

THE IMPACT OF E-GOVERNANCE ON ACHIEVING CREATIVE PERFORMANCE

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ABSTRACT

How to succeed in achieving creative performance as a dependent variable, These variables have been studied in the Directorate of Passports Affairs. The researcher adopted the descriptive analytical method, and the sample included (122) of the total (194) individuals distributed in several administrative levels (officers, associates, and administrative staff). Adopting the questionnaire, which included (49) paragraphs as the main tool for collecting data and information, as well as interviews and field observations as a tool to collect them, In order to process data and information, the research adopted the program (SPSS V., 24 & AMOS V., 24), while the most prominent conclusions that showed the validity of the hypotheses were the interest of the Directorate of Passport Affairs for its creative performance due to its interest in e-governance, especially through the possession of capabilities and human resources and supported in tools Monitoring, evaluating and adhering to standards and applications, managing its financial resources and owning the technology infrastructure.

Keywords: E-Governance, creative Performance, Passports Directorate.

FIRST: THE CONCEPT OF E-GOVERNANCE:

In this paragraph, we describe the dimensions that will be adopted in the study as being the most appropriate in light of what the researchers have identified and which the researcher has seen, which are as follows:

E-governance: A technological government that uses the latest ICT infrastructure models to deliver services to people in a more efficient way (Fakeeh, 2016: 10).

1. Capacity and human resources: Building human resource capacity as a concept is closely linked to education, training and human resource development. Capacity building in human resources has been defined as the development of knowledge, skills and attitudes of individuals and groups of people relevant to the design, development, management and maintenance of

institutional, operational infrastructure and processes of local importance (Yamoah, 2014: 139-140).

2. Standards and applications Standards and applications: Standards and applications are documents established by consensus and approved by the FAO Committee of Problems, which provide rules, directives or characteristics of activities or outcomes, and aim to optimize the system in organizational contexts. There may be procedures for employees such as punishment, whether civil or criminal, for non-compliance with these standards, as the most important functions of the standards are: harmony, quality, information, improving diversity (Hatto et al., 2010: 5-8).

3. Technology infrastructure: The establishment of an e-governance infrastructure consists of three parts, namely, software infrastructure, hardware infrastructure, and technical infrastructure. Without

any of these elements, e-governance can never be implemented. The software infrastructure refers to design and development as well as management issues related to the implementation of e-governance that can be implemented by open source and custom software (Rahman & Ahsan, 2012: 3).

4. Financial Resources Management: Indicates that the total cash investment required to ensure the success of e-governance, if the e-governance initiative is based on infrastructure and communications technology, makes the initiative less costly in terms of capital (Sowmya & Pyarali, 2013: 5).

5. Control and evaluation: The control activities are the policies and special procedures that help the organization to ensure that its instructions have been implemented and adhered to, and also help ensure the necessary actions in identifying the various dangers that hinder the achievement of the objectives of the unit (Mahmoud & Abdullah, 2017: 201).

SECOND: THE CONCEPT OF CREATIVE PERFORMANCE

creative performance refers to the production of ideas, products or actions that are novel or original and may be useful or practical, and individuals are more **creative** when faced with a level of High self-motivation, when they are enthusiastic about work and interested in participating for the same activity (Zhou & Oldham, 2001: 152).

THIRD: RESEARCH METHODOLOGY:

This research will deal with the problem of research, its importance, objectives, model, hypotheses, variables, sample and agency approach:

1. Research problem

The problem of research is evident through the researcher of the theoretical philosophy of the theoretical subject, which would like to research in its variables and problems with broad objectives.

1. What are the most important conceptual and philosophical underpinnings of

research variables (e-governance and creative performance) and what are the reasons for adopting these variables as a topic in management thought?

2. What is the level and application of the Directorate of Passports Affairs for e-governance?
3. What is the level of interest of the Directorate of Passport Affairs in creative performance?
4. What kind of correlation between electronic governance and creative performance in the Directorate of Passports?
5. What is the impact of electronic governance on the creative performance of the Directorate of Passports Affairs?

