Improving the Electronic In Management, With Economy and the System of the Government Policiesin Yemen

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Figure 1: The Areasto Improving Electronic Management, with Economy and the System of the Government Policies
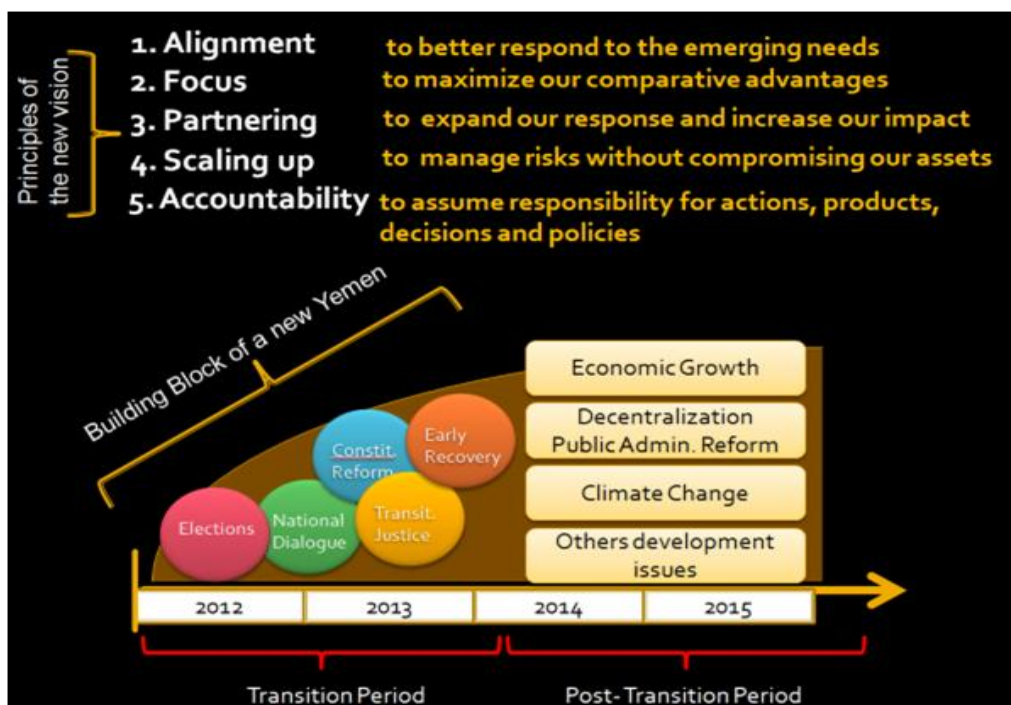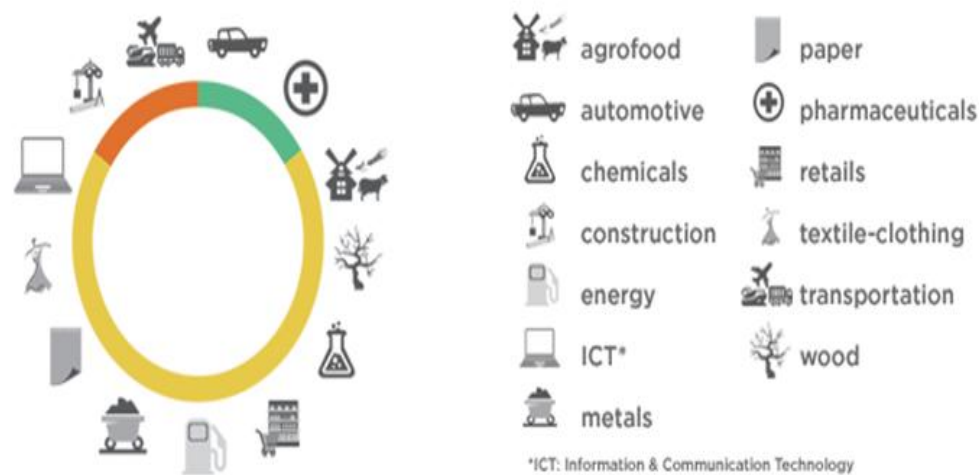
Abstract:*Administrations of OECD nations are experiencing strain to enhance open segment execution and in the meantime contain use development. While factors, for example, maturing populaces and expanding human*

services and benefits costs add to budgetary weights, residents are requesting that legislatures be made more responsible for what they accomplish with citizens' cash. This article quickly audits key institutional drivers that may add to enhance open division effectiveness, and spotlights on one of them in more detail: execution data and its part and use in the spending procedure. There is no diagram for upgrading open segment productivity. OECD nations have accordingly received various ways to deal with changing key institutional courses of action, which include: expanding devolution and decentralization; reinforcing focused weights; changing workforce structure, estimate, what's more, HRM plans; changing spending practices and techniques; and acquainting comes about arranged methodologies with planning and administration. Despite the fact that the dominant part of OECD nations have occupied with some institutional changes, the experimental confirmation of their effect on effectiveness is so far constrained because of: the absence of assets to lead assessments; the absence of pre-change measures of execution; the complexities in estimating efficiency1 in the open area; and the issue of segregating the impacts of particular institutional changes on proficiency from other outer impacts. Observational confirmation by and by proposes that the accompanying three institutional elements may enhance open area execution:

[1]. Decentralization of political power and spending obligation to subnational governments.
[2]. Appropriate human asset administration hones.
[3]. In the training and wellbeing segments, there is confirming that expanding the size of tasks may enhance effectiveness.

