

The Role of Commercial Banks in Controlling Money Laundering Operations: A Case Study of the Commercial Bank of Jordan

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The study aims at identifying the role of commercial banks in controlling money laundering operations. The study population consisted of all employees of the Commercial Bank of Jordan (794). A random sample of 25% of them, or 155 employees, was selected. In order to achieve the objectives of the study, the researcher prepared and developed the study instrument according to the administrative literature, as well as previous studies related to the topic of supervision of the money laundering operations. Later, the validity and stability of the instrument was tested and achieved, where the value of the stability factor (Alpha Kronbach) for the total instrument was (0.884). The following are the main results of the study: **a.** There exists a significant statistical correlation at the significance level ($\alpha = 0.05$) between the four dimensions of the control of money laundering operations: the compliance with international laws and regulations, Central Bank instructions, internal control procedures, clarity of evidence and the training and qualification of employees. This supports all the values of statistical significance (Sig) below the moral level ($\alpha = 0.05$). **b.** There were no statistically significant differences at the significance level ($\alpha = 0.05$) between responses of the sample, regarding the role of the control dimensions on money laundering. This is due to some personal and functional characteristics such as age, academic degree, job title and years of experience. The study concluded that the management of the Commercial Bank of Jordan should take greater care in the training and qualification of employees. It obtained the fifth and last rank on the priority standards in the assessment of the bank employees. Better training will play an active role in providing the employees with the expertise and knowledge that qualify them in the control of money laundering.



Key words: *Money Laundering, Internal Control, Staff Training, Commercial Bank of Jordan.*

Introduction

The phenomenon of money laundering is one form of trans-continental economic crime aimed at concealing the legitimacy of funds that are originally of unlawful origin. It has a negative impact on the affected societies in terms of national income, its structure and distribution, saving, unemployment rates, investment, its rate and structure, the allocation of resources, and the stock market and the banking system. Crime has become completely free of goods and services, as well as from borders and restrictions. It is beyond the norms, principles and laws that govern human behaviour (Awadallah, 2005).

From time immemorial, anyone who gains money illegally through crime has sought to conceal the effects of these crimes and to instate a legitimate source of their money. The term money laundering was specifically defined only in 1988 through the United Nations Convention against Illicit Traffic in Narcotic Drugs (Shams al-Din, 2001).

The use of the term money-laundering in the United States of America has been used in relation to Mafia-owned laundering institutions, which are monetary institutions whose primary purpose is to mix illicit revenue and legitimate revenue so that all revenues appear to come from a legitimate source. With the emergence of the term money laundering in the United States of America, it is believed that the term "dirty money" refers to the money generated by criminal activities. In order to avoid the exposure of these activities, the source of their income needed to be concealed (Abdel Hamid and Raafat, 2013).

Several definitions of money laundering have appeared in the international legal code. It is defined by the United Nations Convention against Corruption in Vienna in 2003 as the transfer of property knowingly involved in the proceeds of a criminal act that is intended to conceal or disguise the illicit origin of such property, or assist any person involved in the commission of the predicate offense. This may include helping them escape the consequences of their conduct, or to hide or disguise the true nature, property, location, disposition, movement or ownership of property, while knowing that such property is the product of a criminal act. The definition also encompasses the discovery, possession or use of property one knowingly received as the proceeds of a criminal act (Al-Saifan, 2010).

It also covers the concealment of the real source of money deposited in the banking system in order to legitimize it, the giving of false information about this source by any means, and the transfer or replacement of the funds for the purpose of concealing or disguising their source.



The term also extends to the possession, use, or employment of illicit funds to purchase movable or immovable assets, or to carry out various financial transactions (Al-Rubaie, 2005).

In Italy, which is famous for the complex activities of criminal organizations, a legislator defined it as "replacing any money, goods or other money derived from any kind of intentional crime or concealing the source of such money from the crimes derived from it" (Al-Khrishah, 2009).

Levi (2000) defined the offense of money-laundering as knowingly transferring or depositing unlawful funds or, with a view to conceal the true source of such funds, assisting in its execution. This definition also applies to cases where suspicious property is acquired, possessed, or used, while knowing at the time of receipt that they were obtained from, or contributed to, a crime.

