APPENDICES

Appendix 1:

UNIVERSITI SAINS ISLAM MALAYSIA

جَامِعَة العُلوم الإسْلامِيَة المَالِيزِية

ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

بسم الله الرحمن الرحيم

تحية طيبة وبعد

يقوم الباحث بأعداد دراسة بعنوان اثر المعدل العمر على العلاقة بين خدمات الحكومة الالكترونية واداء العمل في دائرة الاحوال المدنية والجوازات الاردنية وذلك استكمالا للحصول على درجة الدكتوراه في ادارة الموارد البشرية راجيا التكرم بالإجابة على اسئلة الاستبانة المرفقة بدقة من وجهة نظركم علما بان جميع الاجابات ستعامل بسرية تامة ولن تستخدم الا لأغراض البحث العلمي.

شاكرين لكم حسن تعاونكم واقدر بعمق المساعدة التي تقدمونها

وتقبلوا فائق الاحترام والتقدير

الباحث : خالد محمود المشاقبه

اشراف الدكتورة: كلثوم بنت علي

الجزء الاول: المعلومات العامة

ضع دائرة حول رمز الاجابة المناسبة:

الجنس: ا) ذكر ب) انثى

العمر:

ا) اقل من 25 سنة

ب) 25 الى اقل من 30 سنة

ج) 30 الى اقل من 35 سنة

د) 35 الى اقل من 40 سنة

هـ) 40 سنة فاكثر

المؤهل العلمي:

ا) الثانوية العامة فما دون ب) دبلوم

ج) بكالوريوس د) ماجستير

د) دكتوراه

الخبرة:

ا) اقل من سنة ب) من سنة الى اقل من سنتين

ج) سنتين الى اقل من 5 سنة د) من 5 الى اقل من 10 سنة

هـ) 10 سنوات فاكثر

الجزء الثاني:

في هذا الجزء مجموعة من الفقرات و العبارات التي تقيس خدمات الحكومة الالكترونية في دائرة الاحوال المدنية والجوازات(النظام الالكتروني المستخدم , يرجى وضع اشارة(×)في المربع الذي يتفق مع رأيك في كل عبارة من العبارات؟

الرقم	الفقرة	مرتفع جدا	مرتفع	متوسط	منخفض	منخفض جدا
1	احب استخدام النظام بشكل متكرر					
2	وجدت ان النظام ليس معقد					
3	اعتقد ان النظام كان سهل الاستخدام					
4	اعتقد انني بحاجة الى مساعدة الفني لاكون قادر على استخدام هذا النظام					
5	وجدت ان الوظائف المتنوعة في النظام متكاملة بشكل جيد					
6	اعتقد ان هناك الكثير من عدم ترابط الوظائف داخل النظام					
7	اتخيل ان الكثير من الناس ممكن ان يتعلموا على هذا النظام بسرعة جدا					
8	وجدت ان استخدام النظام صعب جدا					
9	شعرت بثقة كبيرة باستخدام النظام					
10	احتجت ان اتعلم الكثير من الاشياء قبل ان اكون قادرا على استخدام النظام					

الجزء الثالث:

ويتعلق بقياس الأداة الوظيفي في دائرة الأحوال و الجوازات في هذا الجزء مجموعة من الفقرات والعبارات التي تصف الأحوال المدنية والجوازات, يرجى وضع اشارة(×) في المربع يتفق مع رأيك قي كل عبارة من العبارات.

الرقم	الفقرة	مرتفع جدا	مرتفع	متوسط	منخفض	منخفض جدا
1	اقوم بتقديم اعمال دقيقة و شاملة.					
2	اقوم بإنجاز اعمال خالية من الاخطاء					
3	اقوم بالإجابة على استفسارات العملاء بسرعه					
4	اقوم بإنجاز الأعمال بكفاءة عالية					
5	اسعى الى تقديم خدمات متميزة					
6	اقوم بإنجاز الاعمال وفقا لجدول زمني محدد مسبقا.					
7	التزم بالأنظمة والسياسات					
8	احترم اخلاقيات العمل وتقاليده					
9	اواظب على الدوام					
10	يتوافر لدي الحماس والرغبة في انجاز المهام					

Appendix 2:

UNIVERSITI SAINS ISLAM MALAYSIA

جَامِعَة العُلوم الإسْلامِيَة المَالِيزِيَة

ISLAMIC SCIENCE UNIVERSITY OF MALAYSIA

QUESTIONNAIRE SURVEY

Dear Employee

My name is KHALED MAHMOUD JALIL ALMASHAQBEH, and I am a PhD student in the faculty of leadership and management at the University Sains Islam Malaysia (USIM). This questionnaire is a part of study on **The Moderating effect of Age in the relationship between E-government services and Job Performance on Civil Status and Passport Department in Jordan.**

The researcher requests your kindness and generosity to answer all the questions in the questionnaire. Your answer is very important for the purpose of the research and the results will remain **confidential and anonymous**. I assure you that your answers will be treated strictly confidential and will be used for the purpose of the scientific research.

Thank you for your cooperation.

Respectfully Yours,

The Researcher:

HAKHALED MAHMOUD JALIL ALMASHAQBEH

Ph.D. student at Faculty of Leadership and Management

Universiti Sains Islam Malaysia (USIM)

H/P: 00601137603631

E-mail: kmshaqbh@gmail.com

The questionnaire contained three sections covering demographic, the independent variable and the dependent variable.

Part one:

Demographics:

Kindly put circle around suitable answer:

Gender A. Male B. female

Age:

A. Less than 25 years.
B. 25 - Less than 30.
C. 30 – Less than 35.
D. 35 – Less than 40.
E. 40 years and more.

Education:

A. High school
B. Diploma
C. Degree
D. Master
E. PHD

Experience in work:

A. 1 year or under
B. 1-2 years
C. 2-5 years
D. 5-10 years
E. 10 years or above

Part two:

This section measures the e-government services. Please read each statement carefully and tick **(x)** for each item that represent your answer. Five scales ranging from "very low" to "very high" use to reflect your level of agreement.

