

Information Communication Technology Development in Prince Hussain bin Abdullah municipality

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Abstract

Modern governments around the world are working on investing in Information Communication Technology in new electronic services and Delivery methods and improving existing channels to Satisfy the needs of citizens and employees to improve their satisfaction. Citizen Satisfaction is considered a prerequisite for the introduction, use, and dissemination of e-government. This research aims at studying the impact of system quality, information quality, trust, and privacy on employees' and citizens' satisfaction with e-government services in prince Hussain bin Abdullah municipality and the benefits of the financial and administrative system (Abu Laban system) in different departments. The study shows the requirement of employees to use the financial and administrative system (Abu Laban system) and the challenges that face and the status of the ICT infrastructure, a general assessment of ICT competencies in the municipality.

Keywords: ICT, Information Society, e-government.

1. Introduction

Ict is a concept that includes any simple or sophisticated communication device or application like radio, TV, mobile, computer and network tackle and software, satellite systems, and so on used in producing distributing processing, and transubstantiating information. it is part of many of our lives. We can say Ict is a system of life. The growth in ICT has led to the overall development of many countries. So these important Countries are now growing their investment in the ICT sector. Developing countries are now spending further on ICT infrastructure than developed countries.

Between 1993 and 2001 the accretive periodic growth rate of ICT spending in developing countries was 12 percent while being 6 percent in developed countries. Numerous developing countries in Africa, Asia, and Latin America also increased investment in their ICT infrastructure in Asia, Latin America and Eastern Europe endured the fastest growing ICT investments with five-time periodic growth rates of 14.5, 13.6 and 9.5 independently between 1992 to 1997. Worldwide ICT spending amounted to \$1.8 trillion in 1997.[1]

Information Society is a concept that appears because of the need for computerization and technology in information and communications. In addition, turning society into one that is information-based, Computerization has become a veritably important aspect of our social and professional lives. It can make life easier and has the potential to produce more advanced styles for accomplishing tasks. Though it has faced some resistance, it's fast getting an inevitable presence in the utmost of our lives

According to NIC (2001), countries should aim for achieving when building an information society several critical objects. These objects are grounded on perfecting government services, private sector associations, and citizens' quality of life. As a result, building an information-grounded society has become a precedence in Jordan. Jordan is following several strategies to achieve this aim, and so far it's doing well in this task

One of the important requirements is personal computers, computer literacy has become mandatory Computer software skills are being educated at schools and universities; computer centers offer a variety of computer courses for different levels.

1.1 ICT IN JORDAN

The Jordanian Ministry of Information and Communication Technologies defines "ICT readiness" as the degree of production of a nation or community to share in and benefit from ICT development. In addition, the Economist Intelligence Unit reported that Jordan was ranked 54th worldwide according to the IT and IS preparedness classifications.

Jordan has a good ICT infrastructure, especially since the liberalization of the telecom sector in 1999. With regards to hardware and networking infrastructure, Jordan is calling for investors to partner on the implementation of a project that would connect 990 public schools, 217 hospitals, and healthcare centers, and 126 government entities in Irbid, Mafrqa, Jarash, and Ajloun. Additionally, there is an opportunity to implement a national broadband network that connects 1,318 public schools, 231 public hospitals, and healthcare centers, and 169 government entities in Amman, Zarqa, Madaba, and Balqa'. Furthermore, local operators are replacing traditional core networks and substituting them with internet protocol-based ones. The revolution in the Internet of Things services will also require advanced infrastructure.[2]

ICT was widely used in many fields of education and training development in Jordan. The Jordanian government has realized the significance of education in developing IT fields and mandated basic reforms to introduce computer-based education in public and private schools and universities.

The Government of Jordan has taken forceful measures toward embracing IT implementation and Internet awareness. It has agreed on directions to make computer education a prime element in rudimentary schools and a mandatory requirement. In response to these initiatives.[3]

In Jordan's economic sector Information Communications and Technology (ICT) plays a very important role and very fast growth accounting for 3.8 percent of gross GDP with total annual revenue exceeding USD 2.3 billion. Because Jordan's strategic geographic location in the center of the Middle East gives it good relations with countries in the region. This provides good opportunities to leverage Jordan as a platform to access regional markets, so Jordanian ICT companies, face almost no cultural or language bulkhead entering neighboring Arab markets.

