A STUDY ON THE POSSIBILITY OF APPLYING E-GOVERNANCE IN LIGHT OF THE AVAILABILITY OF INTELLIGENT ORGANIZATION DIMENSIONS

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ABSTRACT

The research aims to identify the nature of the relationship between the independent variable e-governance and its relationship to the availability of the dimensions of the smart organization, as well as presenting a set of conclusions to researchers in order to achieve full benefit from the research variables. The research problem was to test the relationship between electronic governance and the smart organization in Al-Waha Soft Drinks Company/Babylon.

A questionnaire numbering (70) items was distributed, of which (60) items were valid and (10) items were invalid, and then the responses were analyzed. The statistical analysis program SPSS-24 was used to analyze the responses of the individuals in the research sample. It was found that there is a correlation between the dimensions of the independent variable and the dependent variable. The research also concluded that the relationship between the two variables can be achieved when the researched company is able to ensure the required level of availability of the dimensions of the smart organization to reach the best application of electronic governance. The research came out with a number of recommendations, the most important of which is that production lines should be modernized in a way that is compatible with modernity in the systems of factories with commodity production to perform work in an integrated manner. Researchers and practitioners must cooperate in order to contribute to facilitating the organizations' mission in adopting modern tools for success represented by electronic governance. It is necessary to conduct more research in order to spread the smart organization culture in our universities and organizations.

KEYWORDS: Electronic governance, dimensions of the smart organization, entrepreneurship ecosystem, organizations.

INTRODUCTION

Information is the new capital that will shape the economic and political world; wealth is no longer limited to the money that accumulates in banks, the energy that drives the wheel of production, or the labor that drives growth.

The information revolution is the real treasure that opened many doors to humanity at the end of the twentieth century, beginning a new stage of human civilization as a result of the accumulation of previous experiences, from the agricultural revolution, industrial revolution, and communications revolution to the information revolution.

As governance is the collector and the primary source of information, in addition, it is a provider of transactions and services needed by citizens and business institutions, which created suffering in interacting and communicating with governance at specific times, so individuals piled in queues waiting to receive or provide a required service, which created a perception of the possibility of providing services around the clock ‹Benefiting from new patterns and methods that contribute to the accessibility of information, transactions, and services. Terms such as e-governance, e-governance, e-money, and e-commerce have come to govern reality, transforming the concept of governance from

managing citizens to serving them and providing its services in a way that surpasses the private sector, using means of facilitation instead of facilitation, enabling citizens to provide services for themselves instead of imposing one form of service on them.

Research on the dimensions of intelligent organizations has increased significantly in recent years. It is not uncommon to see articles in magazines and tabloids reporting how happy we are, how satisfied we are with our lives, and how we stand on other indicators of an intelligent organization.

Chapter One: Research Methodology

First: The problem of research

E-governance is achieved by realizing the fact that the world today and its developments require society to be advanced and characterized by the presence of three primary conditions, namely accountability, flexibility, and good governance, which represent the pillars of e-governance so that we will look at the impact of e-governance in light of the availability of intelligent organization dimensions from the above, the research problem can be summarized by raising the following question:" how aware is the possibility of applying e-governance in light of the availability of intelligent organization dimensions of Oasis soft drinks production company-Babylon?"

Second: The importance of research:

The significance of the current research is represented by the following:

1-it stems from the importance of its variables, as this research attempts to determine the nature of the relationship between its variables represented by Electronic Governance and psychological well-being and what these variables represent in the business administration literature.

2. Provide a set of recommendations to the organization of the research sample to make the best use of the results of the research

3-the possibility of applying the research findings in the organization under consideration for its needs for such research

Third: Research objectives:

The current research has a set of goals, the most important of which are:

1-Identify the nature of the relationship between the dimensions of e-governance and the dimensions of psychological well-being.

2 Provide a set of conclusions for researchers to make full use of the research variables

3. Provide recommendations for researchers and practitioners to benefit the research sample organization from the results.

Fourth: Hypothesis

The hypotheses of the current research consist of two sections, namely:[-] —

The first is the correlation hypothesis, which states that there is a statistically significant correlation between e-governance and the dimensions of the intelligent organization. A set of sub-hypotheses emerges from it, saying that there is a relationship between e-governance and the dimensions of the intelligent organization.

