

# 1 The Quality of E-Government Services and its Role on Achieving 2 Beneficiaries Satisfaction

3 Sulieman Ibraheem Shelash Al-Hawary<sup>1</sup> and Sulieman Ibraheem Shelash Al-Hawary<sup>2</sup>

4 <sup>1</sup> Al-albayt University

5 *Received: 8 December 2015 Accepted: 3 January 2016 Published: 15 January 2016*

6

---

## 7 **Abstract**

8 The aim of this study is to analyze the impact of the quality of e-government services  
9 dimensions including: website design, reliability, responsiveness, security and privacy, and the  
10 availability of information and ease of use that are provided by the Ministry of Interior of the  
11 United Arab Emirates in achieving customer satisfaction. To achieve the objectives of the  
12 study, data were collected through a questionnaire that was developed and distributed to an  
13 appropriate sample of beneficiaries of the services provided by the Ministry of Interior of the  
14 United Arab Emirates. Also, appropriate statistical methods in data analysis were used to  
15 test the hypotheses of this study. Based on the results of the statistical analysis, the study has  
16 reached a number of conclusions of which the most important was: the impact of a statistically  
17 significant dimensions of the quality of electronic services community provided by the Ministry  
18 of Interior of the United Arab Emirates in achieving the satisfaction of beneficiaries.  
19 Moreover; the study found an impact of each of the dimensions of quality electronic services  
20 provided by the Ministry of Interior of the United Arab Emirates at the abstract level on  
21 achieving customer satisfaction provided by (?? 0.05). Referring to the results that have been  
22 reached, the researcher has suggested a number of recommendations that would elevate the  
23 level of electronic services provided by the Ministry of Interior of the United Arab Emirates.

24

---

25 **Index terms**— website design, reliability, responsiveness, security and privacy.

## 26 **1 Introduction**

27 The world has witnessed a growing interest in electronic services provided by governments in the past few years.  
28 This is due to the necessity and inevitability for the modern development in the field of information and  
29 communication technology. The Internet has played a major and important role as a mediator to complete  
30 the implementation of electronic-services provided by the governments which became a reality. There has been  
31 a major shift from traditional form of government services to the modern electronic form (E government).

32 The Ministry of Interior in the United Arab Emirates has persuaded the development of the electronic services  
33 and the improvement of the quality of electronic services which include: Website Design, Security and Privacy,  
34 Responsiveness, Information Availability, Ease of Use, and Reliability. The main electronic gate of the Ministry  
35 of Interior includes (384) services distributed over the main departments. The Ministry of Interior has worked  
36 to provide electronic services around the clock. The main gate also provide high-speed infrastructure protected  
37 with high-level security systems. The average daily operations on the portal is done in a quick easy matter and  
38 it exceeds quarter of a million process including queries, implementation of services and review pages.

39 The Ministry is working continuously on developing the electronic services, providing the best facilitations, and  
40 making it easier for users to quickly complete their transactions confidentially. The ministry electronic services  
41 became a model for all institutions on the local and international levels. The government is considered as a

## 4 A) THE QUALITY OF ELECTRONIC SERVICES

---

42 major indication in civilized countries that is built on information technology, telecommunication and knowledge  
43 economy. Therefore, the United Arab Emirates had to cope with all what is new in the field.

44 There, while applying the e-government services, important dimensions and applications are required, such  
45 as quality of electronic services from the website design, reliability security and privacy information availability  
46 and ease of use slot of egovernment services. Beneficiaries believe in these dimensions that may increase the  
47 satisfaction on Electronic Government Services.

48 Electronic government services is considered a main building block of the development strategies and keeping  
49 up with the world of information and information technology that faces a rapid development. The countries aim  
50 through supporting its e-government services is to be more effective and efficient by employing telecommunication  
51 and information technology. Thus, the importance of this study is to focus on the electronic services, which  
52 is considered a main subject in increasing transparency and effectiveness in country management. It is also  
53 supporting the participation of building new economy based on knowledge.

54 Hence, the importance of this study is presented through providing information to decision makers in the  
55 interior ministry about the beneficiaries satisfaction on the services providing by the ministry of interior in  
56 United Arab Emirates. Moreover, the study discusses a new topic that Arabic library shows a lack of according  
57 to the researchers knowledge.

58 It is expected that true result of this study will benefit the decision makers of ministry of interior in the United  
59 Arab Emirates in developing and improving their electronic services. This study is made to examine the impact  
60 of quality of electronic services on achieving the satisfaction of the beneficiaries.

## 61 2 II.

### 62 3 Literature Review

63 According to the rapid growth of using internet and information technology applications, the organizations around  
64 the world have worked on keeping up with this development by transforming its services from the traditional  
65 way into the electronic form that is delivered through various kinds of electronics. By applying the electronic  
66 services, the managerial procedures will easily decrease the cost and improve the quality and effectiveness of the  
67 performance of public institutions. Additionally, the electronic services is considered a revolution to eliminate  
68 the bureaucracy.

