



# ADMINISTRATIVE AND ETHICAL PRACTICES AND THEIR IMPACT ON THE PERFORMANCE OF EMPLOYEES IN THE MINISTRY OF TOURISM AND BAPTISM SITE COMMISSION IN JORDAN

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## ABSTRACT

*The main purpose of this study is to identify the impact of administrative and ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission. In order to achieve this goal, the researcher constructed a questionnaire as a tool for his study, 90 questionnaires were distributed to a random sample of employees in the selected directorates by the simple random way. (75) The questionnaire was retrieved and (7) were excluded for lack of validity, and therefore the final sample contains (68) questionnaires, where the recovery rate reached 76%.*

*To answer the study's questions and hypotheses, the data were analyzed using the SPSS, V.17, where the arithmetic mean the standard deviation, and the hypothesis was calculated. Pearson correlation coefficient was used to testify the hypotheses of the study and to verify the relationship between the dimensions of administrative and ethical practices with the performance of employees.*

*This study concludes a number of results the most important of which is the existence of a statistically significant effect of administrative and ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission. Second, the administration provides training programs to develop skills and competencies among the employees. Third: the relationship between managers in the Ministry of Tourism and Baptism Site Commission is dominated by informal relations. Finally, the management method used in work leads to complete the work with high quality.*

*The study recommended several recommendations. The study suggested to design management programs on the subjects of ethical and administrative practices done by managers, and encourage employees to exert maximum efforts in their work, by activating programs of incentives and rewards, in addition, to activate performance evaluation to encourage them to complete their work quickly and cost-effectively.*

**KEYWORDS:** *Ethical Practices, Management Practices, Performance of Employees, Ministry of Tourism and Baptism Site Commission.*

## 1.INTRODUCTION RESEARCH

Business ethics are key to the success of any organization, especially organizations that have a direct and indirect relationship to tourism because it reflects the organization's confidence in its employees, as well as the confidence of the community in the organizations it serves. The commitment to ethics will lead to the development of staff and reflects the interest that these employees attach to the elements Ethics of the profession. As non-compliance with the ethics of the profession will directly affect the reputation of the Organization. And the sustainability of this organization, and to achieve this must be committed to the management and staff ethics and professional rules to reduce practices that threaten the future of the Organization My growth, survival, and persistence.

The aspects of ethical practices and the need to work in the ethical sense of many of the topics and tasks of the Organization and human resources such as senior management, middle and lower administrations and employees are not related to specific communities. But have become an important and vital issue facing business organizations in developed and developing countries

Contemporary global challenges, including globalization, have also increased the interest of organizations in the organization's culture and human resources. And have become more responsive to business ethics towards working individuals and others in their external environment in order to achieve performance expectations and achieve the Organization's goals.

There are growing concerns about the application of ethics because of their impact on the culture of the organization and the culture of the workers. Ethical leaders instill moral values in the staff because leadership is characterized by the process through influencing behavior. The leadership has passed through many stages that began with dictatorship, which takes into account ethical factors in the organization when exerting influence on others. At the same time, the leader seeks to achieve the goals of the organization in other words. The process of balancing the achievement of the objectives of the organization and the application of the moral values that managers employees and the organization believe in. When a director seeks to achieve the objectives of the organization and when he is leader-seeking values such as justice, equality, trust, and organizational care.

**Key terms:**

**Ethical practices:** the administration to manage its relations with all employees based on credibility and justice, to build confidence with employees, not to harm others, and to be impartial in carrying out any practices in favor of one party without the other and not to be deceived in any dealings. Ethics and transparent handling of people. Ethics also plays an important role in changing behavior for a man, and we all know that man is the center of change in the universe.

**Administration practices:** A set of administrative processes (planning, organization, direction, control, and decision-making) practiced by management to implement tourism policies with the highest efficiency and lowest cost. Management practices require management to know the basic requirements and dimensions of their functions. Thinking and mental work related to the administrative personality, and the behavioral aspects and trends of stimulating efforts towards achieving the goal of the organization.

