

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS & MANAGEMENT

I
J
R
C
M



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

Open J-Gate, India [link of the same is duly available at Inlibnet of University Grants Commission (U.G.C.)],

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 2501 Cities in 155 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

<http://ijrcm.org.in/>

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	PUBLIC POLICIES, BUSINESS ENVIRONMENT, AND ECONOMIC GROWTH IN DEVELOPING COUNTRIES <i>MINH QUANG DAO</i>	1
2.	NEED OF CORPORATE SOCIAL RESPONSIBILITY EMERGES FROM AN ANALYSIS OF GROSS DOMESTIC PRODUCT WITH RESPECT TO HUMAN DEVELOPMENT INDEX IN INDIA <i>DR. JAYRAJSINH JADEJA & DR. KEDAR SHUKLA</i>	5
3.	WOMEN ENTREPRENEURSHIP FROM A GLOBAL PERSPECTIVE <i>ANU PANDEY, A. VENKAT RAMAN & VIJAY KUMAR KAUL</i>	10
4.	AN EVALUATIVE STUDY OF THE CAUSES OF DIFFERENTIAL FDI INFLOWS IN ROADS & BRIDGES LEADING TO INEQUALITY IN REGIONAL ECONOMIC GROWTH IN INDIA <i>SESHANWITA DAS, TAPAS DAS & DR. RAJIV UPADHYAYA</i>	17
5.	AN ECONOMETRIC ANALYSIS OF ENERGY CONSUMPTION IN INDIA <i>P. MANI</i>	21
6.	BOARD MEMBERSHIP AND THE SOCIAL SECURITY BENEFITS: A COMPARATIVE STUDY OF KERALA AND TAMIL NADU <i>DR. ABDUL NASAR VP & DR. MUHAMMED BASHEER UMMATHUR</i>	24
7.	WORK LIFE BALANCE: A STUDY ON UNIVERSITY FACULTY OF SRI PADMAVATHI MAHILA VISVAVIDYALAYAM, TIRUPATI <i>DR. B. VIJAYALAKSHMI & G. LATHA</i>	37
8.	ELECTRONIC GOVERNMENT SERVICES AND BENEFITS IN THE PRIVATE AND PUBLIC CONTEXT: A JORDANIAN CASE STUDY <i>DR. MAHMOUD M. ABU ARA & DR. MUSTAFA S. AL-SHAIKH</i>	42
9.	EFFECT OF EMOTIONAL INTELLIGENCE ON SALESPERSON'S EMPLOYEE ENGAGEMENT AND INTENTION TO QUIT: AN EMPIRICAL STUDY <i>DR. RUPALI SHEKHAR KHANOLKAR</i>	50
10.	ANALYTICAL STUDY OF FARMER SUICIDE IN INDIAN AGRICULTURE SECTOR <i>DR. JASBIR SINGH</i>	58
11.	IMPACT OF FORGING DIRECT INVESTMENT ON INDIAN ECONOMY <i>DR. ADGAONKAR GANESH & DR. JOSHI V.N.</i>	66
12.	PROFILES OF KVI ARTISANS IN MANIPUR <i>DR. KH. DHIREN MEETEI & O. DEEPAKKUMAR SINGH</i>	69
13.	WORKPLACE VIOLENCE: AWARENESS, PREVENTION AND STRATEGIC ISSUES <i>DR. SUPRIYA CHOUDHARY</i>	72
14.	BUSINESS PRACTICES IN EMERGING ECONOMIES <i>DR. NITU SRIVASTAVA</i>	79
15.	THE IMPACT OF MONETARY POLICY OVER THE INTEREST RATE: AN EMPIRICAL STUDY <i>DR. TNR. KAVITHA & S.JAMUNA.</i>	83
16.	FDI POLICY AND RETAILING IN INDIA: PROS AND CONS <i>DR. G. NAGARAJA</i>	85
17.	MICROFINANCE: A SUSTAINABLE TOOL FOR ECONOMIC GROWTH <i>DR. T. VIJAYARAGAVAN</i>	89
18.	TEA INDUSTRY IN INDIA: REGION-WISE ANALYSIS <i>DR. R. SIVANESAN</i>	92
19.	IMPACT OF CO-OPERATIVE LOAN ON SMALL AND MARGINAL FARMERS OF E.G.DISTRICT OF ANDHRA PRADESH <i>DR. R. UMA DEVI</i>	96
20.	AN ECONOMIC ANALYSIS OF DISORDERS AND MENTAL HEALTH STATUS OF HIGH SCHOOL STUDENTS IN VISAKHAPATNAM DISTRICT <i>DR. V V S RAMA KRISHNA</i>	103
21.	SIMULATION BASED STUDY AND INVESTIGATING THE THROUGHPUT OF WSN BY GRID BASED PATH PLANNING <i>REECHA SOOD & SUMEET K.SEHRA</i>	108
22.	THE DETERMINANTS OF LEVERAGE OF THE LISTED COMPANIES IN SRI LANKA: AN EMPIRICAL STUDY <i>S. ANANDASAYANAN, V.A.SUBRAMANIAM, A.SIREERANHAN & M.RAVEESWARAN D</i>	111
23.	IMPACT ASSESSMENT OF AGE ON PROFESSIONAL STRESS OF ACTUARIAL AND INSURANCE EDUCATORS IN INDIA <i>SUBHRANSU SEKHAR JENA</i>	116
24.	THE EFFECTS OF ENTREPRENEURSHIP AND WORK ENVIRONMENT TO PERFORMANCE WITH INDIVIDUAL INNOVATION CAPABILITY AS INTERVENING VARIABLE AT PT. PAKERIN GROUP, INDONESIA <i>LILIANA DEWI, BUDIMAN CHRISTIANANTA & LENA ELLITAN</i>	122
25.	CORPORATE TAXATION, INVESTMENT DECISIONS AND ECONOMIC GROWTH: A STUDY OF SELECTED MANUFACTURING COMPANIES IN NIGERIA <i>ABDULSALAM S. ADEMOLA</i>	127
26.	BUSINESS PROCESS REENGINEERING IN HIGHER EDUCATION INSTITUTIONS: THE CASE OF ADDIS ABABA UNIVERSITY AND BAHIR DAR UNIVERSITY <i>ASCHALEW DEGOMA DURIE</i>	133
27.	EVALUATION OF MICRO FINANCE FINANCIAL AND OPERATIONAL PERFORMANCE: A CASE STUDY OF DCSI <i>Y. L. LAVANYA</i>	139
28.	LABOUR WELFARE PRACTICES AND SOCIAL SECURITY IN INDUSTRIES <i>K.B.RAVINDRA</i>	150
29.	AN ARDL BOUNDS TESTING APPROACH TO DETERMINANTS OF WETLAND FISH PRODUCTION: A CASE OF TEMPERATE VALLEY OF KASHMIR, INDIA <i>ISHFAQ AHMAD MANDLOO</i>	155
30.	PROBLEMS AND PROSPECT OF ENTREPRENEURS IN INDUSTRIAL ESTATES IN KERALA: A STUDY WITH REFERENCE TO KOTTAYAM DISTRICT <i>DEEPTHY L</i>	165
	REQUEST FOR FEEDBACK	167

