

# E-Government and Its Impact on Organizational Performance

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**Abstract:** In the nineties of the last century emerged the term e-government as one of the concepts of the digital revolution, which operate under the era of knowledge explosion, which could be one of the most important tools that can be relied upon to create a leap in the evolution of the organizational performance of the organization. Hence, the research aims to find out the role of e-government and include the variables (Information technology, Electronic archiving, Electronic Control) to improve organizational performance in the men's ready-made clothes factory in Najaf. The starting point of a major hypothesis whereby (There is significant correlation between e-government and organizational performance variables) variables) To achieve the objectives Find been distributed (50) questionnaire to managers and heads of departments in the lab. The data processing in the computer using the statistical program (miaitab) to the results of research had identified was the most important:

There is a clear desire by the plant in the application of e-government such as the use of information technology and electronic archiving and electronic controls to improve organizational performance, and a strong relationship and significant correlation between e-government variables and organizational performance variables. The research find out a set of recommendations were the most important: Seeking for the issuance of a number of legislations and laws supporting the shift towards e-government, To do a study on the advantages and positive aspects of e-government and ways to use them to achieve high performance with the regulatory the plant under study.

**Keywords:** E-Government, Information Technology, Electronic Archiving, , Electronic Control, organizational performance.

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## I. INTRODUCTION

Under the technological and scientific developments the world has seen in the field of information technology and communications that have led to the spread of the Internet, which helped on the entry of the world into the information age growing interest of organizations of all types to the development of organizational performance through increased sales and stimulate creativity and innovation and satisfaction customers. So the technological developments that contribute to the simplification of the administrative process leading to increase the efficiency and effectiveness of the administrative work so it has complicated and increased the burden of the government in carrying out the functions and associated services to those developments that require extra effort to complete the work. In this sense governments realized the importance of e-work transition towards the application of which is called (E-government), which aims to raise the level of efficiency and performance for government action and reduce the cost of the administrative process procedures. Thus, this research aims to identify the E-government and its impact on organizational performance in ready-made clothes factory in Najaf by the extent of the use of the plant of information technology and the development of mankind with the ability and efficiency to accomplish work assignments electronically, as well as the use of electronic archiving instead of records and activate the control resources e to positively affect the organizational performance of the plant. To achieve this goal Search will be divided into four chapters as the first chapter deals with the research methodology and previous studies, and the second chapter deals with the theoretical framework for the subject of e-

government and the subject of organizational performance, and then fourth chapter comes to deals of the practical side to discuss the test hypotheses results.

## **II. STUDY METHODOLOGY**

### **2.1 Problem of the Study:**

Under the global trend towards the use of digital technology in all aspects of life and in the rapid transformation of traditional governments to implement e-government, most of the national organizations do not realize the importance of the application of e-government role in improving organizational performance problem of the study has emerged in the following question:

What is impact of the application of e-government to improve organizational performance?

From the main problem branching out minor problems as following:

1. What are services provided by the e-government to improve organizational performance in the men's clothing factory in Najaf?
2. What are the methods that followed in the application of e-government to improve organizational performance?
3. How can e-government contribute to improving organizational performance?

### **2.2 Objectives of the Study:**

1. View and analyze the reality of the use of E- government and its role in improving organizational performance in the surveyed Organization (men's clothing factory in Najaf).
2. Identify the concepts and what is e-government in a scientific precise.
3. To identify the level of organizational performance in the surveyed Organization.
4. Measuring the relationship and the impact of e-government in achieving distinctive organizational performance in the surveyed Organization.
5. Identify the constraints faced by the application of e-government to improve the organizational performance in the surveyed organization.

### **2.3 Importance of the Study:**

The importance of the study focused on two sides the first side deals with the novelty of the subject of e-government and its role in improving organizational performance in (men's clothing plant in Najaf) The second side of the importance of this study is try of researchers to present and discuss the basics of theory in e-government by reviewing the data and information relevant previous studies.

### **2.4 Hypotheses of the study:**

#### **-The Main hypothesis of the study:**

There is impact with any significant positive relationship between E-government and the organizational performance variables.

