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**Impact of Implementing Criteria of  
The King Abdullah II Award for Excellence in  
Government Performance and Transparency  
On Improving the Performance of Jordanian Public Institutions**

**By**

**\*Abdullah AL-Qudah**

**\*\*Khaled M.Alhyasat**

**\*\*\* Ghazi F. Abuzeitoun**

This study aims at shedding light on the impact of implementing criteria of King Abdullah II Award for Excellence and Transparency (KAA) on improving the performance of the Jordanian public institutions that participated in the KAA more than once.

The study uses descriptive statistical analysis; and the study sample is comprised of (52) Jordanian Public Institutions that participated in the KAA more than once by the end of the Fourth Session (2008 – 2009); (50%) of which were chosen on a random basis after excluding Military Service Institutions for their privacy and confidentiality.

The Study reached the following conclusions:

1. There is a positive impact of KAA criteria on the study sample in the field of Leadership, People, Operations, Knowledge, and Finance.
2. There is a positive impact of KAA on improving people performance at the study sample.
3. There is a positive impact of KAA on improving performance in Jordanian Public Institutions in the field of continuous improvement, employees' satisfaction, customers' satisfaction, and social responsibility.

\*Managerial Development Manager/

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