

Impact of Quality services of electronic management on beneficiaries' satisfaction in immigration and passport department in Aden

RANYA NAJIB FADHL AHMED

Abstract: Beneficiaries' Satisfaction should be a matter of concern of all public and private organization and fulfilling such important goal starts with the offered service quality which must be understood in order to offer the expected services. Accordingly the main purpose of this study theoretically is finding out how applicable the service quality model is in the context of the electronic management services offered by the Immigration and Passport Office in Aden and its impact on the satisfaction of its beneficiaries. A questionnaire consisted 28 items was adapted from two previous studies. It was distributed using a purposive sampling technique to 271 citizens of Aden city, however only 175 questionnaires were returned and used in the analysis of this study using SPSS version 22. From the analysis carried out using mainly regression analysis, it was found out that, the service quality model was good. A statistically significant relationship was established between service quality and customer satisfaction and this relationship was found to be strong. The results of the study suggest that Immigration and Passport office management has to invest in service reliability and responsiveness dimensions as these two dimensions out of the five predictors have profound influence on beneficiaries' satisfaction. The study concluded that service quality has a strong influence on the satisfaction of Immigration and Passport Office beneficiaries; however, there may be other factors that affect beneficiaries' satisfaction. The findings of this research offer beneficial implications and contribution for the both the academic point of view and managerial field.

Keywords: Beneficiaries' Satisfaction, electronic management services, Passport office.

1. INTRODUCTION

1.1 BACKGROUND

Yemen is trying since 2003 to update its system of governance, the government of Yemen in the framework of the system of national reforms to modernize the administrative system of the interorganizations in the business environment and governmental organizations on the one hand and meet the increasing services for citizens and submitted them to high quality, cost and faster time on the other hand the release of a comprehensive plan for the draft of e-administration component is the strategic factor in the success of this project; it is not an electronic government without electronic management.

Previous studies 1

1.1.1 Employment study (2000)

"E-government and the future of the General Administration survey of the public sector in State of Qatar."

This study aims to analyses the concept of e-government theoretically and practically researcher has surveyed opinions a sample of 500 employees working in the Qatari government agencies The study concluded that several of the most important results:

Scarcity of studies of previous studies in the literature, especially in the Arabic language area.

E-government has become politically and administratively and a popular logo, which means a radical shift in the identity of a comprehensive public administration and behavior.

There is confusion and ambiguity in the e-government concepts as there are constraints and requirements of the conceptual, technical, legislative, human and financial hinder the process of transformation.

There is a lack of awareness of the concept of e-government for the level of ambition that is to say there is a gap in the concrete desire to shift towards the house and grasp the nature of this transformation and the many problems and requirements.

The importance of social awareness of the concept of e-government through educational institutions and through scientific conferences and symposia government committees work.

Having convinced the need to shift towards e-government concepts and methods.

There are expectations the existence of serious obstacles that may hinder the shift towards e-government.

a)The study showed significantly by the respondents aware of the requirements of the e-government transformation.

1.1.2 The study concluded that for a set of recommendations included:

- The need to design a comprehensive strategic plans in the area of the shift towards e-government concepts.
- E-Government transformation has to be gradual and experimental steps, careful and thoughtful take into account the potentials and limitations surrounding in order to avoid the risk probability.
- The provision of human, technological and informatics and regulatory requirements, and others.
- Public awareness and wide requests so amendments, plans and programs in the media and education systems.
- The need for cooperation and domestic and external coordination of intent to benefit from previous experiences.

2. Study:

1.1.3 Gilbert and Balestrini (2004)

" Limits and benefits of adopting e- government."

b) This study aims to discuss the various reasons why an electronic selection of service to perform government services more palatable than traditional methods to provide these services. Where a study examining the factors related to decision-making when people think and assess the use of government services directly to any electronically The study was conducted on a random sample of British city where the study used nine factors to measure the characteristics and attitudes toward the delivery of public services directly, three of which illustrate the benefits, namely, (reducing the time - cost) and six measure the barriers or barriers to the acceptance of electronic transactions in government services, namely, (experience - efficient - aserah financial information – Aldgate - confidence - desire).

c)The study showed that all factors except the (interaction) related with the desire and the willingness to use e-government services which were important for the use of arranged time, the financial cost, financial confidentiality, trust, efficiency information. The results showed significant differences in the desire to use technology based on the age of the respondents.

d)The study concluded that there is a strong relationship between the desire to use government services directly and factors (time and financial -aserah-confidence -kavaeh information) there is also a relationship with the medium (experience -Low-cost pressure-the desire to use government services directly) .

