

Impact of E-Government Applications on Reducing Administrative Burden in Delivering Public Service

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Abstract: The aims of this study is to look into the impact of e-government on reducing administrative burden in providing public services to citizens in the Department of Lands and Survey. The descriptive analytical research method was selected to attain the research objectives due of its utility in conducting social, business, and humanitarian studies. Employees from various employment positions made up the study sample, which included (600) male and female employees. Data was gathered from secondary sources by referring to prior studies, while primary data was gathered by using a questionnaire. The findings revealed that e-government applications have a significant role in improving the delivery of public services to citizens who visit the Department of Land and Survey, including (valid, reliable, transparent and fast public service delivery). It is recommended that the Department of Lands and Survey work continuously to update the e-government applications to keep up with changes in the business environment in providing public services, as well as provide training courses to employees to keep them informed of advancements in e-government applications. It is also recommended to give employees autonomy and the ability to participate in policymaking and decision making in order to lessen administrative hassles they face while doing their duties.

Keywords: E-Government, Administrative Burden, Department of Lands and Survey.

1 Introduction

Supply Many countries throughout the world have initiated electronic government efforts in the last 20 years [1-3]. These efforts involve the use of information and communication technology to improve government connection with individuals in order to provide a variety of public services [2, 4, 5]. The term "e-government," short for "electronic government," refers to the implementation and use of digital information technology to facilitate government-to-citizen interaction in the areas of information sharing, communication, and transaction processing [6-8]. E-government services usually increase government spending while lowering the private expenses of e-government stakeholders by eliminating paper handling costs, reducing message delivery time, and minimizing wait and search periods [9-11]. E-Government refers to the practice of enabling government-to-citizen interactions using electronic means, especially computers and the Internet. Its basic objectives may be subdivided into subcategories depending on the many ways that governments can assist their citizens and the business sector [12-14]. E-Government offers its citizens a number of benefits, the most important of which are the potential for a feedback mechanism to be provided by the citizen (who is the service customer) to the government (who is the service provider), the ability to receive services that are customized and personalized, the potential for a significant reduction in the amount of time required for delivery, and the possibility of accessing information about individuals or companies [15, 16]. E-commerce and e-procurement initiatives run by the government make it easier for the public and private sectors to communicate with one another [6, 17]. This helps most businesses lower their transaction costs, which in turn encourages the creation of new businesses [8, 11, 13, 18]. The E-Government initiative is one of the most significant subjects to discuss when it comes to the strategy and implementation of E-Government. Planning is often thought to begin with the determination of which electronic

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government initiatives will be undertaken [19-21]. The principal application for the use of electronic government services is the administration of administrative procedures [22, 23]. Individuals often see administrative procedures as a burden because of the costs involved with learning those procedures, the costs associated with complying with those procedures, and the psychological costs connected with those procedures [2, 24]. E-government services may lower or raise perceived learning, compliance, and psychological strain costs [1, 25]. Reduced administrative burden on enterprises is an essential governmental policy goal [2, 4]. In many nations, electronic governance is portrayed as a potential reducing technique. Underlying assumptions and methods are seldom made apparent, and there is little scientific proof of effective implementations [7]. Many governments throughout the globe are now focusing their attention on improving their e-government services. E-government systems are being introduced and implemented in an increasing number of nations as a means of improving public sector efficiency, effectiveness, and reducing costs [8, 15, 26]. E-government and the internet have made significant changes and efforts to the entire society's structure, values, culture, and business practices by utilizing the potential of ICT as a resource in daily activities in order to improve procedures and inclusion between citizens and various governmental departments [27-29]. E-government's applications came to promote administrative functions of the public directorate in delivering the required information to the citizens characterized by trust, transparency, and privacy to reduce costs and efforts on the citizens [7]. There is a scarcity of empirical research in the field of e-government for firms. This article investigates the implications of e-government systems, specifically the influence on the administrative burden on enterprises. Research problem stems from identifying the gap in the previous studies regarding impact of E-Government applications on reducing administrative burdens in delivering public services in Department of Lands and Survey in Amman – Jordan.

