

Conceptual for User Satisfaction with the E-government in North of Jordan

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Abstract

This study aimed to identify the concept of e-government which enables the availability of services to Jordanian, to identify the requirements of application of e-government, and the problems faced at the local level and thus to identify user satisfaction with e-government in Jordan. A questionnaire was adjusted and structured base on previous study and distributed in the north of Jordan. Data were analyzed through the use of statistical software SPSS). The current study had conclusions and recommendations. Statistical analysis shows that there is a statistically significant in all hypotheses except in format use of e-government in Jordan and Satisfaction of user in Jordan $p = (0.051)$ and all of hypothesis have appositve correlation and relationship between them.

Keywords

Jordan, User of e-government, E-Government, Satisfaction

1. Introduction

In recent decades, a huge revolution in all fields of science and technology was took place, where information and communication technology are becomes the most important element of infrastructure for economic and social development; it is considered the dominant force that controls the factors of production in the various aspects of activities So, many countries were established e-government, which aims to connect people with various government's departments to access and how needed these services, via the adoption of communication and information networks to reduce the cost and improve of delivery and effectiveness of implementation [1]. There was no longer enough for classic government to upgrade its methods to cope with the change, but it became necessary to radically

reconsider the government's model and the innovation of another new one [2].

The roots of e-government are attributed to the difficulties encountered by citizens and business owners in dealing with government departments, in addition to the desire of governments to benefit from the revolution of Internet, information and communication technology in recent times[3]. The culture of Jordanian and awareness have increased towards the importance of the use of computers and the role of the Internet, and the idea of waiting in a queue for a service or perform a particular interest has become an ancient idea [4]. Some of the problems that face the Jordanian when he gets the service need radical solutions, for example, it may be difficult for the citizen to determine the government department responsible for some businesses, and he may need to go to several government departments to complete one transaction suffering from long waiting times, so it was necessary to find a solution to cope with the requirements of the era of information and communication revolution. This study presented a concept of e-government in theoretical framework which can be empirically tested to understand and measure the user of E-government satisfaction.

2. Importance of the study

The importance of the study lies in the importance of its subject, which is e-government. The concept of e-government has become a new approach to improve the level of performance in the public sector and its quality, especially as the government has a close relationship to the principles of total quality management, whereas the use of ICT in the government came as a response to the bureaucracy, organizational hierarchies, and the one side communication, as well as in the reduction of administrative corruption and nepotism, and increasing transparency and openness. The importance of the study of being looking at the extent of satisfaction with the services in the application of e-government, and it can be said that the importance of the study lies in the prompt of linking between the requirements of success for the application of e-government program and the dimensions of the future due to the limited studies on this aspect.

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3. Objectives of the study

The current study seeks to achieve the following objectives:

First: to provide an introductory presentation of the concept of e-government in theoretical framework.

Second: to determine the requirements, possibilities of the application of e-government and the issues which it faces.

Third: to identify the degree of satisfaction of the user of the performance of e-government in Jordan.

4. Problem of the study

Increased spread of the use of the Internet and the rapid development taking place in the field of e-business, the major categories of E-Government is Government to their Citizens which includes all of the interactions between government and its citizens, the public sector was exposed to the pressures of the shift towards the provision of services to citizens and businesses in its electronic form directly. Studies have confirmed the need to evaluate e-government programs, both at the commencement to provide the service or at the actual application to take the results of the evaluation as a model for best practices. The current study aims to answer the following question “(What is the degree of satisfaction of the user of e-government in Jordan)”

5. Hypotheses and research model

In order to address the problem of study and achieve their goals, a model was adopted based on end-user computing satisfaction [5], and eight hypotheses were developed as follows:

First hypothesis: There is a significant statistical between the Trust use of e-government in Jordan and Satisfaction of user in Jordan.

Second hypothesis: There is a significant statistical between the Content use of e-government in Jordan and Satisfaction of user in Jordan.

Third hypothesis: There is a significant statistical between the Accuracy use of e-government in Jordan and Satisfaction of user in Jordan.

Fourth hypothesis: There is a significant statistical between the Format use of e-government in Jordan and Satisfaction of user in Jordan.

Fifth hypothesis: There is a significant statistical between the Ease of use of e-government in Jordan and Satisfaction of user in Jordan.

