

Impact of Smart Government Usage and Smart Government Effectiveness on Employee Happiness

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Abstract

Data and correspondence innovation (ICT) today assume a significant job in all parts of our life. The e-Governments or Smart Governments are an amplified portrayal of this job on the national level. For a long time this job is getting increasingly obvious and progressively successful. The primary goal of the present investigation is to look at the effect of keen government utilization and savvy government adequacy on the representative bliss in the UAE. Information gathered utilizing poll and last example utilized for investigation was 397. This examination utilized Structural Equation Modeling-Variance Based (SEM-VB) by means of SMART PLS 3.0 programming was used to decide the significance levels of affiliations and connections between the elements tried. Consequences of the present examination uncovered that keen government use and viability have critical direct positive effect on the representative bliss with regards to open part in the UAE. The proposed model prove by the decency of attack of the model to the information, brilliant government utilization and keen government viability clarified 55.2 % of the change in work execution. The after-effects of the present examination may give further bits of knowledge into worker bliss.

Keywords: Smart government use; shrewd government viability; representative joy

I. Presentation

Data and correspondence innovation (ICT) today assume a significant job in all parts of our life (Duță and Martinez Rivera, 2015). The e-Governments or Smart Governments are an amplified portrayal of this job on the national level. For a long time this job is getting progressively obvious and increasingly powerful. As ICT getting more develop and propelled the more effect it made on the connection among governments and their kin. One of the principle benefits of actualizing e-Government is to give greater taxpayer driven organizations to residents in increasingly productive and financially savvy ways. Likewise, it will prompt advantages like proficiency, improved administrations, better availability of taxpayer driven organizations and more straightforwardness and responsibility (Al-Khoury, 2013). Numerous administrations set their objectives to be more enhance in administrations

conveyance, progressively proficient and straightforward and considerably increasingly fair utilizing e-government as an empowering agent. Additionally, a few governments moved to smart from e-government by assembling its open administrations and giving it toss cell phones and tablets. (Chung, 2015).

Keen government is a development of the idea of e-government, by exploiting data and advances to improve taxpayer driven organizations (Albreiki, Ameen, and Bhaumik, 2019; Albreiki and Ameen, 2017; AlShamsi, Ameen, and Shibami, 2017; AlShamsi et al., 2018; Ashamsi and Ameen, 2018). It upgrades the joint effort among government elements and its residents meaning to make the administration increasingly shared and giving its administrations speedier, reasonable, quantifiable and feasible (Howard, 2013). The Usage of portable advances brings the term of M-government, where government turned out to be progressively viable in connecting with resident,

organizations and expand the arrangement conveyance scale and builds the commitment of residents in government activity which by and large have a beneficial outcome on individuals' live and financial development (Hassan, Mahdi, and Al-Khafaji, 2014).

The administration expects to advance prosperity by distinguishing resident's needs and assembling data and pointers about personal satisfaction and prosperity (Fioroni et al., 2014). Keen governments attempting to utilize ICT to upgrade the quality and execution of urban administrations, to diminish expenses and asset utilization and to draw in with their residents all the more successfully and effectively (ReforgiatoRecupero et al., 2016). The legislature should seek after and augment the bliss of their separate populaces. As Happiness look into start having incredible accomplishment by yielding

new bits of knowledge, as governments are being approached to apply those experiences in to augment or raise the emotional prosperity and satisfaction of the populace (Frey and Gallus, 2013). This examination researches the immediate and circuitous effect of brilliant government use and viability on worker bliss (K. Al-Ali, Ameen, and Alrajawy, 2018; Al-Obthani, Ameen, Nusari, and Alrajawy, 2018; Albreiki, Ameen, Albreiki, and Ameen, 2017; Alghawi, Ameen, and Bhaumik, 2019; Alshamsi, Ameen, Isaac, Khalifa, and Bhumic, 2019; Fahad and Ameen, 2017).

In the Global Competitiveness Report (2018c), one of the most risky components for working together in the UAE is the absence of an informed workforce, which speaks to the insufficiency of instructed human capital. Therefore, will influence the savvy government use of associations.