NO.	Items	Very Low	Low	Medium	High	Very High
1.	I think that I would like to use this system frequently					
2.	I found the system unnecessarily complex					
3.	I thought the system was easy to use					
4.	I think that I would need the support of a technical person to be able to use this					
5.	I found the various functions in this system were well integrated					
6.	I thought there was too much inconsistency in this system					
7.	I would imagine that most people would learn to use this system very quickly					
8.	I found the system very cumbersome to use					
9.	I found the system very cumbersome to use					
10.	I needed to learn a lot of things before I could get going with this system					

Part three:

This section measures the JP. Please read each statement carefully and tick **(x)** for each item that represent your answer. Five scales ranging from "very low" to "very high" use to reflect your level of agreement.

No.	Item	Very Low	Low	Medium	High	Very High
1	I am providing complete and accurate services.					
2	I am accomplishing mistake-free **services**					
3	I am providing fast responses for the costumers' inquiries					
4	I am Providing services with high effectiveness					
5	I am seeking to provide perfect services					
6	I am accomplishing the services based on specific timetable					
7	I am abiding with the department system and policies					
8	I am respecting the job ethics					
9	I am following the work schedule					
10	I am having the enthusiasm and willingness to achieve the services					

Appendix 3:

Multiple Comparisons

Dependent Variable: Wt.JobPerformance Weighted Job Peformance Score

	(I) Age_collapsedb Age group collapsed	(J) Age_collapsedb Age group collapsed	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	25-30 Years	30-35 Years	-.07007	.09931	.919	-.3492	.2091
		36-40 Years	-.33946*	.09828	.008	-.6157	-.0632
		>40 Years	-.21069	.09606	.189	-.4807	.0593
	30-35 Years	25-30 Years	.07007	.09931	.919	-.2091	.3492
		36-40 Years	-.26939*	.09072	.033	-.5244	-.0144
		>40 Years	-.14062	.08831	.470	-.3889	.1076
	36-40 Years	25-30 Years	.33946*	.09828	.008	.0632	.6157
		30-35 Years	.26939*	.09072	.033	.0144	.5244
		>40 Years	.12877	.08715	.536	-.1162	.3738
	>40 Years	25-30 Years	.21069	.09606	.189	-.0593	.4807
		30-35 Years	.14062	.08831	.470	-.1076	.3889
		36-40 Years	-.12877	.08715	.536	-.3738	.1162
Bonferroni	25-30 Years	30-35 Years	-.07007	.09931	1.000	-.3338	.1936
		36-40 Years	-.33946*	.09828	.004	-.6004	-.0785
		>40 Years	-.21069	.09606	.174	-.4658	.0444
	30-35 Years	25-30 Years	.07007	.09931	1.000	-.1936	.3338
		36-40 Years	-.26939*	.09072	.019	-.5103	-.0285
		>40 Years	-.14062	.08831	.674	-.3751	.0939
	36-40 Years	25-30 Years	.33946*	.09828	.004	.0785	.6004
		30-35 Years	.26939*	.09072	.019	.0285	.5103
		>40 Years	.12877	.08715	.843	-.1026	.3602
	>40 Years	25-30 Years	.21069	.09606	.174	-.0444	.4658
		30-35 Years	.14062	.08831	.674	-.0939	.3751
		36-40 Years	-.12877	.08715	.843	-.3602	.1026
Games-Howell	25-30 Years	30-35 Years	-.07007	.11960	.936	-.3813	.2411
		36-40 Years	-.33946*	.09954	.005	-.5997	-.0793
		>40 Years	-.21069	.09719	.140	-.4651	.0437
	30-35 Years	25-30 Years	.07007	.11960	.936	-.2411	.3813
		36-40 Years	-.26939*	.09749	.033	-.5231	-.0157
		>40 Years	-.14062	.09509	.453	-.3883	.1071
	36-40 Years	25-30 Years	.33946*	.09954	.005	.0793	.5997
		30-35 Years	.26939*	.09749	.033	.0157	.5231
		>40 Years	.12877	.06815	.236	-.0481	.3056
	>40 Years	25-30 Years	.21069	.09719	.140	-.0437	.4651
		30-35 Years	.14062	.09509	.453	-.1071	.3883
		36-40 Years	-.12877	.06815	.236	-.3056	.0481

*. The mean difference is significant at the 0.05 level.

Multiple Comparisons

Dependent Variable: Usability_cfa_score Used CFA based total SUS score

	(I) educ_collapsed	(J) educ_collapsed	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	Diploma or less	University Degree\	-.37403	.40430	.652	-1.3684	.6204
		Master Degree or Higher	-2.60845*	.70840	.001	-4.3508	-.8661
	University Degree\	Diploma or less	.37403	.40430	.652	-.6204	1.3684
		Master Degree or Higher	-2.23442*	.70354	.007	-3.9648	-.5040
	Master Degree or Higher	Diploma or less	2.60845*	.70840	.001	.8661	4.3508
		University Degree\	2.23442*	.70354	.007	.5040	3.9648
Bonferroni	Diploma or less	University Degree\	-.37403	.40430	1.000	-1.3472	.5991
		Master Degree or Higher	-2.60845*	.70840	.001	-4.3136	-.9033
	University Degree\	Diploma or less	.37403	.40430	1.000	-.5991	1.3472
		Master Degree or Higher	-2.23442*	.70354	.005	-3.9278	-.5410
	Master Degree or Higher	Diploma or less	2.60845*	.70840	.001	.9033	4.3136
		University Degree\	2.23442*	.70354	.005	.5410	3.9278
Games-Howell	Diploma or less	University Degree\	-.37403	.41531	.640	-1.3528	.6048
		Master Degree or Higher	-2.60845*	.57744	.000	-4.0000	-1.2169
	University Degree\	Diploma or less	.37403	.41531	.640	-.6048	1.3528
		Master Degree or Higher	-2.23442*	.54887	.001	-3.5645	-.9043
	Master Degree or Higher	Diploma or less	2.60845*	.57744	.000	1.2169	4.0000
		University Degree\	2.23442*	.54887	.001	.9043	3.5645

*. The mean difference is significant at the 0.05 level.