**Performance of employees:** Performance is defined as the practical results that result from the activities and achievements or the work of individuals within the ministry. Means the ability of the employee to achieve the objectives of the job he occupies and defines the performance as the degree of achievement of the individual working for the tasks entrusted to him efficiently and effectively in terms of effort and quality. The quality achieved while reducing the costs of resources used and results-based performance measured

**The Ministry of Tourism:** is responsible for leading tourism development in Jordan, supporting and directing efforts to promote tourism locally and globally, developing tourism services, stimulating investment in tourism, and employing the rich and diverse archaeological, historical, natural and cultural heritage of the Kingdom.

**The Baptism Site Commission:** On the Jordanian land there are many sacred places and in the east of the Jordan River, the bath is located in the Wadi al-Kharar area, which was once called Bethany. Jesus, peace be upon him, stood at the hands of the Prophet Yahya peace be upon him, to be baptized with water. He declared through this place the beginning of his message to mankind.

**RESEARCH PROBLEM**

The research problem shows the weakness and lack of administrative and ethical practices of managers in the departments of the Ministry of Tourism and Baptism Site Commission in Jordan. Studies have shown that administrative and financial corruption in organizations, in general, is very widespread due to lack of interest in ethical and administrative practices by managers working in the Ministry of Tourism and Baptism Site Commission. Which caused the lack of performance of organizations especially in the Ministry of Tourism and Baptism Site Commission. And the study seeks to answer the following questions:

**RESEARCH IMPORTANCE**

The importance of the study stems from the scientific importance of the moral role played by managers in the development and improvement of the performance of organizations in general. And the scarcity of studies that link the practices of ethical and administrative managers and the performance of employees of the reasons that prompted the researcher to carry out this study. The researcher tries to compare the ethical and administrative practices by applying to the directorates of the Ministry of Tourism and Baptism Site Commission in Jordan to show their impact on the performance of the workers.

**RESEARCH GOALS**

The research aims to achieve the following objectives:

- To identify the impact of management practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.
- To identify the impact of ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.
- Suggest some recommendations that contribute to the improvement and development of administrative and ethical practices in the Ministry of Tourism and Baptism Site Commission in Jordan.
- Proposing some recommendations that contribute to improving and improving the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

**RESEARCH ASSUMES**

To answer the previous questions and to achieve the research objectives, the following hypotheses are formulated:

- There was no statistically significant effect at the level (  $\alpha = 0.05$ ) of the administrative practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.
- There was no statistically significant effect at the level (  $\alpha = 0.05$ ) of ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan

**STUDY MODEL**

The study model includes two variables: the independent variable (administrative and ethical practices) and the dependent variable (employee performance), as follows:

**Independent variable**

- Management practices
- Ethical practices



**dependent variable**

Employee performance

## PREVIOUS STUDIES

The study (Alboti, 2006) reached many results, the most important of which is that ethics are the rules governing behavior, the ethics of the administration did not receive attention or training programs on ethics, and the reluctance of the administration to accept studies that are engaged in the field of management ethics.

The study (Radhi and Hassan, 2010) reached several results, the most important of which is the relationship and impact of the dimensions of ethical behavior, on the organizational commitment positively.

The study (Jabr and Sanobar, 2011) found that there is a strong moral relationship between the ethics of modern management and institutional performance.

The study (Khadair, 2015) concluded that providing ethics behavior among leaders encouraged employees to be dedicated and dedicated to work and to maximize their achievement.

The study (Dahiman, 2012) reached several conclusions, the most important of which is the need to maximize the concept of management ethics (justice, equality, equal opportunity) and consolidate it, and reform values related to the behavior of individuals.