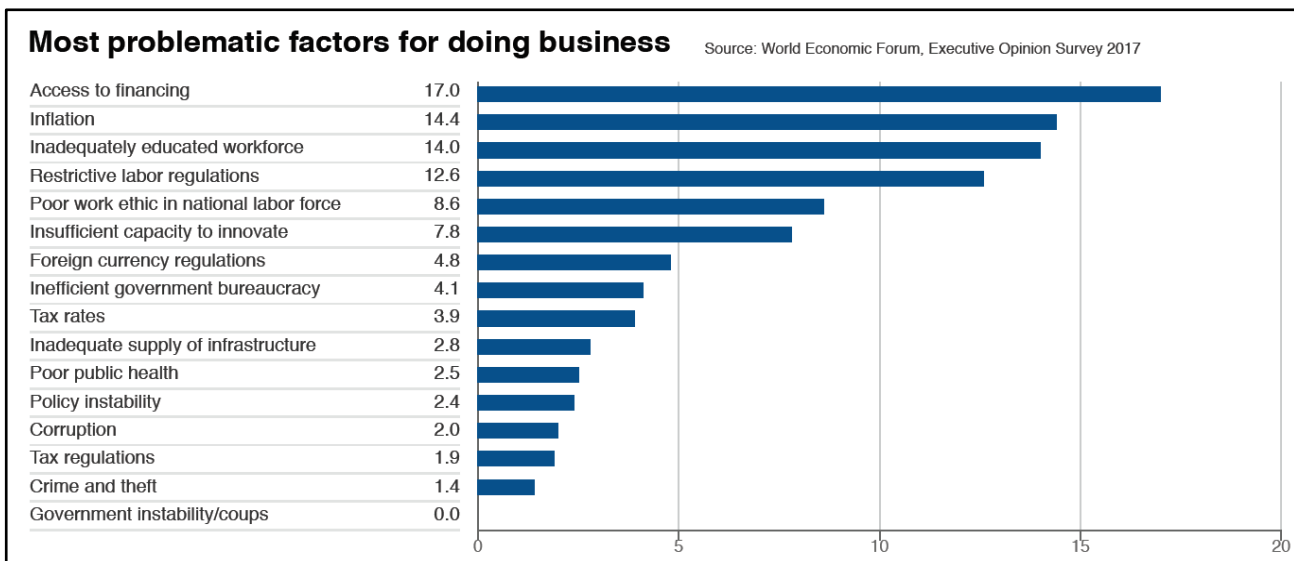


Figure 1.1: Most problematic factors for doing business in the UAE
Source: (Global Competitiveness Report, 2018)

Many research and researches blanketed the additives of clever or e-authorities and the techniques spherical it or its levels (Meijer & Rodríguez Bolívar, 2015). Additionally, many researchers attempted to find the relation amongst smart government and the shape of offerings it

gives to the general public. However to what quantity smart or e-government can help to improve citizens exceptional of lifestyles and properly-being? And extra importantly, does it provide happiness?

Currently, there is an actual want to take a look at the impact of clever authorities on Happiness because the precept intention for governments over the world. This study objectives to discover this hole and famous the circle of relatives participants between clever authorities projects and employee happiness.

II. Literature compare

2.1 workers Happiness (EH)

Consistent with Veenhoven happiness outline as following, "the diploma to which an man or woman select the general first-rate of his or her lifestyles-as-a-whole favourably"; in other terms, 'how lots one likes the life one lives". Veenhoven defines happiness in fashionable as our point of view to our first rate of life. And he distinguished between two axes in his factor view of happiness: the primary axis, the state of affairs for a brilliant lifestyles and existence out-comes plotted towards each specific. In which the alternative axis, the traits of the individual's surroundings plotted in competition to the characteristics of the man or woman themselves (Boelhouwer & van Campen, 2013).

These definitions of happiness which might be extra allied to the concept of pleasure and nicely-being, are closest to people's idea and their attitude and for that reason, this look at will take happiness definition from this thing of view. Furthermore, this can be consistent with the research features and objectives. The study of Frey & Gallus (2013) presents a selection of various applications of happiness research. The intention to carry out this research is to convey to readers and other researchers the importance of happiness in economics. One of the most important developments that have taken place in the recent times in the field of economics is conducting the research on happiness. Happiness is considered to be one of the most important factors of human life (Frey & Gallus, 2013). Happiness determines the manner in which a human being behaves and conducts action. This is the reason that has made

several researchers believe that economics is all about happiness of the human beings. Economic activities are one of the major contributors to increase happiness of the human beings. The study undertaken by the researcher is to find out various determinants of happiness (Frey & Gallus, 2013).