Multiple Comparisons

Dependent Variable: Usability_cfa_score Used CFA based total SUS score

	(I) Age_collapsedb Age group collapsed	(J) Age_collapsedb Age group collapsed	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	25-30 Years	30-35 Years	-.01159	.58819	1.000	-1.6649	1.6418
		36-40 Years	-1.74576*	.58210	.031	-3.3820	-.1095
		>40 Years	-1.00383	.56895	.376	-2.6031	.5954
	30-35 Years	25-30 Years	.01159	.58819	1.000	-1.6418	1.6649
		36-40 Years	-1.73418*	.53731	.016	-3.2445	-.2239
		>40 Years	-.99224	.52303	.310	-2.4624	.4779
	36-40 Years	25-30 Years	1.74576*	.58210	.031	.1095	3.3820
		30-35 Years	1.73418*	.53731	.016	.2239	3.2445
		>40 Years	.74194	.51617	.560	-.7090	2.1928
	>40 Years	25-30 Years	1.00383	.56895	.376	-.5954	2.6031
		30-35 Years	.99224	.52303	.310	-.4779	2.4624
		36-40 Years	-.74194	.51617	.560	-2.1928	.7090
Bonferroni	25-30 Years	30-35 Years	-.01159	.58819	1.000	-1.5734	1.5502
		36-40 Years	-1.74576*	.58210	.018	-3.2914	-.2001
		>40 Years	-1.00383	.56895	.472	-2.5146	.5069
	30-35 Years	25-30 Years	.01159	.58819	1.000	-1.5502	1.5734
		36-40 Years	-1.73418*	.53731	.008	-3.1609	-.3075
		>40 Years	-.99224	.52303	.352	-2.3810	.3966
	36-40 Years	25-30 Years	1.74576*	.58210	.018	.2001	3.2914
		30-35 Years	1.73418*	.53731	.008	.3075	3.1609
		>40 Years	.74194	.51617	.910	-.6287	2.1125
	>40 Years	25-30 Years	1.00383	.56895	.472	-.5069	2.5146
		30-35 Years	.99224	.52303	.352	-.3966	2.3810
		36-40 Years	-.74194	.51617	.910	-2.1125	.6287
Games-Howell	25-30 Years	30-35 Years	-.01159	.65885	1.000	-1.7256	1.7024
		36-40 Years	-1.74576*	.52395	.007	-3.1164	-.3751
		>40 Years	-1.00383	.57947	.312	-2.5134	.5057
	30-35 Years	25-30 Years	.01159	.65885	1.000	-1.7024	1.7256
		36-40 Years	-1.73418*	.53801	.009	-3.1359	-.3325
		>40 Years	-.99224	.59221	.340	-2.5308	.5463
	36-40 Years	25-30 Years	1.74576*	.52395	.007	.3751	3.1164
		30-35 Years	1.73418*	.53801	.009	.3325	3.1359
		>40 Years	.74194	.43720	.329	-.3929	1.8768
	>40 Years	25-30 Years	1.00383	.57947	.312	-.5057	2.5134
		30-35 Years	.99224	.59221	.340	-.5463	2.5308
		36-40 Years	-.74194	.43720	.329	-1.8768	.3929

*. The mean difference is significant at the 0.05 level.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.705[a]	.497	.482	.42331

a. Predictors: (Constant), Usability_cfa_score Used CFA based total SUS score, exper_5_10_yrs Experience 5-10 years, Gender Gender, Age_36_40 Age 36-40, educ_collapsed, exper_2_5_yrs Experience 2-5 years, Age_31_35 Age 31-35, Age_GT40 Age>40 , exper_GT_10_yrs Experience > 10 Years

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	53.827	9	5.981	33.376	.000[b]
	Residual	54.474	304	.179		
	Total	108.301	313			

a. Dependent Variable: Wt.JobPerformance Weighted Job Peformance Score

b. Predictors: (Constant), Usability_cfa_score Used CFA based total SUS score, exper_5_10_yrs Experience 5-10 years, Gender Gender, Age_36_40 Age 36-40, educ_collapsed, exper_2_5_yrs Experience 2-5 years, Age_31_35 Age 31-35, Age_GT40 Age>40 , exper_GT_10_yrs Experience > 10 Years

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	2.385	.143		16.675	.000
	Gender Gender	.135	.049	.115	2.779	.006
	Age_31_35 Age 31-35	.163	.079	.120	2.063	.040
	Age_36_40 Age 36-40	.378	.087	.284	4.326	.000
	Age_GT40 Age>40	.377	.090	.293	4.162	.000
	exper_2_5_yrs Experience 2-5 years	.223	.104	.147	2.143	.033
	exper_5_10_yrs Experience 5-10 years	.116	.110	.076	1.061	.289
	exper_GT_10_yrs Experience > 10 Years	-.204	.105	-.173	-1.943	.053
	educ_collapsed	-.013	.039	-.014	-.329	.742
	Usability_cfa_score Used CFA based total SUS score	.107	.007	.635	15.010	.000

a. Dependent Variable: Wt.JobPerformance Weighted Job Peformance Score

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	2.385	.143		16.675	.000
	Gender Gender	.135	.049	.115	2.779	.006
	Age_31_35 Age 31-35	.163	.079	.120	2.063	.040
	Age_36_40 Age 36-40	.378	.087	.284	4.326	.000
	Age_GT40 Age>40	.377	.090	.293	4.162	.000
	exper_2_5_yrs Experience 2-5 years	.223	.104	.147	2.143	.033
	exper_5_10_yrs Experience 5-10 years	.116	.110	.076	1.061	.289
	exper_GT_10_yrs Experience > 10 Years	-.204	.105	-.173	-1.943	.053
	educ_collapsed	-.013	.039	-.014	-.329	.742
	Usability_cfa_score Used CFA based total SUS score	.107	.007	.635	15.010	.000

a. Dependent Variable: Wt.JobPerformance Weighted Job Peformance Score

Composite reliability-CR 0.76
CR= construct Reliability
AVE 0.577099992
AVE= AVERAGE VARIANCE EXTRACTED