1.1.4 Studies in a foreign language:

It has been looking at:

Richard Heeks, E-government For Development, Manchester University Institute for Development policy and Managemant, Manchester UK.

In this study, carried out by the University of Manchester Institute for the study of the development of e-government in developing countries to identify and put the study findings to determine the meaning and factors of success and failure of e-government and therefore focus on the factors of success and avoid failure factors in the project, such as the digital divide between reality and design.

- United Nations, Global E- government Readiness Report 2004 Towards Access for Opportunity, 2004 .

It came to learn about the lessons in this report from the United Nations and published in the electronic document in some countries in order to enhance the chances of success in the hospitality of the government enforced the future and put forward solutions have been reached at the end of this report that e-government is aiming to be a citizen-centric and technology It is the tool used to achieve.

1.1.5 Comment on the two previous studies:

After review of previous studies that have waged mostly on the subject of e-government and e-governance we have reached the following remarks did not address the majority of previous studies on e-governance to the technical entrance or the human entrance, but focused on the structural entrance, which included mostly impediments to e-governance and how to apply , and the impact on performance.

This makes electronic partial application of management application and often leads to the failure to take full advantage of e-governance application. Previous RASAT confined to several divergent trends as requirements .

The expected outcomes of the father of the application of e-governance and the obstacles that limit the effectiveness of their application, while the subject of our study occurring among to highlight the impact of the administration of the electronic on the functioning of public utility and management staff by not benefit from structural electronic management and technical elements and human. Previous studies on time-domain current study as well as different time domain (as has been conducting our study during 2005-1998) studies earlier conducted in the period between. (2017) two years and in the last mention that we benefited Ktaróa by updating us on previous studies greatly benefit the enrichment of the subject In our study to comment on the results that have been reached .

1.2 RESEARCH PROBLEM

The problem of the study:

Study a problem confined to know the extent of _ electronic management and its role in administrative development management of immigration and passports in Aden city and the system of electronic administration aims to facilitate the provision of government services, it will choose the way of administration that ensure achieve it with utmost efficiency and effectiveness by using technology modern methods and it will lead to a change in public management tools to fulfill their duties efficiently ,so from this logic crystallized of public study problem. According to Wu et al. (2014), both perceptions and expectations need to be measured in order to evaluate service quality. Mauri et al. (2013:141) further define service quality as “a multidimensional concept, assessed and perceived by consumers, according to a set of essential parts, grouped in five categories, namely: tangibility, reliability, responsiveness, assurance and empathy”. Rauch et al. (2015) indicate that the concept of service quality was initially used as part of a framework of marketing strategies, by making customers the focal point.

1.3 RESEARCH OBJECTIVES

1. To examine the relationship between e-management’s quality services provided by immigration and passport department in Aden (IPDA) and beneficiaries’ satisfaction.
2. To investigate the influence of e-management’s quality services on satisfaction of beneficiaries of immigration and passport department in Aden (IPDA).
3. To investigate the influence of services quality dimensions (tangibility, responsiveness, assurance, empathy, and reliability) on beneficiaries’ satisfaction of IPDA.
4. To examine any significant differences in e-management’s quality services among IPDA beneficiaries based on their (Gender, Age, Qualification and Employment).

1.4 RESEARCH QUESTIONS

- 1- What is the relationship between e-management’s quality services provided by IPDA and beneficiaries’ satisfaction?
- 2- To what extent does e-management’s quality services provided by IPDA influence beneficiaries’ satisfaction?
- 3- Do services quality dimensions (tangibility, responsiveness, assurance, empathy, and reliability) on beneficiaries’ satisfaction of IPDA?
- 4- Are there significant differences in e-management’s quality services among IPDA beneficiaries based on their (Gender, Age, Qualification and Occupations)?