Keywords: *Management, Service Quality, Reliability, Responsiveness, Empathy, Assurance, Tangibility, Government Policies, Improving the System, Economy.*

I. Introduction

Yemen is attempting since 2003 to refresh its arrangement of administration, the legislature of Yemen in the structure of the arrangement of national changes to modernize the regulatory arrangement of the internationalization in the business condition and administrative associations from one perspective and meet the expanding administrations for residents and submitted them to brilliant, cost and quicker time then again the arrival of a thorough arrangement for the draft of e-organization segment is the vital factor in the achievement of this task; it's anything but an electronic government without electronic administration.

1.2 Background of the industry:
Past investigations 1

1. Employment investigation (2000)
"E-government and the eventual fate of the General Administration overview of the general population area in State of Qatar".This investigation intends to examinations the idea of e-government hypothetically and for all intents and purposes analyst has reviewed assessments an example of 500 representatives working in the Qatari government organizations the investigation inferred that few of the most critical outcomes: Shortage of investigations of past examinations in the writing, particularly in the Arabic dialect zone.

E-government has progressed toward becoming politically and authoritatively and a prominent logo, which implies a radical move in the character of a thorough open organization and conduct.
There is perplexity and vagueness in the e-government ideas as there are imperatives and prerequisites of the applied, specialized, authoritative, human and monetary impede the procedure of change. There is an absence of familiarity with the idea of e-government for the level of aspiration that is to state there is a hole in the solid want to move towards the house and handle the idea of this change and the numerous issues and necessities. The significance of social consciousness of the idea of e-government through instructive establishments and through logical meetings and symposia government boards of trustees work. Having persuaded the need to move towards e-government ideas and strategies. There are desires the presence of genuine hindrances that may block the move towards e-government.
A.   The think about indicated essentially by the respondents mindful of the prerequisites of the e-government change. The investigation inferred that for an arrangement of proposals included:
B.   The need to outline a complete vital arrangement in the zone of the move towards e-government ideas.
i.   E-Government change must be continuous and exploratory advances, cautious and attentive consider the possibilities and confinements encompassing with a specific end goal to keep away from the hazard likelihood.
ii.   The arrangement of human, innovative and informatics and administrative prerequisites, and others.

iii.   Public mindfulness and wide demands so revisions, plans and projects in the media and training frameworks.

iv.   The requirement for collaboration and residential and outside coordination of expectation to profit by past encounters.

2. Study:
(Gilbert and Balestrini2004) "Limits and advantages of embracing e-government."
A.   This investigation plans to talk about the different reasons why an electronic determination of administration to perform taxpayer driven organizations more acceptable than conventional techniques to give these administrations. Where an investigation looking at the elements identified with basic leadership when individuals think and survey the utilization of taxpayer driven organizations specifically to any electronically The examination was led on an irregular example of British city where the investigation utilized nine variables to quantify the qualities and states of mind toward the conveyance of open administrations straightforwardly, three of which show the advantages, to be specific, (decreasing the time - cost) and six measure the obstructions or boundaries to the acknowledgment of electronic exchanges in taxpayer driven organizations, in particular, (encounter - effective - aserah budgetary data – Aldgate - certainty - want).
B.   The contemplate demonstrated that all components aside from the (communication) related with the longing and the readiness to utilize e-taxpayer supported organizations which were imperative for the utilization of masterminded time, the monetary cost, budgetary classification, confide in, proficiency data. The outcomes demonstrated noteworthy contrasts in the craving to utilize innovation in view of the age of the respondents.
C.   The ponder presumed that there is a solid connection between the longing to utilize taxpayer driven organizations specifically and factors (time and monetary - aserah-certainty - kavaeh data) there is additionally an association with the medium (encounter - Low-cost weight the craving to utilize taxpayer supported organizations straightforwardly).