The study (Mesbah, 2015) has reached several conclusions, the most important of which is the need to promote and apply moral culture as an influential force on how to practice leadership, and that the behavior of the individual is influenced by moral culture at a high level.

The results of the study (Attaiani and Abu Salma, 2014) of the most important results that the satisfaction of the needs of workers, justice, equality, transparency, and integrity exercised by human resources have an impact on raising morale, which reflected on the state of performance and satisfaction with work.

The study (Porter & others, 2015) showed an increase in the democratic leadership style leading to greater commitment to organizational values, ethical behavior, and commitment to the organization's mission. Because of faith in participation in the overall goals. Penalties ease of contact with managers, delegated authority are factors. That affects and affect the behavior of individuals. And the pattern of leadership towards success and achievement of the objectives of the organization.

Study (Yamin, 2014) the most important results of measuring the ethical leadership of axes (justice and organizational confidence), and the possibility of measuring the role of women in university leadership through axes (promotion, Scientific Research).

The study (Borchert, 2011) of the most important results that ethical leadership and ethical identity, are negatively associated with aggressive behavior and ethical practices in business organizations.

The study (Rich, 2014) concluded that transformational leadership and ethical leadership behavior have a positive impact on organizational performance and that ethical behavior of a leader is reduced by hierarchy at all levels.

Study (Yahia, 2010) the results showed that the degree of commitment of principals in public schools to the ethics of school administration as estimated by teachers is very large.

## THEORETICAL LITERATURE

Ethics is an important and vital pillar of organizations. It is in its conception and role in social construction that goes beyond the personal to the general social level. All religions have urged ethics, fair and transparent conduct among people, Great change in human behavior.

There is a great deal of interest in the ethics of administrative work to eliminate the tyranny of the material aspect and moral crises in administrative work. The sources of ethics are the principles and laws of the Lord and the Sunnah, values and the social environment. Educational institutions and social norms and traditions (Bukhari, 2010).

Organizations have begun to seek more rapid and influential systems not only for globalization but for the impact of economic growth on the social and natural environment in which they live. Organizations work longer and longer and seek to take advantage of economic progress to improve the quality of working life in their organizations. By reshaping the harmony and harmony between economic rationality and ethical standards at work. Especially in the world of globalization. Business Ethics is concerned with the basic consideration of the meaning and purpose of human existence and the ethical principles upon which economic activities depend (Al-Hadban, 2009).

Contemporary organizations focus on objectives, principles, values, and ethics in developing the performance of working individuals. Who has now become the best resource of the Organization and represent the intellectual capital of knowledge? They are the focus and built spiritually and intellectually by providing them with knowledge, skills, abilities, and behavior within the organization's culture. In which organizations and managers have become oriented towards work ethic through individual behavior and organizational behavior. This requires them to keep up with the change in the external environment (Musbah, 2015).

### Administrative practices

Administrative practices are defined as an activity that depends on the thinking and mental work associated with the administrative personality, and on the behavioral trends of motivating collective efforts towards the goal, using available resources according to scientific principles and concepts (Atwi, 2004).

Administrative practices have become increasingly important with the rapid development of modern management. The function of administrative leadership is, therefore, the criterion for the success of an organization or individual. The managerial practice of its core functions requires that it be aware of the functions and dimensions of management. Namely planning, organization, direction, oversight, and at the same time improve the extent to which the concepts of the theory that he or she adopts in the exercise of the choice between alternatives and the probability of positions that correspond to them and deal with them (Tawil, 2006).

A range of changing factors such as environment governs the concept of administrative leadership. Time, political, social and cultural factors and objectives to achieve because they need administrative leadership (Hammadat, 2006). Administrative leadership is the same as management itself is not only talent or art, but based on basic rules and principles that the manager must arm up to the status of leadership can affect others, and change their management behavior as desired, as you know that the outcome of interactions between the individual and the community (Redah, 2010).