1.5 RESEARCH HYPOTHESIS

A treatment for dilemmas posed Academy of scientific treatment and after various decisions, we decided to put forward a set of Hypotheses are as follows:

1-for electronic management of a large impact on the functioning and achieve their goals. of the board of the Immigration and passport.

2-Applying electronic management system increases the effectiveness of performance of the staff of the Immigration and Passport in Aden city.

3-Despite the large support given in the field of infrastructure, technological, but it remains inadequate.

4-Despite the presence of staff_ constitutive and rehabilitative accredited strategy _ are not comprehensive, which leads to the low level of the frameworks, which is situated the responsibility to electronic management system.

1.6 RESEARCH LIMITATIONS

The limits of the study:

The study contained limits of each of objective limits, human limits, spatial limits and time limits, could be clarified as follows:

1.6.1 Objective limits:

Study confined to the fields of application electronic programs and their role in administrative development to the public interest of Immigration and passports through the study of the reality of the electronic application programs, and obstacles to the achievement of quality of service provided through the application, and requirements to meet the quality of service provided through the application.

1.6.2 Human limits:

The study application was limited on officers and personnel working on computer programs in Immigration and Passports board in Aden city, and also to the beneficiaries of its services (citizens and expatriates).

1.6.3 Spatial limits

Spatial limits of the study was limited on the Immigration and Passport of Aden city.

1.6.4 Temporal limits

Study was conducted in 2017.

1.7 SIGNIFICANCE OF THE RESEARCH

The study acquires significance from two sides: scientific and practical as follows:

1.7.1 Scientific importance:

This study acquires scientific and theoretical importance in that it deals with the subject of the electronic software applications and their relations with the quality of their services two terms are important and two were initiated new somehow whereby the study highlights the level of the electronic software applications in terms of quality and satisfaction of the employees and beneficiaries as this study is trying to restrict the most important obstacles that limit benefit from the provision of services.

1.7.2 Practical importance:

Study process acquires its significance for the following reasons:

1. Highlighting the reality of the application of the electronic programs and the quality of its services, which helps decision makers of to embrace initiatives and build appropriate strategies for the development of those applications to ensure highest benefit in the provision of services.

2. Study contributes to provide the leaders with information on the electronic delivery of services and highlight the obstacles facing application which increases their ability to make the appropriate decisions for providing those requirements and reduce those obstacles software application requirements.

3. Find the commonalities and differences between the views of workers and beneficiaries about the level of services provided through electronic programs, to help in providing good services from their point of view in order to overcome the challenges and changes that limit the achievement of quality of service provided, which conforms to objectives and directives of the Ministry of Interior and regulatory policies applied in Yemen.

1.8 RESEARCH MODEL

The main objective of this research is to evaluate the impact of service quality on beneficiaries' satisfaction among beneficiaries' of immigration and passport department in Aden. Figure 1.1 presents the adopted conceptual framework of the study. It shows that the independent variable were precursors to the dependent variable.

The research model is a conceptual framework that aims to examine the correlation between the research dependent and independent variables. The model in the current study is composed of two main variables. Service quality is the independent variable and beneficiaries' satisfaction is the dependent variable. As presented in the figure below, it could be seen that the variable service quality is hypothesized to have an effect on the beneficiaries' satisfaction.

The researcher would interpret our conceptual framework model according to views argued by Andrewand and Kristopher (2013). Therefore, based on the previous variables represented by (SQ and SS) the simple model can be conceptualised by figure In the current study, service quality which serves as an independent variable and expected to have an effect on beneficiaries' satisfaction, will be measured through five dimensions which include reliability, responsiveness, empathy, assurance, and, tangibles. Beneficiaries' satisfaction is beneficiaries' perceptions regarding the services provided to them by their colleges. Therefore, beneficiaries' satisfaction can be measured through their evaluation to different set of services they received during their study in the university. Hence, beneficiaries' satisfaction in the current study will be measured by their perceived to the quality of services provided.