2. society and the research sample

Sample is a model that includes a part or part of the research community, selected on the basis of scientific and special rules of probability theory to represent the community properly (Qandilji, 145: 201). Therefore, the sample is a deliberate sample of officers, associates, and employees to be consistent with the requirements of the research (Al-Bayati and the judge, 169: 2010), Being more familiar with the research variables and the scientific and cultural level they hold, in addition to their functional experience, knowledge and active participation in the process of providing services electronically, the study community included the Directorate of Passports Affairs in the Ministry of Interior.

3. honesty and persistence

The questionnaire was used as a tool to collect data to determine the dimensions of electronic governance and creative performance and determine the relative importance of its sub-variables. (0.934) It is a value indicating good stability, but the validity of the questionnaire was calculated by the root of stability, which is equal to (96.64%) is a value indicating the sincerity of the scale.

Table (1) Structure of the research questionnaire and the main research variables and sources approved in measuring them

T	Main variables	Sub variables	Number of paragraphs	Paragraph numbers	Source
1	Electronic Governance	-Capacity and human resources -Standards and applications -Technology infrastructure -Management of financial resources -Monitoring and evaluation	7 8 7 6 8	1-7 8-15 16-22 23-28 29-36	(E-AUE ,2012) (Obeidi and Hadrawi, 2018)
2	Creative performance	One-dimensional	14	36-49	Scot & Bruce,1994 Georg ,2001

4. Structural validity method (exploratory factor analysis): The researcher used the advanced statistical method exploratory factor analysis, to demonstrate the ability to represent the paragraphs within the variables and the stability of the research, global analysis ranks the variables axes within each variable according to their importance, through the proportion of their interpretation within the axes reflected by the value of the explanation variance for each axis, and in order to verify the adequacy of the size of the research sample to apply the exploratory and confirmatory factor analysis, the researcher used the test (Kaiser - Meyer-Olkin Measure), Noting from the results of Table (2) that the value of the test (0.840) which is of course greater than (0.50), and the value of the test (Bartlett's Test of Sphericity = 321.655), and the degree of freedom (15) and at a significant level (0.000), Thus, the researcher has fulfilled the first requirement of applying the exploratory factor analysis, as the researcher notes that the value of the Bartlett test corresponding to the probability value of the calculated Kai square (321,655) was significant, which indicates the existence of significant correlations between the axes within each of the main research variables.

Table (2) Sample Adequacy Test (KMO)

KMO test value	The value of Bartlett test	Degree of freedom	Moral level
0.840	321.655	15	0.000

In order to achieve the second condition of the percentage of cumulative variance interpreted for all axes within the first factor (0.60) with a potential root value of not less than the correct one, With the values of saturation not less than (0.40) in order to be significant, the researcher used the statistical method matrix method components, By looking at the results of Table (3), the researcher finds that the cumulative percentage of the explanation variance of the total resolution axes was (60.489%), which is greater than the value (60%) and the value of the underlying root (3.569). Table (4) also showed that the values of the saturation of each dimension is greater than (0.40) to confirm the strength of the paragraph

to the dimension belonging to it, which at the same time actually measure what was allocated to it, and thus the researcher has met the three conditions, As the researcher inferred through the tests conducted by the questionnaire that the current research in its entirety paragraphs, axes, dimensions and variables have achieved the conditions of honesty to be provided in each questionnaire, and agencies:

Table (3): Results of the exploratory global analysis of the questionnaire

The dimension	Saturation ratio before rotation	Saturation ratio after rotation	Passive root value	Contrast explained	The cumulative explanatory variance value of rotation%
Capacity and human resources	0.626	0.791	3.569	60.489	60.489
Standards and applications	0.730	0.855	0.816	12.594	73.083
Technology infrastructure	0.507	0.712	0.558	9.303	82.385
Management of financial resources	0.596	0.772	0.466	7.762	90.147
Monitoring and evaluation	0.703	0.838	0.318	5.297	95.445
Creative performance	0.407	0.638	0.273	4.555	100.000

Third: the practical side: discusses this field side research will be identified variables that were studied according to their sequence in the questionnaire and levels as follows: -