Banks are important for the organization of illicit funds because of the complexity, speed and overlap of banking operations. Money launderers cannot carry out these operations without using the services provided by the banking system. This is complicated by the progress of banking operations and the use of modern electronic services, which are able to be used in violation of the law, especially since most of these operations are carried out in an automated manner and control over them requires money, effort, and time (Ahmad, 2008).

The money launderers exploited the integration of international financial markets and the technological development in banking and financial systems. In order to clean their money, this became their main channel to transfer and move dirty money anywhere in the world and thus disguise and hide the unlawful origin of these funds. The illegal money that money launderers launder is at a global level (Al- Sharafat, 2002).

In view of these challenges and the awareness of the international community of the serious negative effects of money-laundering on national economies, as well as the threat to the international community as a whole, the international and regional efforts to limit, control and correct the phenomenon, and to arrest and punish those responsible, has led to the issue of several international agreements and documents. These aim to address money laundering by stressing that all countries should monitor banks, as well as modernize national laws and regulations in the fight against money laundering operations at a national level. Globally various countries should cooperate through bilateral, regional and international channels (Al-Saad, 2006).

The Hashemite Kingdom of Jordan, like other countries in the world, is keen to counter money laundering. The banks have done their best to combat money laundering and punish the

perpetrators. This is done by developing their legal and legislative systems in all respects and adapting them to international legislation and laws.

First: The General Framework of the Study

Problem and Questions of the Study

The supervision of the banking and financial system is the most important element of the comprehensive confrontation of money laundering activities because of its availability to money launderers, who invest their funds and, in doing so, hide and camouflage the real source their dirty money. Commercial and financial institutions must make several preventive measures such as customer verification, as well as focus on internal programs, in order to prevent money laundering. To come to terms with the obstacles facing banks in combating money laundering operations, this study formulated the following question:

How do the members of the study sample assess the role of the Commercial Bank of Jordan in controlling money laundering operations?

Importance of the Study

The study derives its importance from the role of banks play as the refuge and sanctuary for most money laundering operations. The supervision of commercial banks on money laundering operations are the most important pillars of the comprehensive control of these operations. This phenomenon has negative social and economic repercussions in all countries. The study could be a guide for banking sector and anti-money laundering officials to identify the role played by banks in the fight against money laundering in order to prevent the spread of this type of crime.

Objectives of the Study

This study aims to achieve the following objectives:

- a) Learn about the procedures applied in commercial banks to counter money laundering.
- b) Identify the degree of knowledge of the employees of commercial banks regarding the existence of the laws and regulations governing money laundering control operations.
- c) Identify the obstacles faced by banks operating in the Kingdom in combating money laundering.
- d) Work to submit viable proposals to heighten the role of the banking sector in combating money laundering operations.

The Study Hypotheses

H₀₁: There is no statistically significant correlation at the significance level ($\alpha = 0.05$) between the dimensions of control over money laundering operations and customer verification, internal

control procedures, compliance with international laws and regulations, Central Bank instructions, and rehabilitation.

H₀₂: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the study sample members on the role of the combined control dimensions on money laundering operations due to personal and functional characteristics (age, academic qualification, job title, years of experience).

The second main hypothesis stems from a number of sub-hypotheses:

H₀₂₁: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of respondents as to the role of the combined control dimensions on money laundering due to the age variable.

H₀₂₂: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the study sample members on the role of the combined control dimensions on money laundering operations attributed to the scientific qualification.

H₀₂₃: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the study sample members on the role of the combined control dimensions on the money laundering operations attributed to the job title.

H₀₂₄: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of responses as to the role of the combined control dimensions on money laundering operations due to years of experience.

Second: Literature Review

- A study by Stephen, S., (2015) entitled: "Identifying money laundering: Analyzing suspect financial conduct against the speed, cost, and security of legitimate transactions"

The study aims at developing an innovative, revised and general model to reduce money laundering in Canada. The study used a proposed model that provides a renewable structure based on speed, cost and security factors to analyse money laundering operations. This is an innovative approach that is not based on conventional models based on monetary analysis. The study concluded that the model enhances the objective analysis of financial ethics either in conjunction with or independent to external evidence. The study recommended that the model be based on the study of the characteristics associated with financial options and mainly focused on the information available about the client. Therefore, preliminary investigations can be carried out before official lists of suspected money laundering by the concerned authorities.