#### **The Main hypothesis of the study Can be subdivided into:**

1. There is impact with any significant positive relationship between information technology and the organizational performance variables.
2. There is impact with any significant positive relationship between the efficiency of human resources and the organizational performance variables.
3. There is impact with any significant positive relationship between electronic archive and the organizational performance variables.
4. There is impact with any significant positive relationship between Control system and the organizational performance variables.

### **III. STUDY BACKGROUND**

#### **3.1 The concept of e-government:**

E- government defined as the use of digital information technology in the completion of administrative transactions and cubical provide services and communicate with citizens more democracy[1]. And defined by (world): as the use of government institutions such as IT (information networks, to connect to the Internet via mobile phone), which have the ability to develop a relationship with the citizens and businessmen with government institutions. As well defined as: automating the interaction between some government departments with some part of the government and the business sector and citizens and departments on the other[2].

It is intended e-government: it's synonymous with the operations of the government to simplify and facilitate the bureaucratic system to citizens through the delivery of services to them quickly and fairly as part of integrity, transparency and accountability of government[3]

#### **In this regard, the researchers conclude the following:**

1. The use of digital information technology to complete transactions with ease and provide better services to citizens.
2. Applying of e-government in governmental institutions that have the ability to develop a relationship with the business and citizens.

Based on the above researchers defined the E- government that (is the use of information and communication technology to increase the overall value of what the government doing of functions and the work and aims to provide better services to citizens and to maximize yield and reduce cost.

#### **3.2 Advantages of e-government:**

That the transition from the traditional work in the traditional pepped with governments, including the slowness of the work and working in e-government provides many advantages at all levels and levels with respect to the administration. [4]

1. Is the appropriate means to achieve the transition to a pivoting around the needs of citizens.
2. Providing government services on-line.
3. Facilitate the electronic payment system.
4. Global marketing of Products and services.
5. Attracting investment by identifying the existing investment opportunities.

#### **3.3 Objectives of E-government:**

1. Increase performance.
2. Increase the accuracy of the data.
3. Summarize the administrative procedures with the availability of information posed by the digital and paper business is shrinking. As progressing the need to provide copies of paper documents.
4. Optimum use of human resources.
5. Increase productivity and reduce cost in performance.
6. Raising the efficiency of the performance of employees [5].

#### **3.4 Requirements of E-government:**

It can determine the e-government model that represents an innovative business model is based on advanced information technology and efficient human resources and its abundance and availability of advanced electronic archiving system and good control system. E-government model considered fully dedicated and directed to serve the community and its citizens and its institutions and various organizations [6].

Can be summarized the requirements of the e-government as follows:

1. Information Technology
2. The efficiency of human resources
3. electronic archive
4. Electronic Control

### 3.5 Stages of applying e-government:

1. Automation of state institutions and the conversion of all government information and its ministries paper to electronic information.
2. Securing the necessary infrastructure to connect all state institutions and one network information and the exchange of information between the various parties.
3. Identify all transactions with citizens and the institution and convert them into electronic transactions.
4. The actual performance of e-government, which is the establishment of e-government in all its functions and roles in practice
5. Measurement and evaluation of E-government performance .

The following Figure shows the stages of Applying e-government:

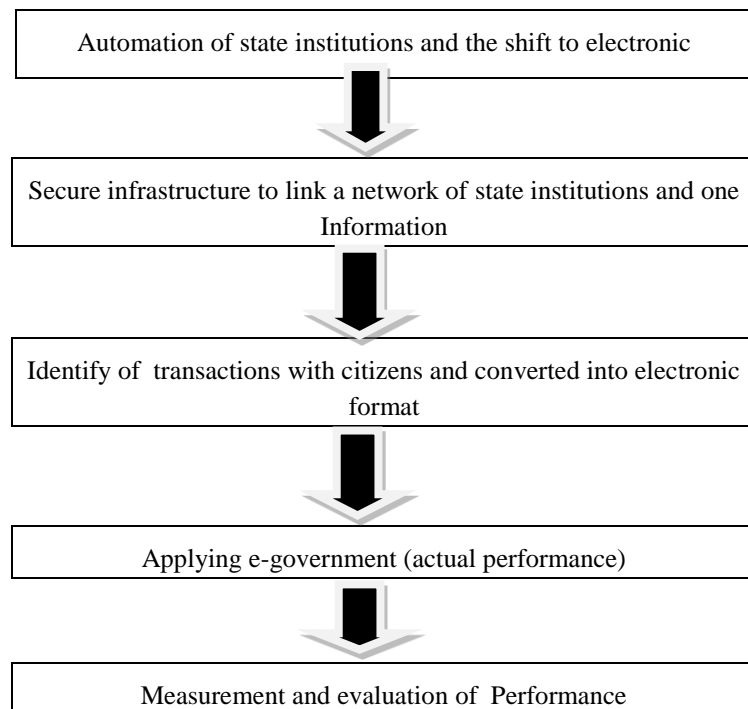


Figure (1) phases of Applying e-government[7]

### 3.6 Organizational Performance:

Defined by [8] (the allocation of adequate human, material and financial resources and the existence of effective management information versed in developing strategies in a clear and known to all). As defined by (1987, jemison): organizational performance that integrates strategy that adapts to the needs of its ability with the environment, by achieving harmony between the environment and strategies of the organization down to the perfect performance.

As systems approach has defined [9] (organization's ability to cope with each of the four regular operations: inputs, outputs, processes, feedback).

Based on the above the researchers defined the organizational performance (is the extent of the organization's ability to use of existing resources, effective and efficient manner so as to reach the highest success and progress levels in the

future, or that the tool can be of the organization through which to reach its goals and objectives through better use as well as to invest their existing, whether material or financial or human resources).

### 3.7 The importance of organizational performance:

Aach of the (1986, Raman ujam & Venkartraman) said that the importance of organizational performance show through the three-dimensional in any strategic analysis which are:

1. The theoretical dimension: The knowledge of implications and connotations were implied or virtual, as the performance is the selection of the organization's strategy during a certain period of time.
2. Optional Dimension: being through the use of studies and research to test different strategies and processes resulting from it.
3. The administration dimension: being through the application of party on the assessment of the results of the performance of organizations.

Based on the above the researchers see that the importance of organizational performance comes from it represents the organization's ability to get to the outcomes identified in advance. So is the scale on which to measure the progress and success of the organization in achieving its goals and objectives and their ability to survive and grow organizational performance.

### 3.8 Factors affecting organizational performance:

The performance of organizations affected by a variety of different and interlocking factors is difficult in practice to identify these factors, and that each individual and distinctive or vehicle characteristics factor distinguishes it from the rest of the factors in addition to the factors affecting the performance and associated interrelated and therefore the impact and effectiveness of each of these factors depends largely on the impact and effectiveness of other factors.

Accordingly Organisational performance is influenced by several factors can be identified in two main types:

1. Internal factors: a reference to the factors that the management and control.
2. External factors refer to factors outside the control of the organization.

The following figure shows the factors affecting the Organizational Performance:

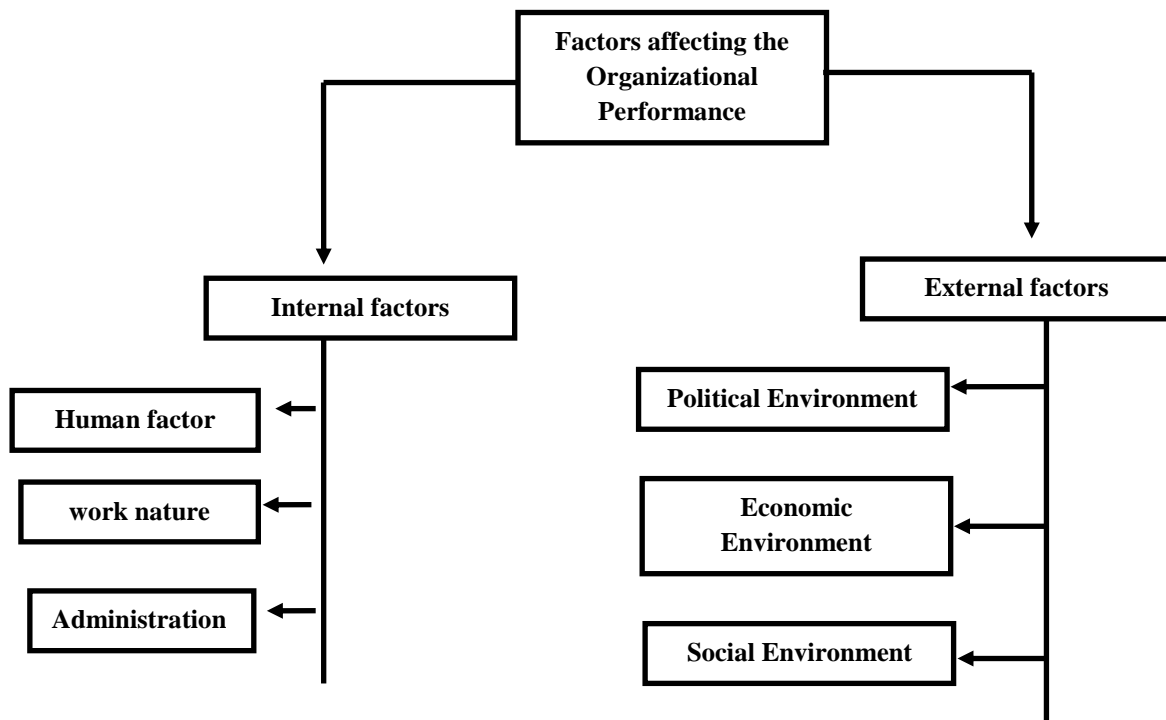


Figure (2) the factors affecting the Organisational Performance[10]

### **3.9 indicators of Organizational performance :**

[11] Performance indicator is defined as (a quantitative statement measures the effectiveness of the performance efficiency of all or part of the process or system, and that for the standard( Norme) in the form of a plan or goal has been determined or accepted under the Strategic college).

Where that performance measures vary from one to another goal, and strategic direction to another, and this can be classified as those with a direct interest in the organization's performance to:

- Shareholders
- Employees
- Community

Each of these categories of specific performance indicators for the organization usually check their interests from their point of view has developed a world famous management (Peter Drucker) a group of the organization's performance goals, which can be used as indicators of organizational performance in its various aspects are as follows:

- 1- Competitive position in organized markets.
- 2- Use of financial and material resources of the Organization.
- 3- Productivity.
- 4- Profitability.
- 5- Development of human power.
- 6- Return on investment.
- 7- Value added.
- 8- Creativity in the field of technology
- 9- Social responsibility.

It was focuses initially on the performance indicators in its current form as a vision relied upon heavily, however, must be taken into account the concerns of other parties (customers, workers, suppliers, community .... etc) as indicators which can be recognized perceptions with the perceptions of shareholders In this case, the need to consider the balanced performance of the show in order to create interoperability between other parties to be indicators of the performance of the organization and this is called the (multi-dimensional perception of the performance) or ((balanced performance)).

### **3.9 Levels of organizational performance evaluation:**

There are three levels to assess organizational performance can be determined as follows:

#### **1. Overall performance evaluation**

A level that includes a performance evaluation at the level of all the productive sectors of the state and sometimes this level refers to the evaluation of each productive sector alone.

#### **2. Institutional Performance Evaluation (Special):**

A level that refers to the organization as a whole integrated performance evaluation as well as evaluate the performance of its divisions or administrative units and makes this organization is the primary assessment.

#### **3. Individual performance evaluation:**

Here, the individual worker is the main Assessment Unit where this level refers to the performance of individuals working within the organization to assess.

## **IV. DATA INTERPRETATION & ANALYSIS**

This chapter devoted to present and discuss the results and the hypotheses of research.

### **4.1 The tests results of descriptive variables of research:**

1. The tests results of descriptive variables of E-government.

**Table (1) The tests results of descriptive variables of e-government.**

<b>variables of E- government</b>	<b>A.M</b>	<b>S.D</b>
<b>Information Technology</b>	<b>4.177</b>	<b>1.352</b>
<b>Human Resource Management</b>	<b>4.078</b>	<b>1.370</b>
<b>Electronic Archive</b>	<b>4.174</b>	<b>1.231</b>
<b>Electronic Control</b>	<b>4.144</b>	<b>1.321</b>

\* The results have obtained from statistical program (Minitab)

Interpretation: from the above table evident follows:

1. The information technology has got compromise mathematically is (4.177) and standard deviation is (1.352) and this means is located within a very high degree. Which means that the organizations under consideration have an interest in information technology through the use of a computer and its software and communication networks and the exchange of information.
2. That human resources management has got compromise mathematically is (4.078) and standard deviation is (1.370) and this means is located within the high degree, which means that surveyed organization has a clear interest in human resources management in achieving e-government through training on computer and internet and rehabilitation of workers on the use of e-government.
3. The electronic archiving compromise has got mathematically is (4.174) and standard deviation is (1.231). This means that it is located within a very high degree, which means that the organization under consideration has a clear interest in the electronic archiving as part of the application of e-government.
4. That the electronic control recorded a compromise mathematically is (4.144) and standard deviation is (1.321) and is located within this very high degree, which means that the organization has a clear interest in achieving the electronic control of the electronic management.

2. The tests results of descriptive variables of organizational performance :

**Table (1) The tests results of descriptive variables of e-government.**

<b>variables of organizational performance</b>	<b>A.M</b>	<b>S.D</b>
<b>Sales growth</b>	<b>3</b>	<b>0.421</b>
<b>Customer satisfaction</b>	<b>4.055</b>	<b>0.381</b>
<b>Creativity and innovation</b>	<b>3.888</b>	<b>0.422</b>

\* The results have obtained from statistical program (Minitab)

Interpretation: from the above table evident follows:

1. Sales growth has record compromise mathematically is (3) and standard deviation is (0.421) and this falls within middle grade, which means that sales growth of organization under consideration has not required level.
2. Customer satisfaction record compromise mathematically is (4.055) and standard deviation is (0.381) and this falls within high degree, which means that the organization under consideration has a clear interest in satisfying its customers.

3. Where creativity and innovation has got compromise mathematically is (3.888) and standard deviation is (0.422) and this falls within high degree, which means that the organization under consideration have a good interest creativity and innovation.

**4.2 Test results of the correlation coefficient r between the variables of research:**

**Table (3) Test results of the correlation coefficient r between the variables of research**

<b>variables of Organizational Performance</b>	<b>Sales Growth</b>	<b>Customer satisfaction</b>	<b>Creativity and innovation</b>
<b>variables of E- government</b>			
<b>Information Technology</b>	<b>0.929</b>	<b>0.970</b>	<b>0.925</b>
<b>Human Resource Management</b>	<b>0.980</b>	<b>0.999</b>	<b>0.975</b>
<b>Electronic Archive</b>	<b>0.944</b>	<b>0.983</b>	<b>0.925</b>
<b>Electronic Control</b>	<b>0.938</b>	<b>0.966</b>	<b>0.903</b>

\* The results have obtained from statistical program (Minitab)

Interpretation: from the above table evident follows:

1. The correlation coefficient between information technology and between each of: sales growth (0.929), customer satisfaction (0.970), creativity and innovation (0.925). This means there is a strong positive correlation between information technology and organizational performance variables relationship (sales growth, customer satisfaction, creativity and innovation).
2. The correlation coefficient between Human Resources Management and between each of: sales growth (0.980), customer satisfaction (0.999), creativity and innovation (0.975). Which means there is a strong positive correlation between human resource management and organizational performance variables .
3. The correlation coefficient between the electronic archiving and between each of: sales growth (.944), customer satisfaction (0.983), creativity and innovation (0.925) This means there is a strong positive correlation between the electronic archiving and organizational performance variables .
4. The correlation coefficient between the electronic control and between each of: sales growth (0.938), customer satisfaction (0.966), creativity and innovation (0.903) This means there is a strong positive correlation between the electronic control and organizational performance variables .

**V. CONCLUSIONS**

1. Despite the growing global interest in the shift towards e-government interest in this subject is still less than required, there is no strategy or policy for the transition, and there is no specific point to lead the process, and there is no legislation assigned to this shift.
2. The research reached that the organization under consideration has a clear desire in the application of e-government in terms of the use of information technology and electronic archiving and electronic control and training of human resources to achieve the performance of a regulatory efficiency and effectiveness .
3. The results showed a strong positive correlation between the electronic government variables (information technology, human resources, electronic archiving, electronic control) and between organizational performance variables (sales growth 'customer satisfaction, creativity and innovation).

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