

Title: “The relationship between the work environment and the level of creativity of the employees: A case study of the Bank of Palestine in Bethlehem city”.

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Abstract:

The study was conducted in the period between December 2018 and June 2018. It was carried out in the branches and offices of Bank of Palestine in Bethlehem city. The study population contained all the employees working at the branches and offices of Bank of Palestine in Bethlehem. The sample was a survey contained all the study individuals whose number is staff members.

The present study aimed at finding out to what extent Bank of Palestine (BOP) provide suitable work environment for its employees, identifying the level of managerial creativity among the employees of BOP, and identifying the effect of work environment on the level of managerial creativity among the employees of BOP.

In order to achieve the objectives of the study, the researcher used the descriptive analytical method, due to its suitability to the nature of the research. The research tool included a questionnaire regarding the study

variables, specially designed for this purpose and based on the literature of the study and the previous studies as well. To verify the reliability of the questionnaire, it was distributed to a number of experienced and competent arbitrators. Internal reliability of the questionnaire items was calculated by calculating the correlation coefficients. Then the reliability of the questionnaire was confirmed using the Cronbach 'Alpha reliability coefficient. To answer the hypotheses, the necessary statistical operations were performed, which included the calculation of the arithmetic averages, the standard deviations, Kolmogorov-Smirnov test (1- Sample K-S), Pearson Coefficient, T.test and one-way analysis of variance ANOVA. To answer the hypotheses, the data were analyzed and presented through the SPSS statistical program.

The results of the study revealed that there was a high degree of approval by the study sample on the total degree of the work environment areas at Bank of Palestine. It also showed a high degree of approval on the total degree of the level of managerial creativity area among the bank employees. Moreover, the results showed a statistically significant positive relationship between the variables of the work environment (organizational structure, training, incentives and rewards, organizational culture, technology and knowledge, and working conditions) and the level of managerial creativity. Furthermore, there were statistically significant differences between the average estimates of the study sample on the culture of the organization, training, organizational structure, incentives, rewards and managerial creativity were attributed to the scientific qualification, job title and place of work. The results also showed that there were no statistically significant differences between the averages of the sample on all areas of the work environment and their impact on

managerial creativity due to (gender, age, scientific qualifications, job title, and years of experience)

The study offered a number of suggestions like: BOP should increase their interest in the organizational structure and making it more flexible. They should prepare a special training program aimed to develop the creative skills of the employees. BOP should make amendments to the system of rewards and incentives to monitor bonuses and incentives for creative employees matching the scale of creativity. Finally, BOP need to provide healthy conditions for their employees.