CHIEF PATRON

PROF. K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur
(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)
Chancellor, K. R. Mangalam University, Gurgaon
Chancellor, Lingaya's University, Faridabad
Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

LATE SH. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana
Former Vice-President, Dadri Education Society, Charkhi Dadri
Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SIKANDER KUMAR

Chairman, Department of Economics, Himachal Pradesh University, Shimla, Himachal Pradesh

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. RAJENDER GUPTA

Convener, Board of Studies in Economics, University of Jammu, Jammu

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. S. P. TIWARI

Head, Department of Economics & Rural Development, Dr. Ram Manohar Lohia Avadh University, Faizabad

DR. ANIL CHANDHOK

Professor, Faculty of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

DR. ASHOK KUMAR CHAUHAN

Reader, Department of Economics, Kurukshetra University, Kurukshetra

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P.J.L.N. Government College, Faridabad

DR. VIVEK CHAWLA

Associate Professor, Kurukshetra University, Kurukshetra

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

ASSOCIATE EDITORS

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PARVEEN KHURANA

Associate Professor, Mukand Lal National College, Yamuna Nagar

SHASHI KHURANA

Associate Professor, S.M.S. Khalsa Lubana Girls College, Barara, Ambala

SUNIL KUMAR KARWASRA

Principal, Aakash College of Education, ChanderKalan, Tohana, Fatehabad

DR. VIKAS CHOUDHARY

Asst. Professor, N.I.T. (University), Kurukshetra

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography; Development Planning; Development Studies; Econometrics; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. infoijrcm@gmail.com or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF.

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript entitled ' _____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:
Affiliation with full address, contact numbers & Pin Code:
Residential address with Pin Code:
Mobile Number (s):
Landline Number (s):
E-mail Address:
Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION**REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESES****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****SCOPE FOR FURTHER RESEARCH****ACKNOWLEDGMENTS****REFERENCES****APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure. Sources of data should be mentioned below the table/figure.** It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19-22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

ELECTRONIC GOVERNMENT SERVICES AND BENEFITS IN THE PRIVATE AND PUBLIC CONTEXT: A JORDANIAN CASE STUDY

DR. MAHMOUD M. ABU ARA
CHAIRMAN

BUSINESS NETWORKING & SYSTEM MANAGEMENT DEPARTMENT
FACULTY OF ADMINISTRATIVE & FINANCIAL SCIENCES
PHILADELPHIA UNIVERSITY
JORDAN