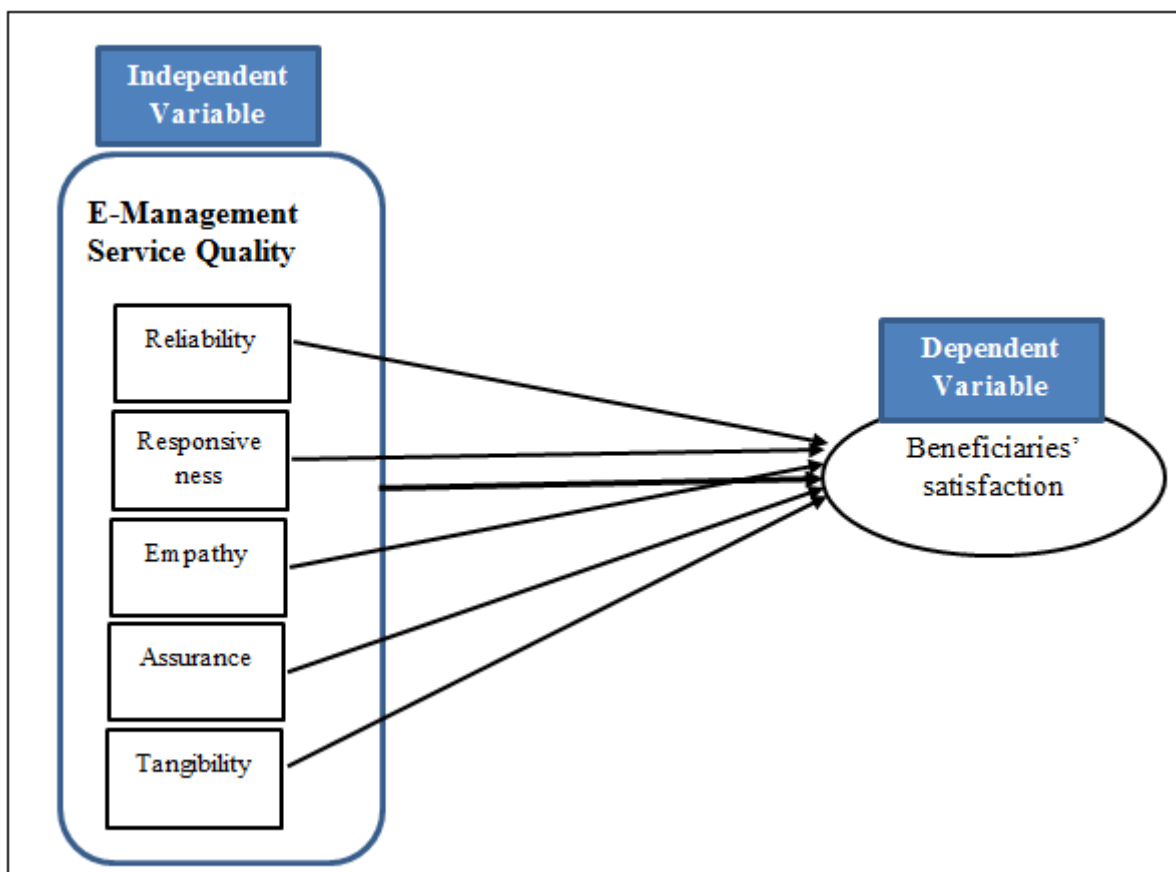


Figure 1.1 Research Model

1.9 RESEARCH HYPOTHESIS

1. Reliability has a significant influence on beneficiaries' satisfaction in Passport and Immigration office in Aden.
2. Responsiveness has a significant influence on beneficiaries' satisfaction in Passport and Immigration office in Aden.

3. Empathy has a significant influence on beneficiaries' satisfaction in Passport and Immigration office in Aden.
4. Assurance has a significant influence on beneficiaries' satisfaction in Passport and Immigration office in Aden.
5. Tangibility has a significant influence on beneficiaries' satisfaction in Passport and Immigration office in Aden.

2. LITERATURE REVIEW

2.1 ELECTRONIC MANAGEMENT

The concept of electronic management:

Electronic management "e-management", the transition from the completion of transactions and the provision of public services and the traditional way of hand grenades to the electronic format in order to optimize the use of time, money and effort.

In other words, "e-management" is the completion of the management transactions and providing public services via the internet or an intranet without having to customers to transition to personally departments to complete their transactions with accompanied from wasting time and effort and energies.

