

MANAGEMENT, ORGANIZATIONAL COMMITMENT, ORGANIZATIONAL CULTURE ORGANIZATIONAL JUSTICE AND ITS RELATION TO THE PERFORMANCE LEVEL IN ADMINISTRATIVE AND GOVERNMENTAL INSTITUTIONS

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ABSTRACT

Reflect the organization's culture, general behavior and codes of conduct that are convinced by those who work within the organization and depend on their transactions, including established rituals and practices over time to form ways of thinking, working methods, decision making, etc. the values of employees and customer behavior are expressed with the organization, the study problem is summarized in the following: (What is the level of management, organizational commitment, organizational culture, organizational justice and its relation to the level of performance in the administrative and governmental institutions). The organizational justice of the employees of the administrative and governmental institute, which contributes to the sense of high value, belonging and citizenship, and develop the capabilities of the staff and develop skills to maintain and benefit from them. Which contributes to the individual's sense of satisfaction and loyalty to increase the level of performance and management without these four elements and their integration leads to a significant failure in the work of the employee, can't be completed the management process in an ideal manner, the research methodology used the researcher's analytical descriptive approach. Methods of data collection through surveying and drawing conclusions and recommendations from previous studies. Organizational commitment, organizational culture, and regulatory justice play an important role in the management and increase the rate of performance and the importance of raising the rate. the level of performance in public and private administrative institutions in the era of globalization, so that employees are alerted to higher performance and increased job satisfaction and belonging to the institution, and to impose this change on the need for information systems to provide the highest level of performance and fair services of quality management services to increase the high level of development through performance that. Staff values and behavior reflect the organization. this culture has an effective impact on the performance of individuals and the overall performance of the organization, which means that the public administration is concerned with providing services and achieving the goals of all groups of society rather than a particular group of society. For private management or business administration, a direct image of the study profiles. In the above, the researchers studied a number of previous studies related to the variables of this study and the existence of many results that emphasize the importance of raising the level of performance through organizational commitment and culture and organizational and organizational justice and its role is very important in the development of management skills and increase the level of performance and

belonging. In addition to achieving customer satisfaction to increase sales and competitiveness.

KEYWORDS: *Customer Satisfaction, Development of Management Skills*