- A study by Okab, R., (2014) entitled: "Applying Internal Control Procedures for Detecting and Preventing Money Laundering Operations in Banks, Afield Study in the Hashemite Kingdom of Jordan"

The study aims at identifying the role and importance of internal control procedures to detect and prevent money laundering operations in Jordanian banks by identifying internal control

procedures that contribute to the detection of money laundering operations. The study used the descriptive analytical method by distributing the questionnaire to banks in Jordan. The study found that it is important to apply internal control measures to detect money laundering in Jordanian banks and that the risks of money laundering occur more and more in electronic banking services than conventional ones. The study recommended that it is necessary to circumvent administrative supervision and the culture of control from senior management, as well as the appointment of an employee in each branch of the bank to audit files when opening accounts.

- A study by Hussein (2012) entitled "Analysis of the factors affecting the detection and reporting of the external auditor of money laundering operations"

The study aims at identifying the relationship between the operation of funds and financial statements in the establishment. In order to show the role and importance of the auditing process, this study used internal control systems as the control tool to prevent money laundering operations. The study used the descriptive analytical method by distributing the questionnaire to a random sample of Jordanian legal auditors who are registered with the Association of Jordanian Certified Public Accountants. The study traced the poor detection of money laundering, which threatens business enterprises from the point of view of the external auditor of Jordan, to the weakness and effectiveness of the internal control system in combatting money laundering, as well as the internal auditor's knowledge of his duties and responsibilities towards the detection of these operations. It recommends the establishment of adequate internal controls to prevent and detect money-laundering operations, to keep abreast of developments in the field of information and communications technology, and to activate the role of the Audit Committee in business enterprises.

- A study by Al-qudah (2010) entitled "Responsibility of Jordanian Banks for Money Laundering"

The study aims at identifying the role of the law against money laundering and terrorist financing of Jordan No. (46) for the year 2007 as this law will have an important role in combating these operations. The study used the method of descriptive analysis of the provisions of the law of combating money laundering and terrorist financing of Jordan No. 46 for the year 2007 and the relevant international conventions. The study found that there is negligence in many financial institutions in different countries in following up and auditing people who transfer funds through financial institutions and identify the sources of these funds, as well as a lack of specialized units to follow up and monitor money laundering operations in most financial institutions. The study recommended that awareness be raised through all media about the seriousness of money laundering operations and the necessity of activating international



cooperation and effective coordination between the security and economic agencies in Arab countries to combat money laundering.

- A study by Al-Baza'i, (2005), entitled "The Economic and Security Effects of the Money Laundering Process and Ways to Combat it".

The study aims at identifying the sources of dirty money, and to identify the most important policies and mechanisms adopted by the Kingdom of Saudi Arabia in combating money laundering. The researcher used his descriptive approach by applying a questionnaire distributed to Saudi employees in commercial banks and banking companies. The study found a number of results. The most important of these results are the facts that the amounts transferred with the commercial activity of the adapter and the fraud of the employees is not commensurate with banking policies and regulations, the opening of more than one account to the customer, the absence of legislation to criminalize money laundering, and the negligence of banks.

- A study by Al-Tarawneh and Al-Btosh, (2005) entitled "The Basis of Banks' Commitment to Combating Money-Laundering Operations and the Scope of this Commitment in the Jordanian Legal System"

The study aims at identifying the legal basis for obligating banks operating in Jordan to play their role in preventing and detecting money laundering.

The study examined the importance of obliging Jordanian banks to play their role in preventing and detecting money laundering in light of Article 93 of the Banking Law No. 28 for the year 2000 and the Central Bank Instructions No. 10 for the year 2001, which have had a negative impact on the general climate of investment and currency fluxutions. The study also reviewed the procedures to be followed by banks to combat these operations. The study recommended the issuance of a special law to combat money laundering operations and criminalize all its forms.

- A study by Attiyah, (2004), entitled "Responsibility of the Auditor for Disclosure and Disclosure of Money Laundering Crimes"

The study aims to learn the effect the issuance of anti-money laundering laws had on the professional performance of the auditor during the audit process at various stages under current professional requirements. The study was conducted to explore the opinions of auditors working in audit offices in the Arab Republic of Egypt, whose work experience is no less than 10 years, with a sample of 100 employees. The study found that 88% of the sample showed no interest in money laundering offenses and their implications compared with the interest of international and regional organizations. The study recommended not to overlook the role of

references within the provisions of the law to combat money laundering in Egypt, and the need to narrow the gap between professional requirements and the requirements imposed on the references of the law against money laundering.

