

**THE MODERATING EFFECT OF AGE IN THE
RELATIONSHIP BETWEEN E-GOVERNMENT SERVICES AND
JOB PERFORMANCE ON CIVIL STATUS AND PASSPORT
DEPARTMENT IN JORDAN**

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Thesis submitted in partial fulfilment for the degree of
DOCTOR OF PHILOSOPHY IN
HUMAN RESOURCE MANAGEMENT

UNIVERSITI SAINS ISLAM MALAYSIA

June 2021

AUTHOR DECLARATION

I hereby declare that the work in this thesis entitled The Moderation Effect of Age in the Relationship between E-government services and Job Performance is my own except for quotations and summaries which have been duly acknowledged.

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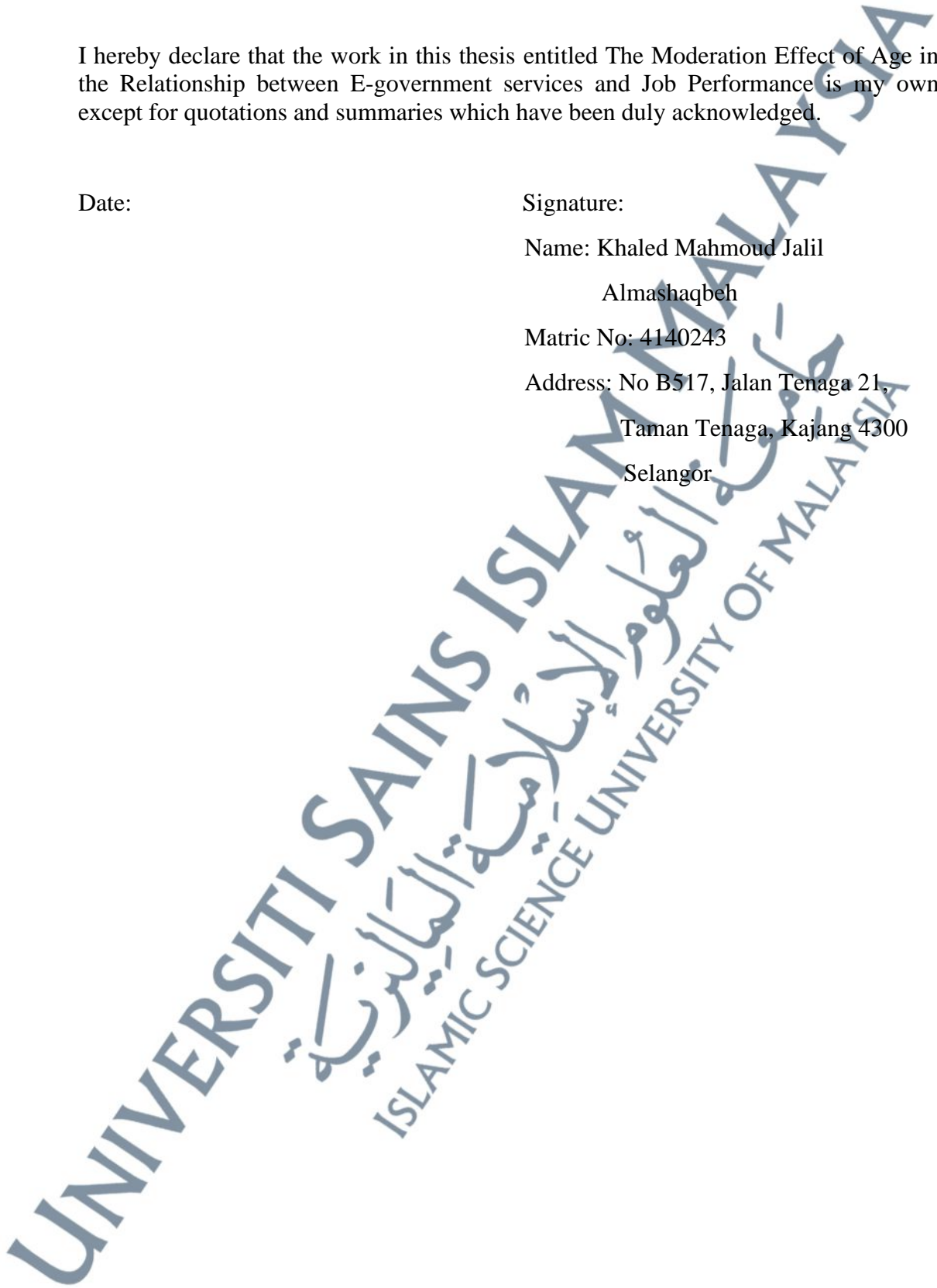
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ACKNOWLEDGEMENT

All thankfulness and gratefulness be to Allah who guided and helped me to complete this study.

To my dearest parents who have been my source of inspiration and their prayers have made things easy for me. May Almighty Allah grant them Paradise.

To my lovely wife, my sons and daughters (Mohammed, Ahmed, Salam, Mahmmoud, Sondos) for their patience during this journey, continual support, encouragement, love, prayers for my progress and teaching me the values in life that brought me to where I am today.

A project such as a doctoral dissertation is not a personal individual task. It cannot be successful and accomplished without help. A special gratitude goes to my supervisor, Dr Kalsom Ali, and co-supervisor, Dr Khairunneezam, for their guidance and invaluable instructions.

I would like to express my deep appreciation to Dr Mohammad Momani and Mr Khaled Al-Anani and the employees of the CSPD who helped me with the collection of data in Jordan.

Further, I express my gratitude to my friend in Malaysia, Dr Fayeg Al Ajalen, for his support and help during the process of doing this research. Sincere thanks also go to my friends in Jordan, Dr Bilal Al-Khaza'leh, Dr Ismael Al-Mashaqbeh and Mr Mohammad Al-Khateeb, for their help, guidance, and support.

