

# **What is the reality of administrative creativity and its relationship to job performance in the Palestinian ministries Applied Study on the Palestinian Pension Agency in the Governorates of Ramallah and Hebron**

**Prepared by: Ola Yaqoub Mohammad Abdelhay**

**Supervisor: Dr. Sa'edi Alqrounz.**

## **Abstract:**

This study aims to identify the reality of administrative creativity through certain dimensions (organizational culture, leadership, communication, external environment and human resources), in the promotion and development of the functional performance of employees (efficiency, effectiveness and quality of services) in the Palestinian Pension Agency, to provide decision-makers with suggestions And recommendations for the detection of deficiencies and weaknesses in (organizational culture, leadership and communication, external environment, human resources) to address these deficiencies and weaknesses.

To achieve the objectives of this study, the descriptive approach was used. To that end, a questionnaire was designed to collect the necessary data from its primary sources and then processed using the Social Science Statistical Packages Program (SPSS), the questionnaire was distributed to the study community of the 78 employees of the Palestinian Pension Agency Their job titles, which included the study community of administrative employees (72), taking into account the gender, years of experience, job title, scientific qualification and number of specialized training courses conducted through the Palestinian Pension Agency, recovered the distributed clarifications 70 resolutions, and the study came out with a set of results, the most important of which is that the area of readiness of the individual came to a very high degree, that the field of organizational culture came to an average degree, that the field of leadership received a high score, and that the field of communication obtained a high score, and the field of external environment obtained a high degree, and obtained a field of Human resources are medium, the field of efficiency has achieved a high score, the field of efficiency has received a high score, the field of quality of services has also been high, the management innovation reality measure has obtained a high score, and the performance measure has received a high score.

It was clear that the reality of administrative innovation on the functional performance of the Palestinian Pension Agency was high, the impact of the application of organizational culture on functionality, the impact of the application of leadership on functional ity and the relationship above medium strength, and the effect of applying communication on performance Functional, the impact of the application of the external environment on functionality, and the impact of the application of human resources on functionality, all of

which have a strong exoracist relationship. It was found that there were no statistically significant differences in the average responses of sample décolletés about the reality of administrative creativity and its relationship to the functional performance of the Palestinian Pension Agency according to the gender variable and the job title variable.

The most important recommendations were that officials and leadership should encourage creative ideas and teamwork, provide a creative environment and create moral and material incentives that would drive employees