Kanaan (2007) defined administrative leadership as the core of the administrative process and its heart beating, and it is the key to management as it plays a fundamental role that applies in all aspects of the administrative process. Making management dynamic, effective and motivating to achieve its objectives.

Green, Baron (2004) defined administrative leadership practices as the actions by which a person affects team members to achieve the objectives of the group or organization. Leaders use several leadership styles that are not powerful to influence their subordinates and are also affected by their subordination.

(House, 2006) defined administrative leadership as the means to achieve goals by helping members of the community achieve their goals and needs.

### **Ethical Practices**

The success of private organizations in tourism is often linked to the leadership style of managers in organizations. As he is responsible for implementing and translating goals and policies, as well as tourism programs, into reality for others. This requires that the manager have high levels of ethical conduct. And that the manager's ethical and administrative practices are consistent with sound rational administrative principles.

Given the strong and tangible effects of the Director's leadership on workers and the community. The manager is required to shift the internal moral values in his thinking and his feelings to reflect on his behavior ( Renner, 2006).

Ethics expresses the set of rules and principles that determine what is the right behavior and wrong behavior. Thus, business ethics are only a set of standards and principles that dominate administrative behavior. Related to what is true or false. They represent guidelines for managers in decision-making, and their importance increases proportionally to the effects and outcomes of the resolution. The more active the manager is, the more influential the others are. The more important the ethics of that manager. Ethics is an ethical standard used to distinguish right from wrong. In business, ethics is a measure of ethical values and behavior that govern decisions. And actions that are carried out in the work environment (Khadeer, 2015).

Ponnu & Tennakoon (2009) defined ethical leadership as the practical illustration of natural behavior. Through personal behavior and interactive relationships, and to promote this behavior among workers through two-way communication and decision-making. The most important characteristic of the moral leader's behaviors and practices is to avoid and prevent harm to others. Respecting the rights of others, and helping others to meet their needs.

House (2006) defines ethical leadership as the use of power to help subordinates deal with conflicting values that emerge in the work environment in a manner that contributes to their moral level. Ethics is central to leadership. Leaders have an impact on their employees by institutionalizing the moral climate in their organizations. Ethical leadership is what gives attention to ethics and gives employees the right to express their views.

One of the signs of ethical leadership is that he manages his organization and influences the employees through example. He is steadfast in his values and is keen to perform his duties, cooperate with his subordinates on land and good, and communicate with others (Mirk, 2009)

Daft (2008) points out that a leader has an important influence on moral values by clearly articulating the organizational values that workers should embrace and spreading these values throughout the organization.

Yilmaz (2010) reported that wise leadership must be based on ethical values. The study showed that ethical leadership is related to organizational creativity among managers.

As for the general conduct of the manager, he must enjoy a set of ethics, including:

- Commitment to social responsibility, especially with regard to the care of subordinates.
- Initiation and innovation and accept the views and ideas of subordinates and social interaction and self-control.
- The honest and honest representation of the organization and accept constructive criticism and apologize for the error. (Al-Sakarna, 2009).

### **Employee Performance:**

The importance of the performance of employees stems from being the cornerstone in achieving the objectives of the organization. Therefore, in order to ensure the achievement of the desired goals, this performance must be studied followed up and controlled towards the goal of the institution. There are many factors and variables that affect it and lead to opposite directions to achieve the goals. The concept of performance is one of the concepts that have received a great deal of attention and research in administrative studies because of the importance of this concept at the level of the individual and the institution.

(Kalallda, 2017) defined Performance is the degree to which the individual performs the tasks entrusted to him, in terms of effort, quality, and quality achieved while reducing the costs of the resources used.

Derry (2011) defined performance as the practical results that result from the activities and achievements or the work done by individuals within the institution ie the employee's ability to achieve the objectives of the job he occupies.

(Mazhouda, 2012) defines performance as referring to the degree to which the functions of the individual function are realized and reflects how the individual fulfills the requirements of function and performance measured based on the results achieved by the individual.