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
q1 I think that I would like to use this system frequently	33.10	32.537	.609	.811
q2 I found the system unnecessarily complex	33.12	32.884	.564	.815
q3 I thought the system was easy to use	33.11	32.774	.576	.814
q4 "I think that I would need the support of a technical person to be able to use this	33.80	31.124	.542	.817
q5 I found the various functions in this system were well integrated	33.39	31.778	.651	.806
q6 I thought there was too much inconsistency in this system	34.04	33.768	.365	.835
q7 I would imagine that most people would learn to use this system very quickly	33.47	34.167	.462	.824
q8 I found the system very cumbersome to use	34.38	32.772	.420	.830
q9 I felt very confident using the system	33.21	32.959	.588	.813
q10 I needed to learn a lot of things before I could get going with this system	33.71	32.023	.539	.817

further future research. The (RII) computation method as devised by Gary D. Holt (2014) was followed according to the below formula:

$$RII = \sum_{1}^{n} W \quad \div A \times N$$

Table 4-1: E-Government Services Person-Fit Statistics

Person-Fit Indices for individuals

Case	WMSI	rp
1	0.356	0.324
2	1.095	0.680
3	1.272	0.506
4	0.321	0.727
5	0.306	0.946
6	0.504	0.853
7	0.255	0.913
8	0.355	0.921
9	0.998	0.898
10	0.355	0.921
11	0.355	0.921
12	1.051	0.847
13	1.334	0.683
14	0.740	0.687
15**	3.015	0.564
16**	4.638	0.179
17**	3.044	0.401
18	1.425	0.298
19	1.344	-0.638
20	1.537	-0.472
21**	4.176	-0.030
22**	3.100	0.362
23	1.044	0.155
24	0.327	0.594
25**	2.646	0.471
26	0.618	0.375
27	1.526	-0.026
28**	2.739	0.417
29	0.292	0.534
30	0.608	0.209
31	1.130	0.788
32	0.755	0.843
33	0.778	0.840
34	0.757	-0.460
35	1.372	0.492
36	0.752	0.787
37	0.776	0.741
38	0.597	0.870
39	0.838	0.836
40	0.597	0.962

Table -2 JP Person-Fit Statistics

Person-Fit Indices for individuals

Case	rp
1	0.286
2	0.890
3	-0.234
4	0.153
5	-0.292
6	-0.328
7	0.105
8	0.890
9	0.890
10	0.890
11	SCR
12	0.072
13	0.367
14	0.224
15	0.183
16	0.756
17	-0.108
18	0.416
19	0.395
20	0.413
21	0.062
22	0.348
23	SCR
24	0.411
25	0.890
26	SCR
27	0.641
28	-0.058
29	0.385
30	SCR
31	0.198
32	SCR
33	0.476
34	0.069
35	-0.113
36	SCR
37	0.227
38	-0.121
39	0.272
40	0.624
41	0.500
42	0.577
43	0.700
44	0.432

Pearson's Correlation Between The E-Government Services Indicators.

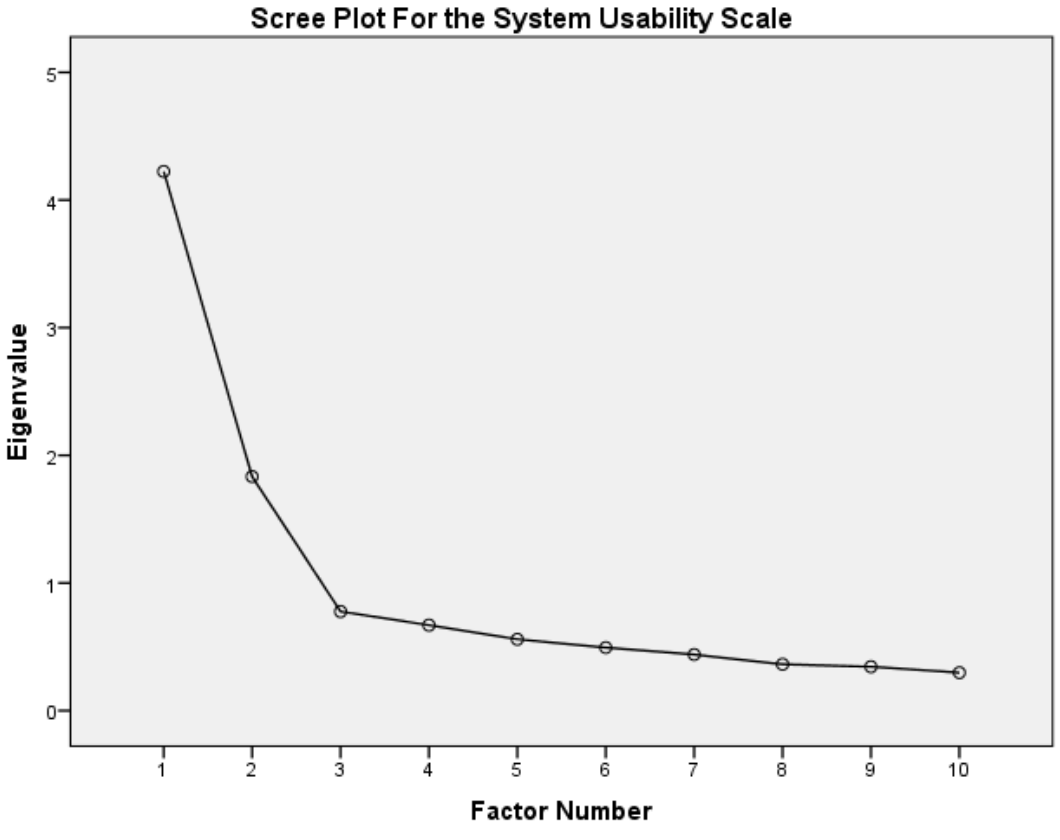
	Item1	Item2	Item3	Item4	Item5	Item6	Item7	Item8	Item9
Item2I found the system unnecessarily complex	.595**								
Item3 I thought the system was easy to use	.531**	.621**							
item4 "I think that I would need the support of a technical person to be able to use this	.318**	.242**	.294**						
Item5 I found the various functions in this system were well integrated	.493**	.548**	.542**	.367**					
Item6 I thought there was too much inconsistency in this system	.179**	.082	.157**	.337**	.154**				
item7I would imagine that most people would learn to use this system very quickly	.406**	.445**	.411**	.351**	.461**	.071			
Item8 I found the system very cumbersome to use	.225**	.068	.096	.428**	.271**	.567**	.039		
Item9 I felt very confident using the system	.486**	.602**	.578**	.244**	.604**	.167**	.448**	.104	
Item10 I needed to learn a lot of things before I could get going with this system	.356**	.237**	.235**	.496**	.372**	.325**	.182**	.516**	.296**