Fifth: limits

1-time limits: the period for completing the research was extended from 1-11-2023 to 15-3-2024

2-spatial boundaries: represented the employees of the Oasis company for the production of soft drinks

Sixth: A: the research community

A-research community: workers in the industrial sector producing goods in Iraq.

B-research sample. The sample was represented by employees of Oasis soft drinks production company / Babel

Seventh: methods of statistical analysis

The researcher adopted a set of statistical methods to achieve the research objectives and answer his questions; these methods are:

1-descriptive statistical analysis (mean, standard deviation, variance)

2 - Testing the correlation hypothesis and regression using the SPSS statistical analysis program.24

Chapter Two: Theoretical Framework For Research

The first topic: the theoretical framework of the

independent variable of e-governance

First: definition of e-governance

The idea of e-governance is based on the representation of electronic applications in services that lead to interaction and communication between the government and citizens. Between the government and business institutions, and the conduct of internal government operations between government interests each other electronically to simplify and improve the aspects of democratic government associated with citizens and business institutions alike, e-governance is the Management that uses advanced technology, especially computers, to provide services to citizens and private sector institutions, representing in turn a radical change in the foundations and methods of implementing government operations and a shift in the culture of providing these services, but e-governance is still just an expression of This is why there is no consensus for a specific definition of the term e-Governance due to the technical, administrative, commercial and social dimensions that affect it.

In 2002, the United Nations defined e-governance as "the use of the internet and the Wide World Wide Web to provide citizens with governance information and services."

In 2003, the OECD defined e-government as "the use of Information, Communications, and especially the Internet to reach better governments."

The Arab Organization for Administrative Development also defined e-governance as the process of using broad information, the Internet, and mobile communication to change and transform relations with citizens, businessmen, and various government institutions.

He defined it (Al-Abboud, 2009: 10) as "reinventing government business through new ways of integrating and integrating information and providing opportunities for accessibility through a website" or "it is a virtual system that enables government agencies to fulfill their obligations to all beneficiaries using advanced electronic technologies ignoring space and time while achieving quality, excellence, confidentiality and information security."

Perhaps the most comprehensive and comprehensive definition of the term e-governance is the "effective integrative use of all systems, information technology and means of communication to facilitate and accelerate transactions with high accuracy within government agencies (government/government), transactions that link them with citizens (government/beneficiary), in addition to transactions that link governance with the business sector (government/business) (Hassan, 2013: 2)

Through the above, we find that the term e-governance is not limited to the use of information technology to provide services to citizens but goes beyond it to become a sophisticated thought that reshapes institutions in a new way with administrative, social, and political dimensions because e-governance is not limited to providing services in an electronic way to beneficiaries, but instead works to represent these electronic methods to accomplish all the work that takes place inside and outside institutions to achieve democracy, which is one of the main objectives of e-government, through the participation of beneficiaries through these mechanisms transforming the beneficiary from a recipient of the service to a participant in decision-making.

Second: the importance of e-governance

The topic of e-governance is one of the most prominent modern administrative applications that have emerged over the past few years, and it constitutes ample space in the future of Management in the coming years. Therefore, this topic has become vital and is of great importance in various countries of the world, where the topic is one of humanity's achievements at present, as this topic is filled with multiple sciences that have enabled man to achieve his aspirations and opened up broader future visions for him. Perhaps the utmost importance that crystallizes in the concept of e-governance through the accompanying

development in all activities, procedures, and government transactions and their simplification, and their qualitative transfer from the current standard manual or technical frameworks to advanced electronic technical frameworks through the optimal use and reasonable utilization of the latest technology elements and modern electronic communication and networking systems, distinguished by the efficiency of administrative work and the high level of quality of government performance of services(Aladdin, 2011: 18).