2.2 Smart Government Usage (SGU)

Usage can be described as the manner and the degree to which the users use the capabilities of the information system. This includes the frequency, amount, nature, appropriateness, extent and the purpose of this use (DeLone & McLean 2016). Kim et al. (2007) stated that this parameter reflected the frequency of the usage of any technology and the usage time. Actual use was defined as consumption of any IS or its output with regards to its self-reported or actual usage (Petter & McLean 2009). Here, the researchers described this factor as the degree to which the employees used the capabilities of any smart government (Al-Obthani & Ameen, 2019b; Albreki, Ameen, & Bhaumik, 2019; AlShamsi, Ameen, Isaac, Shibami, & Khalifa, 2018).

Many researchers regarded actual usage as an important component of the IS field. Several studies used the actual usage in various contexts and applications since this was seen to be the final objective or aim of any technology. Abrego-Almazán et al. (2017) studied the IS in Mexico and noted that the usage factor showed a positive correlation with many organisational results. Kim et al. (2015) noted that usage could significantly affect personal performance. Earlier studies indicate that people underestimate the impact of government on their happiness. And that could be mainly because people link their happiness to individual differences like employment, income, education and social relations (Ott, 2010). In previous studies by Helliwell, Huang, and Ott, it was found that the quality of government has a strong impact on happiness and as the nation well governed as the level of happiness is higher.

Based on a study by Graham & Nikolova (2013) indicates that access to technology like the internet and cell phone have a positive impact on well-being and citizen happiness. Although he emphasized that other variables like variation across countries have a great influence too (Graham & Nikolova, 2013). These results confirm the importunacy of this study and which will aim to a broader understanding of the impact of smart government on well-being and happiness as this study see it as a governmental utilization for technology. Consequently, the following hypotheses are proposed:

H1: Smart government usage has a positive effect on Employee Happiness.

2.3 Smart Government Effectiveness (SGE)

From the writing identified with keen government and e-government, there are my definitions however in straightforward words, e-government can be characterized as "the utilization of data and correspondence innovation [ICT], and especially the web, as a device to accomplish better government" (Sorrentino and De Marco, 2013). Data and Communications Technologies (ICT) have changed the courses in how the present government works and how it speaks with society and different governments. ICT today is one of the fundamental structure squares of any contemporary social orders and economies. The quick development of cutting edge innovation and the quickening of advancement rates have helped the job and effect of brilliant government. Numerous legislatures today, consider shrewd to be as an inescapable advancement move (D. Al-Ali, Ameen, Alshibami, and Isaac, 2018; Al-Obthani and Ameen, 2019a; Albreki and Ameen, 2018; Alshamsi, Ameen, Nusari, Abuelhassan, and Bhumic, 2019). One of the primary worries of keen government is supporting the elements of the administration by disseminating taxpayer supported

organizations and data to the more extensive society. And furthermore to have the ability to offer an extended conveyance of open administrations to residents in an effective and beneficial manner (Mansoori, Asbi, Ali, Khaled, and Hassan, 2016).

The savvy government approach expects to guarantee reasonable and supportable arrangements and depend on cross-limit cooperation among all e-government stakeholders (Abdulbaqi Ameen and Ahmad, 2011; Al Junaii, Ameen, and Bhaumik, 2019; Alhefiti, Ameen, and Bhaumik, 2019b, 2019a; Ameen and Ahmad, 2012, 2013; Ameen, Almari, and Isaac, 2018, 2019; Haddad et al., 2020). Since that time the savvy government term began to connected or supplant the e-government term in numerous computerized government activities or advanced government plans or procedures (Di Maio, 2013). A genuine model for such methodology is the Smart E-Gov Plan for Korea which was established in 2011, where it characterized savvy government as "The propelled government where the resident unreservedly utilize open administrations paying little mind to the sort of medium by consolidating the propelled data innovation with taxpayer driven organizations and which is being improved through the interest of and the correspondence with residents." (Chung, 2015). Thusly, the accompanying theories are proposed:

H2: Smart government viability positively affects Employee Happiness.

III. Research Method

3.1 Overview of the Proposed Conceptual Framework

In light of the Literature on brilliant government, specialist encountered an absence of applied models that connection the factors that are exposed to this examination. Investigating this hole, the beneath theoretical

model was created with an expansive clarification of its factors. The proposed theoretical structure is delineated in figure 2.