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

Correlations

		q1 I think that I would like to use this system frequently	q2 I found the system unnecessarily complex	q3 I thought the system was easy to use	q4 "I think that I would need the support of a technical person to be able to use this	q5 I found the various functions in this system were well integrated	q6 I thought there was too much inconsistency in this system	q7 I would imagine that most people would learn to use this system very quickly	q8 I found the system very cumbersome to use	q9 I felt very confident using the system	q10 I needed to learn a lot of things before I could get going with this system
q1 I think that I would like to use this system frequently	Pearson Correlation	1	.595**	.531**	.318**	.493**	.179**	.406**	.225**	.486**	.356**
	Sig. (2-tailed)		.000	.000	.000	.000	.001	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q2 I found the system unnecessarily complex	Pearson Correlation	.595**	1	.621**	.242**	.548**	.082	.445**	.068	.602**	.237**
	Sig. (2-tailed)	.000		.000	.000	.000	.147	.000	.231	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q3 I thought the system was easy to use	Pearson Correlation	.531**	.621**	1	.294**	.542**	.157**	.411**	.096	.578**	.235**
	Sig. (2-tailed)	.000	.000		.000	.000	.005	.000	.088	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q4 "I think that I would need the support of a technical person to be able to use this	Pearson Correlation	.318**	.242**	.294**	1	.367**	.337**	.351**	.428**	.244**	.496**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q5 I found the various functions in this system were well integrated	Pearson Correlation	.493**	.548**	.542**	.367**	1	.154**	.461**	.271**	.604**	.372**
	Sig. (2-tailed)	.000	.000	.000	.000		.006	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q6 I thought there was too much inconsistency in this system	Pearson Correlation	.179**	.082	.157**	.337**	.154**	1	.071	.567**	.167**	.325**
	Sig. (2-tailed)	.001	.147	.005	.000	.006		.210	.000	.003	.000
	N	314	314	314	314	314	314	314	314	314	314
q7 I would imagine that most people would learn to use this system very quickly	Pearson Correlation	.406**	.445**	.411**	.351**	.461**	.071	1	.039	.448**	.182**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.210		.489	.000	.001
	N	314	314	314	314	314	314	314	314	314	314
q8 I found the system very cumbersome to use	Pearson Correlation	.225**	.068	.096	.428**	.271**	.567**	.039	1	.104	.516**
	Sig. (2-tailed)	.000	.231	.088	.000	.000	.000	.489		.064	.000
	N	314	314	314	314	314	314	314	314	314	314
q9 I felt very confident using the system	Pearson Correlation	.486**	.602**	.578**	.244**	.604**	.167**	.448**	.104	1	.296**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.003	.000	.064		.000
	N	314	314	314	314	314	314	314	314	314	314
q10 I needed to learn a lot of things before I could get going with this system	Pearson Correlation	.356**	.237**	.235**	.496**	.372**	.325**	.182**	.516**	.296**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.001	.000	.000	
	N	314	314	314	314	314	314	314	314	314	314

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



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PARALLEL ANALYSIS (PA) BASED ON MINIMUM RANK FACTOR ANALYSIS
(Timmerman & Lorenzo-Seva, 2011)

Implementation details:

        Correlation matrices analized:                Pearson correlation matrices
        Number of random correlation matrices:        500
        Method to obtain random correlation matrices: Permutation of the raw data (Buja & Eyuboglu, 1992)


Variable  Real-data      Mean of random   95 percentile of random
          % of variance  % of variance    % of variance

   1       49.1**          25.8             32.3
   2       23.1*           22.5             27.1
   3        8.1            17.9             22.4
   4        6.8            13.2             17.8
   5        5.8             9.4             14.2
   6        4.7             6.3              8.6
   7        1.8             4.0              5.9


** Advised number of dimensions when 95 percentile is considered:    1
*  Advised number of dimensions when mean is considered:            2

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The CSPD CFA standardized Regression coefficients (Factor Loadings)

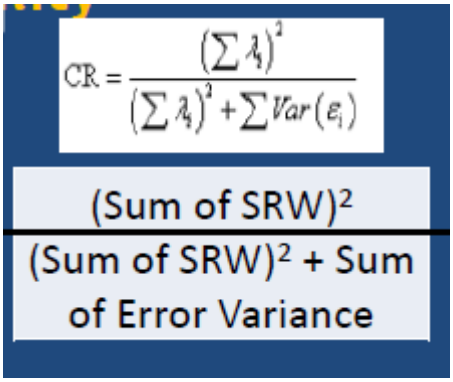
Indicators		Latent Factor	Standardized Regression Weight estimates-SRW	SRW squared	Error variance	Error variance squared
Item2	<---	F1_e-government services	-0.799	0.638	0.316	0.100
Item3	<---	F1_e-government services	0.757	0.573	0.502	0.252
item9	<---	F1_e-government services	0.764	0.584	0.415	0.172
Item5	<---	F1_e-government services	0.731	0.534	0.353	0.125
Item1	<---	F1_e-government services	0.695	0.483	0.3	0.090
Item7	<---	F1_e-government services	0.577	0.333	0.419	0.176
Sum			2.725	3.15	2.305	0.914
Sum^ 2			7.43	9.89	5.31	0.84