69 The e-business is considered a necessity for business nowadays, and it is expanding to reach all parties related to  
70 the organization including (suppliers, partners, and customers). E-business became a main part of organizations  
71 to achieve comparative advantage. (Melao, 2008). The quality of e-government services is considered a base  
72 in evaluating the success of electronic services offered to beneficiaries. Even though the concept of quality of  
73 electronic services still in its early stages in Arab communities, the Abu-Dhabi government puts a lot of effort  
74 to improve the electronic services and revising the beneficiaries complements and roles. This is done by using  
75 the bench marking to improve the electronic services regarding to services offered to citizens in the developed  
76 countries. It is done to reach the highest levels of satisfaction on the services provided by the Abu-Dhabi  
77 government, specially the Ministry of Interior. E-service providers are seeking, in general, to get benefit from  
78 information technology and telecommunication techniques in giving and providing the costumer with services. No  
79 one can deny the role of technology in affecting and facilitating services and converting it from common services  
80 to electronic services. Zeithaml et al. (2012) defined electronic services as actions, efforts and performances  
81 that are transformed using information technology. It includes selling services, costumer services, and delivery  
82 services. Moreover; Sanayel and Jokar (2013) defined ebusiness as "providing services on the electronic networks,  
83 like the internet, which is presented by service and production organizations. The success of those organizations  
84 depends on the quality of services they provide.

85 The three previous definitions reflect the main components of electronic services. Those components are:  
86 Service provider, service accepter, and the delivery method. Nowadays, the Internet is considered the major and  
87 the most important tool in transforming electronic services. The researcher defined the e-business as the services  
88 that is provided remotely by the public and private sector institutions desired to facilitate using it between the  
89 practitioners from outside those institutions in any of the electronic forms like the e-mail or the internet.

### 90 4 a) The quality of electronic services

91 The electronic management applications are considered one of the tools that can analyze, describe and share  
92 information to keep up with technological improvements and being aware of information security through  
93 protecting electronic management websites from the hackers and up use. By protecting information security,  
94 the beneficiaries will have trust in the electronic business as trust is considered a main and essential element of  
95 electronic business, especially in the cases where the services require a personal information. The beneficiaries  
96 need to feel that the information they provide won't be used in unethical and unprofessional matters; therefore,  
97 we can consider security as a major factor in doing electronic management.

98 The quality of electronic services concept gained a lot of attention from all parties that deal with the  
99 organization. This attention came from the competitive advantage gained through focusing on quality of electronic  
100 services and its impact on the beneficiary who drew mental picture of the organization by using these electronic  
101 services. The quality of electronic service can be defined as "the ability of electronic service to deliver the benefit

---

102 for the beneficiaries as they expect and to make them satisfied by using this service within specific standards”  
103 (Al-Shwadfi, 2010). The electronic services participates in providing facilities to help managers in decision making  
104 and supporting the efficiency by collecting the necessary information about customers. In addition it helps in  
105 saving time, offering easiness, assuring privacy and accuracy and finally meeting the users’ needs ??Heidari etal.,  
106 2014).

## 107 **5 b) Electronic services quality standards**

108 There have been several attempts to specify the dimensions of the quality of electronic services. One of these  
109 attempts is the participation of Parasurman et al. (1985) in specifying the quality dimensions. The researchers  
110 suggest that quality dimensions are ten: Reliability, responsiveness, efficiency, instant, civility, communication,  
111 trust, safety, understanding/ knowledge of the client, the concrete aspects of electronics. Also ??abhoklar (1996)  
112 in his study suggested that the quality control. Moreover; Sheng and Liu (2010) mentioned that quality of  
113 electronic services contains four dimensions: (first: easily accessing the site, speed of memory handling mechanism,  
114 Technical design of the site, the attraction motivations to the site rather than the others, response rate reactions  
115 so the users won’t feel bored and leave the page. This study focuses on six dimensions of the quality of electronic  
116 services that will be mentioned later on in this study.

## 117 **6 Website design:**

118 The website design on internet is considered as an important matter to the user and it is the interface that  
119 connects the user with the government (Sukasame, 2010). The website design is a representative of the electronic  
120 government website on the Internet. The design is used to attract beneficiaries to the website. According to  
121 ??Loiacono etal., 2002) designing the website on the internet plays a major role in achieving customer satisfaction.  
122 It is also important in assessing the quality of electronic services.

## 123 **7 Reliability:**

124 The reliability is related to information security. It is a representative on how much we can count on the level of  
125 security. We can define reliability as the ability of service provider to offer the service in a high level of accuracy  
126 and validity as it is expected. The beneficiaries expect to get the service in the perfect performance and timing  
127 (Al-Dmour, 2008). Gronross (1998) defined reliability with the consistency and coordination of performance  
128 to complete the desired service in an accurate way that can be relied on. Similarly, Abdalkader (2005) defined  
129 reliability as the consistency in the performance; doing the service in the right way that is better than the first time  
130 while committing their promises to the customers by: accurate files and accounts, eliminating errors, providing  
131 proper banking services, punctual provision of services, and ensuring consistency of the service performance.