Concentrates In An Outside Dialect:
        It has been taking a gander at: Richard Heeks, E-government For Development, Manchester University Institute for Development strategy and Management, Manchester UK.
        In this examination, completed by the University of Manchester Institute for the investigation of the improvement of e-government in creating nations to recognize and put the investigation discoveries to decide the significance and components of achievement and disappointment of e-government and thusly center around the elements of accomplishment and keep away from disappointment factors in the task, for example, the advanced separation amongst the real world and outline.
        - United Nations, Global E-government Readiness Report 2004 Towards Access for Opportunity, 2004. It came to find out about the lessons in this report from the United Nations and distributed in the electronic record in a few nations keeping in mind the end goal to upgrade the odds of accomplishment in the neighborliness of the legislature upheld the future and set forward arrangements have been come to toward the finish of this report e-government is intending to be a resident driven and innovation It is the device used to accomplish.

Remark On The Two Past Investigations:
After survey of past examinations that have pursued generally regarding the matter of e-government and e-administration we have achieved the accompanying comments did not address the lion's share of past investigations on e-administration to the specialized passage or the human passageway, yet centered around the auxiliary passage, which included for the most part obstructions to e-administration and how to apply, and the effect on execution. This makes electronic fractional utilization of administration application and frequently prompts the inability to take full preferred standpoint of e-administration application. Past RASAT kept to a few disparate patterns as necessities.
The normal results of the father of the use of e-administration and the impediments that farthest point the viability of their application, while the subject of our investigation happening among to feature the effect of the organization of the electronic on the working of open utility and administration staff by not profit by basic electronic administration and specialized components and human.
Past investigations on time-space current examination and additionally unique time area (as has been leading our examination amid 2005-1998) considers prior directed in the period between. (2017) two years and in the last specify that we profited Ktara by refreshing us on past investigations extraordinarily advantage the enhancement of the subject in our examination to remark on the outcomes that have been come to.

1.3   Problem Statement:
The issue of the investigation:
Concentrate an issue bound to know the degree of electronic administration and its part in authoritative improvement administration of migration and international IDs in Sana'a city and the arrangement of electronic organization means to encourage the arrangement of taxpayer supported organizations, it will pick the method for organization that guarantee accomplish it with most extreme proficiency and viability by utilizing innovation present day strategies and it will prompt an adjustment openly administration devices to satisfy their obligations productively ,so from this rationale solidified of open investigation issue. Moreover, as per (Howard and Sheth 1969) show, quality is predecessor to fulfillment; however a few associations don't offer administration quality that addresses recipients' issues, bringing about recipients' holes. The Gap-demonstrate by (Parasuraman ET 1988) presents the administration administrator's predicament as that of not comprehending what recipients' need from the association. This exploration adjusting the five measurements of administration quality, in particular (unwavering quality, responsiveness, affirmation, compassion and substance).The measurements of administration quality in broad daylight establishments setting shift starting with one organization then onto the next, starting with one nation then onto the next and even from culture to culture, representing a logical level headed discussion (Owin, 2013).

1.4   Objectives of the Research:
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 investigatethe 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).

1.5   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 service 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)?

1.6   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:
H1: for electronic management of a large impact on the functioning and achieve their goals of the board of the Immigration and passport.
H2: Applying electronic management system increases the effectiveness of performance of the staff of the Immigration and Passport in Aden city.
H3: Despite the large support given in the field of infrastructure, technological, but it remains inadequate.
H4: 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.

1.7   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:
i.   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.

i.   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).

ii.   Spatial Limits:
Spatial limits of the study were limited on the Immigration and Passport of Aden city.

iii.   Temporal Limits:
Study was conducted in 2017.

1.8   Significance of the research:
The study acquires significance from two sides: scientific and practical as follows:
I.   Scientific importance:
a.   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.

II.   Practical importance:
a.   Study process acquires its significance for the following reasons:
III.   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.
IV.   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.
V.   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.