E-Government, in general, is the connecting of the government with citizens, businesses, and other stakeholders, via computers and the internet. It also can be described as a system developed to obtain certain goals and benefits for these stakeholders, some of these goals are better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, and more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and cost reductions

Most researchers divide e-Government into three main categories: government-to-government (G2G), government-to-business (G2B), and government-to-citizen (G2C).

The benefits of e-Government refer to the use of Information Technology (IT) to improve the efficiency, effectiveness, transparency, and responsibility of public governments.

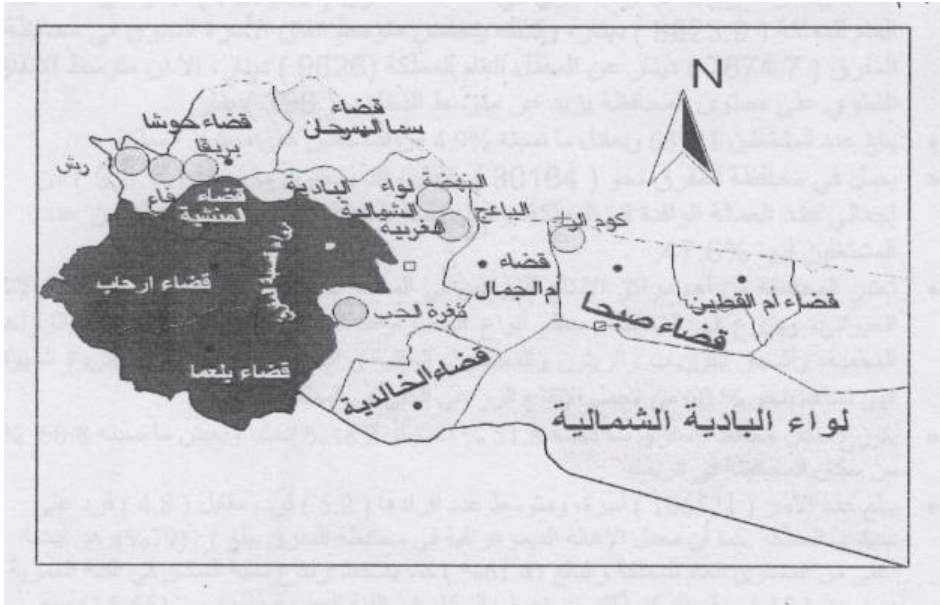
The benefits of automating public sector operations can be realized through increased efficiency and effectiveness, lower costs, and improved service quality. This is why the government invests and bets heavily on E-government projects are time-critical to capitalize on expected benefits. However, recent research notes that most countries have not been entirely successful in realizing the expected benefits of e-government initiatives. As one of the developing countries, the Jordanian government is trying to define e-government for the first time. The ability to submit official transactions online and pay electronically when required. Jordan wants to benefit from e-government by increasing productivity, accountability, and accountability transparency. However, a lack of qualified staff and inadequate human resource training has been a problem. In developing countries including Jordan. [4-6]

In this research we will discuss Information Communications and Technology in one of the Governmental institutions is prince Hussain bin Abdullah municipality Reality of use, Its effectiveness, and the challenges it faces.

2. Background of Prince Hussein bin Abdullah municipality

Prince Hussain bin Abdullah municipality located in the Northwest Badia Brigade its work providing municipal services for citizens. its area is(120000m2) The municipality includes four regions (albaaj, umserb,

alzubaideh, and al-nahda). Population number about (19000) person. The area suffers from Syrian refugees; seeking the refuge of about (7000) people. the number of employees is (105). Prince Hussain bin Abdullah municipality usage of ICT in many ways, first in the internal system of the municipality moved to use Information Communications and Technology by using the financial and administrative system (Abu Laban system) in the Administrative department and financial department this system is provided by the Ministry of Local Administration and uses the Ceiling system.



