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

Applied Study in Ministry of Interior of United Arab Emirates

Sulieman Ibraheem Shelash Al-Hawary^α & Saleh Mohammad Al-Menhaly^σ

Abstract The aim of this study is to analyze the impact of the quality of e-government services dimensions including: website design, reliability, responsiveness, security and privacy, and the availability of information and ease of use that are provided by the Ministry of Interior of the United Arab Emirates in achieving customer satisfaction. To achieve the objectives of the study, data were collected through a questionnaire that was developed and distributed to an appropriate sample of beneficiaries of the services provided by the Ministry of Interior of the United Arab Emirates. Also, appropriate statistical methods in data analysis were used to test the hypotheses of this study. Based on the results of the statistical analysis, the study has reached a number of conclusions of which the most important was: the impact of a statistically significant dimensions of the quality of electronic services community provided by the Ministry of Interior of the United Arab Emirates in achieving the satisfaction of beneficiaries. Moreover; the study found an impact of each of the dimensions of quality electronic services provided by the Ministry of Interior of the United Arab Emirates at the abstract level on achieving customer satisfaction provided by ($\alpha \leq 0.05$).

Referring to the results that have been reached, the researcher has suggested a number of recommendations that would elevate the level of electronic services provided by the Ministry of Interior of the United Arab Emirates.

1. INTRODUCTION

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

The Ministry of Interior in the United Arab Emirates has persuaded the development of the electronic services and the improvement of the quality of electronic services which include: Website Design,

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Security and Privacy, Responsiveness, Information Availability, Ease of Use, and Reliability. The main electronic gate of the Ministry of Interior includes (384) services distributed over the main departments. The Ministry of Interior has worked to provide electronic services around the clock. The main gate also provide high-speed infrastructure protected with high-level security systems. The average daily operations on the portal is done in a quick easy matter and it exceeds quarter of a million process including queries, implementation of services and review pages.

The Ministry is working continuously on developing the electronic services, providing the best facilitations, and making it easier for users to quickly complete their transactions confidentially. The ministry electronic services became a model for all institutions on the local and international levels. The government is considered as a major indication in civilized countries that is built on information technology, telecommunication and knowledge economy. Therefore, the United Arab Emirates had to cope with all what is new in the field.

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

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

Hence, the importance of this study is presented through providing information to decision makers in the interior ministry about the beneficiaries

satisfaction on the services providing by the ministry of interior in United Arab Emirates. Moreover, the study discusses a new topic that Arabic library shows a lack of according to the researchers knowledge.

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

II. LITERATURE REVIEW

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

The e-business is considered a necessity for business nowadays, and it is expanding to reach all parties related to the organization including (suppliers, partners, and customers). E-business became a main part of organizations to achieve comparative advantage. (Melao, 2008). The quality of e-government services is considered a base in evaluating the success of electronic services offered to beneficiaries. Even though the concept of quality of electronic services still in its early stages in Arab communities, the Abu-Dhabi government puts a lot of effort to improve the electronic services and revising the beneficiaries complements and roles. This is done by using the bench marking to improve the electronic services regarding to services offered to citizens in the developed countries. It is done to reach the highest levels of satisfaction on the services provided by the Abu-Dhabi government, specially the Ministry of Interior.

E-service providers are seeking, in general, to get benefit from information technology and telecommunication techniques in giving and providing the costumer with services. No one can deny the role of technology in affecting and facilitating services and converting it from common services to electronic services. Zeithaml et al. (2012) defined electronic services as actions, efforts and performances that are transformed using information technology. It includes selling services, costumer services, and delivery services. Moreover; Sanayel and Jokar (2013) defined e-business as "providing services on the electronic networks, like the internet, which is presented by service and production organizations. The success of those organizations depends on the quality of services they provide.

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

a) *The quality of electronic services*

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

The quality of electronic services concept gained a lot of attention from all parties that deal with the organization. This attention came from the competitive advantage gained through focusing on quality of electronic services and its impact on the beneficiary who drew mental picture of the organization by using these electronic services. The quality of electronic service can be defined as "the ability of electronic service to deliver the benefit for the beneficiaries as they expect and to make them satisfied by using this service within specific standards" (Al-Shwadfi, 2010). The electronic services participates in providing facilities to help managers in decision making and supporting the efficiency by collecting the necessary information about customers. In addition it helps in saving time, offering easiness, assuring privacy and accuracy and finally meeting the users' needs (Heidari et al., 2014).