E-management based on a new concept developed later than the modern concept of "contact and do not move" and convey a step forward to be "Enter on-line and do not fall in line" and the researcher in the electronic management explains "Electronic Management" as "the management strategy for the information age, working to achieve better services for citizens, the institutions and their clients, Private management of them with optimal exploitation of sources of information available.

Through the employment of material resources and human and moral available in modern electronic framework for optimal use of time, money and effort and to achieve the target demands and quality required with the support of the concept of (Enter on-line and do not fall in line)."

And one of the most successful Arab experiences in the application of "electronic management" is "Dubai e-Government", has made great strides in this area, and a large number of transactions now can be done without leaving your chair.

They can pay fees and all the transactions need of forms and postage stamps and other easily through the Internet and the high percentage of Internet users in this emirate and also the small size of the area and being the World Trade Center and activate the electronic dirham , All this contributed to the acceleration of the process of transformation to the "e-management".

2.2 THE REQUIREMENTS OF THE PROJECT "ELECTRONIC MANAGEMENT":

The electronic management project like any other project or program needs to create the appropriate environment and favorable to the nature of the work to be able to implement what is required from it and thus achieve success and excellence, or it would be doomed to failure and that will cause a loss of time, money and effort and then return to the zero point, the management is the daughter of the environment affect and are affected by all the elements of the surrounding environment and interact with all elements the political, economic and social and cultural and technological so the electronic management project, therefore, must take into account several requirements, including:

First: Infrastructure, since the electronic management requires a suitable level , which include a modern network of communications and data infrastructure, advanced infrastructure for wired and wireless communications be able to communicate and transfer information between the management institutions themselves, on the one hand and between the institutions and the citizen on the other.

Second: The availability of electronic means to take advantage of the services provided by the Department of electronic management and that which we can communicate with like personal computers and laptops and telephone networking and other devices that enable us to connect to the network or the interior of the country and reasonable prices for most people to get it.

Third: The availability of a considerable number of Internet service providers, and stress that the prices should be reasonable as much as possible for the largest possible number of citizens to interact with the electronic management in less effort and the shortest time and the lowest possible cost.

Fourth: Training and capacity building, and it includes the training of all employees on the use of computers and the management of the networks and databases, data and all the information needed for the management of and the guidance of the "Electronic management " properly , and preferably by a government institutes or specialized training centers , add to this that the a culture of the use of "electronic management " and the ways and means of using it should be disseminated to citizens also and like the same previous way.

Fifth: The availability of an appropriate level of funding, so that the government funding to conduct periodic maintenance and the training of cadres and employees and maintain a high level of services and keep pace with any development in the framework of technology and "electronic management " on the world level.

Sixth: the political determination, so that there would be official or a specific Committee assumes the application of this project and to create the necessary environment and to work under the supervision of the application and the assessment of the levels reached in the implementation.

Seventh: the existence of legislation and legal texts which facilitate the work of the electronic management and give it legitimacy and credibility and all the legal consequences of it.

Eighth.: the provision of electronic security and confidentiality of electronic commerce on the high level of national information and personal protection and to maintenance the archives email from any misuse and focus on this point because of the importance and gravity of the national security and personal for State or individuals.

Ninth: comprehensive publicity marketing plan to promote the use of electronic management and highlight the demerits and the need for the participation of all citizens and the interaction with it and participate in this campaign, all the national media of radio and TV and newspapers and keenness on the propaganda side and holding seminars and conferences and host Prime Minister and officials and employees in the panel discussion on the subject to create a people capable for dealing with the concept of electronic management.

In addition to these elements must provide some technical elements assistance to help simplify and facilitate the use of electronic management commensurate with the culture of all citizens, including: the unification of governmental sites and management and unification the methods of using it and the establish a comprehensive site address for all government management centers in the country.

3. STUDY SUMMARY

This research studied the impact of the effect of quality service on beneficiaries' satisfaction as it knows it is very important to satisfy beneficiaries in order to win the severe competition. To measure the beneficiaries' satisfaction, quality service was used, which is a set of service tools that is constantly used by companies and institutions to achieve service goals. Service quality is one of the management quality instrument models that have attracted the attention of researchers and practitioners in the field of management. It has been studied from various perspectives and at different levels of analysis.