Sixth hypothesis: There is a significant statistical between the Timeliness use of e-government in Jordan and Satisfaction of user in Jordan.

Seventh hypothesis: There is a significant statistical between the Security use of e-government in Jordan and Satisfaction of user in Jordan.

Eighth hypothesis: There is a significant statistical between the Cost of technology use of e-government in Jordan and Satisfaction of user in Jordan.

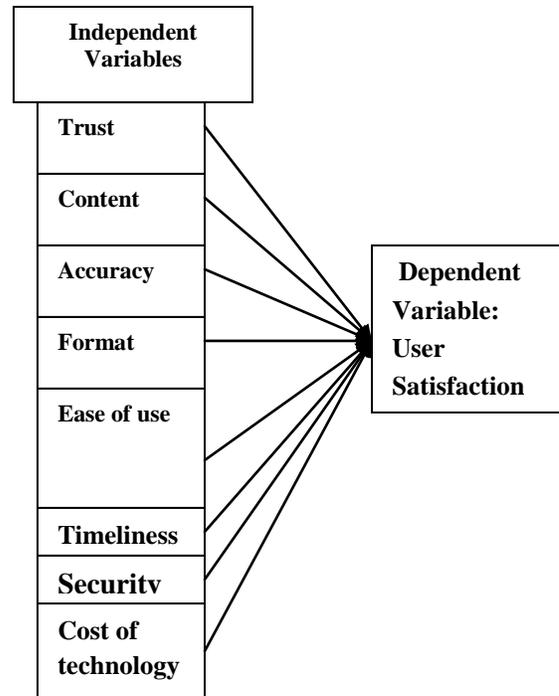


Figure 1: Study Model of Satisfaction

6. Theoretical framework of the study

Satisfaction of user: viewed as the people attitude toward an information system. According to [6] Satisfaction of user was “extent to which users believe the information systems available to them meet their information requirements”. According to [7] Satisfaction of user represents a modern approach for measure quality of service in public organizations to development of a truly people-oriented management culture. According to [8] e-government initiatives need to understanding of potential and perceptions of their people and what factors influencing them to adopt e-government services.

E-government: It became difficult to have a specific sententious definition. E-government is defined throw its narrow scope as " the use of information

technology to increase the freedom of movement of information without material constraints represented by papers and place " to its broad scope as " the use of information and communication technology to increase access to government services and deployed across the network to the benefit to the citizens , business owners and private workers[9] In the light of this definition, it is clear that the concept of e-government is not just about saving web pages , but is much broader than that . according to [10] Pointed that the concept of e-government includes the practice of management across the web and the development of so-called e- citizenship and provide electronic services, all of which make society in general and individual in particular acting electronically. Both [11] have identifies e-government as a " large scale transformation to increase the capacity of institutions in the field of information and communication technology in order to achieve high-quality continuous and integrated development and dissemination of public sector services , raise the efficiency of public affairs management , to support the economic aspects and social development of citizens, businesses , and facilitate the management of civil society .Simply , we can say that e-government is to bring the government to the Jordanian electronically to facilitate dealing with its various bodies , and thus open the way to a new type of deal sets ,whether between the government department or between the government and citizen [12].

The importance of e-government is achieved through the recognition of the fact that today's world judges on society as advanced if such society is characterized by three features: accountability, transparency and good governance, and these represent the pillars of e-government. E-government came after the emergence of administrative and financial corruption in the society. In order to fix this, the e-government came as one of the remedies that are considered as protective treatments against the spread of corruption, whereas the requirements of the administrative reform forces the government departments to apply transparency and clarity in its approach and to allow Jordanian to access to information not just in response to their requests, but by the government's initiatives.

Objectives of e-government: The success of the application of e-government is reflected through the achievement of several benefits, as it undertakes in the reform of the public sector a number of aspects as stated by [13] including the an increase in efficiency by improving the productivity of the public sector,

the direction towards decentralization by empowering the workforce, activating the accountability of the parties involved by making public sector employees more accountable for their decisions, and improving the management of work in favor of the comfort of the citizen. The application of e-government contributes to achieving the goals that governments aim to achieve community reform processes. Jordan is working to shift to e-government and that for its significant benefits to the national economy.