1.9 Conceptual Framework:
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 (Andrew and Kristopher 2013). Therefore, based on the previous variables represented by (SQ and SS) the simple model can be conceptualized 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 2: Conceptual Framework
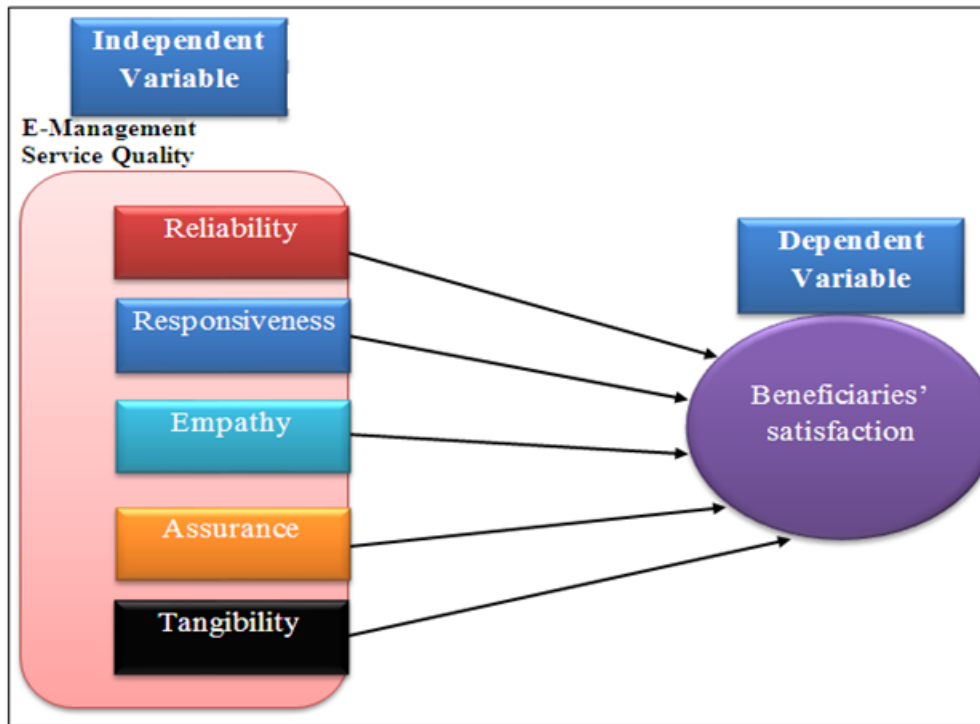
II. Literature review

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.

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.

2.3 The goals of the "Electronic Management":

the main philosophy for the electronic management is the perception to the management as a source for services, and the citizen and the companies as clients or customers wishing to benefit from these services, and therefore, the electronic management have many goals sought to be achieved in the context of dealing with the customer, we will mention some regardless the importance and priority:-

a) Reduce the cost of proceedings (management) and all related operations.
b) Increase the efficiency for the work of the Department through its dealings with citizens and companies and institutions.
c) 3 Accommodate a greater number of clients at one time, the ability of the traditional management for ridding the customers' transactions remain limited and often obliged to wait in long lines.
d) The cancellation of a direct relationship between the parties to the transaction or MITIGATED to the maximum extent possible, thereby reducing the impact of personal relations and influence in ending transactions relating to a client.
e) Canceled the system of the National Archives paperwork and replaced by an electronic archiving system with the flexibility to deal with the documentation and the ability to correct errors occurring rapidly, and publication the documents for more than one hand in the least possible time and use them at any time.
f) Eliminate the bureaucracy on its rigid sense and facilitate the division and specialization of labor.
g) Abolition the working group of the place, as they aspire to the appointments of employee and communicate with them and send commands and instructions and supervision on the performance during the electronic network management.

2.4 The possible disadvantages for application the project of "electronic commerce":
some might believe that, when the application of the strategy of "electronic management" will disappear all the difficulties and problems of technical and management and operational capability, but the reality is different in the sense that the application of electronic management will need to constant scrutiny and continuously to ensure the continuation of the provision of services in the best possible way with the optimum use of the time, money and effort, taking into account the existence of alternative plans or emergency plan in case of hindrance in the work of the electronic management for some reason or the negative of the potential negative aspects of the application of electronic

2.5 Management and Are in Generally Three Main Disadvantages:
1 - Electronic spy
2. Increased dependence
3 - Paralysis of the Management

2.6 The Management Development:
The concept of management Development:
Is newly understood the concept of management development at both theoretical and applied research, the actual practice is due to what immediately after the Second World War, and the evolution of the concept of management Development to target its programs linked to the organization as a whole, their environment compatible successfully not just developed internally so it can be placed in the appropriate place that provides it with all the conditions of success, it is necessary to change the organizational behavior and methods of performance and exercise authority with the requirements of the reality and the surrounding environment. (Luzi, 2002).Management development is one of the concepts in common use in recent times, it is difficult to identify a clear sense of the sights and borders, like many other concepts, such as management, management reform, organizational development, and organizational change (Al Hamoud , 14172013).The multiplicity of development concepts and differing views around undoubtedly due to several reasons, including:- The first reason: the difference in the translation of these concepts from the original language from one person to another person, where it refers to some of the concept (management Development) means "management" others refers to mean "management development".