b) *Electronic services quality standards*

There have been several attempts to specify the dimensions of the quality of electronic services. One of these attempts is the participation of Parasurman et al. (1985) in specifying the quality dimensions. The researchers suggest that quality dimensions are ten: Reliability, responsiveness, efficiency, instant, civility, communication, trust, safety, understanding/ knowledge of the client, the concrete aspects of electronics. Also Dabhoklar (1996) in his study suggested that the quality of electronic services focused on six main dimensions: web design, enjoyment, trust, delivery, ease of use, and

control. Moreover; Sheng and Liu (2010) mentioned that quality of electronic services contains four dimensions: (first: easily accessing the site, speed of memory handling mechanism, Technical design of the site, the attraction motivations to the site rather than the others, response rate reactions so the users won't feel bored and leave the page. This study focuses on six dimensions of the quality of electronic services that will be mentioned later on in this study.

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

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

Swaid & Wigand (2007) stated that achieving reliability indicates the company's capability to do what they are promising to do. The quality of information should achieve some standards including: precision, punctuality, importance, clearance. The customer expects to get an accurate service in the right time as the company has promised from before; therefore, service provider should commit to the promises given to the beneficiaries. For example, the mechanical promises to repair a car in specific time and in a form that can be relied on (Al Radaideh, 2011).

Responsiveness: It is the useful reaction on the beneficiaries' request without any delay. It also includes the respond to the user's questions and solving their problems through the website without any delay (Yang & Jun, 2002), Cox and Dale (2011) defined response as quick reactions on decisions related to beneficiaries. A lot of studies revealed a relation between responsiveness and customer satisfaction by using electronic government (Cox and Dale, 2011).

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

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

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

1. Is the service available upon request?
2. Is the service available when it is needed by the client?
3. What is the time required to get the service?

Website ease of use: The concept "ease of use refers" to the degree of easiness while searching and finding information on a website (Yoo and Donthu, 2001). Moreover, a lot of researches found a statistical significant impact between ease of use and beneficiaries' satisfaction. The beneficiaries can get a direct and immediate help from the service provider when needed since client can inquire clarification about screens and fields.

c) *The beneficiaries' satisfaction*

Kotler and Armstrong (1999) defined satisfaction as "a person's feelings of pleasure or disappointment resulting from comparing a product's perceived performance in relation to his or her

expectations". Likewise, satisfaction is a type of judgment based on feelings or psychological processes. Customers satisfaction is considered as the main indicator for organizations that provide services whether it is traditional or electronic services (Abdulkader et al. 2011). Satisfaction can be defined by the quality of services preserved by customer through the comparison between customer expectation of service performance and real performance (Hoffman and Bateson, 2011). It is also known as the comprehensive assessment of clients to services provided by organizations. The service achieves customer satisfaction by meeting the customer needs and offering the necessary services (Lenka et al., 2009). Kotler and Armstrong (1999) defined satisfaction by the indication of preserved and expected value of performance from the customer perspective. In the case of low performance, customers will be disappointed or even discontent, but on the other hand, if the expected performance meets real performance, the customers will be satisfied and happy.

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

d) *Electronic services offered by the ministry of interior in the United Arab Emirates*

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

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

III. RESEARCH HYPOTHESES

Based on the above literature reviewed, the research hypothesis is:

H1. 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. Ease of use directly influences Beneficiaries Satisfaction of Interior Ministry of United Arab Emirates.

IV. RESEARCH FRAMEWORK

Based on study hypothesis, the following theoretical framework, shown in Figure 1. As can be seen from the framework, the study investigates the impact of Quality of E-Government Services on Beneficiaries Satisfaction, where Quality of E-Government Services are the independent variable and are positively related to Beneficiaries' Satisfaction as the dependent variable.