The goals of this investigation are as follows:

1. To find out influence of e-government apps on reducing paperwork costs burdens.
2. To find out impact of influence of e-government apps on reducing the burden providing trustworthy and transparent public services.
3. To find out impact of influence of e-government apps on reducing the burden direct interactions with the citizens to receive public services.

2 Literature Review:

The literature review is a crucial section of any study since it summarizes what has already been learned about the issue at hand. The literature review for this study will focus on the relationship between E-Government Applications and Reducing Administrative Burden. [1] investigated the development of the role that electronic government plays in facilitating administrative transformation. Using a survey and a method based on selecting respondents at random, the study gathered data from participants hailing from a variety of government ministries and departments. Research with data showed that e-government plays an important part in promoting good governance in the public sector, as well as in facilitating administrative reform, eliminating corruption, boosting work quality, and increasing overall productivity. It has been suggested that an initiative for electronic government should be formed, and it has also been urged that a good working climate should be encouraged. [15] conducted a study to confirm the importance that information and communications technology plays in people's daily life, since it has transformed work and leisure and modified the norms for doing business. Furthermore, the research was done to enhance the delivery of public services by enhancing the process and administration of government by rethinking conventional conceptions of democracy and citizenship, as well as the forms of e-government transactions. According to the findings of the study, public administration is the foundation of governmental activity and is essential to the process of bettering people's lives. In order to make the world a more resilient place, it has been argued that governments, corporations, and civil society should place a higher priority on the creation of infrastructure that is enabling. [30] provide evidenced that, in public practice, the debate on e-government centers on service delivery, as well as the requirement for a board public administration approach to e-government, with a focus on ICT advancements, in order to circumvent difficulties that are encountered in the process of developing e-government applications, such as privacy, trust, and security. If the proper organizational framework is in place, it is recommended that the speed and openness that are associated with e-government have the potential to make public administration more responsive. [31] investigated the effect that extensive application processes and formal rules have on workers in public sector enterprises in terms of the administrative expenditures that are incurred. In their study, they conducted a survey experiment in order to evaluate the impact that formalization and administrative load have on employment in the public sector. The researchers mentioned a number of factors that contribute to the creation of administrative burdens, such as the costs of compliance and the costs of attracting qualified employees. The recruitment process is complex due to the lower levels of flexibility and procedural constraints in public personnel systems. These factors contributed to the creation of administrative burdens. According to the results of the study, the use of adaptable recruiting tools like e-government apps has the potential to reduce the amount of work that needs to be done by administrative staff in public organizations. Greater administrative authority should be delegated to administrators in order to reduce the burden of administrative obligations. [32] employed an in-depth case study of an