Electronic tables, for example, made it possible for decision-makers to make quick comparisons between costs, expenses, assets, and liabilities in a variety of different ways and better than traditional methods that relied on processing data on plain paper, in addition to enabling them to make estimates of future probabilities based on various assumptions(enough., 2009: 9)

The importance of e-governance is also realized through the realization of the fact that the world today is characterized by the existence of three basic conditions, namely accountability, transparency and good governance, and perhaps these conditions are the pillars of e-governance, so e-governance came after the emergence of images of administrative and financial corruption in society and its institutions to fix this matter, so ways were sought to address for their requests . Direct services are also part of the comprehensive redesign of the delivery of government information and services, and for government agencies, they track the delivery of information and services by managing multiple channels of transportation and delivery, in order to avoid suffering recipients of government service at specific times and overcrowding them in long queues(Salah, 2010: 6).

Since governance is a collector and source of information and a provider of transactions and services needed by citizens and businesses, it is possible to provide services around the clock every day of the week without suffering, using new patterns and new methods that contribute to the accessibility of information, transactions,

opportunities and services through a government website that saves them from moving to government institutions to receive the required service in the concept of e-governance reflects the quest of governments to reinvent themselves in the field of performing their tasks effectively to their citizens and in the global economy via the internet, it is only a radical shift in the methods used to direct its actions, so in the scope of New (Al-Hussein, 2013: 15).

Third: the dimensions of e-governance

(Li, & Shang, 2020:7) believes that e-governance has two dimensions, namely:

1-remote work:

Here, the work goes beyond the formula of determining the place and time to complete the work, that is, the work is done without the employee's presence in a certain place, the employee can perform his work anywhere, for example, his home.

2. remote service:

Here, the beneficiary can benefit from the service at the place and time he sees, without being tied to a specific time or place, and thus the electronic service is characterized by timelessness and spacelessness.

The second topic: the theoretical framework of the variable, the dimensions of the smart organization

First: the concept of smart organization

Organizational intelligence is one of the relatively recent concepts inthe field of organization and organizational behavior, it is related to behavioral and cognitive concepts, each of which had its own concepts that, in turn, formed the concept of organizational intelligence. Intelligence is a complex process capable of enabling the organism a renewed adaptation in which thought and action correspond to means and ends(Al-Saleh et al., 2005: 3). Intelligence is at the top of the pyramid in terms of data, information, knowledge and intelligence, and it is the addition of experience to the synthesis of knowledge through the application process(Al-Omari and Al-Ali, 2004: 6) According to the theory of multiple

intelligences, it is a set of skills that enables individuals to solve all the problems and mental activities that meet it in life to different degrees (pumice, 2512:14). Studies have confirmed that there is a strong relationship between the success of organizations and the Traits of their managers and leaders, especially the trait of intelligence (Saleh et al., 2010: 112).

The process of transforming an organization into a smart organization is a matter of the level of good knowledge and management, and the degree to which an organization can act intelligently depends on the competencies and skills of its employees and its operational capabilities of systems, policies, structure, forces and motives, and that an organization can become smart through the first two ways: acting intelligently

The second is the use of competitive information in the environment in which it operates to achieve its goals,and the combination of the two methods will enable the organization to achieve its goals in a distinctive way(Turban et al., 2007: 43). A smart organization is defined as a high-performing organization that possesses excellence in diagnostic tools based on empirical research,to help use the right path to success and solve its problems(Finkelstein and Jackson, 2005:7) . A smart organization is also defined as an organization that is able to sense and absorb changes occurring at work and its ability to respond as quickly as possible to those changes by exploiting its material and non-material resources in interaction with the opportunities sensed in the work environment(al-awalma, 2015:18).

Through the above concepts, we conclude that a smart organization is an organization that achieves continuous and sustainable success by providing an organizational environment that facilitates the learning and growth process, investing its ability to adapt to the external environment, and investing the knowledge opportunities to enable it to make decisions, making it distinct . This framework emphasizes the interactions between the environment and the individual. Within this framework, the social