The table shows (4) possession of the Directorate of human capacities and nuts resources that employ and apply through which information and communications technology in all its operations and activities, functions and functions performed by the affairs, To achieve easy management, ethical, responsible and transparent at the same time, as well as possessing human resources are the capabilities and capabilities, add it to the adoption of standards, applications and infrastructure technology, which its people to manage their financial resources and control calendar, The explanatory variable obtained e-governance in the first order, with a weighted mean (3.66) available and practiced well and with a relative level of interest (73.2%) and standard deviation (0.473), the sample agreement on its availability by (87.1%), while the sample agreement on the availability Creative performance (85%).

Table (4): Order of e-Governance dimensions according to their mean and level of interest

Variables	Arithmetic mean	standard deviation	Relative importance	Ranking	Coefficient of variation%
Capacity and human resources	3.60	.551	72	the fourth	15.3%
Standards and applications	3.77	.514	75.4	the first	13.6%
Technology infrastructure	3.76	.690	75.2	The second	18.3%
Management of financial resources	3.45	.631	69	Fifth	18.2%
Monitoring and evaluation	3.71	.569	74.2	the third	15.3%
Creative performance	3.66	.473	73.2	the first	12.9%

Analyze and test the correlation between the independent variable (e-governance) and the dependent variable (creative performance)

Pearson correlation coefficient was employed, given that the sample is more than (30) views as well as the researcher resort to the test of the normal distribution and the test of linearity and the test (the shovel Smirnov) because the sample (122) views, Since the nature of the correlations between the two main research variables, through the heuristic census to analyze the data generated by the questionnaire distributed to a sample of members of the Directorate of Passport Affairs (122) views, The researcher analyzed these data derived from the explanatory variable and its electronic governance (capabilities and human resources, standards and applications, technology infrastructure, financial resources management, control and evaluation) with the response variable represented by creative performance, according to table (5).

Table (5) Natural distribution, twisting and flattening test

Variables	Shapiro – Wilk			Kolmogorov-Smirnov			Kurt	Skew
	DF	Sig	Statistic	DF	Sig	Statistic		
Electronic Governance	122	.383	.988	122	.200	.046	.532	.057
Creative performance	122	.397	.998	122	.212	.058	.147	-.572

The correlation between electronic governance and creative performance in general and at the dimension level:

The first main hypothesis started from the researcher's expectation (there is a significant correlation statistically significant between the e-governance dimensions and creative performance).

1. It is clear from the results of Table (6) that the explanatory dimension achieved the capabilities and human resources of a strong correlation (0.541) strong, at the level of significance ($p = 0.000$), which is naturally less than the level of significance (0.05), The value of the calculated T-test (5.237), which is greater than its value (1.97) at the level of significance (5%), as this relationship indicates any interest by the Directorate of Passports and its human resources, This will lead to an automatic interest in the creative performance of the Directorate in the same amount of correlation between them, and from all of the above accept the first sub-hypothesis of the first main hypothesis (capacity and human resources are linked to a positive correlation with a significant correlation with creative performance).

Table (6) Matrix of capacity and human resources link to creative performance

			Estimate	S.E.	C.R.	P	N
x1	<-->	Y	.541	.031	5.237	***	122

2. It is clear from the results of Table (7) that the explanatory dimension achieved the criteria and applications of a significant correlation (0.402) medium, at the level of significance ($p = 0.000$) which is of course less than the level of significance (0.05), With the calculated T-test (4.104), which is greater than its value (1.97) at the level of significance (5%), Since this relationship indicates any interest by the Directorate of Passports in the standards and applications, this interest will lead to automatic interest in the creative performance of the Directorate in the same amount of correlation between them, From all of the above, the second sub-hypothesis is accepted from the first main hypothesis.