III. Research methodology
3.1 Introduction:
This chapter discusses the research methodology adopted in the current study. The methodology provides a suitable research design that addresses the research problem to achieve its five research objectives. It describes the population, research conceptual framework, sample size and sampling procedure, data collection approach and data analysis techniques. The brief discussion includes questionnaire design, scale measurement, questionnaire translation process and questionnaire pre-test. The methodology allows for description of the relationship between service quality of electronic management offered by Immigration and Passport Department in Aden and its beneficiaries' satisfaction. This chapter also highlights the technique of analysis used in the current study, which is mainly multiple regression analysis (MRA).
3.2 Research Design:
A research design comprises the plan for the collection, measurement and analysis of data. The current study is designed to collect the data about the impact of service quality, on satisfaction of beneficiaries of

Immigration and Passport Department in Aden. This study adopts a quantitative research design by collecting primary data to test the hypotheses and answer the research questions. The quantitative research design that seeks to provide empirical evidence is widely applied (Kothari, 2004). This type of research designs has higher degree of external validity, meaning that the result can be generalized to other situations (Saunders, 2007).The techniques employed by quantitative research include highly structured and administrated survey. Literature shows that the quantitative survey is the most popular method in examining functional quality of services (Kang and James, 2004). It is the most appropriate when regression analysis is used as the main method of analysis (Hair et al., 2010). Accordingly, this study will use a quantitative approach using mainly regression analysis in order to collect the primary data. This approach is the most suitable for achieving the research objectives. All the questions will be measured utilizing five-point Like scale, whilst the scale value will be ranked up from "strongly disagree" to "strongly agree" for the items of the five dimensions of quality services, while the items for the beneficiaries' satisfaction , the scale value will be ranked up from "strongly dissatisfied" to "strongly satisfied"

3.3 Research Approach:

This study utilized a deductive approach in which the theory of service quality will be explained and presented before the study starts to test the theory in reality. This study will be operationalized utilizing methods adapted from (Parasuraman ET 1985) model. The theory of beneficiaries'' satisfaction will also be discussed. Employing past research and exploratory studies can be helpful to inform the general discussion and when only little is known about the situations and information also is scarce (Zikmund et al. 2010). When the facts are observed but there is an urgent need for more information, exploratory research is helpful to develop a theoretical framework. Therefore, the newness of this study will be depicted through examinations and investigations of both service provided by the Immigration and Passport Department in Aden and satisfaction perceived by IPDA beneficiaries' themselves.

3.4 Framework of the Research:

The main aim of this study as has been revealed before is to examine the impact of the service quality on the beneficiaries' satisfaction. The beneficiary of immigration and passport department in Aden (IPDA), Yemen has been invited to participate in this survey. In this regard, the beneficiaries' demographic information, provided in the questionnaire, helped the researcher in defining the service quality of IPDA and its relation to the beneficiaries' satisfaction. These demographic variables such as gender, age, qualification and employment were selected for the determination of the service quality. The demographic variables were intervening variable, while participation in service quality dimensions were used as independent variable and beneficiaries' satisfaction was used as dependent variable. Based on the scope of the study, four research objectives and four research questions were utilized in carrying out the study.

In order to analyze these four research questions several statistical analyses were undertaken with the help of Statistical Package for the Social Science (SPSS) version 22. The descriptive analysis was utilized to get the results on demographic information. In addition, Independent sample t-test and ANOVA were preferred in answering the question on gender differences in beneficiaries' evaluation of the service quality. Moreover, multiple regression analysis (MRA) was used to explore the influence of service quality dimensions on the beneficiaries' satisfaction. In the research framework, this is followed by obtaining the result that will be discussed in the next chapter.

3.5 Sampling Method:
Population

Population refers to the entire group of people that a researcher plans to investigate. In the context of this study, the target population of interest comprised students of citizens of Aden city as they are the main beneficiaries of immigration and passport department in Aden regardless of their age, gender, occupation or qualification. According to ministry of planning and international cooperation (2017), the target population is 1.761.000. Although the population comes from several different districts in Aden, they share the same general characteristics, such as the language spoken, geographic region, cultural norms, and religion.

3.6 Sample Size Determination:

The sampling is concerned with the selection of a subset of individuals from within a population to estimate the characteristics of the whole population. According to Cresswell (2005), the sample is the group of individuals who will select from the target population so that they can be generalized to the target population. Thus, to generalize from the sample to the population, the sample has to be representative of the population. The three main advantages of sampling are that the cost is lower, data collection is faster, and since the data set is

smaller it is possible to ensure homogeneity and improve the accuracy and quality of the data. In other words, researchers rarely survey the entire population because the cost of a census is too high and needs longer time.

Based on this, the determination of minimum sample size for this study requires a specific computation. However, literature reveals that there are many rules of thumb for identifying how small the sample should be in order to provide sufficient statistical power for data analysis. One of them is that of Comrey and Lee (1992) who suggest the following: a sample size of 50 is considered very poor, 100 as poor, 200 as fair, 300 as good, 500 as very good, and 1,000 as excellent. Given that the general basis of acceptable margins of error in educational and social science research is 5% (Krejcie and Morgan, 1970), the study set to tolerate 5% margin of error with a confidence level of 95%. Hence, based on the target population size of 1,761,000, the minimum sample size was estimated at 271students. Accordingly, the representation rate was about 53%. Figure 4: presents the calculation of the study's minimum sample size using the Raosoft online calculator,Sample size calculator

Figure 3: Minimum Sample required for the Study based on the Population Size

Based on the above considerations, it can be said that a sample size of 140beneficiaries' of IPDA is adequate to meet the requirements and satisfies the suggested rules of thumb for a minimum sample size.