environment is divided into different systems (that is, Micro-Systems, mesosystems, macro-systems). The deepest level is the microsystem that includes relationships between an individual and other individuals(for example, two employees within an immediate work team). The average system consists of various Microsystems, where the individual is an active participant (like an employee organization). The most important concept in this framework is a macro-system that includes the overall structural patterns of the culture in which the individual lives, for example, the economy, laws, political events, religious beliefs of the social context. The socio-ecological model takes into account the cumulative impact of multiple factors of the physical and social environment, as well as situational and personal factors, on the employee's well-being. Moreover, this approach also includes concepts of systems theory (for example,interdependence and negative feedback) to understand the dynamic relationship between employees and their environment, in other words, employees are influenced by their environmental context (for example, collective agreements, psychological policies and procedures, their work climate), therefore, employees can influence their environment, establish an interactive relationship.thus, an ecological approach expands on the immediate interaction factor and takes into account how different layers and aspects of the system may affect the employee well (Simpkins, 2018:13).

Realizing one's virtuous possibilities and living in them one was intended to live. This point of view of well-being reflects Aristotle's view of human happiness, which occurs when one of them actively lives by expressing excellence in character and virtue. To occur when one feels intense involvement, alignment with the activity, intensification. The point of balance between the psychological, social and physical resources of individuals and challenges. Meyer, 2016:13)).

Second: the characteristics of a smart organization

A smart organization is a sustainable organization , sustainability has the first meaning of focusing on sustainability, and the second focuses on innovation, both of which are related to each other(ajialat, 2013: 20). The characteristics of the smart organization are reflected in three directions as follows :

1.   Culture: it reflects the vision, mission and common values of the organization, and also contributes to the formulation of the nature of the relationship of the organization and the methods followed in their work with each other.

2.   Capabilities: a smart organization employs all its skills and knowledge to provide the best services to its customers.

3.   Connections: a smart organization is connected with its industry group of the same sector through internal relationships between employees,and External with suppliers, customers and partners(Paulsen & Arthur, 2005:77).

There are those who have defined the characteristics of an intelligent organization by (Bakhshian, 2011:418):

A-creativity: it is the ability to create new ideas of its kind that lead to the creation of new products and services and is the inherent power of innovation.

B-risk taking: it is a process that enables the benefit of moderate controlled risks, through the personal attempts of individuals.

C-independence: it is the independence that the organization seeks to reach, which is considered the driving force for businessmen in the process of achieving their goals and dreams, and therefore the freedom of work to achieve leadership in work.

D-motivation: smart business organizations encourage individuals by providing material and moral incentives to motivate their motivation.

E-Division of Labor: responsibilities in smart organizations are effectively determined in order to unleash the talents of working individuals by placing them in the right place to work.

F-future vision: smart organizations draw a clear future vision through the analysis of the external environment and in accordance with which future plans are made.

Third: the dimensions of the smart organization

There are many opinions among researchers and writers in determining the dimensions of an intelligent organization , and each of his point of view, based on theoretical reviews and in accordance with the nature of the field under researchwill focus on what he came up with(Matheson &Matheson, 2001: 42.These are (reaching goals, understanding the environment , transferring resources)and added after(building collective intelligence), which was added by Kal from (Albrecht, 2003)(Schwaninger, 2009).

1-reaching the goals

The organization can achieve its goals by achieving a set of important functions that help it to do so, and these functions cover a set of the following principles :

A-value-generating culture :

As there is in the smart organization applications the principle of value generation culture, which is a general orientation towards value like other organizations to the reasons for existence, so it keeps working to clarify the reason for its existence that all the individuals working for it understand this reason, and to use this understanding as a final choice to judge their strategies, activities and business whether it generates value for customers and for the organization, that is, the organization makes sure that its culture gives high priority in value generation.

B-generating alternatives :

The process of generating alternatives means that the organization develops new ways to choose actions that meet its basic needs, and it can be considered as a tool to reduce the difference between the current and desired organizational performance, therefore, the smart organization's generation of alternatives means that it develops a set of high-value options and new ways of working to choose from what meets its needs, and to take its strategic actions.

C-continuous learning:

In the sense that smart organizations seek to open up the possibility of continuous learning to individuals,where learning is integrated into the framework in order to enable them to learn while performing their tasks, which allows creating increased opportunities and developing skills(Prasad & Shekhar, 2010:139). That is, an intelligent organization is constantly learning how to generate greater value in the face of changes, whether these are changes in the political and demographic composition of the world, in technical and technological progress, or in increasing competition.through this, as a result of learning, individuals will respond to these changes and will react positively to their direction(Buchanan & Huczynski, 2004:110).