DR. MUSTAFA S. AL-SHAIKH
ASSOCIATE PROFESSOR

FACULTY OF ECONOMICS & ADMINISTRATIVE SCIENCES
ZARQA UNIVERSITY
JORDAN

ABSTRACT

The study was selected for its theoretical and practical importance in the field of E-government services . This importance arises from that the E-government services has the potential to involve citizens in the governance process by engaging them in interaction with policymakers throughout the policy cycle and at all levels of government. The population of the study is all employees working with electronic government in Amman City in Jordan. A stratified proportional-random sample of total population is selected in order to answer the questions posed in the questionnaire. Total of (250) useable questionnaires were obtained with a response rate of (70.8%).The questionnaire consists of two parts: The first part included general data of personal variables (management level, service period, sector, gender, and age) The second part included (21) items representing benefits of E-Government services . The five- point Likert scale was used for each item in the questionnaire. Statistical Package for Social Sciences (SPSS) which is usually used in the social sciences studies was chosen to analyze the collected data. The main results and conclusions of this study are summarized as follows: There are significant statistical evidences those differences between employees in the benefits of e-government due to the following factors: management level, service period, sector, gender, and age.

KEYWORDS

E-Government Services , Private and Public Context,and Jordan.

INTRODUCTION

Since the early seventies of the last Century, the subject of work stress, its causes, effects E-government is not simply a matter of giving government officials computers or automating old practices. Neither the use of computers nor the automation of complex procedures can bring about greater effectiveness in government or promote civic participation. Focusing solely on technological solutions will not change the mentality of bureaucrats who view the citizen as neither a customer of government nor a participant in decision-making. (Helle and Andersen, 2008).

Understood correctly, e-government utilizes technology to accomplish reform by fostering transparency, eliminating distance and other divides, and empowering people to participate in the political processes that affect their lives.

Governments have different strategies to build e-government services. Some have created comprehensive long-term plans. Others have opted to identify just a few key areas as the focus of early projects. In all cases, however, the countries identified as most successful have begun with smaller projects in phases on which to build a structure. (Nathan and Wamukoya 2007)

E-Government services are intangible products involving deeds , performances or efforts that cannot be physically possessed : it is differentiate from goods on three key dimensions that must be considered in successful ,intangible , inseparability and variability.

Electronic Government Service is not unique to any country. In developed countries around the world, more and more of the total economic well being is dependent on services. As nations become more sophisticated, the demand for electronic government services grows. E-government services face several challenges when assessing the competitive environments, such as price competition and legal services.

In evaluating its competitive environment, E-government needs to find ways to differentiate its services from those of direct competitors.

PROBLEM OF THE STUDY

There should be more effective linkages between citizens and government through e-government services which can be done in phases and costs of implementation depend on current infrastructure availability, supplier and user capabilities, and mode of service delivery. The more complicated and sophisticated the kind of services the government wants to offer, the more expensive it is.

RELATED LITERATURE REVIEW

(Nripendra and Others, 2013) the purpose of this paper is to empirically examine the performance of the alternative IS/IT adoption models used more frequently in the citizen centric adoption of e-government systems. Such analysis will not only provide a trend about the models and subsequent constructs being utilized in this area of research but also guides us toward laying a foundation for the formulation of an alternative integrated model for citizen centric adoption of e-government services. The findings of this research indicate that TAM is by far the best suited model for analyzing citizen centric adoption of e-government services. It was also found that although diffusion of innovation innovation diffusion theory (DOI|IDT) is the second highly used model, only three of its constructs (i.e. compatibility, complexity, and relative advantage) were in use across various studies. Moreover, it was visualized that constructs such as drivability and observables were never used in the e-government context. Similarly, the constructs from TPB have not been used up to the presence of the model across various studies. All the constructs (i.e. performance expectancy, effort expectancy, and social influence) of the UTAUT model, except facilitating conditions, have been used quite regularly.

(Brendan, 2013) the aim of this paper is to examine the benefits and the status of e-government in Nigeria, the barriers to the accomplishment of the goal, and some ways out. The study finds that e-government would provide faster access to government information, lower administrative costs, increase transparency in government ministries, and reduce bribery and corruption, among others. These opportunities are threatened by low bandwidth and internet penetration, inadequate ICT infrastructure and technicians, incessant power outages, technological obsolescence, and other barriers. The Nigerian government should carry out a SWOT analysis of the e-government project in the country, strengthen the e-government infrastructure and ensure steady power supply before embarking on the e-government project again.

(Fang and Others ,2012)the purpose of this paper is to identify and study the key issues and challenges facing e-government services from an integrative perspective, and to provide strategies and policy recommendations to address them in a broad and holistic way.The authors have identified a variety of important issues and challenges facing e-government development in Dubai. Of them, they focus on language issues on websites, e-integration, uptake of e-government services and the digital divide, and quality of Dubai e-government websites and e-services.

Given that Dubai was ranked the number one eCity in the Arab World and the eighteenth in the world in e-government implementation, this insightful case study has wider implications. It contributes to a better understanding of the key issues in e-government development in the Arab nations. The broad and holistic strategies developed through this study address the root causes of the issues, which could help governments not only in Dubai but also in other countries in their policy making.