3. Methodology

This study used structured interviews to collect the data from the employees in prince Hussain bin Abdullah; these employees were chosen according to their job titles and degree of experience in electronic services. The interviews were conducted and data were collected during April and May of 2021. Each interview lasted on average between 30 and 35 minutes, and the size of the research sample amounted to (7) employees and (5) Citizens.

3.1 The importance of the study

Evaluate the level of ICT used in the municipality and the problems and challenges facing employees and citizens.

3.2 The Questions :

During the interview, for the e-government application to improve its efficiency and effectiveness, the participants were presented with two major questions (to lead/guide The interview sub-questions): 1. what are the challenges encountered the implementation of e-Government in the municipality? Moreover, 2. what are the factors affecting the implementation of e-Government in municipalities? The interview sub-questions were

1. What are the major issues faced by using the system? And 2. How it affects their work through time, efficiency, Accuracy, and transparency?

The opinions of employees in the Administrative department are this system is very efficient in human resources that help in saving the employee,s data and the operation of adding, editing, or deleting data .and this improves the service which provides to the employees. Financial Department commends the system because it is Provide many features for the Financial system, It Provides services that reduce time, and effort, and speed up the procedures of the department. That improve the services for employee and people who are beneficiaries of these services as contractors. Accountants perform many procedures on the system as the Issuance of checks, Preparing budgets, and financial receipts. All these procedures on the financial and administrative system (Abu Laban system) will improve productivity, improve quality of service delivery, reduce the overall costs of the organization, reduce data collection, process, and storage, network, which will enhance productivity, information sharing quick and prompt, speed the process and decision-making and increased productivity in governance. Furthermore, it will increase transparency and commitment which is believed to be the target of the government and people of prince Hussain bin Abdullah Municipality.

Otherwise, in the Ceiling system, the staff was asked about the services, provide to citizens, the services were queried about the tax on the Land and buildings, and it provides service to electronic payment by online applications such as e-Fawatercom, which will reduce the time and make the services more flexibility.

Respondents were asked about ICT and system barriers, and they all agreed their many barriers as the need for more training on the system for the employees, a high level of knowledge among employees, and the key

barriers were the need for more updating on the system. However, the lack of advanced and secure technical infrastructure is one of the challenges in the municipality, as the lack of speed and quality of internet in the region of the municipality.

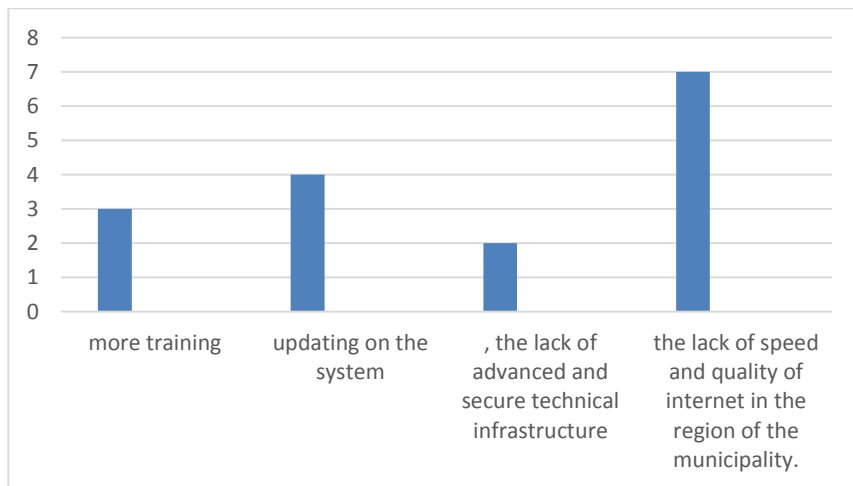


Fig1. the problems and challenges facing employees and citizens.

4. Conclusion

This research presented the results of a qualitative study into the implementation of ICT and e-governments in prince Hussain bin Abdullah municipality in its service delivery, the opinions were convergent, and all the employees agree about the system is very useful and Contributed for improve the service for employees and citizens .more the suggestions are about the necessity of enhancement the network of the internet in the region by communication company to best connection for sending emails and using the applications. In addition, one of the important suggestions was necessary for training on the system.

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