

# **A Proposed Quality Model of Technical Aspects for Mobile Government Services: Case Study SANAD Application**

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## **Abstract**

After the devastating effects of the global Corona pandemic, governments throughout the world, and the people of Jordan in particular, need to convince their citizens of the necessity of adopting electronic government and mobile government services. However, gauging the public's enthusiasm for e-government technologies is a significant obstacle. So, it took a while for the Hashemite Kingdom of Jordan's developers and operators to roll out E-government.

Mostly attributable to the aforementioned modification issue, the government is reportedly forming a cooperative venture with private parties (application developers) that boast a far more rapid service delivery cycle. Several models of citizen acceptability of e-government have been tried out in prior research. SANAD Application as a case study, this study will evaluate a novel acceptance model for electronic government in Jordan, this study aims to determine how happy people and customer satisfaction are with the government services they may access on their smartphones using SANAD application. Electronic versions of the questionnaire were used to collect the bulk of the data for the study. To test the assumptions and find the answers implied by the research's title, the authors used a case study, a specific kind of descriptive-analytical approach based on data collecting. Descriptive research has traditionally focused on analyzing phenomena including behavior, opinion, demographic data, and environmental/process variables.

Once the components of the pooled search model were identified, they were subjected to a reliability test using Cronbach's alpha and other analytical and statistical tests.

In this research, a technical aspect is security issues are the primary obstacles to the widespread use of Government apps on mobile devices. According to Reham Haddad, an IT guru and ITGS instructor at private schools, you have to scan your ID the first time you install SANAD application on your phone (Reham Haddad,2020).

Through this research 66.46 percent of people believe that it is easy to use, 63.51 percent of people believe that it is availability, 66.56 percent of people believe that it is clarity, 74.98 percent of people believe that it is conciseness, accuracy and 54.61 percent believe that it is completeness. A total of 167 individuals answered the questionnaire we sent out. While understanding the concepts and progressing towards the research, six hypotheses were drawn and quantitative tools like correlation and multi-step regression models were employed. The aim was to conclude to gain a better concept of the variables that affect turnover intention. The research derived its uniqueness by filling out the gaps in studies while studying the relationship of the independent variables on customer satisfaction

**Keywords:** SANAD Application, E-Government, M-Government, Mobile Services, Technical Aspect.