132 Swaid & Wigand (2007) stated that achieving reliability indicates the company’s capability to do what they  
133 are promising to do. The quality of information should achieve some standards including: precision, punctuality,  
134 importance, clearance. The customer expects to get an accurate service in the right time as the company has  
135 promised from before; therefore, service provider should commit to the promises given to the beneficiaries. For  
136 example, the mechanical promises to repair a car in specific time and in a form that can be relied on (Al Radaideh,  
137 2011). Responsiveness: It is the useful reaction on the beneficiaries’ request without any delay. It also includes  
138 the respond to the user’s questions and solving their problems through the website without any delay (Yang &  
139 Jun, 2002), Cox and Dale (2011) defined response as quick reactions on decisions related to beneficiaries. A lot of  
140 studies reviled a relation between responsiveness and customer satisfaction by using electronic government (Cox  
141 and Dale, 2011).

142 Privacy and security: Privacy and security are considered as major factors while dealing with service provider.  
143 Security refers to decrease in danger and suspicions while providing legal protection for customers using the  
144 electronic services (Lovelock & Wright, 2006: 40). Information security is considered one of the most important  
145 elements of electronic service, specially the ones exceeding the limits of the party to the Internet environment.  
146 This is what organizations that provide electronic services are looking for: protection of information that enters  
147 or leaves its electronic borders to the World Wide Web.

148 On the other hand privacy is prohibiting intervention of beneficiary’s personal data and information (Chaffey,  
149 2009). In the contrary it is the customers trust and expectation to keep their information secure and safe through  
150 the electronic procedures (Shanker & Sultan, 2002). Cho & Park (2001) also defined security as the ability of  
151 a website to protect the customer’s private information and prevent the unauthorized people to reach these  
152 information. Moreover; the determination of the extent of privacy lies in the hands of the customers, groups and  
153 institutions: type, amount, mechanism, and timing of using their data by the electronic website (Aqil & Al Nadi,  
154 2007).

155 Availability: The ability of website to provide electronic services around the clock and offering high-standard on  
156 time services to the clients while avoiding any technical problems that might disturb the work (Chaffey, 2009). This  
157 is done by operating many servers that work all together to serve the clients. Thus, Shutting down any of these  
158 servers won’t affect the level or quality of services. This needs infrastructure, programs and applications to  
159 present electronic services (Floyd & Michael, 2000). Al Tarawneh (2011) said that the level of availability of

## 13 A) STUDY SAMPLE

---

160 services could be measured through answering the following questions: 1. Is the service available upon request?  
161 2. Is the service available when it is needed by the client? 3. What is the time required to get the service?

162 Website ease of use: The concept "ease of use refers" to the degree of easiness while searching and finding  
163 information on a website (Yoo and Donthu, 2001). Moreover, a lot of researches found a statistical significant  
164 impact between ease of use and beneficiaries' satisfaction. The beneficiaries can get a direct and immediate help  
165 from the service provider when needed since client can inquire clarification about screens and fields. The Quality  
166 of E-Government Services and its Role on Achieving Beneficiaries Satisfaction disappointment resulting from  
167 comparing a product's perceived performance in relation to his or her expectations". Likewise, satisfaction is a  
168 type of judgment based on feelings or psychological processes. Customers satisfaction is considered as the main  
169 indicator for organizations that provide services whether it is traditional or electronic services (Abdulkader et  
170 al. 2011). Satisfaction can be defined by the quality of services preserved by customer through the comparison  
171 between customer expectation of service performance and real performance (Hoffman and Bateson, 2011). It  
172 is also known as the comprehensive assessment of clients to services provided by organizations. The service  
173 achieves customer satisfaction by meeting the customer needs and offering the necessary services (Lenka et al.,  
174 2009). Kotler and Armstrong (1999) defined satisfaction by the indication of preserved and expected value of  
175 performance from the customer perspective. In the case of low performance, customers will be disappointed or  
176 even discontent, but on the other hand, if the expected performance meets real performance, the customers will  
177 be satisfied and happy.

178 Beneficiary's satisfaction in this study refers to the feelings preserved by the clients who use the electronic  
179 services. As it reflects customer convection of the level of the services offered by the ministry of interior in the  
180 United Arab Emirates.

## 181 8 d) Electronic services offered by the ministry of interior in 182 the United Arab Emirates

183 The electronic gate in the ministry of interior in the United Arab Emirates offers several services and information  
184 to all citizens, visitors and foreign investors. These services vary between submitting applications for visa,  
185 completing billing process, traffic violation automatically, and query about traffic roads movements. Number of  
186 electronic services provided by the ministry of interior in the United Arab Emirates reached (326) service in all  
187 of the ministry departments; in the traffic department and licensing: (75) service, civil defense:

188 (87) electronic service, police portal: (4) services, visa residency and citizen ship department: (139) electronic  
189 service. Punitive and Reformatory Establishments: (4) services.

## 190 9 III.

### 191 10 Research Hypotheses

192 Based on the above literature reviewed, the research hypothesis is: H1.

### 193 11 Research Framework

194 Based on study hypothesis, the following theoretical framework, shown in Figure ???. As can be seen from the  
195 framework, the study investigates the impact of Quality of E-Government Services on Beneficiaries Satisfaction,  
196 where Quality of E-Government Services are the independent variable and are positively related to Beneficiaries'  
197 Satisfaction as the dependent variable.

### 198 12 Methodology

199 The methodology section of the current research depicts the sample of the study, the measurements, the statistical  
200 analysis to test the validity and reliability of the study tool, and to test the study hypotheses employed to test  
201 the relationship between study constructs (Quality of E-Government Services and Beneficiaries Satisfaction).