Over the last thirty years, a plethora of literature has been written in the service marketing arena. Most of the research done has paid attention to the dimensionalities of service quality across industries, cultures and organisations. Some measurements and scales have been developed in order to measure the quality. One of the most important and widely accepted and applied measure is the quality service measurement. However, there are a number of studies that have been undertaken in service quality, only a few studies have concentrated on the indicators to service quality (Sultan, and Yin Wong, 2010).

It has been stated in less than a decade that beneficiaries' satisfaction is largely affected by service quality a higher learning institution offer and also by the ever-changing environment of global market. Therefore, competition rests solely on service quality through which a higher learning institution can gain a competitive advantage over other counterparts and service quality is also observed as a key element in competition (, Mang'unyi, and Govender, 2015). As demonstrated by the literature, there is no unanimity among scholars regarding service quality dimensions. Various scholars have come up with varying service quality dimensions perceived to be the best dimension in measuring service quality. One of the most appealing dimensions devised is quality service which measures five dimensions, as stated above. For its suitability in the context of IPDA and this form of research, this study adopts quality service in measuring in its analysis. The following section discusses in details various other measurement tools for service quality as devised by scholars in the field.

This study selected quality service as a measurement for beneficiaries' satisfaction. The role of the quality service aims how the services that give satisfaction to the beneficiaries. The goal of service quality is to satisfy the beneficiaries of the IPDA by offering good quality services. This study selected the Immigration and passport section particularly Aden office. Quality service is very important for such organization. Beneficiaries' satisfaction is an emotional response to an evaluation of the experience in offered service.

Immigration and passport department in Aden serves those who are in need to getting passports or other personal documents' like identification card or driving licence. So the researcher looked at the characteristics of those who have just entertained recently. This study aims to meet the following main objectives were to determine whether there is influence on beneficiaries' satisfaction by service quality in IPD as well as to determine which of the service quality (tangibility, responsiveness, assurance, empathy, and reliability), has the most influence on beneficiaries' satisfaction in IPDA. This study found answer for the two objective and the following sections will reveal the answer. In order to implement the objectives, this study developed Theoretical Framework. This framework is totally based on service quality. Which is a good tool because it has long-term strategies and short-term program design.

This study established hypothesis based on theory study and formulation of the problem, as well as a framework of thinking mentioned in chapter 1, then the hypotheses are: (1) Service quality has a significant influence on beneficiaries' satisfaction in IPDA. (2) At least ONE of the service quality dimensions (tangibility, responsiveness, assurance, empathy, and reliability) has influence on the beneficiaries' satisfaction of IPDA.

The population is the total number of citizens of Aden province, Yemen amounted to 1,761,000 people. Determination of the number of samples in this study using raosoft calculator and obtained a sample of 175 beneficiaries. The sampling method in this research is using purposive non-random sampling. The questionnaire consisted of 7 sections, one related to demographic data (4 questions), and the other six sections are related to service quality and beneficiaries' satisfaction (6 sections with 28 questions). The data used by researchers in this study is data obtained by means of questionnaires to beneficiaries.

4. DISCUSSION

The four questions of the study have been answered. The first question was "Is there a relationship between e-management's quality services provided by IPDA and beneficiaries' satisfaction?" To answer this question, Pearson correlation analysis was conducted to find out the correlation and the result was there is a strong positive relationship between the beneficiaries' satisfaction and service quality in general and its dimensions in particular. For the second research question, simple linear regression (SLR) was employed to investigate the influence of service quality as independent variable (DV) on the dependent variable (beneficiaries' satisfaction) to find answer for this research question of this research. The findings of the analysis indicated a significant impact for service quality on beneficiaries' satisfaction.

Regarding question three, which among the service quality dimensions, tangibility, responsiveness, assurance, empathy, and reliability mostly affects beneficiaries' satisfaction at IPDA? The five factors that influence beneficiaries' satisfaction were entered into a multiple regression analysis (MRA) with *satisfaction* treated as the criterion or outcome variable, while the five dimensions (tangibility, responsiveness, assurance, empathy, and reliability) were treated as the predictor variables. The analysis found the most significant factors is reliability followed by responsiveness. This can reveal that reliability and responsiveness increase the beneficiaries' satisfaction.