- A study by Al-Mubarak, (2003), entitled "The role of commercial banks in controlling money laundering"

The study aims at identifying the nature and methods of supervision used by commercial banks to counter money laundering and the obstacles facing them in Dubai, UAE. The study was based on the analytical descriptive method. A simple random sample was selected from the employees of the commercial banks of 28 Arab and foreign banks in Dubai with 280 employees. The study found that banks in Dubai closely follow anti-money laundering control methods and procedures. The study recommended launching an educational campaign aimed at bank employees that highlighted the most important laws and regulations that criminalize money laundering, as well regulating the supervision of banking and financial institutions in the country. It also recommended that the supervisory procedures should be activated by the Emirates Central Bank and commercial banks in Dubai.

Third: Method and Procedures

Study Methodology

In the light of the study problem and its objectives, the study adopts the analytical descriptive method for the purpose of describing the responses of the study sample members on the variables of the study, as well as measuring the differences. The responses of the study sample members focus on the role of banks in supervising money laundering operations in view personal and functional characteristics, qualification, job title, and years of experience.

Study Population and Sample

The study population consisted of all the employees of the Commercial Bank of Jordan (794). A random sample was chosen (25%). The sample was 199 employees, and 199 questionnaires were retrieved (165) (82.9%), while the number of valid forms for the purposes of statistical analysis (155).

Study Tool

Based on administrative literature and previous studies related to the subject of supervision of money laundering operations, the researcher prepared the study tool and developed it and tested its validity and stability as follows:

A. Credibility of the Tool

To verify the authenticity of the tool and judge its validity, it was presented to a group of arbitrators who are specialized in administrative sciences and are faculty members in official and private universities in Jordan. Some amendments were made in light of the opinions of the arbitrators. The final questionnaire included (45) paragraphs divided into five dimensions. The researcher used the five-dimensional Likert scale to measure the responses of the sample members. The questionnaire was divided into two parts. The first section consists of four demographic variables (age, qualification, job title, and years of experience). The second section consists of (45) paragraphs that measure the dimensions of the supervision of money laundering operations.

B. Stability of the Tool

To verify the stability of the tool, the researcher used the Alpha Cronbach coefficient to measure the internal consistency of the resolution paragraphs, which reached the total tool (0.884). This is good for administrative and human research. Table (1) shows that:

Table 1: Alpha Cronbach coefficients (internal consistency of resolution paragraphs)

Dimensions of control of money laundering operations	Number of paragraphs	Cronbach alpha coefficient
Verify the client	9	0.732
Internal control procedures	9	0.803
Compliance with international laws and regulations & instructions of the Central Bank	9	0.784
Clear evidence	9	0.718
Training and qualifying staff	9	0.857
The tool as a whole	45	0.884

Statistical processing methods

For the purposes of the statistical analysis of data, the researcher used descriptive and analytical statistical methods available in the social statistical packages (SPSS) for the purpose of describing the responses of the study sample members on the variables of the study, as well as testing the hypotheses.

Fourth: Statistical Analysis of Data

This section presents the results of the analysis related to answering the study question and testing its hypotheses as follows:

Results related to answering the study question

What is the level of evaluation of the members of the study sample of the role of the Commercial Bank of Jordan in controlling money laundering operations?

For the purpose of answering the study question, calculation averages and standard deviations were calculated to determine the estimates of the sample members on the level of their evaluation of the role of the Commercial Bank of Jordan in monitoring money laundering operations. As shown in Table (2) below:

Table 2: The arithmetical averages and standard deviations of the role of the Commercial Bank of Jordan in monitoring money laundering operations

N	The control dimensions of the average money laundering operations	Arithmetic mean	Standard deviation	Relative importance (Rank)
1	Verify the client	4.17	0.52	1
2	Internal control procedures	4.05	0.61	3
3	Compliance with international laws and regulations & instructions of Central Bank	4.09	0.57	2
4	Clear evidence	4.02	0.69	4
5	Training and qualifying staff	3.99	0.71	5

Table (2) shows that client verification obtains rank (first) in terms of importance to the members of the study sample with an average of 4.17 and a standard deviation of 0.52. Then came (Compliance with international laws and regulations and instructions of the Central Bank), which ranked (second), with an average of (4.09) and a standard deviation of (0.57). After that came the internal control procedures, which was ranked third with an average of 4.05 and a standard deviation of 0.61. The training and qualifying staff ranked fourth, with an average of (4.02) and a standard deviation of (0.69) Finally, (the clarity of the evidence and the explanatory evidence) ranked (fifth) and last on the priorities of the sample of the study sample at the Commercial Bank of Jordan, with an average of 3.99 and a standard deviation of 0.71.