(Hassan and others, 2011) aims to thoroughly review the research literature concerning e-service in the public sector (2000-2009) for the purpose of summarizing and synthesizing the arguments and ideas of the main contributors to the development of e-service research and explore the different perspectives. In addition, the paper attempts to identify the key characteristics of e-service; and to gather conceptual perspectives on the nature, scope, and transformation to e-service.

The paper develops a clear articulation of the concept, nature; boundaries, components, and elements of e-service which is significant in order to understand the e-service research better and manage e-service in the public sector. With a rapid growth in the volume of research output on the topic of e-service, the paper considers different viewpoints, theories, and methods in e-service research to date to draw conclusions about current status and possible future directions for e-service in the public sector.

(Fang-Ming and others ,2009) investigate the efficiency and satisfaction of electronic records management systems (ERMS), which has been of interest to archivists and records managers, in electronic government (e-government) agencies in Taiwan.

Also applies data envelopment analysis to measure the relative efficiency and satisfaction in different types of e-government agencies. After conducting a large-scale survey of e-government agencies in Taiwan, a matrix of efficiency and satisfaction is developed and show that the efficiency of ERMS in central agencies exceeds that in local agencies, and the efficiency in upper level agencies exceeds that in lower level agencies. The efficiency in business agencies exceeds that in administration agencies and public schools. Additionally, ERMS user's satisfaction in e-government agencies is linearly related to ERMS efficiency.

(Habin and others, 2008) contributes to the literature by enriching the views on e-government services and their evaluation via introducing a reference model concept. The CEES project will be the first attempt to apply the reference model concept in the information systems evaluation domain. Despite the wide adoption of reference models in software process, software design, and business process automation, the concept is yet to be applied to the IS evaluation domain.

(Yousef Elsheikh and others, 2008), examines the challenges encountered in e-government implementation, as well as the potential opportunities available in the context of Jordanian society.

The findings and implications of this study reveal Jordan is still lagging behind in utilizing information and communication technologies for delivering government services online.

An understanding of the current status of e-government in Jordan can help policy makers in the country pursue development of the public sector organisations on the one hand, and would be of importance for Jordan's economic future success on the other.

(Nathan and Wamukoyo ,2007), indicate that, with the proliferation of information communication technologies (ICT), electronic records are being generated in many public sector organizations in Africa, which has resulted in many challenges hitherto never experienced by archivists and records managers. Also shows that, while various e-records readiness tools are available in the West, none of them addresses e-records readiness issues in Africa where systems and procedures for managing records both paper and electronic are inadequate.

The paper of (Efthimios and others, 2007) introduces a process for developing a metadata element set that will describe e-government resources in digital collections. The outcome of the process is a metadata schema that reuses as many elements as possible from existing specifications and standards (termed as an e-government metadata application profile). The use of e-government metadata is to facilitate the electronic categorization and storage of governmental resources, as well as to enhance users' electronic interactions with the public sector.

(N Ben and Rogerson, 2006), looks at citizen-facing e-government and considers how the non-discretionary nature of the citizen's relationship with government makes citizen-facing e-government different from business-consumer e-commerce. E-government should offer a good level of data protection and security, and has a role in educating citizens in matters of computer security. Advantages and disadvantages that may come from e-government adoption are considered, including a number of ways in which cost savings and increases in convenience may be achieved.

(France and Hiller, 2006), proposes a conceptual framework of the stages of electronic government that describes and integrates the unique relationship between the government and its varied constituents, and identifies and applies the global constraints that affect the implementation of e-government at each stage. The paper then provides an example of implementation of the framework by exploring the issue of privacy in electronic government. The relationships mapped the stages of e-government, affected by global motivators and constraints, are unique and complex. Policy and implementation of e-government should take account of these complexities. Privacy in e-government issues differs significantly when global motivators and constraints are viewed across the complex framework of government stages by constituency.

(David and others, 2004), investigated the factors related to decision making when people consider and evaluate the usage of an online e-government delivery mechanism. The approach taken was based on a combination of attitudinal technology adoption models and the service quality concept, with data gathered via a questionnaire.

SIGNIFICANCE OF THE STUDY

The subject of this study was selected for its theoretical and practical importance in the field of E-government services. This importance arises from that the E-government services has the potential to involve citizens in the governance process by engaging them in interaction with policymakers throughout the policy cycle and at all levels of government.

OBJECTIVES OF THE STUDY

In general, this study aims at achieving the following objectives:

1. Compare the relationship between the management level variable and the variant study dimensions (Benefits of Electronic Government in the private and public).
2. Compare the relationship between the service period of the employee variable and the variant study dimensions (Benefits of Electronic Government in the private and public).
3. Compare the relationship between the sector variable and the variant study dimensions (Benefits of Electronic Government in the private and public).
4. Compare the relationship between the gender variable and the variant study dimensions (Benefits of Electronic Government in the private and public).
5. Compare the relationship between the age variable and the variant study dimensions (Benefits of Electronic Government in the private and public).

