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71.9	297	
28.1	116	
%100	413	
%36.3	150	
%35.8	148	25
%22.8	94	35-26
%5.1	21	45-36
%100	413	46
%19.1	79	
%70.5	291	
%10.4	43	
%100	413	

%42.1	174	
%24.9	103	
%16.7	69	
%16.2	67	
%100	413	
%33.2	137	5
%48.9	202	10-6
%14.0	58	15-11
%3.9	16	16
%100	413	
%14.5	60	
%17.9	74	
%21.8	90	
%45.8	189	
%100	413	

1 2 3 4 5

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SPSS

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(4=1-5)

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(39)

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$$1.33 \frac{=4}{3} = \frac{1-5}{3}$$

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2.33 - 1

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t-test . 7 3.6 3.66 – 2.33

(3-2) (2)

(3)

($\alpha = 0.05$)

Tukey :

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 (%87.1)

:(2)

%82.6	0.48	4.13	
%79.8	0.52	3.99	
%75.8	0.43	3.79	
%75.6	0.60	3.78	
%75.2	0.59	3.76	
%74.4	0.58	3.72	
%100	0.33	3.86	

(3.78) 4.13 3.72 (2)

..3.72

4.13

3

3.99

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3.76 3.78

:(3)

3.71	3.68	116	3.74	297	
3.79	3.80	116	3.78	297	
3.78	3.78	116	3.78	297	
3.99	3.99	116	3.99	297	
4.14	4.14	116	4.13	297	
3.77	3.77	116	3.76	297	
3.86	3.86	116	386	297	

(3)

:(4)

Sig t	t	
0.299	1.040	
0.677	0.416	
0.993	0.008	
0.994	0.007	
0.871	0.163	
0.854	0.185	
0.930	0.088	

(4)
(0.05 ≥ α)

:(5)

	46		45-36		35-26		25		
3.72	3.60	21	3.72	94	3.72	148	3.75	150	
3.78	3.69	21	3.80	94	3.82	148	3,76	150	
3.78	3.79	21	3.76	94	3.80	148	3.78	150	
3.99	3.86	21	4.06	94	4.07	148	3.91	150	
4.13	4.16	21	4.14	94	4.20	148	4.05	150	
3.86	3.59	21	3.74	94	3.78	148	3.77	150	
3.86	3.80	21	3.86	94	3.89	148	3.84	150	

(5)

:(6)

		0.133	3		
0.627	0.582	0.229	409		
			412		
		0.167	3		
0.612	0.605	0.276	409		
			412		
		0.021	3		
0.950	0.117	0.183	409		
			412		

		0.973	3		
*0.045	2.713	0.359	409		
			412		
		0.595	3		
0.162	1.719	0.346	409		
			412		
		0.239	3		
0.553	0.699	0.342	409		
			412		
		0.113	3		
0.373	1.043	0.109	409		
			402		

0.045 ()

(6)

35-26

$(0.05 \geq \alpha)$

:(7)

3.72	3.70	43	3.74	291	3.67	79	
3.78	3.88	43	3.76	291	3.81	79	
3.78	3.74	43	3.77	291	3.87	79	
3.99	4.10	43	3.98	291	3.99	79	
4.13	4.32	43	4.11	291	4.12	79	
3.76	3.63	43	3.79	291	3.72	79	
3.86	3.90	43	3.85	391	3.87	79	

*(0.05 \geq α)

(7)

:(8)

		0.144	2		
0.533	0.630	0.228	410		
			412		
		0.271	2		
0.374	0.985	0.275	410		
			412		
		0.353	2		
0.144	1.946	0.181	410		
			412		
		0.273	2		
0.473	0.751	0.364	410		
			412		
		0.841	2		
0.089	2.431	0.346	410		
			412		
		0.593	2		
0.176	1.745	0.340	410		
			412		
		0.034	2		
0.730	0.316	0.109	410		
			412		

$(0.05 \geq \alpha)$

(8)

(9):

3.72	3.69	67	3.66	69	3.70	103	3.77	174	
3.78	3.74	67	3.77	69	3.69	103	3.86	174	
3.78	3.82	67	3.76	69	3.79	103	3.77	174	
3.99	4.01	67	3.95	69	3.91	103	4.07	174	
4.13	4.19	67	4.04	69	4.11	103	4.16	174	
3.76	3.81	67	3.70	69	3.75	103	3.76	174	
3.86	3.87	67	3.81	69	3.82	103	3.90	174	

(9)

(10):

