministries, it's important to consider everyone with a stake in the outcome.

Leaders and managers should consider the complexities of individual divisions while developing organizational strategies. One author contends that in today's workplace, variety and stability may coexist because the cosmos can be seen as a pyramid with many levels, each

enclosing and incorporating the others. Factors on the technological, organizational, social, and political levels only add to the difficulty of addressing these issues. System interaction has had a major effect on Jordan's business management. The Jordan Administration of Labor has been instrumental in facilitating system interaction that has enabled the delivery of a plethora of online information and interactive services through the official websites of many government institutions. People were generally unhappy with how companies conveyed crucial information to them before the age of interactions (Miles et al., 1978). These professionals are crucial in organizing the e-Government systems in Jordan and their contacts with the general population.

The government's capacity to solve the current difficulties and accomplish its long-term goals would be considerably improved if these roadblocks were removed. Studying how the different divisions of the Jordanian Ministry of Labor might be better supported to enhance system interaction and strategic management efforts can provide significant insights to business executives. To plan strategically for the vast majority of the country's administrative areas, the Ministry lacks the necessary skills.

Some workers in these organizations have been shown to have difficulty coordinating their particular activities with the wider structures required for effective service delivery. Internal and external constraints have contributed to the inability of several government agencies in Jordan to execute efficient system interaction and achieve their strategic goals. The Jordanian Ministry of Labor can provide better services to the public with improved system-to-system connectivity.

The Jordanian Ministry of Education has done a fantastic job designing and implementing system interaction, which has significantly benefited a broad range of people outside the Ministry's staff in a community widely understood to be environmentally concerned. As was said earlier, the various Jordanian Ministry of Labor sections can share information more easily, thanks to ICT-related tools and platforms. System engagement resulted in the release of previously unavailable data for use in enterprise-level strategic Management, which has helped to raise the level of openness inside these organizations.

Adopting system interaction has greatly improved public engagement in federal processes and, by extension, local economic growth. The Jordanian Ministry of Labor and Social Development relies heavily on Internet connectivity to facilitate system interaction and strategic planning. However, without access to the Internet, certain departments have struggled to share information effectively (Babalola & Nwanzu, 2020).

Methods

Research data may be gathered from both ongoing and historical operations. Literature reviews, interviews, and other types of surveys are just a few examples of the various methods that comprise a research methodology. It's possible to use several approaches to accomplish various goals. To reach their aim of maximum production efficiency, companies might use a variety of approaches and embrace different points of view. The phrase "research methodology" describes an in-depth theoretical analysis of the methodologies often used in a certain academic discipline. When trying to set criteria for enhanced performance, organizations face several obstacles. To overcome these obstacles, researchers must investigate the theoretical relationships between a group of important processes or ideas in their discipline (Kaur, 2013). Positivism, interpretative research, mixed-method research, different study designs, and even more classic single techniques are often used in modern scientific inquiry. Generally speaking, more

communication between systems improves process efficiency, making it easier for businesses to grow and provide more services. The examined studies used various methods, including interviews, archival research, and anthropological techniques. The prevalence of interviews was striking. While conducting an inductive study, it is important to consider your work's epistemological consequences (Osuagwu, 2020).

RESULTS

Positivism, interpretative studies, mixed-method studies, numerous research methodologies, and the conventional single-process approach are all examples of the common types of research used in this investigation. Process efficiency, affecting service delivery and internal operations, usually improves as system utilization rises. Data was gathered first via interviews, then through anthropological investigations, and last through archival and literary materials. The inquiry at hand addresses a serious epistemological problem. This study's inductive methodology accomplishes its goals (Ryan, 2018).

Complex systems rely on coordinating many technological parts, while the dynamics of their social components are subject to environmental forces. All these elements must work together to achieve the intended effect using a remote control. The system's seven stages are all interconnected and necessary for one another. Skills, attitudes, and incentive structures are the only reliable components contributing to the subsystems' overall operation in various ways. Internal variables like skills, habits, norms, and laws must converge before technological components like equipment, procedures, and gadgets may be implemented successfully.

On the other hand, in the context of socio-economic processes, we refer to the interdependencies between different human-driven initiatives or related pieces of our contemporary social infrastructure. For technical components to emerge, it is necessary for a confluence of internal factors such as skills, habits, norms, and laws. Uncertainties caused by the system's inherent complexity are a kind of internal variable and a good illustration of dependent variables. As the following sections mention, the theoretical foundation might be taught in stages or units to create a relevant educational experience. Seven stages of cognition build on one another via a decision tree-like set of interrelated or integrated processes. People who need help with a technology issue often look for answers in the area dedicated to that issue (Alharahsheh & Pius, 2020).

Content Analysis

Stream 1: The Influence of Technology on the Performance of the Organization

Subcluster –a: Efficiency and effectiveness make up the focus of the a-cluster

This subcluster focuses on how the use of technology and digital systems might improve the operational easiness and productivity of the Jordanian Ministry of Labor. According to the examination of the relevant body of research in this field, incorporating technology and digital systems may improve the organization's overall efficiency and effectiveness in various operational facets. For instance, automating particular processes and procedures might lead to quicker completion of work while improving its correctness. In addition, using technology and digital systems may result in enhanced internal communication and information flow, which can lead to greater organizational coordination and decision-making.

Subcluster –b: Organizational Structure and Management is the Focus of This Cluster

This subcluster examines how technology and digital systems may affect the administration of the Jordanian Ministry of Labor's organizational structure (Ghosh, 2017). According to the research conducted in this field, the incorporation of new technology and digital systems may result in modifications to the organizational structure, such as the creation of flatter and less centralized structures. In addition, implementing new technologies and digital systems may result in shifts in Management practices, such as a rise in the proportion of cases in which data drive decisions.