### 202 13 a) Study sample

203 The target population of the survey was all Beneficiaries of services provided by Interior Ministry of United  
204 Arab Emirates. Sample size equals 550 beneficiaries as computed according to the following equation (Issa and  
205 Michael, 1989):

206 Out of 550 questionnaires distributed to Beneficiaries, 346 were returned, 174 questionnaires were not included  
207 in the analysis. Thus, data analysis is based on a sample of 329 questionnaires representing a response rate of  
208 59.81%.

209 The respondents include 329 beneficiaries of Interior Ministry of United Arab Emirates. Females make  
210 (39.2 percent) of the beneficiaries on the other hand Males respondents represented (60.8percent) of the survey  
211 population. With regard to educational level, holders of Bachelor degrees were the largest group of respondents  
212 make (41.6). While holders of Secondary school degrees make (24.3 percent) of the Beneficiaries. Holders of PhD  
213 degrees were the smallest group of respondents make (4.3 percent). The sample

---

## 214 14 b) Data collection

215 Data are collected using a questionnaire. The questionnaire was divided into three sections: Section A consisted  
216 of a list of questions intended to probe the demographic variables of the respondents. Section B contained  
217 questions aimed at gauging the respondents' evaluation of quality of e-Government services provided by Interior  
218 Ministry of United Arab Emirates adopted from previous studies, and which could possibly influence Beneficiaries  
219 Satisfaction, using a five-point Likert scale. The following dimensions were focused on; website design (6  
220 statements), reliability (6 statements), responsiveness (6 statements), security and privacy (7 statements), the  
221 availability of information (5 statements), and ease of use (5 statements). Section C is also adopted from  
222 previous studies, contained questions aimed at gauging the beneficiaries satisfaction toward the services provided  
223 by Interior Ministry of United Arab Emirates, six statements used to measure beneficiaries satisfaction.

224 A pretest was carried out with five professors of management and information system to determine the validity  
225 of the content of the survey questionnaires. In the main survey study, a total of 550 Beneficiaries of services  
226 provided by Interior Ministry of United Arab Emirates were randomly chosen. A cover letter was attached  
227 together with the survey questionnaire. The cover letter described the aim of the study, guaranteed anonymity  
228 of data, requested the respondent to answer each question.

## 229 15 c) Variable measurements i. Independent variables Quality 230 of e-Government services:

231 The measures of quality of e-Government services (website design, reliability, responsiveness, and security and  
232 privacy, and the availability of information and ease of use) were adopted from previous empirical studies by  
233 (Alanezi et al., 2010; ??in and Lee, 2005). Responses to these items were on a 5-point Likert scale ranging from  
234 1 = strongly disagree to 5 = strongly agree.

## 235 16 ii. Dependent variable

236 Beneficiaries Satisfaction, the beneficiaries Satisfaction measures were adopted from previous studies (Atyani,  
237 2014). Responses to these items were The Quality of E-Government Services and its Role on Achieving  
238 Beneficiaries Satisfaction on a 5-point Likert scale ranging from 1 = strongly disagree to 5 = strongly agree.Z 2  
239 s 2 N= ?2  
240 characteristics of the respondents represented in Table ??.

## 241 17 d) Factor analysis and scale reliabilities

242 Factor analysis and reliability analysis were used in order to determine the data reliability for the Quality  
243 of e-Government services and beneficiaries Satisfaction within factor, factor analysis was performed to assess  
244 convergent validity. All individual loadings were above the minimum of 0.5 recommended by Hair et al. (1998).  
245 The results of the factor analysis and reliability tests of Quality of e-Government services are presented in  
246 Table (II). The KMO measure of sampling adequacy was 0.77 (i.e >0.60) while the Bartlett's test of sphericity  
247 was significant (p = 0.000). A total of 36 items which are unidimensional and factorially distinct loaded on  
248 the constructs were retained for further analysis. The results of factor analysis are summarized in Table (2).  
249 Similarly, another factor analysis was undertaken to see the dimensionality of the dependent variable (beneficiaries  
250 Satisfaction). A single factor solution emerged with eigenvalue of 2.648 explaining 71.36 percent of variance  
251 in the data. The KMO measure of sampling adequacy was 0.69 indicating sufficient intercorrelations, while  
252 the Bartlett's Test of Sphericity was significant (p = 0.000). The result of factor analysis for beneficiaries  
253 Satisfaction is summarized in Table (III). The reliability of the questionnaire was tested according to Cronbach's  
254 a measurements. Reliability tests were conducted on Quality of e-Government services (website design, reliability,  
255 responsiveness, and security and privacy, and the availability of information and ease of use) and beneficiaries  
256 Satisfaction. The Cronbach a values of the study variables are shown in Table ??I

## 257 18 e) Correlation analysis: relationships between the indepen- 258 dent variables

259 The correlation coefficients as shown Table ??V) between the independent variables (Quality of e-Government  
260 services) and the dependent variable (Beneficiaries Satisfaction) were less than 0.9, indicating that the data was  
261 not affected by a collinearity problem (Hair et al., 1998). These correlations are also further evidence of validity  
262 and reliability of measurement scales used in this research (Barclay et al., 1995; Hair et al., 1998). Reliability (with  
263 the highest mean scores, i.e. M = 3.9777) to be the most dominant and evident to a considerable extent, followed  
264 by ease of use (M= 3.9078), availability of information (M= 3.899), security and privacy (M= 3.8875), Website  
265 design (M= 3.8688), and Responsiveness (M= 3.863). With regard to beneficiaries Satisfaction, Beneficiaries of  
266 e-Government services evaluate their satisfaction with high level (with the mean scores, i.e. M = 3.9407).