TERMINOLOGY OF THE STUDY

Electronic Government: Refers to the use of information technology to free movement of information to overcome the physical bounds of traditional paper and physical based systems

HYPOTHESES OF THE STUDY

In the light of the results of the previous studies and the objectives of this study, a number of basic hypotheses will be tested regarding the effect of the benefits of electronic government services and the personal variables. These hypotheses are:

1. There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to the management level of employee.
2. There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to service period of employee
3. There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to sector of employee
4. There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to gender of employee
5. There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to age of employee

LIMITATIONS OF THE STUDY

As it is expected to contribute to theoretical and practical areas, this study is limited to the following:

1. It is based only on a questionnaire that was especially developed to fulfill the objectives of the study. Therefore, the results are confined to its validity and reliability.
2. It is restricted to the employees working in Amman City.

RESEARCH METHODOLOGY

POPULATION AND SAMPLE

The population of the study is all employees working with electronic government services in Amman City in Jordan.

A stratified proportional-random sample representing (1%) of total population is selected in order to answer the questions posed in the questionnaire. Total of (250) useable questionnaires were obtained with a response rate of (70.8%).Table (1).

DATA COLLECTION

The study adopts two sources of data: secondary and primary data. Secondary data are obtained from literature published in this subject including previous studies. The primary data are collected from field study conducted through a questionnaire that was developed for such purpose. The questionnaire consists of two parts: The first part included general data of personal variables (management level, service period, sector, gender, and age) .The second part included (21) items representing benefits of E-Government services. The five- point Likert scale was used for each item in the questionnaire: "strongly agree" given (5) points, "agree" given (4) points, "neutral" given (3) points, "disagree" given (2) points, "strongly disagree" given 1 point. Hence, the average of the item is three points. This average is used to disclose the significance of the causing factors of work stress. If the average of a factor super exceeds the (three), it would be considered a high significant factor, but if it was less than the (three), it would be considered a low significant factor.

DATA ANALYSIS METHODS

Statistical Package for Social Sciences (SPSS) which is usually used in the social sciences studies was chosen to analyze the collected data. The following statistical methods for analysis are adopted: Descriptive statistics, to describe the characteristics of the sample depending on frequencies, percentages, means, and standard deviation, "t-test" and "Scheffe test" for prior comparisons, ANOVA to measure the effects of the independent variables on the dependent variable.

VALIDITY

The questionnaire has been evaluated by instructors from the Jordanian universities. Their remarks and comments were taken into consideration. For further validity test, the responses of (28) individuals of the sample were tested and evaluated.

RELIABILITY

Reliability with composite measures is evaluated for the internal consistency through the "Cronbach's Alpha" measure. The Alpha's for the items are not below (0.77). Therefore, it can be concluded that the reliability of the questionnaire is high.

CHARACTERISTICS OF THE SAMPLE

Table (1) shows the sample distribution according to the demographic variables. Figures show that 51.6% working in middle management level and 49.2% have 10 years to less than 15 years of Service Period and 50.8% working in public sector and 54.0% male.

Table (2) shows that the employees feel strongly (mean is 4.9820) with variables 2, 3 and 15 which stated that some of the benefits of Electronic Government are: improve delivery of services to citizens, improve interface with business and industries and reduce transaction costs. Table (2) also shows that the employees do not feel strongly with variable7 (the benefit of Electronic Government is Less corruption), (mean is 4.4040).

TESTING THE HYPOTHESES OF THE STUDY

As stated earlier, the main stream of the hypotheses of this study is to test the differences between employees according to some important variables: management level, service period, sector, gender, and age.

HYPOTHESIS (1)

There are statistical significant evidences that differences exist between employees to benefits of E-Government services in the private and public due to the management level of employee.

To test this hypothesis, the "independent sample t. test" analysis was applied (summarized in Table (3)). The value of means indicates that employees feel in the variable 7 more than in variable 21. Therefore, the null hypothesis can be accepted, and it can be concluded that there is significant statistical evidence that differences between the employees exist according to their management level.

It is worth of mentioning that this result is similar to most studies done on the subject.

HYPOTHESIS (2)

There are statistical significant evidences that differences exist between employees to benefits of E-Government services in the private and public due to service period of employee. To test this hypothesis, the ANOVA analysis was applied (shown in Table(4)).

Therefore, the null hypothesis can be accepted, and it can be concluded that there is significant statistical evidence that differences between employees according to their service period in variables 4, 7,8,15 and 21. To recognize who feels the strength of the benefits of e-government, the "Scheffe test" is applied for a priori comparison. (Shown in Table (5)).

Result of the Scheffe test showed that those employees whose service period are 5 years to less than 10 years and the one whose service period are 10 years to less than 15 years feel the benefits of e-government more than employees whose service period are 15 years and more in variables4, 8, and15 (Empower citizens thought access to knowledge and information, Growth of Revenue and Reduce transaction costs)

To compare this result to results of other studies on the subject, it can be said that this result is similar to most studies done on the subject.