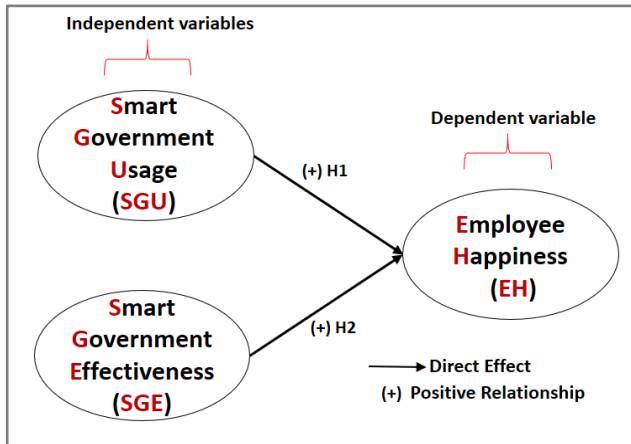


Figure 2: The proposed conceptual framework

3.2. Development of Instrument and Data collection

Since it is expressed that the overview helps in focusing on a bigger crowd for the examination, accordingly, this investigation grasped studies to break down the joy of the populace affected by shrewd administration. Factors were estimated utilizing a Likert Scale which prescribed in the past examinations (Isaac, Aldholay, Abdullah, and Ramayah, 2019; Isaac, Abdullah, Ramayah, and Mutahar, 2018). The example size fused in this examination is 397 respondents from all over UAE so as to dissect their fulfillment related with the brilliant administration of the

UAE. With everything taken into account, there are two sorts of examining strategies that are utilized to fuse essential information in inquire about in particular; stratified inspecting strategy and non-likelihood testing (Rahi, 2017).

IV. Information Analysis and Results

PLS (Partial Least Squares) SEM-VB (Structural Equation Modeling-Variance Based) was utilized to evaluate the exploration model by using the product SmartPLS 3.0 (Ringle, Wende, and Becker, 2015). The primary explanations behind picking SEM as a factual strategy for this examination is that SEM offers a synchronous investigation which prompts progressively exact evaluations (Isaac, Abdullah, Aldholay, and Ameen, 2019; Isaac, Abdullah, Ramayah, and Mutahar, 2017; Mutahar, Daud, Thurasamy, Isaac, and Abdulsalam, 2018).

4.1 Measurement Model Assessment

The individual Cronbach's alpha, the composite unwavering quality (CR), The normal change extricated (AVE), and the factor loadings surpassed the recommended worth (Kline, 2010; Hair, Black, Babin, and Anderson, 2010) as outlined in Table 1.

Table 1: Measurement model assessmen

Constructs	Item	Loading (> 0.7)	M	SD	α (> 0.7)	CR (> 0.7)	AVE (> 0.5)
Smart Government Usage (SGU)	SGU1	0.924	3.56	1.17	0.971	0.976	0.852
	SGU2	0.918					
	SGU3	0.936					
	SGU4	0.936					
	SGU5	0.919					
	SGU6	0.908					
	SGU7	Deleted					
	SGU8	0.920					

	SGE1	0.929					
	SGE2	0.901					
Smart	SGE3	0.926					
Government	SGE4	Deleted	3.70	1.19	0.972	0.977	0.857
Effectiveness	SGE5	0.908					
(SGE)	SGE6	0.953					
	SGE7	0.924					
	SGE8	0.937					
	EH1	0.841					
	EH2	0.863					
Employee	EH3	0.869					
Happiness	EH4	0.826	3.59	1.18	0.943	0.952	0.714
(EH)	EH5	0.779					
	EH6	0.881					
	EH7	0.836					
	EH8	0.860					

Note: M=Mean; SD=Standard Deviation, α = Cronbach's alpha; CR = Composite Reliability, AVE = Average Variance Extracted.

Key: SGU: Smart Government Usage, SGE: Smart Government Effectiveness, EH: Employee Happiness

How much the articles recognize among ideas or measure various develops is shown by discriminant legitimacy. Fornell-Larcker was utilized to examine the estimation model's discriminant legitimacy. Table 2 shows the results for discriminant legitimacy by utilizing the Fornell-Larcker condition. It was found that the AVEs' square root on the diagonals (showed in striking) is greater than the connections among develops (relating line just as section esteems), proposing a solid

relationship between the ideas and their separate markers in contrast with different ideas in the model (Fornell and Larcker, 1981; Chin, 1998). As per Hair et al. (2017), this shows great discriminant legitimacy. Moreover, exogenous builds have a connection of under 0.85 (Awang, 2014). Subsequently, all builds had their discriminant legitimacy satisfied acceptably.