D-understanding the environment:

Organizations work in an ambiguous environment of complexity and uncertainty and the constant developments taking place in it, and strive to understand this environment in which they operate, and this understanding means that they realize the complexity and uncertainty in ways that facilitate their effective decision-making process through environmental survey, monitoring, evaluation and distribution of information from the external and internal environment of the key people in important functions such as (absorbing environmental uncertainties, perspective The strategist from outside and inside the organization, organizational thinking) (Al-Qasim, 2020).

Standard Deviation	SMA	Paragraph
1.00	2.345	**X1-1**
1.00	2.238	**X1-2**
0.912	2.287	**X1-3**
0.996	2.987	**X1-4**
0.950	2.261	**X2-1**
1.00	2.043	**X2-2**
1.00	2.185	**X2-3**

Modified 2.335142857 0.984285714

From the researcher's numbers based on the outputs of the electronic calculator

From the results shown in Table (1), it can be seen that the overall average of the paragraphs of the e-governance independent variable has reached (2.3), which is lower than the hypothetical average to its value (3), which indicates the unavailability of the independent variable among the sample of respondents. The

value of the general standard deviation (0.984285714) also reached a relatively low value, which indicates a low dispersion in the answers of the respondents of the research sample.

1-descriptive statistical analysis of the variable belonging to the dimensions of the smart organization

Table (2) descriptive statistical analysis of the variable belonging to the dimensions of the smart organization

Standard Deviation	SMA	Paragraph
0.967	2.243	Y1-1
1.00	2.530	Y1-2
0.954	2.734	Y1-3
1.00	2.345	Y2-1
1.00	2.238	Y2-2
0.912	2.287	Y2-3
0.996	2.987	Y2-4
0.975571429	2.480571429	المعدل

Prepared by the researcher based on the outputs of the electronic calculator

Through the results shown in Table (2), it turns out that the overall average of the paragraphs of the variable belonging to the dimensions of the smart organization has reached (2.480), which is lower than the hypothetical average to its value (3), which indicates the unavailability of the variable belonging to the psychological well-being of workers in the sample of respondents. The value of the general standard deviation was also (0.975) and this is a relatively low value, which indicates a low dispersion in the answers of the respondents of the research sample.

Second": testing research hypotheses

1-correlation relations (the first main hypothesis)
In order for the researcher to test the acceptance or non-acceptance of the first main hypothesis, which states that there is a correlation between e-governance and the dimensions of the smart organization, the acceptance or non-acceptance of the sub-hypotheses emanating from it must first be tested as follows:

- Table (3) shows that there is a significant correlation between remote work and the dimensions of the smart organization, as the correlation value reached (0.735) at a significant level (0.05).

- Table (3) shows that there is a significant correlation between the remote service and the dimensions of the smart organization, as the correlation value reached (0.784) at a significant level (0.05).

- Table (3) shows that there is a significant correlation between e-governance and the dimensions of the smart organization, as the correlation value reached (0.867) at a significant level (0.05).

Table (3) results of correlation relations between the dimensions of e-governance and the dimensions of a smart organization

T-table	Overall index	X2	X1	X Y

	0.867	0.784	0.735	Dimensions of the smart organization
1.96				T Value
	0.000	0.000	0.000	P value
	Acceptance of the hypothesis Acceptance of the hypothesis Acceptance of the hypothesis	Acceptance of the hypothesis Acceptance of the hypothesis Acceptance of the hypothesis	Acceptance of the hypothesis Acceptance of the hypothesis Acceptance of the hypothesis	Result

50 of the researcher's numbers based on the outputs of the electronic calculator

From the results shown in Table (3), it is clear that the first main hypothesis and the hypotheses arising from it are accepted, since all the values of the correlation coefficient were significant at the T level greater than 1.96.