Result of the test also showed that those employees whose service period are 10 years to less than 15 years and whose service period are15 years and more feel the benefits of e-government more than employees whose service period are 5 years to less than 10 years in variables 7and21 (Less corruption and Improve services to the public)

To compare this result to results of other studies on the subject, it can be said that this result is similar to most studies done on the subject.

HYPOTHESIS (3)

There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to sector of employee

To test this hypothesis, the "independent sample t. test" analysis was applied (summarized in Table(6)). The value of means indicates that employees feel in the variables 4,5,8, and 15 (**Empower citizens thought access to knowledge and information, More transparency and Growth of Revenue**) in public sector more than in private sector and employees feel in the variable 21 in private sector more than in public sector . Therefore, the null hypothesis can be accepted, and it can be concluded that there is significant statistical evidence that differences between the employees exist according to sector.

HYPOTHESIS (4)

There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to gender of employee

To test this hypothesis, the "independent sample t. test" analysis was applied (summarized in Table (7)). The value of means indicates that male employees feel in the variables 5,18 and 19 more than female employees. Therefore, the null hypothesis can be accepted, and it can be concluded that there is significant statistical evidence that differences between the employees exist according to their **gender**.

Also the value of means indicates that female employees feel in the variables 20 and 21 more than male employees

HYPOTHESIS (5)

There are statistical significant evidences that differences exist between employees to benefits of E-Government in the private and public due to age of employee.

To test this hypothesis, the ANOVA analysis was applied (shown in Table (8)).

Therefore, the null hypothesis can be accepted, and it can be concluded that there is significant statistical evidence that differences between employees according to age in variables 6,7,9 and 10. To recognize who feels the strength of the benefits of e-government, the "Scheffe test" is applied for a priori comparison. [Shown in Table (9)].

Result of the **Scheffe** test showed that those employees whose age are 30-Less than 40 years feel the benefits of e-government more than employees whose age are 25- Less than 30 years and 40 years and more in variables 6,7,9, and10

To compare this result to results of other studies on the subject, it can be said that this result is similar to most studies done on the subject.

STATISTICAL RESULTS

What are the major the benefits of e-government services? It was found that there are positive attitudes toward statements mentioned in table (2) because their means are above mean of the scale (3), also a quick review of the result in table 2 reveals clearly that variables 2, 3 and 15 has the highest mean value (4.9820) and this means that the respondents feel very strongly that some of the benefits of Electronic Government services are: improve delivery of services to citizens, improve interface with business services and industries and reduce transaction costs. This should not come as a surprise.

Variable (7) has the least mean value (the benefit of Electronic Government services is Less corruption), (mean is 4.4040).

CONCLUSIONS

The main results and conclusions of this study are summarized as follows: There are significant statistical evidences that differences between employees exists in the benefits of e-government. These differences are due to the following factors:

Management level, service period, sector, gender, and age.

RECOMMENDATIONS

In order to lighten benefits of e-government services, the study recommends the following:

1. The private sector should play a critical role in funding e-government projects.
2. E-government projects must be financially sustainable
3. Governments should create websites that allow users to conduct transactions online
4. E-government services should have the potential to involve citizens in the governance process by engaging them in interaction with policymakers throughout the policy cycle and at all levels of government.

REFERENCES

1. Brendan E. Asogwa, (2013) "Electronic government as a paradigm shift for efficient public services: Opportunities and challenges for Nigerian government", Library Hi Tech, Vol. 31 Iss: 1, pp.141 – 159.
2. David Gilbert, Pierre Balestrini, and Darren Littleboy,2004,"Barriers and benefits in the adoption of e-government"International Journal of Public Sector Management; Volume: 17, Issue: 4;
3. Efthimios Tambouris, Nikos Manouselis, Constantina Costopoulou, 2007," Metadata for digital collections of e-government resources ",The Electronic Library; Volume: 25, Issue: 2
4. Fang Zhao, Annibal José Scavarda, Marie-France Waxin, (2012) "Key issues and challenges in e-government development: An integrative case study of the number one e City in the Arab world", Information Technology & People, Vol. 25 Iss: 4, pp.395 – 422.
5. Fang-Ming Hsu, Tser-Yieth Chen,and Shuwen Wang,2009" Efficiency and satisfaction of electronic records management systems in e-government in Taiwan",The Electronic Library, Volume: 27 ,Issue: 3.
6. France Belanger,and Janine S. Hiller,2006," A framework for e-government: privacy implications", Business Process Management Journal; Volume: 12 Issue: 1
7. H.S.Hassan, E. Shehab, and J. Peppard, (2011) "Recent advances in e-service in the public sector: state-of-the-art and future trends", Business Process Management Journal, Vol. 17 Iss: 3, pp.526 – 545.
8. Habin Lee, Zahir Irani, Ibrahim H. Osman, Asim Balci, Sevgi Ozkan, and Tunc D. Medeni,2008," Toward a reference process model for citizen-oriented evaluation of e-Government services", Transforming Government: People, Process and Policy, Volume: 2 Issue: 4
9. Helle Zinner Henriksen, and Kim Viborg Andersen,2008," Electronic records management systems implementation in the Pakistani local government"Records Management Journal, Volume: 18, Issue: 1.
10. N Ben Fairweather, and S Rogerson,2006," Towards morally defensible e-government interactions with citizens", Journal of Information, Communication and Ethics in Society; Volume: 4 Issue: 4
11. Nathan Mnjama, and Justus Wamukoya ,2007,"E-government and records management: an assessment tool for e-records readiness in government",The Electronic Library, Volume: 25, Issue: 3.
12. Nripendra P. Rana, Yogesh K. Dwivedi, Michael D. Williams, (2013) "Evaluating alternative theoretical models for examining citizen centric adoption of e-government", Transforming Government: People, Process and Policy, Vol. 7 Iss: 1, pp.27 – 49.
13. Yousef Elsheikh, Andrea Cullen,and Dave Hobbs, 2008," e-Government in Jordan: challenges and opportunities", Transforming Government: People, Process and Policy, Volume:2, Issue:2