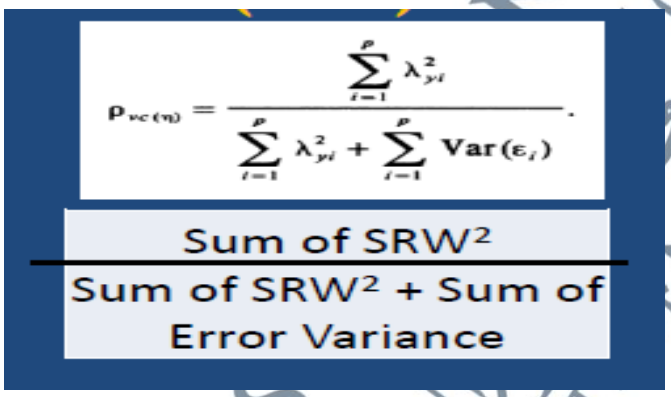
Composite reliability-CR 0.76

CR= construct Reliability

AVE 0.577099992

AVE= AVERAGE VARIANCE EXTRACTED





FORMUALS for CR and AVE

Table 4.11: Pearson's correlation between the civil affairs employees perceived indicators of JP. N=314

	Item#1	Item#2	Item#3	Item#4	Item#5	Item#6	Item#7	Item#8	Item#9
Item2 am accomplishing mistake-free services.	.318**								
Item#3I am providing fast responses for the costumers' inquiries.	.535**	.336**							
Item4 I am Providing services with 4 effectiveness.	.495**	.299**	.435**						
Item#5 I am seeking to provide perfect services.	.546**	.304**	.535**	.452**					
Item#6 I am accomplishing the services based on specific time table.	.464**	.341**	.423**	.497**	.495**				
Item#7 I am abiding .with the department systems and policies	.462**	.300**	.415**	.502**	.542**	.434**			
Item#8I am respecting the job ethics.	.477**	.329**	.521**	.413**	.610**	.447**	.526**		
Item#9 I am fol1ing the work schedule.	.359**	.221**	.379**	.388**	.492**	.410**	.641**	.465**	
Item#10 I am having the enthusiasm and willingness to achieve the services.	.451**	.275**	.491**	.422**	.581**	.509**	.511**	.585**	.562**

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

Correlations

		q11 I am providing complete and accurate services	q12 I am accomplishing mistake-free services	q13 I am providing fast responses for the costumers' inquiries	q14 I am Providing services with 4 effectiveness	q15 I am seeking to provide perfect services	q16 I am accomplishing the services based on specific time table	q17 I am abiding with the department systems and policies	q18 I am respecting the job ethics	q19 I am fol1ing the work schedule	q20 I am having the enthusiasm and willingness to achieve the services
q11 I am providing complete and accurate services	Pearson Correlation	1	.318**	.535**	.495**	.546**	.464**	.462**	.477**	.359**	.451**
	Sig. (2-tailed)		.000	.000	.000	.000	.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q12 I am accomplishing mistake-free services	Pearson Correlation	.318**	1	.336**	.299**	.304**	.341**	.300**	.329**	.221**	.275**
	Sig. (2-tailed)	.000		.000	.000	.000	.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q13 I am providing fast responses for the costumers' inquiries	Pearson Correlation	.535**	.336**	1	.435**	.535**	.423**	.415**	.521**	.379**	.491**
	Sig. (2-tailed)	.000	.000		.000	.000	.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q14 I am Providing services with 4 effectiveness	Pearson Correlation	.495**	.299**	.435**	1	.452**	.497**	.502**	.413**	.388**	.422**
	Sig. (2-tailed)	.000	.000	.000		.000	.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q15 I am seeking to provide perfect services	Pearson Correlation	.546**	.304**	.535**	.452**	1	.495**	.542**	.610**	.492**	.581**
	Sig. (2-tailed)	.000	.000	.000	.000		.000	.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q16 I am accomplishing the services based on specific time table	Pearson Correlation	.464**	.341**	.423**	.497**	.495**	1	.434**	.447**	.410**	.509**
	Sig. (2-tailed)	.000	.000	.000	.000	.000		.000	.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q17 I am abiding with the department systems and policies	Pearson Correlation	.462**	.300**	.415**	.502**	.542**	.434**	1	.526**	.641**	.511**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000		.000	.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q18 I am respecting the job ethics	Pearson Correlation	.477**	.329**	.521**	.413**	.610**	.447**	.526**	1	.465**	.585**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000		.000	.000
	N	314	314	314	314	314	314	314	314	314	314
q19 I am fol1ing the work schedule	Pearson Correlation	.359**	.221**	.379**	.388**	.492**	.410**	.641**	.465**	1	.562**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000		.000
	N	314	314	314	314	314	314	314	314	314	314
q20 I am having the enthusiasm and willingness to achieve the services	Pearson Correlation	.451**	.275**	.491**	.422**	.581**	.509**	.511**	.585**	.562**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	
	N	314	314	314	314	314	314	314	314	314	314