Table (7) Matrix of standards and applications correlation with creative performance

			Estimate	S.E.	C.R.	P	N
x2	<-->	Y	.402	.031	4.104	***	122

3. It is clear from the results of Table (8) that the explanatory dimension of the technology infrastructure of a significant positive correlation relationship (0.270) is weak, at the level of significance ($p = 0.003$) which is of course less than the level of significance (0.05), With the calculated T-test value (2.863) which is greater than its value (1.97) at the level of significance (5%). This will lead to an automatic interest in the creative performance of the Directorate in the same amount of correlation between them, and from all of the above accept the third sub-hypothesis of the first main hypothesis (technology infrastructure is linked to a significant correlation with the moral performance of creative).

Table (8) Matrix of Technology Infrastructure Link to Creative Performance

			Estimate	S.E.	C.R.	P	N
x3	<-->	Y	.270	.035	2.863	0.003	122

4. It is clear from the results of table (9) that the interpretation of the financial resources management of a significant correlation (0.350) medium, at the level of significance ($p = 0.000$), which is of course less than the level of significance (0.05), The value of the calculated T-test (3.632), which is greater than its value (1.97) at the level of significance (5%), as this relationship indicates any interest by the Directorate of Passports Affairs in the management of financial resources, This will cause attention to spontaneous interest in the creative performance of the Directorate of the same amount of correlation between them, and all the above accepted sub-premise fourth of the first major hypothesis (linked to financial resources management relationship is a positive correlation creative moral performance).

Table (9) Matrix of Financial Resources Management Link to Creative Performance

			Estimate	S.E.	C.R.	P	N
x4	<-->	Y	.350	.033	3.632	***	122

1. It is clear from the results of Table (10) that the explanatory dimension achieved the criteria and applications of a significant correlation correlation (0.483) medium, at the level of significance ($p = 0.000$) which is of course less than the level of significance (0.05), The calculated T-test (4.785) is higher than its value (1.97) at the level of significance (5%). 1. This will lead to an automatic interest in the creative performance of the Directorate in the same amount of correlation between them, and from all of the above accept the fifth sub-hypothesis of the first main hypothesis (control and evaluation is linked to a positive correlation with a significant moral performance).

Table (10) Matrix of Control and Evaluation Relation to Creative Performance

			Estimate	S.E.	C.R.	P	N
x5	<-->	Y	.483	.031	4.785	***	122

2. It is clear from the results of Table (11) that the explanatory variable achieved the electronic governance of a strong correlation correlation (0.501) strong, at the level of significance ($p = 0.000$), which is naturally less than the level of significance (0.05), The value of the calculated Altaia test (4.930), the largest of its value scheduler (1.97) at the moral level (5%), as this relationship indicate any interest by the Directorate of Immigration Affairs, e-governance, This interest will lead to automatic interest in the creative performance of the Directorate in the same amount of correlation

between them, and from all of the above the first main hypothesis (e-governance is linked to a positive correlation significant moral performance).

Table (11) Matrix Correlation of Electronic Governance with Creative Performance

			Estimate	S.E.	C.R.	P	N
X	<-->	Y	.501	.026	4.930	***	122

Analyze and test the impact relationship between the independent variable (e-governance) and the dependent variable (creative performance)

1. In order to test the effect of capabilities and human resources on creative performance, through the first sub-hypothesis (capacity and human resources significantly affect the creative performance), and according to the results of table (12), the researcher observes that the value of test significance (0.00) is less than (0.05), 1 While the calculated value (F) (49.764), which is greater than its scheduled value (3.841) at the level of significance (5%), while the value of (T) calculated for the marginal slope (7.054), and therefore accept the first sub-hypothesis of the second main hypothesis. While the explanation coefficient (explanation variance) of the model ($r^2 = 0.293$) of the total capabilities and human resources of the research sample, where the explanatory dimension explains the capabilities and human resources (29.3%) of the changes in the creative performance, The remaining percentage (70.7%) is attributed to other variables not included in the laboratory model, while the marginal inclination coefficient was ($\beta = 0.534$).), While the modeling prediction equation was:

Table (12) Summary of Indicators of Influence of Capabilities and Human Resources on Creative Performance

Creative performance	Se	α	β	Sig	T	F	r^2	R	Capacity and human resources
	.076	1.648	.534	.000	7.054	49.764	.293	.541	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

