

# IMPACT OF SINGLE WINDOW SERVICE CENTER CHARACTERISTICS ON ACHIEVING ORGANIZATIONAL COMMITMENT, ANALYTICAL RESEARCH AT THE MINISTRY OF INTERIOR/DIRECTORATE OF GENERAL PASSPORTS/IRAQ

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## ABSTRACT

*The purpose of this paper is to identify and explores the concept of one Window Service Center(WSC) as one of contemporary models that in field of business management, received the attention of marketing services researchers according to available resources of the organization, in balanced ways to meet the needs of its customers, Therefore provide facilities to them as well as reduce costs and attempting to fulfill the organization's obligation towards it's customers because the Organizational Commitment (OC) has very important impact as one of important active concepts in the field of administration to achieve the efficiency as well as, effectiveness of organization and achieve congruence between the goals of the organization, The research found that there is a weak rapid response by the research organization to citizens' requests, this calls for the need to follow up the organization and its' interest in this aspect to achieve the organization's goal, which is to provide the best and fastest services to customers and on time.*

**Keywords:** Service Center, One Stop Shop Center, Organization Commitment

## INTRODUCTION

With the advent of knowledge economy era , Business organizations continuously face many circumstances and variables as they strive to achieve goals efficiently and effectively. The needs construction aspirations of customers have increased with increasing technological progress and globalization and increasing the intensity of modern competitive landscape emanating from contemporary business environment and in line with the service sector in most of economies of developed countries, as well as unique and distinctive services while providing to customer, which is one of the important challenges facing modern organizations in addition to increasing employees' aspirations and expectations, as these challenges are the main test of organizations' ability to adapt to the external situation, which requires searching for new means to cope with these challenges. from +here came the idea of research that tried to highlight the impact of the characteristics of the one-window Service Center, which is considered one of the contemporary and modern trends in the field of Business Management in the marketing of services, some departments have become accomplishing the transactions of citizens in an ideal time after the innovation of a modern method that keeps pace with the accelerating time, which is working with the principle of the single window, and there are several department that have implemented this step due to its importance, and its role in limiting the role of brokers and the extent to which they keep pace with technological development and the (OC) has been adopted as an interactive variable, it forms the cornerstone of

any organization and gives it priority in order to compete with other organizations. It puts obstacles in front of its competitors. The research problem lies in the poor understanding of the customers of the mechanism of the organization work and its method of providing the best services by simplifying the procedures in the Iraqi public sector, specifically in the (Department of public passports-one of the formations of the Ministry of Interior) and a sample of (50) employees from the community (100) working. this increased the complaints submitted by customers and thus increased the difficulty of implementing the procedures that must be taken to complete the work within the specified time, which necessitated that work be done in accordance with the principle of the single window as it is one of the modern methods that have proven successful in developed countries in addition to knowing what organizational commitment is for the employee to achieve, the goals of the organization, in the light of this,

### **The Research Problem was formulated in Following Questions in the Organization**

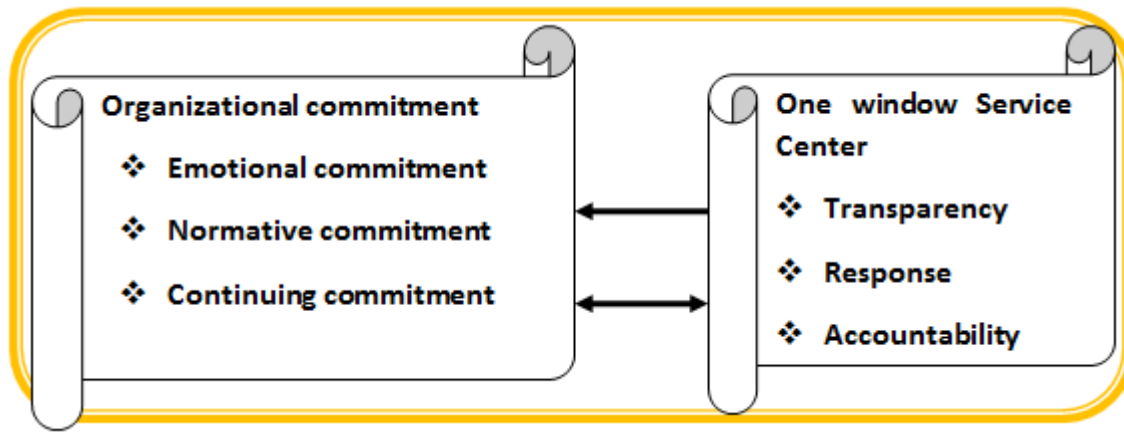
- 1) What is the impact of the characteristics of the single window principle on (OC) in the organization?
- 2) What is the relationship between Single Window properties and (OC)?

