

**Measuring and managing operational risks in the real-estate sector:  
The case of Jordan**

**Student: Noura Hamza Saeed Al-Hamzeh**

**Supervisor : Dr. Anwar Al-Qasaymeh**

**Prof. Dr. Thair Qaddumi**

**Abstract**

The study aimed to demonstrate the impact of operational risks on the Jordanian real estate sector, as it focused on three main dimensions (quality, cost and timeframe) and the extent of their significant impact on the financial performance of the real estate companies listed on the Amman Stock Exchange. And reflects the role What is important for risk management is to limit or reduce the negative effects of potential operational risks. The study sample consisted of Jordanian real estate companies listed on the Amman Stock Exchange, whose financial statements are available during the study period from 2008 to 2019. And a group of private companies working in the same sector. The study find that one of the most important operational risks in the Jordanian real estate sector is a weakness in understanding the nature and importance of the concept of risk management for those responsible for real estate projects and a weakness in the competence of contractors, in addition to the presence of a defect in the plans of real estate projects and engineering designs and it does not match the ground reality. Based on these results, a set of recommendations have been reached that must be taken into consideration, including: The need to ensure that dealing with highly qualified contractors and the need to ensure that the construction process is going according to the designs laid stage by stage to avoid the occurrence of defects and mismatch of designs on the ground.