The level of performance of employees is the level of influence in the individual's cognitive and behavioral characteristics and will be measured by identifying three levels, high, medium, low (Bloom, 2012).

### **Factors affecting employee performance**

There are many factors influencing the performance of tourism organizations. These multiple factors have made it very difficult to identify them and spend them on researchers.

There are several classifications of factors influencing performance: knowledge, learning, experience, training, skill, personal ability, psychological composition, working conditions, needs and desires of individuals, and objective factors are social, technical, organizational factors, Motivation, skills, level of qualification and practices, variables of the organization's external environment. (Ashi, 2002).

### **RESEARCH METHODOLOGY**

In the light of the research objectives and hypotheses, the field and analytical approach were applied in addition to the descriptive approach of using the Statistical Package Program (SPSS) to extract the arithmetic mean and standard

deviations to describe the study variables. To test the hypotheses, Pearson correlation coefficient was used to verify the relationship between dimensions of administrative and ethical practices. The Lyceff scale was used to answer the study variables and to calculate the values of the Cronbach alpha coefficients to prove the coefficients of truthfulness and consistency of the study variables.

Data collection methods:

1. The exploratory study: aims to obtain secondary data to achieve the objectives of the study by reviewing the scientific journals and periodicals and previous studies and references, which dealt with the subject of administrative practices and ethics and performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

2. The field study was obtained through the questionnaire that was designed and built to include the study variables for the independent variables. It includes three parts. The first part comprises administrative practices and consists of (7) paragraphs. The second part includes ethical practices, (7) paragraphs, and the third part includes the performance of

the employees and consists of (7) paragraphs, and designed alternatives to answer the terms of the questionnaire based on the Likert scale five-point, starting at the lowest (1) and ending with (5).

### Community and Sample Search:

The study population consists of all employees of the Ministry of Tourism and Baptism Site Commission in Jordan. This study was conducted in the actual environment of the work and without controlling any variables or controls, it is considered a field study. 90 questionnaires were distributed on a random sample, 75 questionnaires were retrieved, (7) questionnaires were rejected for their lack of validity, and the final sample size (68) was a questionnaire, thus the recovery rate (76%) of the sample size.

### Stability of the study instrument

Cronbach's Alpha coefficients were used to identify the truth and stability of the study dimensions.

Table (1): The coefficients of truth (Cronbach) and the stability of the dimensions of the questionnaire are shown in the study category.

**Table 1: Transactions of truth and consistency**

Statement	Truth coefficient (Alpha)	Stability coefficient	Number of Phrases
Administration practices	0.817	0.939	7
Ethical practices	0.829	0.958	7
Performance of Employees	0.887	0.899	7

From the previous table (1) shows that:

All values of truth and stability coefficients exceeded (0.5), which means the possibility of relying on all the elements in each axis of the questionnaire without excluding any element and thus conducting the statistical analysis without any problem in the truth and stability of the study tool.

### Statistical Method

Statistical treatments related to the study questions and hypotheses are conducted using the Statistical Package in Social Sciences (SPSS) and the use of descriptive statistics by means of arithmetical averages and standard deviations.

Table 2: Illustrates the arithmetic mean, the standard error of the mean, the standard deviation, the coefficient of variation, the relative importance, and finally the order of relative importance of the independent variable. Management practices:

	Paragraphs	Arithmetic mean	Standard error of the mean	standard deviation	Coefficient of variation	Relative importance %	Ranking
1	Management practices reflect the future vision of the Ministry of Tourism.	2.94	0.074	1.23	41.23%	59.13%	4
2	Management is interested in innovation	3.17	0.078	1.28	40.29%	63.37%	3
3	The administration adopts its approach to realistic goals.	2.94	0.080	1.31	44.57%	58.86%	5
4	Management provides training programs to develop skills and competencies	3.29	0.072	1.18	36.04%	65.62%	1
5	The direction of the administration addresses stakeholders in the ministry.	2.55	0.088	1.33	44.88%	58.38%	7
6	The Director encourages me to propose new ways of working.	3.27	0.079	1.27	39.11%	65.58%	2
7	The management approach is formulated based on the Ministry's environmental analysis.	2.64	0.087	1.32	44.80%	58.58%	6