		0.276	3		
0.305	1.211	0.228	409		
			412		
		0.762	3		
*0.039	2.805	0.272	409		
			412		
		0.046	3		
0.861	0.250	0.183	409		
			412		

*(0.05 ≥ α)

		0.624	3		
0.161	1.726	0.361	409		
			412		
		0.371	3		
0.363	1.066	0.348	409		
			412		
		0.143	3		
0.742	0.416	0.343	409		
			412		
		0.173	3		
0.188	1.604	0.108	409		
			412		

0.039 ()

(10)

(0.05 ≥ α)

:(11)

	16		15-11		10-6		5		
3.69	3.61	16	3.66	58	3.73	202	3.76	137	
3.76	3.72	16	3.73	58	3.79	202	3.81	137	
3.79	3.88	16	3.70	58	3.78	202	3.81	137	
4.01	4.03	16	4.02	58	4.02	202	3.96	137	
4.14	4.24	16	4.06	58	4.16	202	4.11	137	
3.79	3.86	16	3.78	58	3.75	202	3.77	137	
3.86	3.88	16	3.81	58	3.87	202	3.87	137	

(11)

:(12)

		0.224	3		
0.401	0.983	0.228	409		
			412		
		0.118	3		
0.733	0.428	0.276	409		
			412		
		0.230	3		
0.285	1.267	0.182	409		
			412		
		0.121	3		
0.802	0.332	0.365	409		
			412		
		0.232	3		
0.573	0.666	0.349	409		
			412		
		0.074	3		
0.885	0.217	0.343	409		
			412		
		0.062	3		
0.636	0.569	0.109	409		
			412		

(12)

.(0.05 ≥ α)

:(13)

3.72	3.72	189	3.69	90	3.77	74	3.71	60
3.77	3.81	189	3.77	90	3.82	74	3.67	60
3.78	3.81	189	3.71	90	3.84	74	3.75	60
4.00	4.01	189	3.97	90	4.05	74	3.96	60
4.14	4.13	189	4.04	90	4.32	74	4.05	60
3.81	3.76	189	3.78	90	3.93	74	3.77	60
3.86	3.87	189	3.82	90	3.93	74	3.81	60

(13)

:(14)

0.775	0.369	0.085	3	
		0.229	409	
			412	
0.289	1.256	0.345	3	
		0.275	409	
			412	
		0.303	3	
0.172	1.674	0.181	409	
			412	
		0.118	3	
0.809	0.323	0.365	409	
			412	
*0.012	3.714	1.268	3	

.(0.05 ≥ α)

*

		0.341	409		
			412		
		0.014	3		
0.989	0.041	0.344	409		
			412		
		0.229	3		
0.096	2.128	0.108	409		
			412		

(2)

(4.13 3.72)

(14)

$(0.05 \geq \alpha)$

0.012 ()

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$(0.05 \geq \alpha)$

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(0.05 ≥ α)			(0.05 ≥ α)	
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(0.05 ≥ α)	-6		.(6)	(0.045)
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.(14)	(0.012)			
			(0.05 ≥ α)	-3
			(0.05 ≥ α)	-4
			.(10)	(0.039)
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Difficulties Facing the Application of Electronic Services As Perceived by The Employees of The Civil Service Institutions in Jordan

Musa Salameh Al-Lozi

ABSTRACT

This Study aims to identify difficulties facing the applications of electronic services as perceived by the employees working at the civil service institutions in Jordan. It aims also to investigate if there are significant differences with regard to the (Infrastructure, regulations and organizational policies, Information security and secrecy, financial resources, management and social awareness), that are related to gender, age, educational level, nature of work, experience, and Job title. Data were collected using a questionnaire developed by the researcher for a random sample which consisted of (413) public employees. Results showed that the main difficulty facing the application of electronic services was management followed by financial resources, regulations and organizational policies, Information security and secrecy, and social awareness, while Infrastructure came last. In addition, this study indicated that there were no significant differences in respondents' opinions toward the difficulties facing the application of electronic services with regard to gender, educational level and experience, while there were significant differences with regard to age in favour of employees between 26-35 years, and nature of work in favour of employees at the service sector, and Job title in favour of the heads of the departments. Some of the important recommendations presented by the study were the necessity for rapid preparation and development of managerial human factor at government institutions, and improving the infrastructure and regulations environment of electronic services in Jordan.

KEYWORDS: Electronic Services, Infrastructure, Regulations, Organizational Policies, Information Security, and secrecy, Financial resources, Management and Social awareness, Electronic Services Application Difficulties, Civil Service Institutions in Jordan.