Components of e-government: according to [14] has identified the following components as people, business organizations and communications between government departments to achieve the integration between them so that they work as partners and as one platform to provide people with services, and internal departments: increasing the efficiency of work and help those who work in the departments of the ministry through the use of modern technology to improve the quality of administrative work.

successful for the application of e-government: The restructuring of the public sector to cope with the changes of communications and information revolution and the shift towards electronic methods to provide services require the availability several ingredients that prevent the occurrence of failure service in the future , and therefore the establishment of e-government requires the availability of appropriate infrastructure that includes technological , administrative , human resources and legal components. Mentioned [15] some of these components including (availability of computers and sophisticated software, identifying information, data and models, coordination and linkage between the authorities and businesses, the development of several systems such as electronic payment portals , establishment of legal framework regulating the transactions of e-government and media awareness campaigns to educate the citizens about the services provided by e-government and how to use them.

Obstacles of applying e-government: Although government departments in all countries of the world are spending huge sums on information technology when compared to other sectors , but it is noted that they did not achieve improvements of productivity and quality of the services they provide to their customers .according to [16] obstacles in the face of the application of e-government including (the focus on serving the ministry's works, the use of information technology for automating their current systems instead of applying new efficient and effective solutions, buying systems that fit their internal needs, and the dominant culture in

government departments and the resistance to change). Also [14] mentioned the obstacles that face e-government. According to [14] shows the most important obstacles facing the application of e-government systems and procedures that can be taken to overcome them as (culture of the organization (the ministry), lack of organizational structure of the project on a central level, confidence, resources, and resistance to change).

The security in e-government: it is refer to technical and administrative procedures to be taken to prevent illegal access to the data whether to review or attempting to introduce any amendments thereto [17]. The services provided by e-government: One of the most important outcomes of e-government is to provide electronic services in order to provide affordable access to government services for all beneficiaries and through multiple channels. The e-services are divided into four types (Vertical services: These include services offered exclusively by one governmental department, Overlapping services: are the services that share more than a government institution in the submission, Shared services: are the services that are being developed "centrally" one-time only and provide all government services and the last is The Jordanian electronic payment portal is one of the basic components of the infrastructure for e-government and the corner stone in the construction and development of electronic transactions [18].

7. Literature review

According to [19] studied A Comparison between E-Government Ranks in Jordan and Malaysian aimed to investigate the e-government adoption scenario in Jordan and to compare it with the Malaysian. The study is based on the e-government survey reports conducted by the United Nations between 2007 and 2010. This report gave us some critical remarks related to Jordan e-government. This study also gave a suggestions and counter measures to improve e-government in Jordan. According to [20] studied Factors Influencing Citizen Adoption of E-Government in Developing Countries the Case of Jordan. The aim of the study was to investigate citizen adoption of e-government services in Jordan and to explore factors affecting the level of adoption of e-government services and developing a conceptual framework that is based on previous literature of Technology Acceptance Model. It is indicate that perceived usefulness, perceived ease of use; citizen satisfaction and trustworthiness are significant predictors of the Jordanian intention to use

an e-government service. The results also showed that the service quality dimensions: responsiveness, reliability, and empathy have significant impacts on the citizen satisfaction. The study has made significant contributions to the body of knowledge at academic and practical levels as an important exploratory.

A Study carried out by [21] which aimed at determining the level of individuals' awareness to the concept of e-government, the obstacles to its application, and the level of electronic reading and writing skill necessary for the application of e-government, and the factors affecting the level of success of its application. The study sample consisted of (387) of civil servants in the different Jordanian ministries and institutions. The variables of the study focused on the availability of electronic knowledge, the reasons for the low prevalence of the Internet, the efficiency of the workforce for the application of e-government. The study showed that the attitudes of the sample of the study agreed upon the weakness of the Internet and the lack of skilled staff, as the study also showed that among the obstacles to the application of e-government in Jordan was the lack of citizens' understanding of the concept of communication, and the health effects from the operation of the electronic network (internet).

A study carried out by [22] which aimed at identifying the impact of the application of the concepts of e-government in the quality of service provided by the public sector institutions of Jordan. The sample of the study consisted of (85) employees of the senior and middle management. The study showed a correlation between the application of e-government and service quality, and the existence of a relationship between the availability of technology, and the circulation of information, and the presence of a supportive partner, focus on beneficiaries, provision of laws and regulations and the quality of service provided.