Fourth and final, the result of independent sample t-test and one-way ANOVA regarding the differences in the perceived service quality according to the beneficiaries' demographic information shown that only employment and qualification have differences while gender and age do not make any difference.

5. IMPLICATIONS

The preceding data analysis and discussion on the study findings pointed at theoretical and managerial implications.

1 Theoretical Implications

This study hypothesized the existence of a significant relationship between service quality and beneficiaries satisfaction among the beneficiaries of Immigration and Passport department in Aden, Yemen. The results confirm the existences of a statistically significant relationship between the service quality as an independent variable and beneficiaries' satisfaction as dependent variable of this study. Accordingly, the study adds to existing literature by uncovering the relationship between service quality and beneficiaries' satisfaction amongst beneficiaries of an important public sector in Yemen which is the Immigration and Passport offices.

The outcomes from this research revealed a strong correlation between the perceived service quality and beneficiaries' satisfaction is but the level of the service quality perceived by these beneficiaries still low which in return is affecting the satisfaction. The outcomes of the this research contribute to the general body of knowledge on the independent variable (service quality) and the dependent variable (beneficiaries' satisfaction) by providing the strength relationship and the effect of the service quality on the beneficiaries' satisfaction. Additionally, this research provides a scale for measuring the levels of beneficiaries' satisfaction in a very important public sector in Yemen. Furthermore, this study using empirical evidence, shows that service quality dimensions are incomplete and that service quality theorist can uncover more dimensions in different service context so that it can explain the satisfaction of the beneficiaries of the service particular in the public sector more.

2 Managerial Implications

The current research found out a strong positive correlation between service quality and beneficiaries' satisfaction among the beneficiaries' of the immigration and passport second in Yemen and particularly in Aden province. To managers and official staff of this sector, the overall service quality of the institutions is a strong predictors to beneficiaries' satisfaction as has been confirmed from the findings of this study. Immigration and Passport offices perceived by beneficiaries as offering better services is a very important issue. The findings of this study can therefore be used by the officials of the immigration and passport offices who seek to pursue beneficiaries' satisfaction as a winning strategy in offering a better public service. This current research recommend to the officials and staff in charge to adopt excellent service provision for longevity of beneficiaries' satisfaction as Aden is the temporary capital of the country and the second largest city in Yemen.

The study identifies two important human predictors of the beneficiaries' satisfaction which are reliability and responsiveness. Reliability of the immigration and passport staff has been found as an important factor to influence beneficiaries' satisfaction. This means officials of the immigration and passport should recruit their staff based on: their ability to demonstrate competence in serving the beneficiaries' capability to improve the service offered by this sector, contribution to the public service in Aden city, ability to inculcate confidence in beneficiaries' and ability to exercise their staff integrity and honesty in serving the beneficiaries' of this main public sector. The administration of the immigration and passport department in Aden and Yemen in general must orient its staff on service culture earmarked for reliability. The service staffs of this staff are considered reliable if they offer services as promised, perform services dependably and accurately, attend to the service beneficiaries correctly. The high hierarchy administration staff at the immigration and passport office in Aden must priorities training of the front office staff on responsiveness as follows: be quick at responding to the beneficiaries' questions and help, to converse efficiently to the beneficiaries of the IPDA of any new development affecting them, to be courteous, be ready to help the beneficiaries, achieve the required service correctly from the beginning.

6. RECOMMENDED AREAS FOR FURTHER RESEARCH

Even though some valuable findings and implications have been shown, this research still had limitations. According to the analysis of the study findings, the research suggests the following recommendations. First, the sample was limited; it is recommended to collect more sample from several immigration and passport offices from other provinces of Yemen. Second, the framework was quite small, it is recommended to extended and investigate other possible factors such as the demographic factors as well as including some mediators and moderators. Third, is recommended by this study to have a research with longitudinal survey as this study employed a cross-sectional survey. Longitudinal survey study is hoped as it will provide a basis for more informed interpretations in future studies. This study was a cross sectional survey. It is hoped that a longitudinal survey will provide a basis for more informed interpretations in future studies. Future research should further investigate the impacts of service quality on the beneficiaries' satisfaction on the performance of the other provinces as it one of the most important public sectors in Yemen.