Table 2: Fornell-Larcker criterion

	EH	SGE	SGU
EH	0.845		
SGE	0.733	0.925	
SGU	0.623	0.738	0.923

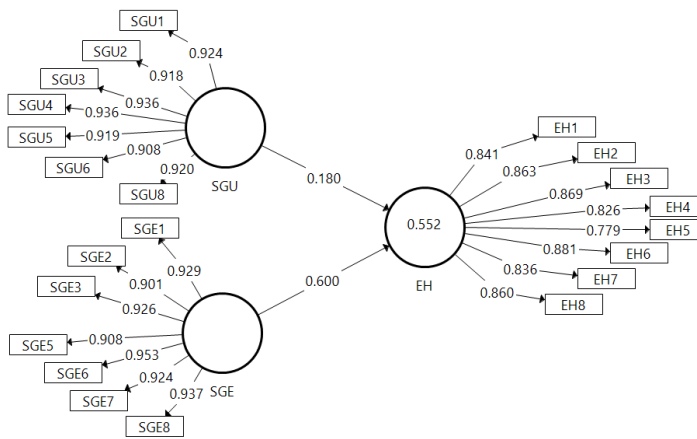
Note: Diagonals represent the square root of the average variance extracted while the other entries represent the correlations.

Key: SGU: Smart Government Usage, SGE: Smart Government Effectiveness, EH: Employee Happiness

4.2 Structural Model Assessment

The structural model can be tested by computing beta (β), R^2 , and the corresponding t-values via a bootstrapping procedure with a

resample of 5,000 (Hair, Hult, Ringle, & Sarstedt, 2017).



Key: SGU: Smart Government Usage, SGE: Smart Government Effectiveness, EH: Employee Happiness

Figure 2: PLS algorithm results

Figure 2 and Table 3 depict the structural model assessment, showing the

Table 3: Result of Direct Effect Hypotheses

Hypothesis	Relationship	Std Beta	Std Error	t-value	p-value	Decision	R ²
H1	SGU→EH	0.180	0.058	3.123	0.001	Supported	0.55
H2	SGE→EH	0.600	0.055	10.980	0.000	Supported	

Key: SGU: Smart Government Usage, SGE: Smart Government Effectiveness, EH: Employee Happiness

V. Discussion

The main objective of the current study is to examine the impact of smart government usage and smart government effectiveness on the employee happiness in the UAE. two hypotheses were assumed that needed to be tested. The test of the hypotheses was done through the SEM Smart PLS 3.0.

The second hypothesis is to examine the influence of smart government usage on employee happiness. Moreover, research questions, that is, RQ1 is generated which in turn, one hypothesis namely H1 (smart government usage → employee happiness), the hypothesis was tested and found to be significant. Hence, smart government usage has a positive effect on employee happiness with $t > 3.123$ ($p < 0.01$). It is likely that smart government usage

results of the hypothesis tests. Smart government usage and smart government effectiveness positively influence employee happiness. Hence, H1 and H2 are accepted with

$t = 3.123$ ($p < 0.01$) and

$t = 10.980$ ($p < 0.001$) respectively. Smart government usage and smart government effectiveness

explains fifty-five percent of the variance in employee happiness. The values of R² have an acceptable level of explanatory power, indicating a substantial model (Cohen, 1988; Chin, 1998).

increases employee happiness among employees of the public sector in the UAE. Furthermore, the variable smart government usage has been linked in this study with personal happiness. For the purpose of accepting or rejecting the hypothesis, tests have been conducted and it has been identified that in the case of smart government usage, it has a significant relationship with personal happiness. Hence it proves that the presence amongst the relationship between smart government usage and personal happiness has statistical significance. As stated by the research of Anthopoulos & Reddick (2015), smart government is an innovative government and it can be deduced from their study that the mobility of the people, the governance, and the standard of the residents of a country can be enhanced. Smart governments have the vision that each city shares

has changed the dynamics for citizens and how the whole approach has augmented the probability of better satisfaction for the same individuals. Smart government has been regarded as a relatively newer concept through which governments have been able to better attain their desired aim and objectives and carry out different activities in the public sector. The use and importance of smart government have been explained in terms of UAE and how it may lead to benefit from the newer concept and its implications in the long run. E-government, on the other hand, has been explained as a related concept to the smart government which got established before. This particular concept has also been well defined and critically explained which further has contributed to benefit practitioners and researchers in the relevant field.