Results related to testing hypotheses

Before testing the hypothesis of the study and the hypotheses arising from it, the researcher considered verifying some of the characteristics of the data represented by the existence of the problem of (multicollinearity) of its non-existence among the variables, and the homogeneity test of the (heterogeneity), as follows:

A. Variation inflation factors test

Table (3) indicates the results of the VIF test for verifying the existence of the linear multiplicity problem between the control dimensions of money laundering operations (customer verification, internal control procedures, Compliance with international laws and regulations and instructions of the Central Bank, Training and qualifying staff, clarity of evidence) from non-existence:

Table 3: VIF test results to verify the problem of linear multiplicity between variables

The control dimensions of the average money laundering operations	Tolerance	VIF	Critical value of the test
Verify the client	0.581	1.721	10
Internal control procedures	0.367	2.725	10
Compliance with international laws and regulations & instructions of the Central Bank	0.269	3.717	10
Clear evidence	0.313	3.195	10
Training and qualifying staff	0.272	3.676	10

It is clear from the results in Table (3) that there is no problem of linear multiplicity between the control dimensions of money laundering operations (customer verification, internal control procedures, Compliance with international laws and regulations and instructions of the Central Bank, Training and qualifying staff, clarity of evidence). This is confirmed by the calculated VIF values of (1.721, 2.725, 3.717, 3.195, and 3.766) respectively, as all calculated VIF values are less than the test value of (10).

B. Homogeneity testing

Table (4) shows the results of the data homogeneity testing test to verify that the data of the control dimensions of money laundering operations are homogeneous:

Table 4: Test results (t) to verify the homogeneity of the data of the control dimensions of money laundering operations

The control dimensions of the average money laundering operations	Calculated value (t)	df.	Sig of (t)
Verify the client	37.317	154	0.000
Internal control procedures	32.488	154	0.000
Compliance with international laws and regulations & instructions of the Central Bank	29.123	154	0.000
Clear evidence	30.278	154	0.000

Training and qualifying staff	26.624	154	0.000
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The results shown in Table (4) show the homogeneity of the data of the study variables. This is confirmed by the values of the test criterion (t) calculated for the control dimensions of the money laundering operations. All the statistical significance values are less than the moral level ($\alpha = 0.05$), which means that data on the control dimensions of money laundering operations are characterized by high homogeneity.

Once certain characteristics of the above data have been ascertained, the hypotheses of the study can be tested as follows:

First Hypothesis Test Results

H₀₁: There is no statistically significant relationship at the significance level ($\alpha = 0.05$), between the dimensions of control of money laundering operations and customer verification, internal control procedures, compliance with international laws and regulations and instructions of the Central Bank, Training and qualifying staff, and clarity of evidence.

In order to test the validity of the first major hypothesis, the correlation coefficient of Spearman was used. As shown in Table 5 below:

Table 5: Results of the Spearman correlation coefficients between the control dimensions of money laundering operations

Control dimensions of money laundering	Verify the client	Internal control procedures	Compliance with international laws and regulations and the Bank's instructions	Clear evidence	Training and qualifying staff
Verify the client Sig.	1	0.343 (0.546)	0.438 (0.285)	0.267 (0.651)	0.318 (0.558)
Internal control procedures Sig.	-	1	0.597 * (0.009)	0.688* (0.007)	0.779* (0.004)
Compliance with international laws Sig.	-	-	1	0.756* (0.005)	0.652* (0.007)
Clear evidence Sig.	-	-	-	1	0.601* (0.009)

Training and qualifying staff	-	-	-	-	1
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(*) Means that there is a statistically significant relationship at the significance level ($\alpha = 0.05$).

- The values between the brackets represent the statistical significance (Sig) of the calculated correlation coefficients.