Therefore, the importance of research lies in that it tries to reach the formulation of policies and plans to invest the Single Window Service as a contemporary service model, and the research acquires its importance by paying attention to customers, which is the most important element that any service organization seeks to satisfy and the importance of the research is that it contributes to providing solutions to problems and assisting managers in developing modern methods to address the problems faced by service organization, in addition to the fact that the single window service center and its dimension represent a new topic that is subject to interest and application in Iraqi ministries and hasn't been covered sufficiently from studies and researches, and therefore the essential goal of this research is to identify the concept of single window service center and its impact on the (OC) of the researched organization.

### **The Study had the Following Objectives, which also reflect the Research Procedure**

- A. Identify theoretical concepts related to the main and sub-research variables .
- B. identify the impact of the one window service center and its dimensions (transparency, responsiveness, accountability) at the level of (OC) and its dimensions (Emotional Commitment, (EC) Normative Commitment (NC), Continuous Commitment (CC)) in the researched organization, which is one of the modern and renewed topics and the latest literature .
- C. provides suggestions and recommendations that may help the organization (directorates of general passport/one of the formations and the Ministry of the interior) and those working in this sector to improve the level of service delivery to customers .

In addition to measuring, testing the relationships of correlation, influence between search variables and levels quantitatively to use the questionnaire form with the five dimensional Likert scale and some descriptive and statistical methods in the processors, the researcher has come to build a virtual chart of the research as follows:



**FIGURE 1**  
**RESEARCH MODEL BASED ON RESEARCH OBJECTIVE**

**Note:** Dashed line indicates the relationship trace, indicates a correlation relationship

The researcher found construction hypotheses measured and tested them and Hence, we hypothesize have been formulated as follows:

*H1: there is a significant correlation between the characteristics of (SWSC) (transparency, responsiveness, accountability) and (OC).*

*H1a. There is a significant correlation between the characteristics of a (SWSC) (transparency, responsiveness, accountability) and (OC) .*

*H1b. There is a significant correlation between the characteristics of a (SWSC) (transparency, responsiveness, accountability) and Normative Commitment (MC).*

*H1c. There is a significant correlation between the characteristics of a (SWSC) (transparency, responsiveness, accountability) and continuity commitment.*

*H2: The characteristics of a (SWSC) (transparency, responsiveness, accountability) have a significant impact on organizational commitment .*

*H2a. The characteristics of a (SWSC) (transparency, responsiveness, accountability) have a significant impact on (EC).*

*H2b. The characteristics of a (SWSC) (transparency, responsiveness, accountability) have a significant impact on (NC).*

*H2c. The characteristics of a (SWSC) (transparency, responsiveness, accountability) have a significant impact on the (OC).*

## LITERATURE REVIEW

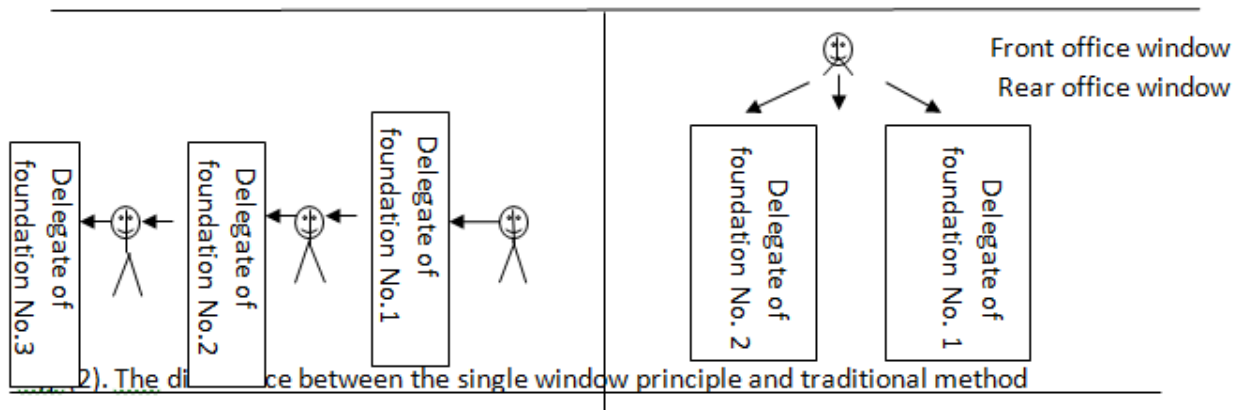
### The Concept of (SWSC)