3.7 Sampling Procedures:

This part deals with sample procedure for ensuring that the selected sample is a representative of the target population. This procedure is a research plan that explains how samples are selected (Kothari, 2004). To make the sample of this study founded on the given population from target governmental institution, some of the target beneficiaries satisfied the benchmark of this study as having being recognized as representing the citizens' of Aden city. This benchmark utilized as the first phase in sampling method to take into consideration the contribution of the IPDA in enhancing and improving service quality and customer satisfaction of immigration and passport sector in the country as a whole regularly and continuously.

In the current study, a purposive sampling utilized due to several reasons. On the top of reasons is that the researcher can focus on particular characteristics of a population that is of interest based on the study questions. In this regard, the researcher focused on those who have benefited from the IPDA and have experience of being there. The second reason is related to the complexity of the population which makes it difficult for the researcher to randomize the sample as the study is targeting the population of the second biggest city in the country with quiet big population. In this research, the population is citizen of a big city in Yemen. Beside these, purposive sampling method gives the researcher easier access to finding participants, especially

when the population is too large and scattered. Finally, this method of sampling takes into consideration time and cost constraints.

3.8 Unit of Analysis:

The unit of analyses for this study will be individual and operationalized by utilizing beneficiaries of immigration and passport department in Aden.

3.9 Questionnaire Design:

This study employs the survey method to collect the primary data. The questionnaire has two main parts; the first part shows the information about the respondents, including gender and age. The second part is designed to ask respondents about the variables of interest in this study, which are (1) service quality (2) customer satisfaction. The first factor is independent variable, the second is dependent variable. Many factors have been taken into consideration while selecting the questionnaire. It should have high internal validity in previous studies and easy to administer and measure.

3.10 Scale Measurement:

The Likert scale was used in this study to measure the responses the reason is that Likert scale is a common scale used in social sciences research (Tsang, 2012). Further, it is easy to be used and easy for respondents to react and report their answers (Fararah and Al-Swidi, 2013). In this study, the Likert scale is used to measure the responses. This is because, Likert scale is widely used in marketing research and it is easy to analyze statistically (Tan &Teo, 2000; Shih & Fang, 2004). The current study will utilize a five-point Likert scale where "1" refers to strongly disagree, "2" to disagree, "3" to undecided, "4" to agree and "5" to strongly agree.

3.11 Instrumentation:

Item adaption and modification process

The final questionnaires for this study contain twenty eight items that measure two variables, namely service quality and beneficiaries' satisfaction. There will be 20 questions asked on the independent variable while 8 for then dependent variable. The questionnaire for the independent variable (Service Quality) was adapted from the questionnaire that was used in a study titled "Service Quality in the Public Service" by Ramseook.M, Lukea.K, & Naidoo, (2010). Regarding the dependent variable , numerous methods of measuring beneficiaries' satisfaction have been developed and examined in previous studies such as Swedish beneficiaries' Satisfaction Barometer (SCSB) (Fornell, 1992), .

The American Customer Satisfaction Index (ACSI) (Fornell et al., (1996), Turkish Global System for Mobile (GSM) (Aydin and Ozer, 2005). In this study, beneficiaries' satisfaction was measured using measurement that has been developed by (Atheeyaman1997) and examined in many studies such as (Hasan ET 2009).

The questions are designed based on variables of the conceptual model which hypothesized that the independent variable (service quality) will influence the dependent variable (beneficiaries' satisfaction). The two main variables in the study (service quality, and student satisfaction) are variables that cannot be observed. To measure these variables, the questionnaire adopts ten constructs following the literature (five are independent constructsand one is dependent constructs). Tables 3.1 and 3.2 presents the variables in each construct, along with their modified versions for the current study. This study will use items that have measured these constructs based on their high level of reliability and validity in previous studies.