agency that has effectively implemented and promoted e-government projects to determine and categorize the competencies necessitated for successful e-government development. The agency in question was responsible for the development and implementation of e-government projects. According to the findings of the research, it is essential to include not just strategic capabilities but also project capabilities, technical capabilities, and operational capabilities. During the process of deploying e-government, it is recommended that business capabilities be sought and level-ranged. Additionally, it is recommended that extra capabilities assist the efficient implementation of e-government. [16] investigated the criteria of perceived utility and perceived ease of use in the public sector of e-government and calculated the influence of those significant characteristics on enabling conditions and trust toward individual adoption of a new e-government service in a developing market. [15] also assessed the impact of those significant characteristics on enabling circumstances and trust in a developed country's individual adoption of a new e-government service. In their inquiry, the researcher used both qualitative and quantitative methodologies. For this research, forty clients of an online immigration service in Indonesia were questioned. According to the study's findings, the two most important elements are an individual's level of faith in a fresh new e-government service and the extent to which they are affected by their peers. To effectively promote new online public services supplied by the government, it is suggested that the government first focus on garnering people's trust [3] investigated how variables such as "perceived organizational advantages, organizational use features, and perceived characteristics" impact the amount of administrative labor Swiss farmers must complete while using e-government. To accomplish this goal, the research assessed a quantitative survey as well as qualitative open statements and in-depth interviews. According to the study's results, switching from paper to electronic forms lowered the amount of administrative work needed by around one-third of the farmers. The administrative burden seems to be heavily impacted by both the farmers' attitude and their skill levels. [25] examined the administrative burden of rural enterprises and the effectiveness of using semantic electronic government services to alleviate this burden. The main results are that rural firms do not appreciate the significance of administrative burdens for entrepreneurship, and the government might use semantic electronic governance. [17] conducted a review of the existing body of knowledge concerning administrative burden reduction (ABR), with the objectives of gaining a more in-depth understanding of the topic, locating existing knowledge gaps, and developing a more effective strategy for planning future research. Out of a total of 742 publications that were retrieved from the most recent research, it was determined that 122 of those papers were applicable to the topic. The pertinent papers were evaluated on four different fronts: methodology, kind and focus, targeted stakeholders, and targeted stakeholders' targeted interests. Stakeholders, interest groups, and end-users were explored in regard to the identification and discussion of three critical gaps: citizen-oriented services and burden reduction; empirical research and post-initiative re-evaluation; and the role of stakeholders in pushing ABR. A conceptual framework model and some recommendations for further study are presented in the last section. The alleviation of burdens is a primary concern on the agendas of contemporary state administrations as well as corporations. The performance of an economy, its growth, and its evolution can all be directly influenced by the degree to which obligatory regulations are complied with. Research in this area both boosts the effectiveness of the solutions that have been chosen to decrease administrative load by contributing to a greater knowledge of the implications and context of administrative burden.

The evidence from the past research makes it very evident that there are inconsistent findings. The development of the flowing hypothesis also depends on the study of earlier literature.

The Research Hypotheses Are as Follows:

From the model of the research the following hypotheses were formulated:

Ho1: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing administrative.

Ho1-1: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications reducing burden of paperwork costs.

Ho1-2: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing the burdens of providing trustworthy and transparent public services to the citizens.

Ho1-3: There is no impact of with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing burdens of direct interactions with the citizens.

3 Methodology of the study

A descriptive technique based on a survey was adopted because of its relevance to the research and its issues. The study population included (600) male and female workers from the Department of Land and Survey in 2022. While the study received only of (179) male and female workers who were randomly chosen to participate in this research, the study selected a proportionate random sample from the study population. A questionnaire was made taking into account the research questions and goals. Using evidence from research done before. the questionnaire included two sections: In this research, we used a five-point scale based on the Likert Scale developed by psychologist and statistician Likert, in which each of the five possible responses to each questionnaire item was assigned a number value that reflected the

relative importance of the response.

Validity is achieved by determining how well the instrument corresponds to the construct for which it was developed. Furthermore, the study instrument's content validity was established by having it presented in draft form to a panel of experienced and competent arbitrators specializing in Jordanian universities in order to ascertain the questionnaire's items' clarity, their significance to the area, and to provide their thoughts on the matter in terms of expanding, reducing, or eliminating certain aspects of the questionnaire. Test-retest reliability was used to determine the value of the reliability coefficient; this was done by having 30 male and female instructors administer the research instrument to a sample from outside the study sample and then repeating the process two weeks later (0.75). Furthermore, the internal consistency dependability of the Instruments was calculated use Cronbachs Alpha, & the calculated result was (0.828). The data collection questionnaire and its associated measure may utilize these values without issue.

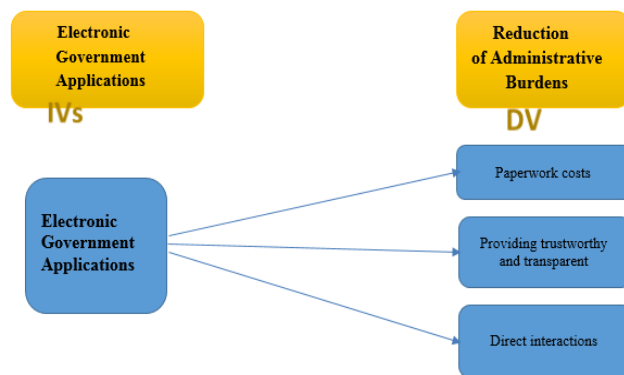


Fig. 3.1: Research framework of the study.