1-influence relations (the second main hypothesis)

The main impact hypothesis states that there is a significant impact relationship for e-governance and the remoteness of the smart organization, and the results of testing this hypothesis have shown Table (4) analysis of the variance between variables from indicators indicative of the relationship

Table (4) Anova variance analysis of the relationship between e-governance and the dimensions of a smart organization

Model	Sum of squares	Df	Mean Squares	F	P-Value
Regression	17.788	1	17.788	432.962	0.000
Residual	3.457	55	0.72		
Total	20.813	56			

From the researcher's numbers based on the outputs of the electronic calculator

Table (5) shows the coefficients of the form

Table (5) form coefficients

Model	Unstandardized Coefficients		Standardized Coefficients		P-Value
	B	Std. Error	Beta	T	
Constant	0.603	0.126		3.329	0.000
Dimensions of the smart organization	0.812	0.042	0.867	24.765	0.000

Prepared by the researcher based on the outputs of the electronic calculator

Table (6) summary of analytical indicators of the impact of e-governance on the psychological well-being of workers

Significance level	Dimensions of the smart organization	Indicators	Dimensions of electronic governance
0.05	206.67	F	Distance working
	0.000	P value	
	0.540	R2	
	0.735	B	
0.05	202.23	F	Remote service
	0.000	P value	
	0.614	R2	
	0.784	B	
0.01	164.98	F	Electronic governance combined
	0.000	P value	
	0.747	R2	
	0.867	B	

Prepared by the researcher based on the outputs of the electronic calculator

From Table (6) above, which summarizes the indicators of the analysis at the level of the hypothesis dimensions, from which we conclude:

1-remote work achieved a significant impact on

the dimensions of the smart organization, as the calculated value of (F) was (206.67), which is greater than the tabular at the level of (P <=0.05), and the value of (B) was (0.735), and the independent variable (remote work) explains (54.0%) of the dependent variable (smart organization), as the value of the coefficient of determination was (0.540 R2=).

2-the remote service achieved a significant impact in the dimensions of the smart organization, as the calculated value of (F) was (206.67), which is greater than the tabular at the level of (P <=0.05), and the value of(B) was (0.784), and the independent variable (remote service) explains (61.4%) of us to the dependent variable (dimensions of the smart organization), as the value of the determination coefficient was (0.614=R2).

3-the dimensions of e-governance collectively achieved significant moral effects in the dimensions of the smart organization, as the calculated value of F was (164.98), which is greater than the tabular at the level of (P <=0.01), and the value of (B) was (0.867), as the independent variable e-governance explains (77.7%) of the changes in the adopted variable (dimensions of the smart organization), as the value of the coefficient of determination was (0.747 R2=).

In the light of the analytical indicators in Table (6) above, it is clear that all dimensions of e-governance have had a significant impact on the dimensions of the smart organization, and this indicates the acceptance of the second main hypothesis and the hypotheses emanating from it, despite the varying strength of influence among these dimensions.

Chapter IV: Conclusions and Recommendations
First: conclusions
1-the enormous technologies of information and communication technologies, especially in recent decades, have affected most fields of life and prompted huge and influential changes at the level of traditional government, which prompted it to switch to electronic style
2-Industrial Organizations and governments around the world are racing to achieve digital transformation and turn cities into smart cities that use advanced technology to serve stakeholders, due to the many benefits provided by Smart Cities and governments.

3-that e-governance is a giant Project, Re-creating governance again, following innovative ways to perform business, by adapting technology and harnessing it to help accomplish the tasks of government agencies, which makes quality and excellence its motto, and elevates it from just a government institution providing services to an institution that competes with the private sector in all its advantages, foremost of which is quality and

4-the variables of the current research and through a review of the literature, it is noted that they are constantly renewed and subject to discussion.

RECOMMENDATIONS

1-The modernization of equipment and systems that contribute to improving business performance should be provided in an integrated manner at all administrative levels, and also include the relationship between Central organizations and local agencies, for example, the exchange of data and information on regulations and laws, work systems and procedures followed in the performance of business.

2-Researchers and practitioners should cooperate in order to contribute to facilitating the task of organizations in adopting modern tools for success, represented by Electronic Governance and the availability of smart organization dimensions.

3-the need to conduct more research in order to spread the culture of a smart organization in laboratories with both commodity and service production.

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