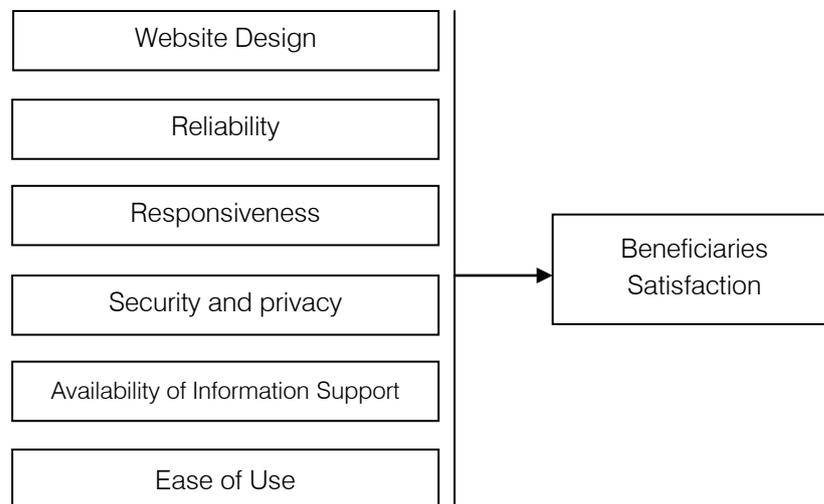


Figure 1: Theoretical Model

V. METHODOLOGY

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

a) Study sample

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

$$N = \frac{Z^2 s^2}{e^2}$$

$$N = \frac{(0.5986)^2 \times (1.96)^2}{(0.05)^2}$$

Table 1: Description of the Respondents

		Frequency	%
Educational level	Secondary school	80	24.3
	Diploma	27	8.2
	Bachelor	137	41.6
	Master	71	21.6
	PhD	14	4.3
Gender	Male	200	60.8
	Female	129	39.2

b) Data collection

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

A pretest was carried out with five professors of management and information system to determine the validity of the content of the survey questionnaires. In the main survey study, a total of 550 Beneficiaries of

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

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

services provided by Interior Ministry of United Arab Emirates were randomly chosen. A cover letter was attached together with the survey questionnaire. The cover letter described the aim of the study, guaranteed anonymity of data, requested the respondent to answer each question.

c) Variable measurements

i. Independent variables

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

ii. Dependent variable

Beneficiaries Satisfaction, the beneficiaries Satisfaction measures were adopted from previous studies (Atyani, 2014). Responses to these items were on a 5-point Likert scale ranging from 1 = strongly disagree to 5 = strongly agree.

d) Factor analysis and scale reliabilities

Factor analysis and reliability analysis were used in order to determine the data reliability for the Quality of e-Government services and beneficiaries Satisfaction within factor, factor analysis was performed to assess convergent validity. All individual loadings were above the minimum of 0.5 recommended by Hair et al. (1998). The results of the factor analysis and reliability tests of Quality of e-Government services are presented in Table (II). The KMO measure of sampling adequacy was 0.77 (i.e >0.60) while the Bartlett's test of sphericity was significant (p = 0.000). A total of 36 items which are unidimensional and factorially distinct loaded on the constructs were retained for further analysis. The results of factor analysis are summarized in Table (2). Similarly, another factor analysis was undertaken to see the dimensionality of the dependent variable

(beneficiaries Satisfaction). A single factor solution emerged with eigenvalue of 2.648 explaining 71.36 percent of variance in the data. The KMO measure of sampling adequacy was 0.69 indicating sufficient intercorrelations, while the Bartlett's Test of Sphericity was significant (p = 0.000). The result of factor analysis for beneficiaries Satisfaction is summarized in Table (III). The reliability of the questionnaire was tested according to Cronbach's a measurements. Reliability tests were conducted on Quality of e-Government services (website design, reliability, responsiveness, and security and privacy, and the availability of information and ease of use) and beneficiaries Satisfaction. The Cronbach a values of the study variables are shown in Table II and Table (III). The reliability coefficient of the study variables exceeded the minimum acceptable level of 0.6, which concurs with the suggestion made by Sekran (2003).

Table 2: Factor analysis of Quality of e-Government services

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	

EU2		0.658	
EU3		0.749	
EU4		0.539	
EU5		0.548	
EU6		0.642	

Table 3: Factor analysis of beneficiaries Satisfaction

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

Table 4: Kaiser-Meyer-Olkin and the Bartlett's Test of Sphericity

Variables	Kaiser-Meyer-Olkin Values	Bartlett's Test of Sphericity	
		Approx. Chi-Square	Sig.
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

e) Correlation analysis: relationships between the independent variables

The correlation coefficients as shown Table (V) between the independent variables (Quality of e-Government services) and the dependent variable (Beneficiaries Satisfaction) were less than 0.9, indicating

that the data was not affected by a collinearity problem (Hair et al., 1998). These correlations are also further evidence of validity and reliability of measurement scales used in this research (Barclay et al., 1995; Hair et al., 1998).