4 Analytical Statistics:

Statistics such as means, standard deviations, and rankings were calculated for each questionnaire item, each field, and the instrument as a whole.

To determine if there are statistically significant variations between and among the means of the demographic variables, the T-test and ANOVA analysis were employed for category comparisons.

Electronic Government Applications:

The means and standard deviations. Table (1) shows question results.

Table 1: Means and SD for Impact of Electronic Government Applications.

No.	The Item	Mean	SD	Rank	level
1	E-government improves citizen services.	3.62	1.093	5	Medium
2	E-government improves interactions with the citizens & businesses.	3.61	0.832	6	Medium
3	E-government contributes to citizen's empowerment through access to the required public information.	3.97	0.744	2	High
4	E-government creates more efficient government management.	3.89	0.803	4	High
5	E-government increases transparency & convenience for the citizens.	4.15	0.738	1	High
6	E-government reduces public service costs.	3.96	0.666	3	High
Total		0.81	3.87		High

The values of the variables are shown in the preceding table; the mean is highest for item 5, which states, "E E-government increases transparency & convenience for the citizens." The mean is lowest for item 2, which states, "E-government improves interactions with the citizens & businesses," and its arithmetic value is 4.15 with a standard

deviation of 0.738. Their average was 3.87, with a standard deviation of 0.832, and their arithmetic mean was 3.61. (0.87). It is possible to explain, based on the study sample, that individuals find that e-government applications have effective role in improving the quality of the provided public services to the citizens because such applications save time and effort, and also help in accomplishing the translations at short time without the presence of the crowdness of the citizens, leading to achieve trust and transparency provided by the numerous e-government applications.

Reducing Burden of Paperwork:

The standard deviations and means the results of the inquiry are shown in Table (2).

Table 2: Means and standard deviations for the Impact of Paperwork Reduction.

No.	The Item	Mean	SD	Rank	level
7	Employees find that paper transactions cause stress at work.	3.86	0.748	2	High
8	Employees see that paper transactions require more time to accomplish.	3.85	0.805	3	High
9	Employees prefer accomplishing the transactions electronically than manually.	4.10	0.732	1	High
10	Employees face difficulties in finding space to store the paper transactions.	3.24	0.667	4	Medium
Total		3.76	0.738		High

The following table shows the mean and standard deviation of the variables, with item (9), "Employees prefer to complete transactions electronically rather than manually," having the highest mean value. Item (10), which reads "Employees experience challenges in obtaining room to retain the paper transactions," had the highest arithmetic mean (4.10) and the lowest arithmetic mean (0.732). It had an arithmetic mean of (3.24), with a standard deviation of (0.667), and a general mean of (3.76), with a standard deviation of (0.667). (0. 738). It is possible to explain that through the study sample individuals find that accomplishing the transactions using paperwork require time and effort leading to citizens complains due to slow in accomplishing their transactions, so they find that electronic government applicants greatly contribute to reducing burden of the paperwork, through accomplishing the transactions electronically at less time and less effort achieving the citizen’s satisfaction.

Reducing the Burden of Providing Trustworthy and Transparent Public Services:

The standard deviations and means. The results of the inquiry are shown in Table (3).

Table 3: Means and SDs for Reducing the Burden of Trustworthy and Transparent Public Services.