PART ONE – PERSONAL DATA

1. Management Level:

- Middle Management.
- First line management.

2. Service Period:

- 5 years to less than 10 years.
- 11 years to less than 15 years.
- 16 years and more.

3. Sector:

- Public.
- Private.

4. Sex:

- Male.
- Female.

5. Age:

- 25- Less than 30 years.
- 31-Less than 40 years.
- 41 years and more.

PART TWO – QUESTIONNAIRE STATEMENTS

Put the sign (v) in front of each item of the following on the right column

No.	Electronic Government Services Benefits	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Creating more efficient and convenient relations government to government					
2	Improve delivery of services to citizens					
3	Improve interface with business and industries					
4	Empower citizens thought access to knowledge and information					
5	More transparency					
6	Smoother flow of information					
7	Less corruption					
8	Growth of Revenue					
9	Reduction of Cost					
10	Creating more efficient and convenient relations citizen to government					
11	Allocation of resources					
12	More Public awareness					
13	Reduction in the duplication of efforts					
4	Improve competitiveness					
15	Reduce transaction costs					
16	Affordable and equitable access to online government services					
17	Security of transactions					
18	Alternative methods of service delivery					
19	Ensure the privacy and security of information and transactions					
20	Creating more efficient and convenient relations citizen to business					
21	Improve services to the public					

TABLE 1: SAMPLE DISTRIBUTION

Percent	Frequency		
51.6	129	Middle Management.	Management Level
48.4	121	First line management.	
100.0	250	Total	
Percent	Frequency		
32.4	81	5 years to less than 10 years	Service Period
49.2	123	10 years to less than 15 years.	
18.4	46	15 years and more	
100.0	250	Total	
Percent	Frequency		
50.8	127	Public	sector
49.2	123	Private	
100.0	250	Total	
Percent	Frequency		
54.0	135	Male	gender
46.0	115	Female	
100.0	250	Total	
Percent	Frequency		
28.8	72	25- Less than 30 years	age
30.8	77	30-Less than 40 years	
40.4	101	40 years and more	
100.0	250	Total	

TABLE 2: STANDARD DEVIATION AND MEAN FOR ALL VARIABLES

Standard Deviation	Mean	variables
.20830	4.9520	1
.20830	4.9820	2
.20830	4.9820	3
.20830	4.8720	4
.20830	4.7766	5
.20830	4.3741	6
.77975	4.4040	7
.20830	4.5118	8
.20830	4.8811	9
.20830	4.6771	10
.20830	4.9408	11
.20830	4.9720	12
.20830	4.9720	13
.20830	4.5252	14
.20830	4.9820	15
.20830	4.6251	16
.20830	4.9720	17
.20830	4.9720	18
.20830	4.7862	19
.20830	4.8890	20
.67444	4.7987	21

TABLE 3: T. TEST FOR MANAGEMENT LEVEL

Variable 21	Variable 7		level
4.5581	4.9457	Mean	1.00
.83766	.22742	Std. Deviation	
4.8760	4.6529	Mean	2.00
.37794	1.07789	Std. Deviation	
4.7120	4.8040	Mean	Total
250	250	N	
.67444	.77975	Std. Deviation	

TABLE 4: ANOVA ANALYSIS FOR SERVICE PERIOD

	Sig.	F	Mean Square	df	Sum of Squares	Variables
.012	4.502	.190	2	.380	Between Groups	4
		.042	247	10.424	Within Groups	
			249	10.804	Total	
.000	9.494	5.404	2	10.808	Between Groups	7
		.569	247	140.588	Within Groups	
			249	151.396	Total	
.012	4.502	.190	2	.380	Between Groups	8
		.042	247	10.424	Within Groups	
			249	10.804	Total	
.012	4.502	.190	2	.380	Between Groups	15
		.042	247	10.424	Within Groups	
			249	10.804	Total	
.000	21.084	8.258	2	16.517	Between Groups	21
		.392	247	96.747	Within Groups	
			249	113.264	Total	