267 19 VI.

## 268 20 Multiple Regression Analysis

269 Multiple regression analysis was employed to test the hypotheses. It is a useful technique that can be used to  
270 analyze the relationship between a single dependent variable and several independent variables (Hair et al., 1998).  
271 Before employing the multiple regression test, Variance Inflationary Factor (VIF) test and Tolerance test were  
272 used to test the relationships between independent variables, taking into account that VIF should not exceed  
273 the value of 10 and Tolerance value should exceed the value of 0.05. The results can be seen in Table (6). The  
274 results shown in Table (6)

## 275 21 Global Journal of Management and Business Research

276 Volume XVI Issue XI Version I Year ( ) A indicate that VIF values for all variables were less than 10 (1.338-  
277 2.902), and values of Tolerance for all variables were greater than 0.05 (0.345-0.747). Therefore, there is no  
278 multicollinearity between independent variables, which means that the model used in this study is correct. Based  
279 on this method, the six main independent variables (quality of e-Government services) and dependent variable  
280 (Beneficiaries Satisfaction) were entered together. Histogram and Normal P-P plot of standardize residual that  
281 were conducted also indicate normality of the error term while scatter plot shows consistent variance of error  
282 terms (Homoscedasticity). The partial regression plot indicates positive linearity of the relationship between  
283 the independent (quality of e-Government services) variables and dependent variable (Beneficiaries Satisfaction).  
284 From these analyses, it can be concluded that multiple regression model of this study meets the six assumptions  
285 required to ensure validity of its significance test. This indicates that there is a statistically significant relationship  
286 between quality of e-Government services and Beneficiaries Satisfaction. As depicted in Table (6), the coefficient  
287 of determination (R<sup>2</sup>) was 0.879, representing that 87.9 percent of Beneficiaries Satisfaction can be explained  
288 by the six model variables. The proposed model was adequate as the F-statistics was significant at less than 1  
289 percent level ( $p < 0.01$ ). The individual model variables revealed that Ease of use (which got the highest effect,  
290  $t = 26.960, p < 0.05$ ) followed by security and privacy ( $t = 9.263, p < 0.05$ ), Availability of information ( $t =$   
291  $8.737, p < 0.01$ ), Reliability ( $t = 8.383, p < 0.01$ ), Responsiveness( $t = 5.794, p < 0.01$ ), and Website design (which  
292 got the lowest effect  $t = 3.651, p < 0.01$ ) were found to have a significant and positive effect on Beneficiaries  
293 Satisfaction. Therefore, the hypotheses H1a, H1b, H1c, H1d, H1e and H1f were supported.

## 294 22 Discussion

295 The website design for the Ministry of Interior in the United Arab Emirates was remarkable. The researcher  
296 relied on an excellent method to grab the attention of the ministry on website design. Through peoples' opinion  
297 on the study sample, the website design received a lot of admiration.

298 With regard to reliability, as one of the e-Government services quality, it was high. The researcher referred to  
299 the high care offered by the ministry of interior of the reliability dimension. This is because the website provide  
300 the information to the beneficiaries at a high level of accuracy and transparency. Additionally, the services are  
301 provided in high level of credibility and clarity as well. The response rate to the website used by beneficiaries  
302 of the ministry was satisfactory. It is related to the employment of specialist team who provide solutions to  
303 problems that face the beneficiaries. With regard to the privacy and security, Interior website was pleasing as  
304 well. It referred to the requirements of privacy and security requested from the users such as: user name and  
305 password. Moreover the ministry provides guarantees to insure the privacy and information security of the users.  
306 The level of information availability on the ministry of interior website was satisfactory. The researcher found  
307 that this result is consistent with the electronic services availability on the website, specially that the user can  
308 access all the electronic services from inside or outside the ministry. The study participants can access the website  
309 24 hours a day. Also, the website provides all the services needed by the beneficiaries. For these reasons, the  
310 average of the answers received by the participant in the study sample was high. Finally, The ease of use of the  
311 electronic services provided by the Ministry of Interior was high. From the researcher point of view, this result  
312 consists of the quality of electronic services provided on the ministry website. It can be used easily as it is easily  
313 reachable. It is also easy to sign-up and register, and thus, easier to participate in.

314 The level of beneficiaries satisfaction on the electronic services provided by the ministry of interior in the United  
315 Arab Emirates was high. The researcher considers this result supportive to the descriptive analysis resulted in  
316 the independent variable items in 1 2 3 4

---

<sup>1</sup>© 2016 Global Journals Inc. (US)

<sup>2</sup>© 2016 Global Journals Inc. (US) 1

<sup>3</sup>The Quality of E-Government Services and its Role on Achieving Beneficiaries Satisfaction

<sup>4</sup>© 2016 Global Journals Inc. (US) 1The Quality of E-Government Services and its Role on Achieving  
Beneficiaries Satisfaction

---

Quality of E-Government Services directly influences  
Beneficiaries Satisfaction of Interior Ministry of United  
Arab Emirates

More specifically:

- H1a. Website design directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates.
- H1b. Reliability directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates.
- H1c. Responsiveness directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates
- H1d. Security and privacy directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates
- H1e. Availability of information directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates
- H1f. IV.