The results presented in Table (5) show the following:

- a. There is no statistically significant correlation at the significance level ($\alpha = 0.05$), after verification of the client, and compliance with international laws and regulations, Central Bank instructions, internal control procedures, clarity of evidence, training and qualification of staff. The statistical significance values (Sig.) are greater than the significance level ($\alpha = 0.05$).
- b. There is a statistically significant correlation at the significance level ($\alpha = 0.05$) between four dimensions of money laundering control (compliance with international laws and regulations, Central Bank regulations, internal control procedures, clarity of evidence, training and qualification of staff). All values of statistical significance (Sig.) are less than the significance level ($\alpha = 0.05$).

Second Hypothesis Test Results

H₀₂: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the study sample members on the combined control dimensions of money laundering operations due to some personal and functional characteristics (age, academic qualification, job title, years of experience).

To test the validity of the second major hypothesis of its validity, (One-way analysis of Variance-ANOVA) was used. In order to achieve this, the validity of the sub-hypotheses resulting from them should be ascertained, as follows:

First Sub-Hypothesis Test Results

H₀₂₁: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of respondents regarding the role of the combined control dimensions on money laundering due to the age variable.

To test the validity of the first hypothetical hypothesis, the ANOVA technique was used. It is clear from the values of the arithmetic means in Table (6) that there are apparent differences between the arithmetical averages of the responses of the study sample members on the role of the combined control dimensions on the money laundering operations, depending on the variable (age). In order to uncover the significance of the differences between the arithmetical averages

of the estimates of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, due to variance (age), the (F) test in the variance analysis table was used:

Table 6: Results of the analysis of variance, to measure the differences between the responses of workers in the Commercial Bank of Jordan about the role of the dimensions of control combined on money laundering, attributed to variable (age)

Study variables	Age	Mean	Standard deviation	Calculated value (F)	Statistical significance
The dimensions of control combined	Less than 30 years	3.72	0.82	2.254	0.126
	30 - 40	3.98	0.64		
	40-50	3.92	0.68		

The results in Table (6) show that there are no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations, due to the variable (age). What is supported by the value (F) calculated for the dimensions of control combined is that the value of the statistical significance of (0.126) for these dimensions is greater than the significance level ($\alpha = 0.05$), which indicates acceptance of the first sub-hypothesis (H_{021}). This means that the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations are equal regardless of age.

Second Sub-Hypothesis Test Results

H₀₂₂: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in supervising money laundering operations due to qualification.

To test the validity of the second hypothetical hypothesis, the ANOVA technique was used. It is clear from the values of the arithmetic means in Table (7) that there are apparent differences between the arithmetical averages of the responses of the study sample members about the role of the combined control dimensions on the money laundering operations, depending on their qualification. In order to uncover the significance of the differences between the arithmetical averages of the estimates of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, due to the variable (qualification), the (F) test in the variance analysis table was used:

Table 7: Results of the analysis of variance, to measure the differences between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, attributed to the (qualification)

Study variables	Qualification	Mean	Standard deviation	Calculated value (F)	Statistical significance
The dimensions of control combined	Public secondary school or below	3.71	0.83	1.054	0.405
	Average Diploma	3.78	0.79		
	BA	4.05	0.51		
	Postgraduate	4.06	0.49		

The results indicated in Table (7) show that there are no statistically significant differences at the significance level of ($\alpha = 0.05$) between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations, due to the variable (qualification). This is supported by the value (F) calculated for the combined control dimensions, and that the statistical significance value (0.405) calculated for these dimensions is greater than the significance level ($\alpha = 0.05$). This indicates the acceptance of the second sub- hypothesis (H_{022}). This means that the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations are equal regardless of their qualifications.

Third Sub-Hypothesis Test Results

H₀₂₃: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in supervising money laundering operations attributed to job title.