2. In order to verify the impact of standards and capabilities in innovative performance, through the second sub-hypothesis (affect standards and capabilities a significant effect in the innovative performance), according to the results table (13), The researcher noted a significant test value (0.000) which is less than (0.05), while the value of (F) calculated (23.144), the largest of the scheduled value (3.841) at the moral level (5%), while the value of (T) calculated mile threshold (4.811), and it accepts sub-second hypothesis of the second main hypothesis. While the explanation coefficient of explanation (variance explained) of the model ($r^2 = 0.162$) for the total standards and applications in the research sample, where the explanatory dimension explains the standards and applications (16.2%) of the changes in the innovative performance, The rest (83.8%) is attributed to other variables not included in the tested model, while the threshold coefficient is ($\beta = 0.426$). While the prediction equation for the model was:

Table (13) Summary of indicators of the impact of standards and applications on creative performance

Creative performance	Se	α	β	Sig	T	F	r^2	R	Standards and applications
	.088	1.968	.426	.000	4.811	23.144	.162	.402	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

3. In order to verify the technology infrastructure in the innovative performance effect, through the third sub-hypothesis (affecting infrastructure technology significantly affected in the innovative performance), according to the results table (14), The researcher notes that the value of the test (0.003) is less than (0.05), while the calculated value (F) was (9.404). For the marginal slope (3.067), the third sub-hypothesis of the second major hypothesis is accepted. While the explanation coefficient (explanation variance) of the model ($r^2 = 0.073$) of the total technology infrastructure of the research sample, where the explanatory dimension explains the technology infrastructure (7.3%) of the changes in the creative performance, The remaining percentage (92.7%) is attributed to other variables not included in the tested model, while the threshold coefficient was ($\beta = 0.212$). , While the modeling prediction equation was:

Table (14) Summary of indicators of the impact of technology infrastructure on innovative performance

Creative performance	Se	α	B	Sig	T	F	r^2	R	Technology Infrastructure
	.069	2.762	.212	.003	3.067	9.404	.073	.270	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

4. In order to investigate the impact of financial resources management on creative performance, through the fourth sub-hypothesis (financial resources management significantly affects the creative performance), and according to the results of table (15), The researcher notes that the value of test (0.000) is less than (0.05), while the calculated value (F) was (16.726). For the marginal slope (4.090), the fourth sub-hypothesis of the second major hypothesis is accepted. While the explanation coefficient (explanation variance) of the model ($r^2 = 0.122$) for the total financial resources management in the research sample, where the explanatory dimension explains the management of financial resources (12.2%) of the changes in the creative performance, The remaining 87.8% is attributed to other variables not included in the tested model, while the threshold coefficient was ($\beta = 0.301$). When the Directorate of Passports is interested in managing its financial resources by one unit, it will automatically lead to interest in creative performance by 30.1%. , While the modeling prediction equation was:

Table (15) Summary of indicators of the impact of financial resources management on creative performance

Creative performance	Se	α	β	Sig	T	F	r^2	R	Financial Resources Management
	.074	2.534	.301	.000	4.090	16.726	.122	.350	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

5. In order to ascertain the impact of monitoring and evaluation on the creative performance, through the fifth hypothesis (monitoring and evaluation significantly affect the creative performance), and according to the results of table (16), The researcher notes that the value of test (0.000) is less than (0.05), while the calculated value (F) was (36.531), which is greater than its scheduled value (3.841) at the level of significance (5%), while the value of (T) calculated For marginal slope (6.044), The fifth sub-hypothesis of the second main hypothesis is therefore accepted. While the explanation coefficient (explanation variance) of the model ($r^2 = 0.233$) for the total control and evaluation of the research sample, as the explanatory dimension explains control and evaluation (23.3%) of the changes in the creative performance, The remaining percentage (76.7%) is attributed to other variables not included in the tested model, while the threshold coefficient was ($\beta = 0.461$). While the prediction equation for the model was:

Table (16) Summary of indicators of the impact of monitoring and evaluation on creative performance

Creative performance	Se	α	β	Sig	T	F	r²	R	Monitoring and evaluation
	.076	1.861	.461	.000	6.044	36.531	.233	.483	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

6. In order to verify the impact of e-governance on creative performance, through the second main hypothesis (e-governance significantly affects the creative performance), and according to the results of table (17), The researcher notes that the value of test (0.000) is less than (0.05), while the value of (F) calculated (40.289), It is greater than its scheduled value (3.841) at the level of significance (5%), while the value of (T) calculated for the marginal slope (6.347), and therefore accept the second main hypothesis.