Figure 1:

1

0 B Frequency %

Figure 2: Table 1 :

2

Variables	M	Loadings	Reliability
Website design (WD)	3.8688		0.731
WD1		0.634	
WD2		0.677	
WD3		0.542	
WD4		0.568	
WD5		0.661	
WD6		0.679	
Reliability (R)	3.9777		0.695
R1		0.714	
R2		0.658	
R3		0.627	
R4		0.691	
R5		0.735	
R6		0.667	
Responsiveness (RE)	3.863		0.796
RE1		0.567	
RE2		0.624	
RE3		0.589	
RE4		0.716	
RE5		0.543	
RE6		0.657	
Security and privacy (SP)	3.8875		0.783
SP1		0.729	
SP2		0.568	
SP3		0.547	
SP4		0.632	
SP5		0.642	
SP6		0.527	
SP7		0.686	
Availability of information (AI)	3.899		0.778
AI1		0.574	
AI2		0.569	
AI3		0.635	
AI4		0.648	
AI5		0.619	
Ease of use (EU)	3.9078		0.821
EU1		0.527	

Figure 3: Table 2 :

---

3

Variables	M	Loadings	Reliability
Beneficiaries Satisfaction (BS)	3.9407		1 B 0.778
BS1		0.567	
BS2		0.628	
BS3		0.647	
BS4		0.591	
BS5		0.643	
BS6		0.677	

Figure 4: Table 3 :

4

Variables	3	B	Kaiser-Meyer-Olkin	2	B Bartlett's Test of Sphericity	Sig.	Approx. Chi-Square
Website design	0.759		759.562			0.000	
Reliability	0.726		749.389			0.000	
Responsiveness	0.781		810.387			0.000	
security and privacy	0.736		791.359			0.000	
Availability of information	0.792		755.391			0.000	
Ease of use	0.711		749.357			0.000	
Beneficiaries Satisfaction	0.734		813.391			0.000	

Figure 5: Table 4 :

5

Variables	4	B	R	RE	SP	AI	EU
Website design		WD					
Reliability	1						
Responsiveness	0.362**	1					
security and privacy	0.267**	0.218**	1				
Availability of information	0.625**	0.317**	0.281**	1			
Ease of use	0.379*	0.238**	0.428*	0.364**	1		
Notes: * Correlation is significant at the 0.05 level (2-tailed); ** Correlation is significant at the 0.01 level (2-tailed).	0.467**	0.197**	0.517*	0.672*	0.117*		
f) Descriptive statistics analysis							
Table (II) and Table (III) indicates that							
Beneficiaries of e-Government services evaluate							

Figure 6: Table 5 :

4

1	MODEL	T	SIG.	COLLINEARITY	
				STATISTICS	VIF
	Website design	3.651	0.000	0.644	1.553
	Reliability	8.383	0.002	0.607	1.648
	Responsiveness	5.794	0.006	0.352	2.838
	security and privacy	9.263	0.003	0.747	1.338
	Availability of information	8.737	0.000	0.345	2.902
	Ease of use	26.960	0.000	0.516	1.937

Notes: Adj. R<sup>2</sup> = 0.879; Sig. F = 0.000; F-value = 390.917; dependent variable, beneficiaries Satisfaction

p < 0.01

VII.

Figure 7: Table 4 :

317 this study. The study sample participants present their satisfaction on the electronic services provided by the  
318 website. These services are characterized by accuracy, high quality and beneficiary sensation of the amount of  
319 help gained through using these services in accomplishing their transactions easily without the need to take a  
320 job leave to finish these transactions.

321 The study results showed a significant impact of the e-Government services quality dimensions on the  
322 beneficiary's satisfaction of the electronic services provided by the ministry of interior in the United Arab  
323 Emirates. This result came consistent with many of the previous studies made in the same field but in different  
324 sectors and different countries, specially the study of Chang, Wang & Yang (2009), Hassan (2006) and Kayabsi  
325 & Buyukarslan (2013). With regard to the website design, it has a significant impact on the beneficiaries  
326 satisfaction of the electronic services provided by the Ministry of Interior. It is concluded that the excellence of  
327 designing the website participated in meeting the beneficiary's demands. This result was shown in their level of  
328 satisfaction. Furthermore this result coincides with the previous studies done by Kayabsi & Buyukarslan (2013)  
329 and Al-Mhamed (2012). There is a significant impact of the reliability on the beneficiaries of the electronic  
330 services provided by the ministry of interior satisfaction. This result is also consistent with Knungo (2014)  
331 and Cen and Wei (2014). With regard to responsiveness, it has a significant impact on the beneficiaries of the  
332 electronic services provided by the ministry of interior, this result indicates that the beneficiaries are satisfied  
333 from the services provided by the ministry website because the response time needed to finish their transaction is  
334 short. The significant impact of the privacy and security dimensions on the beneficiaries of the electronic services  
335 provided by the ministry of interior as a result of the high level of beneficiary's awareness of the security and  
336 privacy dimension is high. The result consist with many studies in this field such as Scheduler& Schmidt (2004),  
337 Al-Hnaite (2005), Abu-zaid (2006) and Hassan (2006).