The literature on the subject was It was few, So The Single (SWSC) is one of the contemporary models that emerged in the field of business management and has received the attention of many researchers because of what the contemporary business environment witnesses of recent and successive developments, most notably the intensity of competition and the spread of technology and the spread of the culture of customer participation in the production of services which led to the emergence of a modern strategy that can keep pace with the modern era, from the point of view of the single window service centre that (the mechanism that provides all the necessary services through a single entry point within the limits of its available resources and at reasonable prices) (Crista & Lau, 2005), and eventually to improve operation (Xu et al., 2015). The (Albaladejo et al., 2008) confirmed in return the requirement of re-evaluation continuously to ensure its ability to adapt with customer's requirements. The researcher (Askim et al., 2011) noted

that the one-window Service Center has become a strategic tool applied to achieve excellence in the service sector, (Johannes & Leslie, 2012) and defined it as a model of providing integrated services in balanced ways to meet the needs of customers.

### What is the Principle of One Stop Shop?

One window is a principle based on providing all services to auditors in one place and providing facilities to them by bringing together representatives of the Department/Government departments concerned with the service under one roof, so as to ensure the ease and speed of service delivery and thus reduce the cost and provide the best services. Figure (2) is an illustration showing the difference between the single window principle and the traditional method of service delivery, The one-window principle of service delivery the traditional method of service delivery



**FIGURE 2**  
**THE DIFFERENCE BETWEEN THE SINGLE WINDOW PRINCIPLE AND TRADITIONAL METHOD**

### The Importance of One Stop Shop Service Center

The importance of the one-window Service Center as one of the modern tools in the field of business management:

- 1) Simplifies administrative procedures by removing unnecessary and useless steps to create a healthy and efficient environment (Bonev & Dian, 2014).
- 2) Contributes to the elimination of duplication to achieve distinction in the service sector and leadership in the field of social benefit to the customer( Askim & Jostin et al., 2011).
- 3) Develops and establishes an integrated database in order to provide information that is comprehensive and constantly up-to-date to the staff .
- 4) It provides services in a cost-efficient manner through the "service value chain" technology and promotes the concept of customer relationship management.
- 5) Helps to accomplish the service and delivered from the first time. Thus achieves the highest level of satisfaction and confidence of customer it saves the time factor to reflect a positive image of the organization (Ahmed & Mohammed, 2017).
- 6) Simplification of procedures, shortening of the subject of correspondence, improvement and development of working methods leading to the economy of efforts and costs (<http://ouruba.alwehda.gov.sy/node/2018>).

### Single Window Service Center (SWSC) Features

Transparency in the model, the staff is characterized by transparency in dealing with the customer by simplifying the complex administrative procedures to provide services to all customers. Transparency is highlighted by supporting and developing the legal system and the judicial system in society by activating the articles of existing laws and working to carry out comparative studies and recommendations to issue new laws on combating corruption and ensuring greater transparency, and the formation of integrity committees in various institutions, through the development of ethical administrative practices and commitment to values in performing the various functions performed by state institutions, and these committees also aim to overcome financial problems and address them if they occur, as well as cases of abuse of power and administrative corruption. Cases of abuse of power, corruption and administrative. <http://zaiou.weebly.com/16051601160716081605>

Speed of response: means speed in processing customer requests by submitting and meeting customer requests as soon as possible (Abdalla et al., 2015).

**Accountability:** Accountability is intended to enable citizens and relevant individuals and non-governmental organizations to monitor and hold public officials and officials in general through appropriate channels and tools, without causing undue disruption or abuse of work. UNDP has also defined it as asking officials to provide the necessary clarifications to stakeholders on how to use their powers, define their duties, take criticism, meet the requirements required of them and accept some responsibility for failure, deceit and fraud(<http://zaiou.weebly.com/16051601160716081605>)

## **Organizational Commitment (OC)**

### **Concept of (OC)**

The concept of Organizational Commitment (OC) is one of the important and vital concepts in the field of behavioral sciences because it has a prominent role in achieving efficiency and effectiveness as the commitment of employees to the work assigned to them is evidence of organizational excellence of organizations, and the concepts of (OC) have varied due to the divergent insights of researchers about it (Porter, 1968) sees that commitment is the individual's willingness to make great efforts in the interest of the organization and to have a strong desire to remain in the organization and to accept values and main goals of the organization (Abtisam, 2015) And feels proud of belonging to it, while (Kazim & Faiq, 2010) defined it as the process of congruence that occurs between the goals of the individual and the goals of the organization or is the degree of moral and emotional, functional commitment of the individual within the organization as reflected in the achievement of its objectives. Therefore researcher can say that (OC).is the (A measure of full faith in the objectives of the organization and the willingness of its members to perform their duties with a high degree to achieve what the organization aspires to).