TABLE 5: SCHEFFE TEST FOR SERVICE PERIOD

Sig.	Std. Error	Mean Difference (I-J)	(J) service	(I) service	Variables
.858	.02940	.01626	2.00	1.00	4
.018	.03793	.10870(*)	3.00		
.858	.02940	-.01626	1.00	2.00	
.035	.03550	.09244(*)	3.00		
.018	.03793	-.10870(*)	1.00	3.00	
.035	.03550	-.09244(*)	2.00		
.001	.10796	-.42066(*)	2.00	1.00	7
.002	.13929	-.49383(*)	3.00		
.001	.10796	.42066(*)	1.00	2.00	
.854	.13039	-.07317	3.00		
.002	.13929	.49383(*)	1.00	3.00	
.854	.13039	.07317	2.00		
.858	.02940	.01626	2.00	1.00	8
.018	.03793	.10870(*)	3.00		
.858	.02940	-.01626	1.00	2.00	
.035	.03550	.09244(*)	3.00		
.018	.03793	-.10870(*)	1.00	3.00	
.035	.03550	-.09244(*)	2.00		
.858	.02940	.01626	2.00	1.00	15
.018	.03793	.10870(*)	3.00		
.858	.02940	-.01626	1.00	2.00	
.035	.03550	.09244(*)	3.00		
.018	.03793	-.10870(*)	1.00	3.00	
.035	.03550	-.09244(*)	2.00		
.000	.08956	-.57302(*)	2.00	1.00	21
.000	.11554	-.45867(*)	3.00		
.000	.08956	.57302(*)	1.00	2.00	
.573	.10816	.11435	3.00		
.000	.11554	.45867(*)	1.00	3.00	
.573	.10816	-.11435	2.00		

- The mean difference is significant at the .05 level.

TABLE (6) T. TEST FOR SECTOR

21	15	8	5	4		sector
4.5354	4.8449	4.7449	4.5449	4.2449	Mean	public
.85259	.29024	.29024	.29024	.29024	Std. Deviation	
4.9943	5.0000	5.0000	5.0000	5.0000	Mean	private
.33420	.00654	.09356	.03031	.10927	Std. Deviation	

TABLE 7: T. TEST FOR GENDER

21	20	19	18	5		gender
4.8741	4.8765	5.0000	4.9121	4.9000	Mean	male
.35470	.21099	.304551	.23266	.10455	Std. Deviation	
4.5217	5.0000	4.7391	4.7391	4.6391	Mean	female
.88206	.30455	.50455	.30455	.30455	Std. Deviation	

TABLE 8: ANOVA ANALYSIS FOR AGE OF EMPLOYEE

Sig.	F	Mean Square	df	Sum of Squares		
.006	5.248	.220	2	.440	Between Groups	q6
		.042	247	10.364	Within Groups	
			249	10.804	Total	
.018	4.093	2.429	2	4.857	Between Groups	q7
		.593	247	146.539	Within Groups	
			249	151.396	Total	
.006	5.248	.220	2	.440	Between Groups	q9
		.042	247	10.364	Within Groups	
			249	10.804	Total	
.006	5.248	.220	2	.440	Between Groups	q10
		.042	247	10.364	Within Groups	
			249	10.804	Total	

TABLE 9: SCHEFFE TEST FOR AGE OF EMPLOYEE

Sig.	Std. Error	Mean Difference (I-J)	(I) age	(J) age	Variable
.027	.03358	.09091(*)	2.00	1.00	6
1.000	.03159	.00000	3.00		
.027	.03358	-.09091(*)	1.00	2.00	
.015	.03099	-.09091(*)	3.00		
1.000	.03159	.00000	1.00	3.00	
.015	.03099	.09091(*)	2.00		
.359	.12627	-.18110	2.00	1.00	7
.018	.11880	-.33938(*)	3.00		
.359	.12627	.18110	1.00	2.00	
.399	.11653	-.15829	3.00		
.018	.11880	.33938(*)	1.00	3.00	
.399	.11653	.15829	2.00		
.027	.03358	.09091(*)	2.00	1.00	9
1.000	.03159	.00000	3.00		
.027	.03358	-.09091(*)	1.00	2.00	
.015	.03099	-.09091(*)	3.00		
1.000	.03159	.00000	1.00	3.00	
.015	.03099	.09091(*)	2.00		
.027	.03358	.09091(*)	2.00	1.00	10
1.000	.03159	.00000	3.00		
.027	.03358	-.09091(*)	1.00	2.00	
.015	.03099	-.09091(*)	3.00		
1.000	.03159	.00000	1.00	3.00	
.015	.03099	.09091(*)	2.00		

* The mean difference is significant at the .05 level.

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, Economics and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mail info@ijrcm.org.in for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