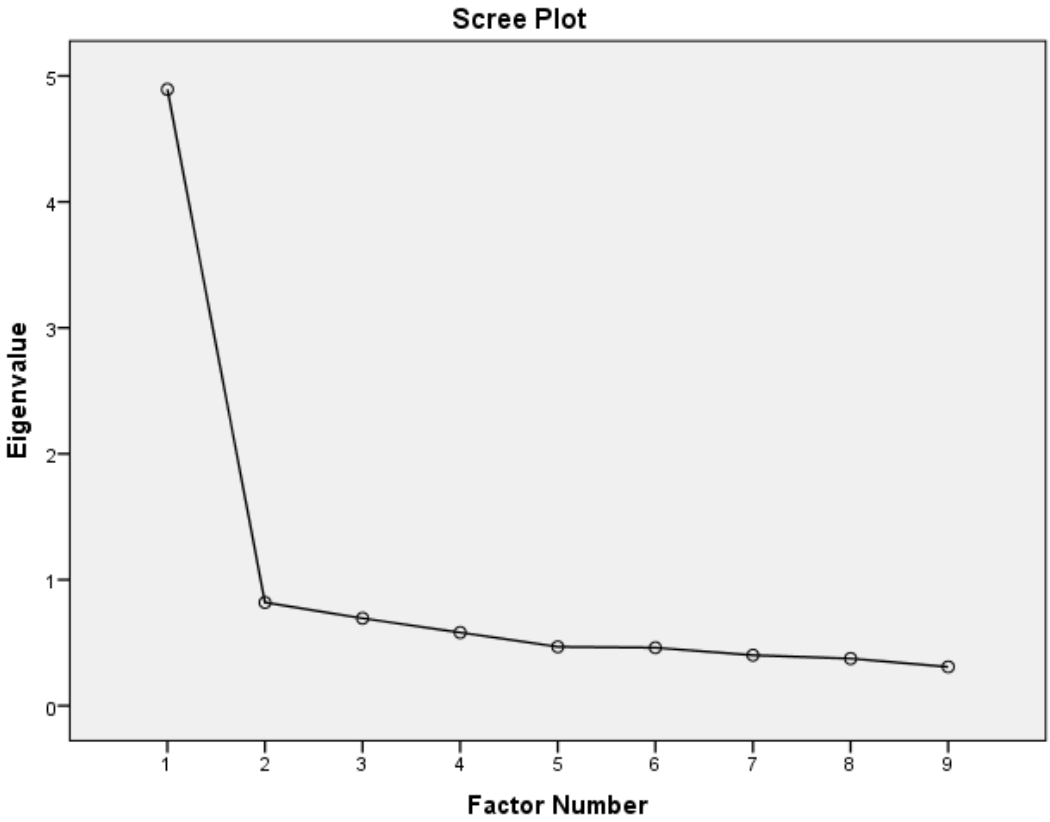
**. Correlation is significant at the 0.01 level (2-tailed).

Multiple Comparisons

Dependent Variable: WtJobPerformance Weighted Job Peformance Score

	(I) Age_collapsed Age group collapsed	(J) Age_collapsed Age group collapsed	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Scheffe	25-30 Years	30-35 Years	-.29935*	.08011	.001	-.4964	-.1023
		36-40 Years	-.17058	.07737	.090	-.3609	.0197
	30-35 Years	25-30 Years	.29935*	.08011	.001	.1023	.4964
		36-40 Years	.12877	.08708	.336	-.0854	.3430
	36-40 Years	25-30 Years	.17058	.07737	.090	-.0197	.3609
		30-35 Years	-.12877	.08708	.336	-.3430	.0854
Bonferroni	25-30 Years	30-35 Years	-.29935*	.08011	.001	-.4922	-.1065
		36-40 Years	-.17058	.07737	.085	-.3568	.0157
	30-35 Years	25-30 Years	.29935*	.08011	.001	.1065	.4922
		36-40 Years	.12877	.08708	.421	-.0808	.3384
	36-40 Years	25-30 Years	.17058	.07737	.085	-.0157	.3568
		30-35 Years	-.12877	.08708	.421	-.3384	.0808
Games-Howell	25-30 Years	30-35 Years	-.29935*	.07848	.001	-.4845	-.1142
		36-40 Years	-.17058	.07548	.064	-.3486	.0075
	30-35 Years	25-30 Years	.29935*	.07848	.001	.1142	.4845
		36-40 Years	.12877	.06815	.145	-.0324	.2899
	36-40 Years	25-30 Years	.17058	.07548	.064	-.0075	.3486
		30-35 Years	-.12877	.06815	.145	-.2899	.0324

*. The mean difference is significant at the 0.05 level.



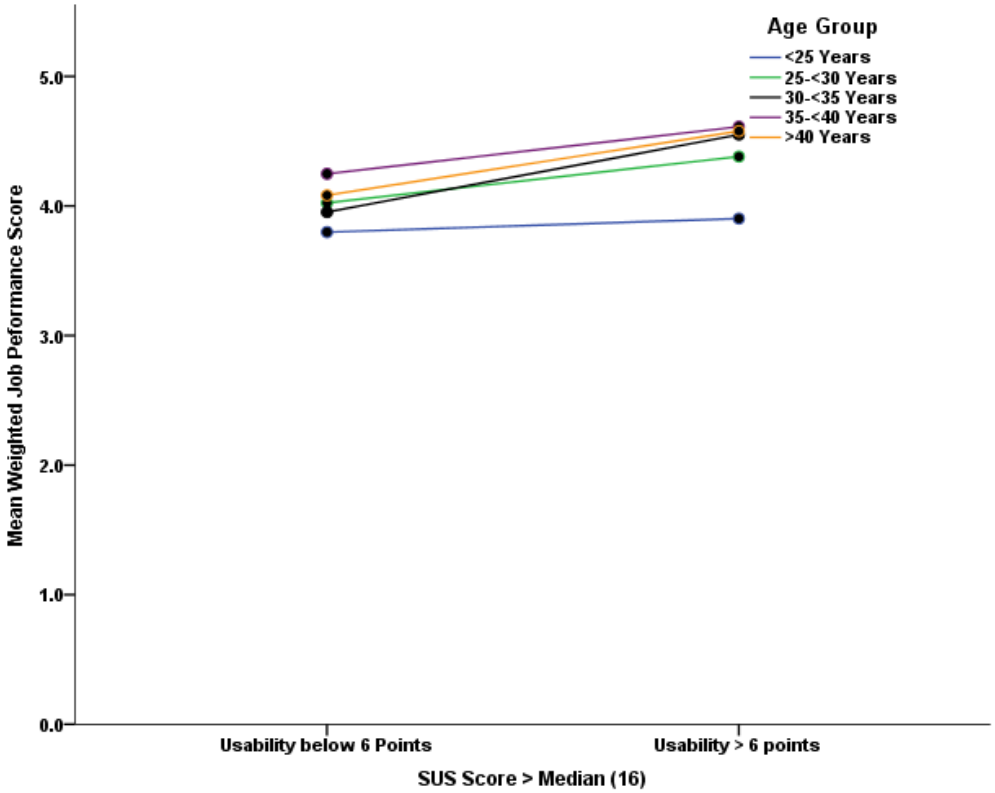
PARALLEL ANALYSIS (PA) BASED ON MINIMUM RANK FACTOR ANALYSIS
(Timmerman & Lorenzo-Seva, 2011)