No.	The Item	Mean	SD	Rank	level
11	Employees find that e-government applications provide more trust through the transactions the citizens require.	3.31	0.839	4	Medium
13	Employees find that e-government increase level of transparency.	3.99	0.732	2	High
14	Department of lands and survey try’s to accomplish the transactions that receive the citizens’ trust through the multiple e-government applications.	3.82	0.844	3	High
15	Employees see that accomplishing the transactions electronically reduces their job burden regarding the trust.	4.77	0.722	1	High
Total		0.78	3.97		High

The average and standard deviation of each variable are shown in the table above; the average of point (15), which reads, "Employees perceive that performing the transactions electronically lessens their work strain regarding the trust," is 8.33. The lowest mean and standard deviation were both found in item 11: "E- Employees feel that e-government programs create greater confidence via the transactions the people demand." This item also had the lowest

arithmetic mean value of 4.77. While the overall average was 3.97 and the standard deviation was 0.839, the arithmetic mean was just 3.31. (0.78).

It is possible to explain that through the study sample individuals view that e-government applications greatly contribute to reduce the burden on the employees regarding trust and transparency since transactions accomplish rapidly and from distance without the need for referring to the employees, reducing favoritism, mediation, and reducing many difficulties that might face the employees including time and cost.

Reducing the Burden of Direct Interaction with the Citizens: The standard deviations SD and means. Table (4) displays results of the question.

Table 4: Means and SD to Reduce Direct Citizen Interaction

No:	Item	Mean	SD	Rank	level
16	E-Government applications help in reducing citizens crowdness in the department to accomplish their transactions.	4.92	0.766	1	High
17	Citizens can accomplish their transactions electronically without the need to present in the department.	3.88	0.744	2	High
18	Department of lands and survey works to provide the required papers to accomplish the transactions.	3.55	0.822	4	Medium
19	The absence of the citizens in the department provides speed at electronically accomplishing the transactions by the employee.	3.86	0.854	3	High
Total		4.05	0.80		High

As seen in the above table, the mean value of the variables is highest for item (16), which reads, "E-Government apps aid in minimizing citizens crowdness at the department to complete their transactions," with a standard deviation of 1.7. In comparison to the overall average of 4.05 (standard deviation: 0.822) and the lowest arithmetic mean of item 18, which reads "E Department of lands and survey works to provide the required papers to accomplish the transactions," which reads "3.55" (arithmetic mean) and "4.92" (standard deviation: 0.766). (0.80). It is possible to explain that through the study sample individuals find that e-government applications see that such applications reduce crowdness of the citizens who attend the department, since the citizens send the required papers electronically and accomplishing to transactions at specific time reducing waiting time and crowdness in the department, all of these applications greatly contribute to rapidly accomplish the citizen's transactions.

Testing of the Hypotheses:

H01: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing administrative burden at Department of Lands and Survey in Amman- Jordan.

Significance mean when F coefficient reached ($\alpha < 0.05$), if this coefficient is more than that does not reached the statistical significance determine accepting or rejecting the hypothesis.

Table 5: Results of multiple regression analysis of the impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing administrative burden .

Regression	Coefficient of determination	F	Significance	Hypothesis result
0.93	0.83	297.38	0.00	Rejected

Table 5 shows that the correlation coefficient amounted to (0.93) and that the statistical value F reached (297.38), which is not a significance at the level of 0.05 or less, so there is impact of e-government applications on reducing administrative burden at Department of Lands and Survey in Amman- Jordan.

In order to determine the enabling factors that have a significant standard regression coefficients were extracted as in Table 6.

Table 6: Shows the results of a multiple regression study of e-government apps on administrative burden reduction.

	Non-standard coefficient		Standard coefficient	t	Sig.
	B	Std. Error	Beta		
Constant	0.64	0.09		6.70	0.00
e-government applications	0.09	0.04	0.14	2.06	0.04

Shows Regression coefficients of E-Government explain (80.9%) on reducing administrative burden, and this interpretation is statistically significant at the level (0.05), and the table shows that the values of the standardized regression coefficients were positive and statistically significant E-Government ($\beta = 0.14$; $t = 2.06$; $Sig = 0.000$) so we accept the Hypothesis,; There is a positive impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing administrative burden at Department of Lands and Survey in Amman- Jordan.

