

The Impact of the Quality of the Electronic Services Provided by Greater Amman Municipality on the Satisfaction of the Beneficiary

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Abstract

This study aimed to evaluate the effect of electronic services quality in all dimensions (trust, easy to use, security and privacy, and response time) performed by Amman Municipality on the recipient's satisfaction in all dimensions (recipients' impressions "factual performance", and expectations match on the factual performance). To achieve the goals of the study, an electronic survey was applied as a main tool for data collection, which was distributed over samples in the capital city Amman, through the site (google Forms), by using the convenience sampling technique. Three hundred and seventy-one (371) valid questionnaires were retrieved from respondents and were completed for statistical purposes, the study depended also on descriptive curricula to describe the characteristics of the study sample, the average and the standard deviation of the answers on the study questions in addition to the simple and multiple linear regression equation to test the hypothesis of the study. The results of the study show a statistical effect of the quality of electronic services in all its dimensions (trust, easy to use, security and privacy, and response time) on the recipients' satisfaction and explained

(0.565 percent) of the variation in all the dimensions, which points a relation between all variations which were the most effective dimensions; (easy to use), followed by (response time), then (trust) in third place, followed by (privacy), and finally (security). The study presented some recommendations in regard to increasing the attention of Amman Municipality to the quality of the electronic services performed, beside the following up for the execution with the recipients to increase the quality of the electronic services

Key words: The Quality of Electronic Services, Satisfaction of the beneficiary, Greater Amman Municipality, Trust, Security, Response, Jordan