Table 1: The questionnaire items for Service quality

Construct	Explanation	
Service Quality	Service quality has been defined as "total and complete assessment conducted by the beneficiaries' service. The present study defines service quality as "the overall assessment by IPDA beneficiaries for perceptions of the services given".	
Construct	**Explanation**	**Adapted Items**
Tangibility	Showing physical assistance to provide facilities and equipment.	1. Immigration and passport department in Aden (IPDA) has modern equipment. 2. IPDA physical facilities are visually interesting 3. IPDA staff are well dressed and neat in appearance 4. IPDA visually interesting materials associated with the service
Responsiveness	Readiness to offer assistance to customers and deliver early service.	5. IPDA informs beneficiaries when services will be performed

		6. IPDA offers prompt services to beneficiaries
		7. IPDA is always willing to help beneficiaries
		8. IPDA readily responds to beneficiaries request
Assurance	The capability of employees to show knowledge and kindness and their capability to instill trust and confidence.	9. IPDA is able to instill confidence in beneficiaries 10. IPDA's beneficiaries feel safe in their transactions 11. IPDA's staff are courteous at all times 12. IPDA's staff has the knowledge to answer beneficiaries' questions
Empathy	Showing compassionate and individualized kindness to customers.	13. IPDA has convenient operating hours to all 14. IPDA's staff given personal attention to all 15. IPDA's staff have beneficiaries best interests at heart 16. IPDA's staff understanding beneficiaries' needs
Reliability	The capability to implement the guaranteed service precisely and reliably.	17. IPDA shows sincere interest in solving beneficiaries' problems. 18. IPDA performs the service right the first time. 19. IPDA provides services at the time promised. 20. IPDA maintains error-free records.

Table 2: The questionnaire items for the beneficiaries' satisfaction

Construct	Explanation	Sample items
Beneficiaries' Satisfaction	Satisfaction is a feeling expressed by a person who is satisfied and has gone through a result or performance which met his/her expectations (Malik, Danish, and Usman, 2010). However, this study defines beneficiaries' satisfaction as" the level of satisfaction felt by them which is a result of his/ her expectations".	1. What is your level of satisfaction with receiving each of the documents (Such as passport, identification card or driving license)? 2. What is your level of satisfaction with the timeliness of the received documents procedures? 3. What is your level of satisfaction with the appropriateness of the documents received (Such as passport, identification card or driving license)? 4. What is your level of satisfaction with the quality of received documents from IPDA (Such as passport, identification card or driving license)? 5. What is your level of satisfaction with getting your documents from IPDA? 6. What is your level of satisfaction with getting/renewing your documents from IPDA at the next time? 7. What is your level of satisfaction with your choice to get your documents from IPDA? 8. What is your general level of satisfaction with the e-management at IPDA?

3.12   Questionnaire Translation Process:

According to (Abu-Shanab and Pearson, 2009) the major premise that makes translating a survey an important issue, are cultural context and language differences. Arabic language is the mother tongue and the official language in Yemen. Due to the fact that the original instruments will be developed in English, translating them is necessary to suit the study context. Developing instrument for another culture group almost require effort than a literal translation which all too often is common practice.

Several procedures were followed to translate the questionnaire. First, the English version was translated into the Arabic language by a professional translator. Second, the Arabic version was translated back into English language by another translator.   Third, the researcher compared the initial original English instrument and back-to back translations to check consistency. Both professional translators were postgraduate students specialized in English language and Arabic language respectively. Finally, the English and Arabic questionnaires were given to several other people who are fluent in both languages to provide any suggestions regarding both word and structure.

3.13   Questionnaire Pre-Test:

In this case, content validity was conducted to test the degree of correspondence between the selected items. For the purpose of this study, the measurement scale was selected along with its items was tested by four experts, including two lecturers with PhD qualifications at the International Islamic University Malaysia (IIUM). These lecturers specialize in the field of business administration and research methodology. In addition, two qualified beneficiaries of Immigration and Passport Department in Aden who are familiar with IPDA service were given the questionnaire.

3.14 Pilot Study procedures

Prior to the final data collection, a pilot study was conducted to identify whether or not accurate and precise results can be obtained from the questionnaire developed for this study. According to (Van Teijlingen, Rennie, Hundley and Graham 2001), researchers usually conduct a pilot study for several reasons. First, identifying the logistical problems that might occur during the data collection. Second, developing and examining adequacy of research instruments. Thirdly, estimating variables in outcomes to help determine the sample size. Fourthly, establishing whether the sampling frame and technique are effective and lastly, collecting preliminary data. The researcher distributed 40 questionnaires to beneficiaries' of IPDA services who are part of the target population of this study and they just arrived to Malaysian from Aden recently.

The main reason for the pilot study is to test the reliability and to determine the time needed for conducting the study. According to (Brown 2002), cronbach alpha is much more flexible than K- R20 because the K-R20 can just be used if the test items are scored dichotomously whereas Cronbach alpha can be applied when test items are scored either dichotomously or when items are weighted. As for the survey used in the present study, respondents are required to rate each item on a 5-point (1-2-3-4-5) scale b selecting the option of their choice where 1 stands for 'Never', and 5 stands for 'Always'; devised as a continuum level. Thus, the researcher applies Cronbach alpha to measure internal consistency reliability since it is commonly used on continuous data using scales (Oxford and Burry- Stock, 1995).