This particular research has significantly added to methodological contributions that have not only supported this particular study but has also provided assistance for future research in the field of smart government and innovation. The collected primary data from the respondents in UAE have provided and given ample insights and reviews regarding the Smart government and its impact on happiness. The fresh and raw data could be used in relevant studies that wish to carry out research in the same category. The findings could, therefore, be highly useful for researches dealing with variables of Smart government in the context of the UAE.

One of the limitations of this study is that the data gathered was cross-sectional rather than longitudinal in nature. The longitudinal method might improve the understanding of the associations and the causality between variables (Isaac, Abdullah, Ramayah, Mutahar, & Alrajawy, 2017; Isaac, Abdullah, Ramayah, & Mutahar Ahmed, 2017). Future research should be conducted to investigate the relationship between variables by conducting cross-cultural studies as recommended by previous studies (Isaac,

Abdullah, Ramayah, & Mutahar, 2017a; Isaac, Masoud, Samad, & Abdullah, 2016).

VII. Conclusion

The government has the responsibility to improve the lives of citizens by formulating and implementing policies and strategies for their betterment, safety, and development. Since smart technology is being used by every sector around the world, it has become necessary for the government as well to work efficiently and to provide every facility to its citizens. This study discussed the results of the research in a detailed manner and tested the hypothesis in which it has been found that smart government, and personal happiness are positively related. Therefore, to ensure the happiness of citizens, the UAE government has to become smart in every aspect. It must provide technological facilities to minimize the efforts, time and money spent by citizens on governmental transactions. Smart government has a positive and significant impact on the personal happiness of citizens. This particular research has provided an overview of the study, further defining its major contributions and recommendations based on the findings. This particular study leads to fill the gap by establishing an integrated framework which identifies the elements related to smart government and its influence on happiness. The outcomes of this study have led to defining how Smart government has had an impact on the happiness of individuals in the UAE. The related factors have been identified and explained in order to develop a better understanding of the whole. Moreover, the findings of this study could be used by varied practitioners related to Smart government and researchers related to such research areas. Lastly, the study has led to contribute towards the knowledge and literature on Smart government and employee happiness.

Appendix
Appendix A

Instrument for variables

Variable	Measure	Source
Smart Government Usage (SGU)	SGU1: I intend to use e-government services on a regular basis in the future.	(Graham & Nikolova, 2013)
	SGU2: I will strongly recommend others to use e-government services.	
	SGU3: I intend to use e-Government services for all my governmental transactions	
	SGU4: I think that dealing with the e-Government systems is better than using government agencies face to face	
	SGU5: All government information is provided online.	
	SGU6: I like the use of e-government website to access government services	
	SGU7: Citizens are able to acquire government services online and perform transactions	
	SGU8: Government employees are open to embrace e-government and have a full understanding of what it entails.	
Smart Government Effectiveness (SGE)	SGE1: I find the e-government website service useful for accomplishing tasks more quickly than the traditional government	(Mansoori et al., 2016)
	SGE2: Using e-Government would enable me to perform governmental transactions quickly than traditional ways.	
	SGE3: Using e-Government would prevent the negative influence of some uncooperative employee on my transactions.	
	SGE4: E-government website(s) increases government transparency.	
	SGE5: In my opinion, the e-government website(s) and government are trustworthy	
	SGE6: I consider Smart government initiatives a great influence of happiness.	
	SGE7: E-government innovation is highly valued by most citizens	
	SGE8: I find the e-government service website easy to interact with.	
Employee Happiness (EH)	EH1: In overall, I am satisfied with my job.	(Frey & Gallus, 2013)
	EH2: I feel happy when I am at work.	
	EH3: I feel motivated to do the best I can in my job.	
	EH4: Considering all my efforts and achievements at work, I feel I get paid appropriately.	
	EH5: I get the chance to be creative in my job.	
	EH6: In general, I am very positive about myself.	
	EH7: My job does not interfere with my family and social life.	
	EH8: My job characteristics and the level of workplace happiness are highly interrelated.	

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