It is possible to explain that electronic government applications have clear impact on reducing administrative burden on the employees in the department reducing time and effort used to accomplish different transaction to the citizens attending the department and the crowedness in dealing directly with the employees at Department of Lands and Survey.

Ho1-1: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications reducing burden of paperwork costs.

Table 7: Results of multiple regression analysis of the impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications reducing burden of paperwork costs.

Regression	Coefficient of determination	F	Significance	Hypothesis result
0.91	0.77	0.046	0.00	accepted

Table 7 shows that the correlation coefficient amounted to (0.91) and that the statistical value F reached (0.046), which is a significance at the level of 0.05 or less, so there is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications reducing burden of paperwork costs.

It is possible to explain that electronic government executing the transaction through the electronic application for the paper works did not show any impact since the resulting costs were the same as the paper work dealing that there is no impact with statistical significance of the electronic applications on reducing the costs.

Ho1-2: There is no impact with statistical significance at significance level ($\alpha < 0.05$) of e.government applications on reducing the burdens of providing trustworthy and transparent public services to the citizens.

Table 8: Results of a multiple regression study of the influence of e-government apps on decreasing the burdens of delivering trustworthy and transparent public services to people with statistical significance at the significance level (0.05).

Regression	Coefficient of determination	F	Significance	Hypothesis result
0.99	0.85	0.035	0.00	accepted

Table 7 shows that the correlation coefficient amounted to (0.99) and that the statistical value F reached (0.035), which is a significance at the level of 0.05 or less, so there is no impact with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing the burdens of providing trustworthy and transparent public services to the citizens.

It is possible to explain that through results analyzing the hypotheses did not show any impact of e-government applications regarding transparency and trustworthy of the services provided to the citizens since still there is big number of individuals who trust more in the services provided them face to face.

Ho1-3: There is no impact of with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing burdens of direct interactions with the citizens.

Table 9: Results of multiple regression analysis of the impact of with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing burdens of direct interactions with the citizens.

Regression	Coefficient of determination	F	Significance	Hypothesis result
0.94	0.82	0.044	0.00	accepted

Table 9 shows that the correlation coefficient amounted to (0.94) and that the statistical value F reached (0.044), which is a significance at the level of 0.05 or less, so there is impact of with statistical significance at significance level ($\alpha < 0.05$) of e-government applications on reducing burdens of direct interactions with the citizens.

It is possible to explain that the study sample individuals find that directly dealing with the employees create in them more interaction in receiving the e-government services and that did not reduce the pressure on the employees because of the many cause amendment regarding the required transactions.

5 Conclusion and future Recommendations

The research aime to investgate the Impact of E-Government Applications on Reducing Administrative Burden in Delivering Public Service. Based on the results, it can be concluded that applying e-government applications result in providing fast, valid, reliable, transparent, and trustworthy public services to the citizens attending Department of Lands and Survey. Also, e-government applications reduce administrative burdens on the employees regarding stress and workload. The Theoretical Contribution Through adding new insights and understanding to the topic impact of e-government applications on reducing administrative burdens in delivering public services in Department of Lands and Survey. The Theoretical contribution by Results of this research could be a nuclear for the researchers to conduct the studies in different departments to improve administrative public services, by making addition to the Library. This study is restricted to the following: One, it is narrow in scope, covering just the impacts of an E-government application on the administrative burden of the Department of Lands and Survey in Jordan. This service is only available to the Department of Lands and Survey in Amman, Jordan.

Third, only personnel with a wide range of titles inside the division are eligible to participate. It is recommended the following:

1. That Department of Lands and Survey should continuously work to update the e-government applications to follow-up the changes in the business environment.
2. Instructing workers on how to make use of cutting-edge telecommunications and information systems.
3. Department of lands and survey should pay more attention to the employees in order to reduce administrative burdens.
4. Providing the employees with autonomy and the opportunity to participate in the policymaking and decision making, to reduce administrative burdens they encounter during performing their tasks.

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