Apart from that, Nunnally (1978) claims that since there is no general agreement on what is accepted as an estimate of internal reliability using Cronbach alpha, 0.7 and above is considered a reliable scale. Particularly, all items of VLSQ were tested for their internal reliability in which the scores obtained show a fair internal consistency for the six factors which are the five dimensions of quality services (Tangibility, Responsiveness, Assurance, Empathy and Reliability) and beneficiaries' satisfaction which is the dependent variable. .The internal consistency details for the three factors are shown in Table 3.3 below.

Table 3: Summary of Reliability of Cornbrash's Alpha from Pilot Test

The Factor	Code	No of Items	Cornbrash's Alpha
1. Tangibility	TA	4	.747
2. Responsiveness	RES	4	.847
3. Assurance	AS	4	.775
4. Empathy	EM	4	.848
5. Reliability	REL	4	.826
6. Beneficiaries'' Satisfaction	BS	8	.920
Total Items		28	**.965**

3.15 Data Collection:

This stage of the research considers the process of distributing the survey to the respondents of the study. The survey was administered manually by hand and online to the beneficiaries of Immigration and Passport Department in Aden and Sana'a cities throughout two weeks of May 2018. This questionnaire was distributed manually for those who are in Malaysia and recently entertained by beneficiaries of Immigration and Passport Department in Aden and Sana'a also it was distributed online for the beneficiaries who stay in Aden and Sana'a cities, Yemen. For those of Yemen citizens who came recently to Malaysia, they were given hard copies of the questionnaire. A cover letter was attached to the survey. In this cover letter the purpose of the research was explained briefly so that the instrument can be clear to the respondents of the survey. Additionally, the respondents were informed that all their answers were kept confidential. Moreover, some details about the researcher such as name, status, phone number and email were provided to the respondents with the cover letter, so in case respondent might need more information. Furthermore, it was also mentioned that this research was being undertaken as a partial fulfillment for accomplishment.

For those who stay in Yemen, the online survey was developed using Google forms. Access to IPDA beneficiaries inside Yemen was done through a group of friends who had agreed to participate in the research. The link (URL) to the survey was then sent to the participants via their WhatsApp and Facebook contacts who were not able to distribute the questionnaires manually.

3.16 Data Analysis:

The study's data analysis procedures began with coding and entering the data into SPSS, after which the data were cleaned and screened to identify missing values and outliers. The data's normality was also checked using, skewness, and kurtosis and standardized Z scores. For this purpose, the Statistical Package for Social Science (SPSS) version 22 was used to organize and summarize the information gathered since the nature of research is exploratory. Analysis of data was done in line with the four research questions. Percentage and simple frequency as well as standard deviation were to be used for each to present tendencies in the responses of the respondents. Independent Samples T-Test, One Way ANOVA, Correlational Analysis, Simple Linear

Regression and Multiple Regression Analysis were used for the analysis. These methods of analysis are simple and efficient in drawing reliable findings and vital conclusions. The test statistic tool chosen depended on each research question to be answered.

The procedure of analyzing the data obtained in this study was made in six different techniques, namely the descriptive statistics percentage, one way ANOVA, independent sample t-test, correlation analysis and multiple regression analysis (MRA). The first technique which is descriptive statistics involving percentage and frequency counts used to analyze the demographic data of the respondents in order to determine missing values. The second technique is correlational analysis used to determine the availability of a relationship between the independent variable(s) and the dependent variable.

The third technique is simple linear regression (SLR) which used to explore the effect of quality services in total on beneficiaries' satisfaction without being specific about the dimensions of service quality. The fourth technique however, which is multiple regression analysis used to explore which dimensions of the perceived quality service mostly predict the beneficiaries' satisfaction.

The fifth technique, which is the independent sample t-test used to confirm whether there is a statistical significant difference perception of IPDA quality services based on the beneficiaries' Gender and Employment. The last technique used in the data analysis is One Way ANOVA which used to determine whether there is a statistical significant difference in the beneficiaries' perception of IPDA quality services based on their, Age and Qualification . The techniques of data analysis are shown in Table 3.4.

Table 4: Summary of Data Analysis and Statistical Techniques

No.	Research Questions	Statistical Technique (using SPSS 24 Software)
1.	Is there a relationship between e-management's quality services provided by IPDA and beneficiaries' satisfaction?	Correlational Analysis
2.	To what extent does e-management's quality service provided by IPDA influence beneficiaries' satisfaction?	Simple Linear Regression (SLR)
3.	Which dimension of e-management's quality services has the most influence on beneficiaries' satisfaction?	Multiple Regression Analysis (MRA)
4.	Are there significant differences in e-management's quality services among IPDA beneficiaries based on their (Gender, Age, Qualification and Employment)?	t-test and One-way ANOVA

IV. 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 samples from several immigration and passport offices from other provinces of Yemen. Second, the frameworks 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.

V. 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.

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