7. CONCLUSION

In the following points are the main conclusion points:

- a. The reliability and responsiveness of immigration and passport office play good role on the satisfaction of the beneficiaries, however, this study reveals the tangibility, assurance and empathy are not enough.
- b. This study reveals that the tangibility, was not the top important to satisfy the beneficiaries. The reliability was very critical for satisfaction.

REFERENCES

- [1] Clay. M. (2000). Technology Competencies of Beginning Employee: A Challenge and Opportunity for Employee Preparation Programs". Dissertation Abstracts International , 55 (5), 1244-A.
- [2] Clark, Tom; Berge, Zane, (2006), " E-management , virtual work, and the technology plan" copyright the board of regents of the university of Wisconsin system, USA. Journal of Distance Education-TOJDE, Egypt ISSN 1302-6488 Volume: 9 Number: 1 Article 10.
- [3] Moras, Solange,(2000) .Computer -Assisted Language Learning (CALL) and the Internet (Brazil , Cultra Inglesa De Sao Carlos .
- [4] onatti , Steve (2000). Internet in the Curriculum , (in Technology,) in CAELL Journal , Vol .6 , No.4 , 1996 .
- [5] <http://www.managinginformation.com>.
- [6] <http://www.brint.com/members/online/200503/kmebiz.pdf> .
- [7] Yogesh Malhotra (2002) Knowledge Management for the New World of Business "The Journal for Quality & Participation, , V16(3).
- [8] Abu-shanab, E., & Pearson, M. (2009). Internet Banking in Jordan : An Arabic Instrument Validation Process, 6(3).
- [9] Athiyaman, A. (1997). Linking student satisfaction and service quality perceptions: the case of university education. European Journal of Marketing, 31(7), 528-540.
- [10] Aydin, S., & Özer, G. (2005). The analysis of antecedents of customer loyalty in the Turkish mobile telecommunication market. European Journal of marketing, 39(7/8), 910-925.
- [11] Brown, J. D. (2002). Statistics Corner. Questions and answers about language testing statistics: Can we use the Spearman-Brown prophecy formula to defend low reliability? Shiken: JALT Testing & Evaluation SIG Newsletter, 4 (3), 7-9. Retrieved December 24, 2001 from the World Wide Web: http://jalt.org/test/bro_9.htm
- [12] Cresswell, J.W. (2005). Educational Research: Planning, conducting, and Evaluating Quantitative and Qualitative research. (3rd edn.) Upper Saddle River, NJ: Prentice Hall.
- [13] Fararah, F. S., & Al-Swidi, A. K. (2013). The Role of the Perceived Benefits on the Relationship between Service Quality and Customer Satisfaction: A Study on the Islamic Microfinance and SMEs in Yemen Using PLS Approach. Asian Social Science, 9(10), 18.
- [14] Fornell, C. (1992). A national customer satisfaction barometer: The Swedish experience. the Journal of Marketing, 6-21.
- [15] Fornell, C., Johnson, M. D., Anderson, E. W., Cha, J., & Bryant, B. E. (1996). The American customer satisfaction index: nature, purpose, and findings. the Journal of Marketing, 7-18.
- [16] Friedman, H. H., Herskovitz, P. J., & Pollack, S. (1994). The biasing effects of scale-checking styles on response to a Likert scale. In Proceedings of the American statistical association annual conference: survey research methods (Vol. 792).
- [17] Kang, G. D., & James, J. (2004). Service quality dimensions: an examination of Grönroos's service quality model. Managing Service Quality: An International Journal, 14(4), 266-277.
- [18] Krejcie, R.V.& Morgan, D.W. (1970). Determining sample size for research activities. Educational and Psychological Measurements, 30, 607-610.
- [19] Krejcie, R.V.& Morgan, D.W. (1970). Determining sample size for research activities. Educational and Psychological Measurements, 30, 607-610.
- [20] Malik, M.E., Danish, R., & Usman, A. (2010). Impact of Job Climate and Extrinsic Rewards on Job Satisfaction of Banking Executives: a Case of Pakistan. Interdisciplinary Journal of Contemporary Research in Business, 1(12), 125-139.