A study by [23] which aimed to examine the level of progress in the implementation of e-government in the United States, as well as to examine the effects of the application of e-government. The study sample consisted of (3749) local governments for the year (2000) and (7844) local governments for the year (2002). The results showed that most U.S. local governments have a site on the internet. As for the impact of the application of information technology in government departments, the study showed an improvement in (2002) more than (2000) on one side, and the presence of an increase in demand for staff, and the changing roles of employees, and re-

re-engineering processes , and increase in the efficiency of operations , on the other hand . As for the obstacles to the application of e-government, this study showed the presence of statistically significant differences between the responses between (2000 & 2002) regarding the importance of the obstacles, despite the absence of differences in the sequence between the two years represented by the need for IT personnel, and expertise of IT staff.

8. Methodology

The type of the study is a descriptive quantitative study, for collecting data about the User of e-government in the north of Jordan sample.

- Study Population and Sample: The study population is the Jordanian User of e-government represented by the User of e-government in the north of Jordan. That means that the subpopulation is the User of e- government in the north of Jordan. The sample of the study are who use and beneficiaries of e- government which are represent the user of e- government in the north of Jordan, the sample size was(95) people.
- Study Instrument: Secondary data was collected through website, books, and research, the primary data collected by using a questionnaire which includes questions to the sample individuals to highlight their perception about using e-government satisfaction in the north of Jordan. A questionnaire was adjusted and structured base on previous study, using a five-point Likert scale, ranging from 5= “strongly agree” to 1= strongly disagree”. Cronbach’s alpha was used to evaluate the reliability of the instrument items as shown in table (1).

Table 1: Cronbach’s alpha and reliability of Scales

	N. Items	Alpha (a)
Satisfaction	5	0.77
Trust	3	0.75
Content	3	0.87
Accuracy	2	0.88
Format	2	0.89
Ease of use	2	0.85
Timelines	2	0.84
Security	2	0.75
Cost	2	0.85

9. Results

To test the hypotheses a single and multiple linear regressions were used to associate with the research model. Although the coefficient and Collinearity Statistics can be estimated in many ways, most empirical studies used multiple regression to explore and analysis the relationship between a dependent variable and independent variables [24]. To investigate all eight hypotheses and user satisfaction, multiple regression analyses were using SPSS. The multiple regression assumptions of normality; linearity and independence of residuals were tested. Table (2, 3, and 4) shows the results of the regression analysis based on the relationships proposed in the research model. The research hypotheses have been test as shown in table (2) and the hypotheses were significant statistical and Acceptance are (There is a significant statistical between the Trust use of e-government in Jordan and Satisfaction of user in Jordan, There is a significant statistical between the Content use of e-government in Jordan and Satisfaction of user in Jordan, There is a significant statistical between the Accuracy use of e-government in Jordan and Satisfaction of user in Jordan, There is a significant statistical between the Ease of use of e-government in Jordan and Satisfaction of user in Jordan, There is a significant statistical between the Timeliness use of e-government in Jordan and Satisfaction of user in Jordan, There is a significant statistical between the Security use of e-government in Jordan and Satisfaction of user in Jordan and There is a significant statistical between the Cost of technology use of e-government in Jordan and Satisfaction of user in Jordan), but the fourth hypothesis (There is a significant statistical between the Format use of e-government in Jordan and Satisfaction of user in Jordan) not significant statistical and rejection $p=(.051)$. In addition, the results of the current study showed there is a relationship between these variables and the correlation is positive see table (4).

Table 2: multiple regression to variable Satisfaction, Trust, Content, Accuracy, Format, ease of use, Timelines, Security and Pric.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta	B	Std. Error
1	(Constant)	-.412	.313		-1.316	.192
	Trust	.414	.062	.486	6.626	.000
	Content	.416	.061	.461	6.832	.000
	Accuracy	.030	.029	.031	1.033	.005
	Format	.059	.030	.066	1.977	.051
	Ease	.016	.022	.019	.707	.002
	Timelines	1.029	.028	.950	36.139	.000
	Security	-.438	.059	-.519	-7.449	.000
	Price	-.501	.059	-.528	-8.416	.000

a Dependent Variable: User Satisfaction

Table 3: Collinearity Statistic for Satisfaction, Trust, Content, Accuracy, Format, Ease of use, Timelines, Security and Price.