While the coefficient of interpretation (explanatory variation) of the model ($r^2 = 0.251$) for the total e-governance of the research sample, where the explanatory variable explains the e-governance (25.1%) of the changes in the creative performance, The remaining 74.9% was attributed to other variables not included in the tested model, while the coefficient of marginal slope was ($\beta = 0.576$). When the Directorate of Passport Affairs begins to pay attention to e-governance by one unit, it will automatically lead to attention to creative performance (57.6%), while the prediction formula for the model:

Table (17) Summary of the indicators of the impact of electronic governance in creative performance

Creative performance	Se	α	β	Sig	T	F	r²	R	Electronic Governance
	.091	1.459	.576	.000	6.347	40.289	.251	.501	
1,120,121	Df	n=122		1.00	Tolerance		1.00	VIF	

In order to achieve any combination of the dimensions of electronic governance impact on the creative performance of the Directorate of Passports, the researcher resorted to the use of multiple impact, through the program (AMOS V.24), The impact of capacity and human resources (41.2%) on the creative performance, control and evaluation (30.6%), which means that their combined effect (71.8%) on the creative performance in the Directorate of Passports, while other dimensions did not show any impact.

Table (18): The multiple impact of the dimensions of e-governance on creative performance

			Estimate	S.E.	C.R.	P	Label
Y	<---	x1	.412	.098	4.151	***	par_1
Y	<---	x2	-.002	.127	-.015	.988	par_2
Y	<---	x3	-.048	.077	-.489	.625	par_3
Y	<---	x4	-.033	.088	-.327	.744	par_4
Y	<---	x5	.306	.104	2.819	.005	par_5

First: Conclusions.

The Directorate of Passport Affairs has abilities and human resources with a knowledge orientation and technological and information specialization. Concerned about the safety of the transmission, storage and archiving of information electronically in light of data warehouses with a high capacity for storage and retrieval, but it adopts international practices within the scope of its specialization, It has a technology infrastructure such as sophisticated communication devices and networks, as well as adopting an appropriate information technology strategy supported by the appropriate scientific and functional specialization in this direction. Having the ability to manage financial resources without ambition in light of the limited proportion of financial allocations with the tasks, functions and efforts provided by its members, as well as follow-up financial coordination with international bodies supporting governance projects, The Directorate of Passports Affairs adopts systems and programs of control and evaluation and supports its work with information security systems to maintain confidentiality and privacy in light of limited coordination with the institutions responsible for the readiness of e-governance.

Second: Recommendations

The Directorate of Passports Affairs should enhance its capabilities and human resources by opening up to universities and institutes and adopting its research outputs and benefiting from its expertise in the field of developing e-governance. Paying attention to training and development and getting members of the Directorate in courses that qualify them cognitively and give them the necessary expertise to develop their performance. Creating programs and systems of incentives and incentives that encourage members of the Directorate to provide their best in achieving the objectives of the Directorate, and adopting the standards and applications of international e-governance in a manner commensurate with what the previous countries offer in this field through the

adoption of ISO programs in accordance with the preservation of information systems and integrity. The necessity of strengthening the Directorate of Passports' infrastructures and information technology through taking care to own modern equipment and machinery. The Directorate of Passports Affairs should strengthen the work of its financial departments by providing financial allocations in support of the enhancement of e-governance in a manner that is compatible with the type, effort and contributions that it has. The Directorate of Passports Affairs should take care of regulations, processes and individuals through monitoring the performance of individuals and the extent of their contribution to the completion of their work.

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