

ABSTRACT

In Palestinian municipalities, a mounting backlog of maintenance needs has emerged within aging and vital infrastructure systems. A deficiency in effective service provision is attributed to subpar management and maintenance practices in maintaining crucial services such as water supply, electricity, road networks, educational institutions, and healthcare facilities. This issue holds significant relevance for research due to the current situation regarding these provisions in Palestine.

This research seeks to explore the relationship between maintenance management and organizational performance in municipalities within the West Bank, with a specific focus on maintenance services related to water supply, roads, and public facilities. The research employs quantitative methodology. A questionnaire was designed and distributed to assess the impact of these identified practices on economic, environmental, and social sustainability and performance.

The collected data were analyzed using structural equation model-partial least squares analysis (SEM-PLS) by the Smart-PLS software package. The findings of the research would be of great value for relevant stakeholders interested in improving the effectiveness and efficiency of the maintenance department in the Palestinian municipal sector and its sustainable organizational performance. Conclusions and recommendations were drawn based on the results of the assessment. The proposed recommendations took the shape of a set of actions to enhance the maintenance services at different municipalities