Table (2) shows the arithmetic average, the standard deviation of the management paragraphs for administrative practices, and the level of significance and relative importance of each individual paragraph, with an arithmetic average ranging between (3.29-2.55). Paragraphs (4) (65%). This indicates that the administration in the Ministry of Tourism and Baptism Site Commission in Jordan provide training programs to develop the skills and competencies of the employees, and also encourages the administration to propose new ways to

work in the Ministry of Tourism and Baptism Site Commission in Jordan. The results show that the administration is turning to the lack of willingness to address stakeholders in the ministry.

Table 3: Illustrates the arithmetic mean, the standard error of the mean, the standard deviation, the coefficient of variation, the relative importance, and finally the order of relative importance of the independent variable of ethical practices.

	Paragraphs	Arithmetic mean	The standard error of the mean	standard deviation	Coefficient of variation	Relative importance %	Ranking
1	The administration seeks new ideas	2.90	0.080	1.33	45.16%	58.85%	3
2	Informal relations prevail among ministry directors.	3.26	0.081	1.33	40.92%	64.94%	1
3	The Department is interested in providing opportunities for continuous development.	3.06	0.081	1.33	43.82%	60.40%	2
4	Competition is the driving force for work among ministry directors	2.58	0.062	1.16	40%	55.40%	6
5	The Department encourages the search for work adventure	2.78	0.068	1.11	40.04%	55.55%	5
6	The management adopts advanced technological methods in the work.	2.82	0.074	1.23	43.12%	56.40%	4
7	The administration is more concerned with regulations and procedures than achievements.	2.51	0.060	1.14	40%	55.41%	7

Table (3) shows the arithmetic average, the standard deviation of the ethical clauses of the ethical practices, and the level of significance and relative importance of each individual paragraph, with an arithmetic average ranging between (3.26-2.51). Paragraph (2) My account was average (3.26) and the importance of (64.94%). This indicates that the relationship between managers in the Ministry of Tourism and Baptism

Site Commission in Jordan. Is dominate by informal relations between managers in Tourism and Baptism Site Commission in Jordan. Is more concerned with achievements than with the application of regulations and procedures.

Table 4: shows the arithmetic mean, the standard error of the mean, the standard deviation, the coefficient of variation, the relative importance, and finally the order of the relative importance of the dependent variable.

NO	Paragraphs	Arithmetic mean	The standard error of the mean	standard deviation	Coefficient of variation	Relative importance %	Ranking
1	The administration has applied rules and procedures to employees.	3.72	0.075	1.23	33.08%	74.38%	3
2	Employees have a desire to be persistent.	3.27	0.080	1.31	39.95%	65.39%	5
3	The Department encouraged staff to cooperate with each other	3.39	0.076	1.24	36.68%	67.87%	4
4	The management style is why the work is done with high quality	3.81	0.064	1.05	27.73%	75.96%	1
5	Employees make maximum efforts when doing the work	3.19	0.087	1.34	40.77%	65.1%	7
6	The Department encouraged staff to rely on themselves.	3.72	0.072	1.17	31.17%	75.28%	2
7	The ministry's employees are efficient and efficient.	3.26	0.082	1.33	40.70%	65.20%	6

Table (4) shows the arithmetic mean, the standard deviation of the questionnaires for the performance of the employees, and the level of significance and relative importance of each paragraph. The mean is between (3.81-3.19). Paragraph (4) the average management level at (3.81) and the importance ratio reached (75.96%). This indicates that the management method of working in the Ministry of Tourism and Baptism Site Commission in Jordan leads to the completion of the work with high quality. The management also encourages the employees to rely on themselves during the performance of their work. Of the results that employees do not do their utmost when doing their work within the Ministry of Tourism and Baptism Site Commission in Jordan.