338 There is a significant impact of the information availability on the beneficiaries of the electronic services  
339 provided by the ministry of interior satisfaction. This result indicates a beneficiary's satisfaction influenced by  
340 information availability on the ministry website. Finally, the ease of use has a significant impact on achieving the  
341 beneficiaries of the electronic services provided by the ministry of interior. This result coincides with the results  
342 mentioned in the previous studies.

## 343 .1 VIII.

## 344 .2 Recommendations

345 In light of the study results, the researchers recommend the following: 1. Working on increasing the awareness  
346 of the importance of transforming all services provided by the government to electronic services. Generalizing  
347 the experience of ministry of interior in those services to the rest of the ministries in the United Arab Emirates.  
348 2. Improving the capabilities of the employees in solving the problems of the ministry of interior to enhance the  
349 electronic services. It is important to response to the needs and requirements of the beneficiaries, and in addition,  
350 to answering the users' questions and enquires as fast as possible. 3. Working on improving the website design  
351 will decrease the download time also the pressure on the beneficiaries. Thus they will reach the information in  
352 a smooth easy way. 4. Solving all criticism that is facing the electronic business specially the ones related to  
353 privacy and to the beneficiaries. This is done by insuring the beneficiaries that the website is safe and has the  
354 programs needed to prohibit any eligible access. The information of the customers will be used only on the service  
355 requested by them. 5. Providing the electronic website with all technical support; either the audio or visual  
356 in Arabic or in English. This took into consideration that number of foreigners in the United Arab Emirates  
357 exceeds the number of employees (citizens) according to the latest statistics. 6. Expanding the electronic services  
358 provided by the ministry of interior in order to include all services of the ministry, such as: identity, social number  
359 and other information that takes long time to finish their procedure.

360 [Parasurman et al. ()] 'A Conceptual Model of Service Quality and Its Implications for Future Research'. A  
361 Parasurman , Zeithmal , Valarie , Leonard L Berry , Autumn . *The Journal of Marketing* 1985. 49 (4) p. .

362 [Alanezi et al. ()] *A proposed instrument dimensions for*, Mohammed Alanezi , Ahmed Ateeq , Shuib Kamil ,  
363 Basri . 2010.

364 [Sheng and Liu ()] 'An empirical study on the effect of e-service quality on online customer satisfaction and  
365 loyalty'. Tianxiang Sheng , Chunlin Liu . *Nankai Business Review International* 2010. 1 (3) p. .

366 [Yang and Jun ()] 'Consumer perception of e-service quality: From Internet purchaser and non purchaser  
367 perspectives'. Z Yang , M Jun . *Journal of Business Strategies* 2002. 19 (1) p. .

368 [Sanayel and Jokar ()] 'Determining the Effect of Electronic Services Quality on Satisfaction'. A Sanayel , A  
369 Jokar . *International Journal of Academic Research* 2013. 3 (4) p. .

370 [Yoo and Donthu ()] 'Developing a scale to measure perceived quality of an Internet shopping site (SITEQUAL)'.  
371 B Yoo , N Donthu . *Quarterly Journal of Electronic Commerce* 2001. 2 (1) p. .

372 [Cho and Park ()] *Development of Electronic Commerce User-Consumer Satisfaction Index (ECUSI) for Internet  
373 Shopping*. *Industrial Management and Data Systems*, N Cho , S Park . 2001. 101 p. .

374 [Chaffey ()] *E-Business and E-Commerce Management*, D Chaffey . 2009. Pearson. USA. (4th ed)

## 22 DISCUSSION

---

375 [Melao ()] 'E-Business Processes and E-Business Process Modelling: A State-of-the-Art Overview'. N Melao .  
376 *International Journal of Services Technology and Management* 2008. 10 (2) p. .

377 [Al-Hnaite ()] *E-government and its impact on the electronic service quality: Case study of the income and*  
378 *Sales Tax Department in Jordan Researches and work sheets, business administration conference*, Mohammed  
379 Al-Hnaite . 2005. Jordan university. p. . (faculty of business administration)

380 [Floyd and Michael ()] P Floyd , H Michael . *High Availability: Design, Techniques and Processes*, 2000. Prentice  
381 Hall.

382 [Hair et al. ()] J F Hair , Anderson Jr , R E Tatham , R L Black , WC . *Multivariate Data Analysis*, (Upper  
383 Saddle River, NJ) 1998. Prentice-Hall International. (5th ed.)

384 [Abdulkadir et al. ()] 'Impacts of service quality on customer satisfaction: Study of Online banking and ATM  
385 services in Malaysia'. Abdulkadir , Hazlina , Rahman , Nasim , Reza Masinaei . *International Journal of*  
386 *Trade* 2011. 2 (1) p. . (Economics and Finance)

387 [Swaid and Wigand ()] 'Key Dimensions of Ecommerce Service Quality and Its Relationships to Satisfaction and  
388 Loyalty Merging and Emerging Technologies'. & Swaid , Wigand . *Processes, and Institutions*, (esses, and  
389 *Institutions*Bled, Slovenia.) 2007. June 4 -6. 3 p. . (International Journal)

390 [Kotler and Armstrong ()] P Kotler , G Armstrong . *Principles of Marketing*, (Englewood Cliffs, NJ) 1999.  
391 Prentice-Hall. (8th ed.)