Finally, I wish to thank the University Science Islam Malaysia (USIM) and its staff for their cooperation during the process of preparing this work. Special and sincere thanks go to Malaysia.

ABSTRAK

Kerajaan dalam usaha untuk membangunkan prestasi perkhidmatan menerusi perkhidmatan e-kerajaan. Kajian ini bertujuan untuk mengkaji kesan moderasi hubungan di antara umur dan perkhidmatan e-kerajaan serta prestasi kerja di Jabatan Pasport dan Status Awam, Jordan. Data kajian ini dikumpul daripada pekerja barisan hadapan di jabatan ini. Soalan selidik bersifat tertutup berdasarkan skala likert telah digunakan bagi pengumpulan data. Sampel kajian sebanyak 400 orang pekerja di barisan hadapan jabatan ini telah dipilih secara rawak dan sebanyak 335 maklumbalas telah digunakan bagi peringkat analisis selanjutnya. Program The statistical package of social science (SPSS) telah digunakan bagi menjalankan analisis factor, ujian keberkesanan dan analisis diskriptif manakala program AMOS telah digunakan untuk menjalankan analisis structural equation modelling yang seterusnya menjawab hipotesis kajian. Dapatan kajian menunjukkan prestasi kerja dipengaruhi oleh perkhidmatan e-kerajaan dan umur, walau bagaimanapun, ia tidak menyokong hubungan di antara umur dengan prestasi kerja. Dapat dirumuskan di sini bahawa kajian ini telah meningkatkan kefahaman terhadap factor yang mempengaruhi penggunaan perkhidmatan e-kerajaan dalam usaha meningkatkan prestasi pekerja. Faktor ini telah mendapat perhatian daripada kedua-dua pihak iaitu daripada perspektif pekerja dan organisasi kerajaan. Cadangan terhadap dapatan kajian ini adalah supaya memberikan lebih perhatian dalam menguruskan strategi berkaitan adaptasi teknologi dan perlaksanaan terhadap pengembangan prestasi kerja pekerja menerusi perbezaan kumpulan umur tertentu.

ABSTRACT

Governments are trying to develop performance through using e-government services, but there are some obstacles that affect the achievement of this goal. This study aimed to investigate the moderation effect of age in the relationship between e-government services and job performance on Civil Status and Passport Department (CSPD), Jordan. Data were collected from front-line employees in the Jordanian CSPD. A closed; Likert scale questionnaire was used to collect data. A sample of 400 front-line CSPD employees was selected randomly and 335 were used for subsequent analysis. The statistical package of social science (SPSS) program was used to conduct factor analysis, reliability analysis and descriptive statistical analysis and the AMOS program was used to carry out the structural equation modeling as well as examining the research hypotheses. The analysis and models verified the hypothesis, where it was mentioned that there is interdependence in the independent variable (e-governance) and the moderator (age) of this research but the dependent variable (job performance) and the moderator are not interconnected if we consider the relationship of age and job performance. It could be concluded that this study extended the understanding of the factors that influence the usability of governmental e-services to enhance the performance of employees. These factors received considerable attention from both employees and governmental organizations perspectives. The findings recommend more attention should be paid on management strategies related to consider technology adoption and implementation to enhance employees' job performance through the significant differences among the age groups.

AL- MULAKHKHAS

هذه الدراسة تهدف للتعرف علي استخدام خدمات الحكومة الالكترونية في الاداء واستخدام عامل العمر كمتغير معدل بينهم لدى دائرة الاحوال المدنية والجوازات في الاردن. اختبرت الدراسة الحالية تأثير المعدل متغير العمر في العلاقة بينهم. جمعت البيانات من موظفي الخط الاول في دائرة الاحوال المدنية والجوازات في الاردن. وبناء على ذلك، تم تصميم استبيان لجمع البيانات من دائرة الاحوال المدنية والجوازات في الاردن. تتكون العينة من موظفي الخط الاول في دائرة الاحوال المدنية والجوازات في الاردن. في المجموع تم توزيع 400 استبانة على موظفي الخط الاول في دائرة الاحوال المدنية والجوازات التي تشكل مجتمع الدراسة. وبالتالي، كان ما مجموعه 335 استبانة صالحة لتحليل البيانات لاحقاً. استخدام في تحليلها برنامج الحزمة الإحصائية للعلوم الاجتماعية (SPSS) لاختبار تحليل العوامل، وتحليل الصدق والثبات والتحليل الوصفي الاحصائي. كما استخدام برنامج اموس (Amos) لإجراء نمذجة المعادلة البنائية (SEM) وكذلك تحليل واختبار فرضيات البحث. ويعتبر هذا البحث هو أول دراسة تجريبية في القطاع العام الأردني يكون فيها خدمات الحكومة الالكترونية كعامل مستقل والعمر كعامل معدل. وقد توصلت الدراسة لعدة نتائج مهمة وهي: ان خدمات الحكومة الالكترونية من خلال دراسة العمر كعامل معدل له تأثير على تطوير اداء العمل . وتهدف هذه الدراسة إلى اضافة مجموعة من المعارف في مجال إدارة الموارد البشرية والمساعدة في زيادة فعالية اداء العمل. وايضا من نتائج هذه الدراسة التوسع في فهم العوامل التي تؤثر في استخدام النظام في زيادة فعالية اداء العمل للموظف. هذه العوامل يجب الاهتمام بها واعطائها الانتباه من قبل الموظف والمنظمة. النتائج توصي باعطاء اهتمام أكثر للاستراتيجيات الادارية المتعلقة باستخدام التكنولوجيا وتطبيقها لزيادة اداء العمل من خلال فرق العمر للمجموعات العمرية.

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