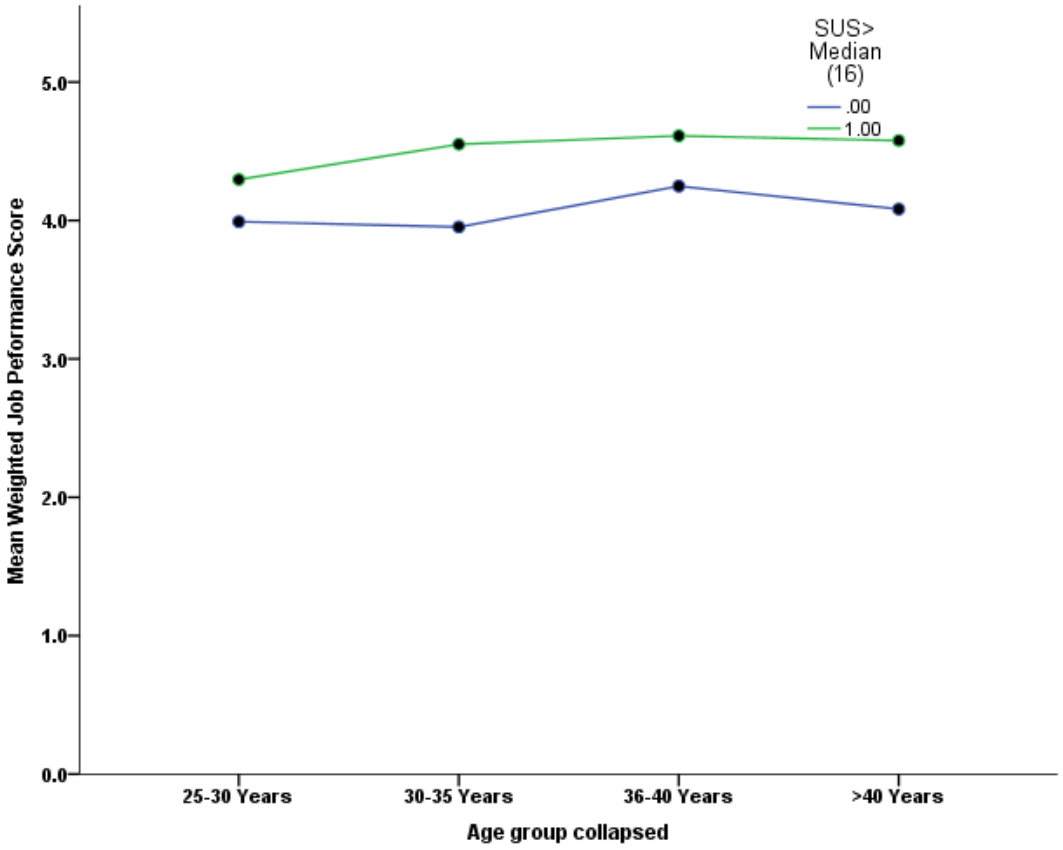
Implementation details:

Correlation matrices analized:	Pearson correlation matrices
Number of random correlation matrices:	500
Method to obtain random correlation matrices:	Permutation of the raw data (Buja & Eyuboglu, 1992)

Variable	Real-data % of variance	Mean of random % of variance	95 percentile of random % of variance
1	73.3*	29.5	38.1
2	9.8	24.5	30.5
3	7.4	17.9	23.7
4	5.1	12.7	18.4
5	2.3	8.6	14.0
6	1.7	5.4	7.9

* Advised number of dimensions: 1





Appendix 4: Lectures Names

No.	Name	Position	Organization
1.	DR. ALI FALAH	Lecturer	AAU
2.	DR. MOHAMED OMARY	Lecturer	AAU
3.	DR. MAEN AHMED	Lecturer	JORDAN SCIENCE AND TECHNOLOGY UNIVERSITY

Appendix 5:

Table 3.1

Table for Determining Sample Size of a Known Population

N	S	N	S	N	S	N	S	N	S
10	10	100	80	280	162	800	260	2800	338
15	14	110	86	290	165	850	265	3000	341
20	19	120	92	300	169	900	269	3500	346
25	24	130	97	320	175	950	274	4000	351
30	28	140	103	340	181	1000	278	4500	354
35	32	150	108	360	186	1100	285	5000	357
40	36	160	113	380	191	1200	291	6000	361
45	40	170	118	400	196	1300	297	7000	364
50	44	180	123	420	201	1400	302	8000	367
55	48	190	127	440	205	1500	306	9000	368
60	52	200	132	460	210	1600	310	10000	370
65	56	210	136	480	214	1700	313	15000	375
70	59	220	140	500	217	1800	317	20000	377
75	63	230	144	550	226	1900	320	30000	379
80	66	240	148	600	234	2000	322	40000	380
85	70	250	152	650	242	2200	327	50000	381
90	73	260	155	700	248	2400	331	75000	382
95	76	270	159	750	254	2600	335	1000000	384

Note: N is Population Size; S is Sample Size *Source: Krejcie & Morgan, 1970*