Table 5: Summary of correlation coefficients of independent variables

Variables	WD	R	RE	SP	AI	EU
Website design	1					
Reliability	0.362**	1				
Responsiveness	0.267**	0.218**	1			
security and privacy	0.625**	0.317**	0.281**	1		
Availability of information	0.379*	0.238**	0.428**	0.364**	1	
Ease of use	0.467**	0.197**	0.517**	0.672**	0.117	1

Notes: * Correlation is significant at the 0.05 level (2-tailed); ** Correlation is significant at the 0.01 level (2-tailed).

f) Descriptive statistics analysis

Table (II) and Table (III) indicates that Beneficiaries of e-Government services evaluate Reliability (with the highest mean scores, i.e. M = 3.9777) to be the most dominant and evident to a considerable extent, followed by ease of use (M= 3.9078), availability of information (M= 3.899), security and privacy (M= 3.8875), Website design (M= 3.8688), and Responsiveness (M= 3.863). With regard to beneficiaries Satisfaction, Beneficiaries of e-Government services evaluate their satisfaction with high level (with the mean scores, i.e. M = 3.9407).

VI. MULTIPLE REGRESSION ANALYSIS

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

indicate that VIF values for all variables were less than 10 (1.338-2.902), and values of Tolerance for all variables were greater than 0.05 (0.345-0.747). Therefore, there is no multicollinearity between independent variables, which means that the model used in this study is correct. Based on this method, the six main independent variables (quality of e-Government services) and dependent variable (Beneficiaries Satisfaction) were entered together. Histogram and Normal P-P plot of standardize residual that were conducted also indicate normality of the error term while scatter plot shows consistent variance of error terms (Homoscedasticity). The partial regression plot indicates positive linearity of the relationship between the independent (quality of e-Government services) variables and dependent variable (Beneficiaries Satisfaction). From these analyses, it can be concluded that multiple regression model of this study meets the six assumptions required to ensure validity of its

significance test. This indicates that there is a statistically significant relationship between quality of e-Government services and Beneficiaries Satisfaction. As depicted in Table (6), the coefficient of determination (R^2) was 0.879, representing that 87.9 percent of Beneficiaries Satisfaction can be explained by the six model variables. The proposed model was adequate as the F-statistics was significant at less than 1 percent level ($p < 0.01$). The individual model variables revealed that Ease of use (which got the highest effect, $t = 26.960$, $p < 0.05$) followed by security and privacy ($t = 9.263$, $p < 0.05$), Availability of information ($t = 8.737$, $p < 0.01$), Reliability ($t = 8.383$, $p < 0.01$), Responsiveness ($t = 5.794$, $p < 0.01$), and Website design (which got the lowest effect $t = 3.651$, $p < 0.01$) were found to have a significant and positive effect on Beneficiaries Satisfaction. Therefore, the hypotheses H1a, H1b, H1c, H1d, H1e and H1f were supported.

Table 4: Regression Summary of Quality of e-Government services on beneficiaries Satisfaction (N=328)

MODEL	T	SIG.	COLLINEARITY STATISTICS		
			Tolerance	VIF	
1	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. $R^2 = 0.879$; Sig. $F = 0.000$; F-value = 390.917 ; dependent variable, beneficiaries Satisfaction $p < 0.01$					

VII. DISCUSSION

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

With regard to reliability, as one of the e-Government services quality, it was high. The researcher referred to the high care offered by the ministry of interior of the reliability dimension. This is because the website provide the information to the beneficiaries at a high level of accuracy and transparence. Additionally, the services are provided in high level of credibility and clarity as well. The response rate to the website used by beneficiaries of the ministry was satisfactory. It is related to the employment of specialist team who provide solutions to problems that face the beneficiaries. With regard to the privacy and security, Interior website was pleasing as well. It referred to the requirements of privacy and security requested from the users such as: user name and password. Moreover the ministry

provides guarantees to insure the privacy and information security of the users. The level of information availability on the ministry of interior website was satisfactory. The researcher found that this result is consistent with the electronic services availability on the website, specially that the user can access all the electronic services from inside or outside the ministry. The study participants can access the website 24 hours a day. Also, the website provides all the services needed by the beneficiaries. For these reasons, the average of the answers received by the participant in the study sample was high. Finally, The ease of use of the electronic services provided by the Ministry of Interior was high. From the researcher point of view, this result consists of the quality of electronic services provided on the ministry website. It can be used easily as it is easily reachable. It is also easy to sign-up and register, and thus, easier to participate in.

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

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

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

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

VIII. RECOMMENDATIONS

In light of the study results, the researchers recommend the following:

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

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