392 [Scheduler and Schmidt ()] 'Managing The E-Government organization'. K Scheduler , B Schmidt . *International*  
393 *Public Management Review* 2004. 5 (1) p. .

394 [Aqil and Nadi ()] 'Marketing through the Internet'. Said Aqil , Al Nadi . *Arab community for publishing and*  
395 *distribution library*, (Amman, Jordan) 2007. 1.

396 [Shanker and Fareena (2002)] 'Online Trust: A Stakeholder Perspective, Concepts, Implications and Future  
397 Directions'. Venkatesh Shanker , Sultan Fareena . *Journal of Strategic Information Systems* 2002. December.  
398 11 p. .

399 [Hassan and Abdullah ()] 'Relationship between service quality and customer satisfaction in e-commerce envi-  
400 ronment: a proposed conceptual framework'. Mohamed Hassan , Abdullah . *Journal of business research*  
401 2006. 29 (1) p. .

402 [Abu-Zaid et al. ()] *Requirements for success and applicability and future dimensions of e-Government in Jordan.*  
403 *Unpublished doctoral dissertation, University of Arab Amman for graduate studies, Faculty of administrative*  
404 *and financial studies*, Mohammed Abu-Zaid , Kher , Saleem . 2006. Jordan.

405 [Uma ()] *Research method for business: A skill building approach*, Sekaranm Uma . 2003. (4th edition)

406 [Zeithaml et al. ()] *Service Marketing Integrating Customer Focus Across the Firm*, Valarie Zeithaml , Binter ,  
407 Mary , Dwayne Gremler . 2012. Boston: McGraw-Hill. (4th edition)

408 [Gronross ()] *Service marketing: strategic approach*, K Gronross . 1998. New Jersey: Prentice P Hallince.

409 [Cox and Dale ()] 'Service quality and ecommerce: An exploratory analysis'. J Cox , B Dale . *Managing Service*  
410 *Quality* 2011. 11 (2) p. .

411 [Lenka et al. ()] 'Service quality, customer satisfaction, and customer loyalty in Indian commercial banks'. U  
412 Lenka , D Suar , P K Mohapatra . *Journal of Entrepreneurship* 2009. 18 (1) p. .

413 [Hoffman and Bateson ()] *Service, Marketing, Concepts and Strategies*. USA: South -Western Cengage, K  
414 Hoffman , J Bateson . 2011.

415 [Kayabsi et al. ()] 'The analysis of the relationship among perceived electronic service quality, total service  
416 quality and total satisfaction in Banking sector'. A Kayabsi , B Celik , A Buyukarslan . *International Journal*  
417 *of Human Sciences* 2013. 10 (2) p. .

418 [Sukasame (2010)] 'The Development of e-Service in Thai Government'. N Sukasame . [http://www.bu.ac.th/knowledgecenter/epaper/jan\\_june2004/nittana.pdf](http://www.bu.ac.th/knowledgecenter/epaper/jan_june2004/nittana.pdf) BU Academic Review 2010. February 26.  
419 p. .

420 [Chang et al. ()] 'The impact of e-service quality, customer satisfaction, and loyalty on e-marketing: Moderating  
421 effect of perceived value'. H H Chang , Y H Wang , W Y Yang . *Total Quality Management and Business*  
422 *Excellence* 2009. 20 (4) p. .

423 [Al-Radaideh and Talal ()] *The impact of electronic banking services quality on improving the relation between*  
424 *the bank and the customers*, Ramzi Al-Radaideh , Talal . 2011. Amman, Jordan. Middle East University  
425 (Unpublished masters thesis)

426 [Al-Mahameed and Mohammed ()] 'The impact of perceived reliability of electronic business systems in user  
427 satisfaction: an empirical study in Jordan telecom companies'. Isoud Al-Mahameed , Mohammed .  
428 *Management science* 2012. 39 (2) p. .

430 [Heidari et al. ()] 'The Impact of Traditional and Electronic Service Quality on Customer Satisfaction, Trust  
431 and Loyalty in Banking Industry'. H Heidari , M Mousakhani , H Rashidi . *International Journal of Scientific  
432 Management and Development* 2014. 2 (11) p. .

433 [Barclay et al. ()] 'The partial least squares (PLS) approach to causal modeling: personal computer adoption  
434 and use an illustration'. D W Barclay , R Thompson , C Higgins . *Technology Studies* 1995. 2 (2) p. .

435 [Abdalkader ()] 'The quality of electronic banking services as introductory to increase the banking competitive  
436 advantage'. Breesh Abdalkader . *The Economics of North Africa* 2005. 2 (3) p. .

437 [Loiacono et al. ()] 'WEBQUAL: Measure of web site quality'. E Loiacono , R Watson , D Hoodhue . *Marketing  
438 Educators Conference: Marketing Theory and Applications*, 2002. 13 p. .