Subcluster –c: Costs and Benefits

This subcluster examines the expenses and gains of introducing new technologies and digital systems into the Jordanian Ministry of Labor. According to the available research, implementing technological and digital systems can incur significant costs, such as purchasing and maintaining the systems. Still, it also has the potential to reap significant benefits, such as increased efficiency and effectiveness. In addition, there is the possibility that, over time, financial savings may result from using digital systems and technology (Ali & Albert, 1992), Table 1.

Table 1 Future Research Questions			
Mainstream	**Sub-stream**	**Research Questions**	**Source**
Auditing and Assurance	Big data	1. Does External auditors 'reliance on their clients' big data contribute to a conflict of interest?	(Cockcroft & Russell, 2018)
		2. What competencies do auditors need to manage big data (refine, detect, visualize, interpret, etc.)?	(Ahmad et al., 2019)
		3. How does integrating technology and digital systems impact the performance of the Jordanian Ministry of Labor?	Authors
		4. What areas of the organization are most affected by integrating technology and digital systems?	Authors
		5. How do technology and digital systems impact the efficiency and effectiveness of the Jordanian Ministry of Labor?	Authors
		6. How does integrating technology and digital systems affect the organizational structure and Management of the Jordanian Ministry of Labor?	(Ahmad et al., 2019)
		7. What are the costs and benefits of implementing technology and digital systems in the Jordanian Ministry of Labor?	(Appelbaum et al., 2017)
		8. How does integrating technology and digital systems change how the Jordanian Ministry of Labor interacts with external stakeholders?	(Moll & Yigitbasioglu, 2019)
		9. How does integrating technology and digital systems impact the overall strategy of the Jordanian Ministry of Labor?	Authors

		10. How does the integration of technology and digital systems impact the organizational culture of the Jordanian Ministry of Labor?	Authors
	AI & ML	11. How does integrating technology and digital systems impact the decision-making processes within the Jordanian Ministry of Labor?	Authors
		12. How does integrating technology and digital systems affect the communication and information flow within the Jordanian Ministry of Labor?	Authors

CONCLUSION

The traits and ideas mentioned in the literature are critical for understanding and evaluating information in the context of system interaction, as detailed in the analysis and discussion of the data. Automating procedures and coordinating the Ministry's numerous systems have yielded significant gains in efficiency for the Jordanian Ministry of Labor. Ghosh (2017) notes that, as a consequence, the Ministry has seen decreased labor expenses and higher productivity (Ghosh, 2017). The study looked at how the employment of computer interfaces affected the strategic management techniques the Jordanian Ministry of Labor used. The objective was to learn more about the relevance of relationships inside modern businesses and the difficulties these settings create. The study's stated goal was to evaluate the impact of system interaction on organizational effectiveness. Successfully combining the current systems requires incorporating various interaction mechanisms and system components.

REFERENCE

Ahmad, A. K., Jafar, A., & Aljoumaa, K. (2019). Customer churn prediction in telecom using machine learning in big data platform. *Journal of Big Data*, *6*(1), 1-24.

Aldrich, H. E., & Pfeffer, J. (1976). Environments of organizations. *Annual review of sociology*, *2*(1), 79-105.

Alharahsheh, H. H., & Pius, A. (2020). A review of key paradigms: Positivism VS interpretivism. *Global Academic Journal of Humanities and Social Sciences*, *2*(3), 39-43.

Ali, A. J., & Albert, E. (1992). Organisational Environment and Strategy-making Behaviour. *Management Research News*, *15*(3), 23-28.

Appelbaum, D., Kogan, A., Vasarhelyi, M., & Yan, Z. (2017). Impact of business analytics and enterprise systems on managerial accounting. *International Journal of Accounting Information Systems*, *25*, 29-44.

Babalola, S. S., & Nwanzu, C. L. (2020). Role of organizational strategy and entrepreneurial orientation on organizational effectiveness. *International Journal of Entrepreneurship*, *24*(1), 1-15.

Cockcroft, S., & Russell, M. (2018). Big data opportunities for accounting and finance practice and research. *Australian Accounting Review*, *28*(3), 323-333.

COŞGEL, M. M. (2016). *The ottoman empire*. Cambridge University Press.

Hornbæk, K., & Oulasvirta, A. (2017). What is interaction? Proceedings of the 2017 CHI Conference on Human Factors in Computing Systems.

Kaur, C. D. (2013). Research publications: Need for academicians. *Asian Journal of Research in Pharmaceutical Science*, *3*(4), 220-228.

McDonald, S. M. (2011). Perception: A concept analysis. *International Journal of Nursing Terminologies and Classifications*, no-no.

Miles, R. E., Snow, C. C., Meyer, A. D., & Coleman Jr, H. J. (1978). Organizational strategy, structure, and process. *Academy of management review*, *3*(3), 546-562.

Moll, J., & Yigitbasioglu, O. (2019). The role of internet-related technologies in shaping the work of accountants: New directions for accounting research. *The British accounting review*, *51*(6), 100833.

Osuagwu, L. (2020). Research methods: Issues and research direction. *Business and Management Research*, *9*(3), 46-55.

Ryan, G. (2018). Introduction to positivism, interpretivism and critical theory. *Nurse researcher*, *25*(4), 41-49.

Sammut-Bonnici, T. (2015). Benchmarking. In *Wiley Encyclopedia of Management*. John Wiley & Sons, Ltd.