#### Table (5):

The correlation between administrative and ethical practices and the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

Variables	Performance of Employees
Administrative Practices	* 0.515P = 0.000
Ethical Practices	* 0.578P = 0.000

Table (5) shows correlation coefficients between independent and dependent study variables. A significant correlation is found between the administrative and ethical practices and the performance of the employees. The highest correlations were between the variables of ethical practices and the performance of the employees at a value of (0.578) is a function at the level of ( $\alpha \leq 0.05$ ). while the correlation between the two variables of Administrative practices and the performance of employees was lower and the value of (0.515) is a function at the level of ( $\alpha \leq 0.05$ ). Based on the

#### TESTING HYPOTHESES

**The first hypothesis:** There is no statistically significant effect at the level ( $\alpha = 0.05$ ) of the administrative practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

**The second hypothesis:** There is no statistically significant effect at the level ( $\alpha = 0.05$ ) of the ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan. In order to test the hypotheses of the study, Pearson correlation coefficient was used to verify the nature of the relationship between administrative and ethical practices and the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan, as shown in Table (5).

results presented, it appears that the variables are correlated with significant relationships indicating that the increase or decrease in one of them leads to an increase or decrease on the other variable. Therefore, the null hypothesis was rejected and the alternative hypothesis is accepted:-

**The first hypothesis:** There is an impact of ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

**The second hypothesis:** There is an impact of administrative practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.

### RESULTS OF THE STUDY

- Rejection of the first hypothesis and accept the null hypothesis that there is an impact of ethical practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.
- Rejection of the second hypothesis and accept the null hypothesis which states that there is an effect of the administrative practices on the performance of employees in the Ministry of Tourism and Baptism Site Commission in Jordan.
- The highest correlation between the two variables was found to be (0.578), which is a function at ( $\alpha \leq 0.05$ ), while the correlation value between the variables of Administrative practices and the performance of the employees was lower (0.515) which is a function at ( $\alpha \leq 0.05$ ).
- The administration provides training programs to develop the skills and competencies of the employees. The administration also encourages the employees to propose new ways to work in the Ministry of Tourism and Baptism Site Commission in Jordan.
- The administration is direct to the lack of desire to address stakeholders in the ministry.
- The relationship between managers in the Ministry of Tourism and Baptism Site Commission in Jordan. Is dominated by informal relations between managers in the ministry.
- The Department is more concerned with achievements than with the application of regulations and procedures.
- The management style of work in the Ministry of Tourism and Baptism Site Commission in Jordan leads to the completion of work with high quality.
- Management encourages employees to be self-reliant in the course of their work.
- The employees do not exert their utmost efforts when carrying out their work within the Ministry of Tourism and Baptism Site Commission in Jordan.

### RECOMMENDATIONS OF THE STUDY

- Design management programs on the subjects of administrative and ethical practices.
- Encourage employees to make maximum efforts in their work, by activating incentive programs and rewards.
- Activate performance management to encourage them to complete their work as quickly and cost-effectively.
- Inviting the managers of the Ministry of Tourism and Baptism Site Commission to increase attention to the ethics of management through the interest of analyzing the internal and external environment of the ministry.
- Encourage managers working in the Ministry of Tourism and Baptism Site Commission to increase interest in competition and considered the driving force of work in the ministry.

- Inviting directors of the Ministry of Tourism and Baptism Site Commission to increase the interest of managers to provide opportunities for continuous development.
- Encourage employees to cooperate and work together, by holding training courses for employees to urge them to do so.
- Adopting a modern management ethic that works to raise and improve institutional performance.
- To invite researchers to conduct further research on ethical and administrative practices due to the lack of research in the Arab world.

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