Model	Collinearity Statistics	
	Tolerance	VIF
Satisfaction	.632	1.582
Trust	.735	1.360
Content	.675	1.482
Accuracy	.705	1.418
Format	.644	1.552
Ease of use	.634	1.578
Timelines	.632	1.523
Security	.735	1.356
Price	.655	1.451

Table 4: Correlations between satisfaction, Trust, Content, Accuracy, Format, Ease of use, Timelines, Security and Price.

		Satisfaction	Trust	Content	Accuracy	Format	Ease	Timelines	Security	Cost
Satisfaction	Pearson Correlation	1	.612(*)	.639(**)	.660(**)	.717(**)	.609(*)	.643(**)	.291(**)	.294(**)
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.004	.004
	N	95	95	95	95	95	95	95	95	95
Trust	Pearson Correlation	.612(**)	1	.597(**)	.676(**)	.591(**)	.650(*)	.334(**)	.724(**)	.308(**)
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.001	.000	.002
	N	95	95	95	95	95	95	95	95	95
Content	Pearson Correlation	.639(**)	.597(*)	1	.678(**)	.807(**)	.517(*)	.328(**)	.297(**)	.670(**)
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.001	.004	.000
	N	95	95	95	95	95	95	95	95	95
Accuracy	Pearson Correlation	.660(**)	.676(*)	.678(**)	1	.724(**)	.708(*)	.309(**)	.356(**)	.343(**)
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.001	.004	.000
	N	95	95	95	95	95	95	95	95	95

Format	n									
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.002	.000	.001
	N	95	95	95	95	95	95	95	95	95
Ease	Pearson Correlation	.717(**)	.591(*)	.807(**)	.724(**)	1	.608(*)	.428(**)	.329(**)	.525(**)
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.001	.000
	N	95	95	95	95	95	95	95	95	95
Timelines	Pearson Correlation	.609(**)	.650(*)	.517(**)	.708(**)	.608(**)	1	.229(*)	.302(**)	.165
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.025	.003	.109
	N	95	95	95	95	95	95	95	95	95
Security	Pearson Correlation	.643(**)	.334(*)	.328(**)	.309(**)	.428(**)	.229(*)	1	.619(**)	.647(**)
	Sig. (2-tailed)	.000	.001	.001	.002	.000	.025		.000	.000
	N	95	95	95	95	95	95	95	95	95
Cost	Pearson Correlation	.291(**)	.724(*)	.297(**)	.356(**)	.329(**)	.302(*)	.619(**)	1	.576(**)
	Sig. (2-tailed)	.004	.000	.004	.000	.001	.003	.000		.000
	N	95	95	95	95	95	95	95	95	95
	Pearson Correlation	.294(**)	.308(*)	.670(**)	.343(**)	.525(**)	.165	.647(**)	.576(**)	1
	Sig. (2-tailed)	.004	.002	.000	.001	.000	.109	.000	.000	
	N	95	95	95	95	95	95	95	95	95

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

10. Recommendations and Conclusion

Based on the result findings the conclusions can be made. First the perceived Trust, Content, Accuracy, Ease of use, Timelines, Security, Cost of technology are significant predictors of perception for people to use e-government services. Second, the results of the current study showed there is a relationship and correlation is positive between satisfaction of user e-government and these variables of model study, the responses of most of the respondents ranged between "I agree" and "I strongly agree". This result may be a motivation for the application of e-government in a wide range in Jordan. Third, It is clear that there is a consensus of the citizens that e-government applications will be useful to the community in terms of that information will be smoothly acquired in uncomplicated way, will save a lot of time, effort, be of high efficiency, effectiveness and e-government applications will reduce the red tape in transactions. In addition, the study reported that few studies

explored factors that influence people of e-government services. This study presented a conceptual framework which can be empirically tested to understand and measure the E-government user satisfaction. The study recommends to development of technological infrastructure, the provision of computers and the reduction of internet subscriptions, and to provide this service in rural and remote areas so that the Jordanian can carry out their transactions electronically, The provision of material capabilities necessary for the application of e-government, the expansion of the services provided, the necessity of educating people to the concept of e-government, intense media promotion of government services through electronic bulletins of government departments and other public means of communication and motivate people to communicate electronically with the government departments by reducing the cost of performing transactions.

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