To test the validity of the third hypothetical hypothesis, the ANOVA technique was used. It is clear from the values of the arithmetic means in Table (8) that there are apparent differences between the arithmetical averages of the responses of the study sample members about the role of the combined control dimensions on the money laundering operations, depending on the job title. In order to uncover the significance of the differences between the arithmetical averages of the estimates of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, due to the variable (job title), the (F) test in the variance analysis table was used:

Table 8: Results of the analysis of variance, to measure the differences between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, attributed to the (job title)

Study variables	Job title	Mean	Standard deviation	Calculated value (F)	Statistical significance
The dimensions of control combined	Employee	3.76	0.85	2.654	0.106
	Head of the Department	3.81	0.84		
	Director of the Department	3.79	0.82		
	Branch manager	3.99	0.57		
	Director general	4.02	0.48		

The results indicated in Table (8) show that there are no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations, due to the variable (job title). This is supported by the value (F) calculated for the combined control dimensions, and that the statistical significance value (0.106) calculated for these dimensions is greater than the significance level ($\alpha = 0.05$). This indicates the acceptance of the second sub-hypothesis (H_{023}). This means that the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations are equal regardless of their job title.

Forth Sub-Hypothesis Test Results

H₀₂₄: There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in supervising money laundering operations attributed to years of experience.

To test the validity of the third hypothetical hypothesis, the ANOVA technique was used. It is clear from the values of the arithmetic means in Table (9) that there are apparent differences between the arithmetical averages of the responses of the study sample members about the role of the combined control dimensions on the money laundering operations, depending on the years of experience. In order to uncover the significance of the differences between the arithmetical averages of the estimates of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, due to the variable (years of experience), the (F) test in the variance analysis table was used:

Table 9: Results of the analysis of variance, to measure the differences between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering, attributed to the (years of experience)

Study variables	Years of experience	Mean	Standard deviation	Calculated value (F)	Statistical significance
The dimensions of control combined	Less than 5 years	4.19	0.43	1.574	0.324
	5 -10	4.18	0.44		
	10 years and over	4.21	0.39		

The results indicated in Table (9) show that there are no statistically significant differences at the significance level ($\alpha = 0.05$) between the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations, due to the variable (years of experience), this is supported by the whole F value calculated for the combined control dimensions, and that the statistical significance value (0.324) calculated for these dimensions is greater than the significance level ($\alpha = 0.05$). This indicates the acceptance of the second sub-hypothesis (H_{024}). This means that the responses of the employees of the Commercial Bank of Jordan about the role of the combined control dimensions on money laundering operations are equal regardless of their years of experience.

Fifth: Conclusions and Recommendations

Conclusions

The study reached a number of conclusions in the light of its results, including the following:

- a.** The results showed that the verification of the client rank first in terms of importance to the members of the sample of the study. Compliance with international laws, regulations and instructions of the Central Bank came in the second, internal control third, and the training and qualification of employees in rank fourth. Finally, training and qualification of staff ranked fifth and last on the priority list of employees of the Commercial Bank of Jordan.
- b.** There was a statistically significant correlation at the significance level ($\alpha = 0.05$), between the dimensions of the control of money laundering operations, namely: compliance with international laws, regulations, and instructions of the Central Bank, and internal control procedures.
- c.** (Mechanism, clarity of guides, training and qualification of staff). What supports this is that all the values of statistical significance (Sig.) are less than the significance level ($\alpha = 0.05$).
- d.** There was no statistically significant correlation at the significance level ($\alpha = 0.05$) between verification of the client and compliance with international laws and regulations, Central Bank

instructions, internal control procedures, clarity of evidence, training and qualification of staff. The statistical significance values (Sig.) are greater than the significance level ($\alpha = 0.05$).

e. There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in controlling money laundering due to age.

f. There were statistically significant differences at the significance level ($\alpha = 0.05$) between responses of the study sample members on the role of banks in supervising money laundering operations due to the qualification.

g. There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in controlling money laundering due to job title.

h. There were no statistically significant differences at the significance level ($\alpha = 0.05$) between respondents in the study sample about the role of banks in controlling money laundering due to years of experience.

Recommendations

The study reached a number of recommendations in light of the results, including the following:

a. In view of the active role played by the training process in providing workers with the expertise and knowledge that qualifies them for the management of money laundering, the importance of the management of the Commercial Bank of Jordan was stressed by the fact training and qualification of staff ranked fifth and last in terms of staff estimates of the bank's priorities.

b. To increase the interest of the Commercial Bank of Jordan's management in continuously supporting its employees and providing them training courses so that the efficiency of their performance is increased.

c. The researcher recommends that future studies aim at describing the role of other dimensions in the control of money laundering, which take into account statistical methods different from those used in this study.



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