

**AVAILABILITY OF TECHNICAL SKILLS AMONG WORKERS IN
BANKS IN AQABA, CASE STUDY OF THE COMMERCIAL BANKS IN
AQABA CITY / JORDAN
2013/2014**

FATHI RADI

MBA STUDENT,
THE UNIVERSITY OF JORDAN,
AQABA BRANCH

ABSTRACT

The study aims to find out the Availability of technical skills among workers in commercial Banks in Aqaba City : Jordan, depending on questionnaires distributed on 75 employees in Aqaba banks the research reaches results that workers in banks in Aqaba have significant Math Skills and Computer Skills, but they do not have significant Customer Service Skills and Communications Skills, depending on results researcher recommended that Banks of Aqaba should adopt international service quality standers, to raise Communications and Customer Service Skills among its employees.

KEYWORD: Communication Skills, Analytic and research skills, Computer skills, Flexibility and adaptability, Personal capabilities, Awareness of the multiple cultures & Organizing