### **The Importance of (OC)**

The commitment of individuals to the organizations in which they work is an important factor more than job satisfaction in predicting their survival in their organizations or leaving the work. The commitment of individuals to their organizations is also an important factor in ensuring the success of those organizations and their continuity and increase their productivity the importance of commitment also lies in translating the desires, tendencies and beliefs that exist within the individual towards his organization into positive behavior that pushes the organization to progress and stay. (Al Wazzan, 2006; Falih & Hikmat, 2010) (the importance of (OC),can be explained by the following points :

- 1) (OC), is one of the important indicators to predict many behavioral aspects, especially the labor turnover rate .
- 2) The (OC) contributes to increasing the cohesion of the working people and increasing their confidence in the organization, thereby contributing in achieving long-term stability .
- 3) Likewise, increase performance and productivity rates.
- 4) Contributes to reducing the problems that occur between management and employees as a result of increasing compatibility rates among them

### **Dimensions of (OC)**

(OC) is the measure of full belief in organizational goals and values, as the individual exerts through this concept the maximum energies to achieve those goals through the true embodiment of values (Falih, Hikmat, 2010) Likewise there are three dimensions that constitute the highest percentage of agreement among researchers, namely (emotional commitment, normative commitment, continuous commitment ) which will be adopted in the current research which forms the modern entrance to the study of (OC).

#### **Affective Commitment**

It refers to emotional attachment or conformity and integration with the values and goals of the organization. (Meyerb & Allen, 1991) while (Jaros et al.,1993) describes emotional commitment as the degree to which an individual is psychologically associated with the organization through a range of emotions such as loyalty, attachment, tenderness, happiness, belonging, desire) it can be said that individuals whose main attachment to the organization stems from their emotional feelings towards the organization they keep doing that.

#### **Normative Commitment (NC)**

An individual's sense of duty and obligation to continue working within the organization (Meyer, 1991), while (Jaros et al., 1993) indicated that an individual's sense of obligation and duty to remain with the organization may stem from personal values and principles held by the individual before entering the organization (cultural or family orientation ) or after entering the organization (organizational orientation) .

#### **Continuous Commitment (CC)**

It refers to the awareness of the costs associated with leaving the organization (Meyer et al., 1991) while (Jaros et al., 1993) describes the ongoing commitment that the degree to which an individual feels locked in place (forced to work in that organization) as a result of the financial costs associated with leaving the organization, which are material and moral costs represented by the loss of seniority-based benefits such as (promotion, retirement, rupture of relations and contacts with co-workers ) as well as the waste of time and effort required to acquire new skills in the new job when practicing work in another organization.

## **RESEARCH DESIGN AND SAMPLE**

Tests of honesty and constancy of questionnaire and Data collection and analysis

### **Validate Content with Terminal Comparison**

The truthfulness test reflects the truthfulness of the thirty paragraphs in the representation of transparency, response, accountability, sentimental commitment, normative commitment, continuous commitment), and at the same time proves the truthfulness of the representation (transparency, responsiveness, accountability) of the characteristics of the single window service center with proof that the sentimental commitment, normative commitment, continuous commitment) represent the organizational commitment well and that is through the method of validating the content with situational comparison which confirms the necessity of arranging the data in ascending or descending order with a cut of 27% from the top section of the data and the like from the lower section. Then the test for comparison between the average of the two section will be applied as the condition of validity will be provided in the paragraphs of the questionnaire when the calculated T value is greater than its tabular counterpart which is (2.048), after arranging the data in descending order and applying the test, value of T calculated between the two averages for the entire questionnaire paragraphs (21.923), which is moral because it is greater than the tabular value (2.048), demonstrating the successful crossing of all the questionnaire paragraphs to test the honesty, to indicate the truthfulness of the thirty paragraphs in representing (transparency, response, accountability, sentimental commitment) Table 1 indicates the veracity of the fifteen paragraphs of the independent variable in the representation of the characteristics of the Single Window Service Center is better Represent and validate the fifteen paragraphs of the dependent variable in the representation of organizational commitment.

<b>Variables</b>		<b>T-Test</b>	<b>Researchers Comment</b>
X	Single Window Service Center	18.068	fulfils the requirement of content veracity in the paragraphs of the independent variable
Y	Organizational commitment	19.714	Full fills the requirement of content veracity in the paragraphs of the dependent variable
Total paragraphs of questionnaire		21.923	verify the content veracity requirement in the questionnaire paragraphs
Tabular T value at a moral level ( 0.05 ) reached (2.048)			

### Stability Test

We can see through table 2 that the value of the stability coefficient (Cronbach's Alpha) for the total questionnaire paragraphs (0.866), which is more than (0.500), confirming that the questionnaire paragraphs skip the stability test successfully, while the value of the stability coefficient (Cronbach's Alpha ) for the paragraphs of the independent variable, As for the entire paragraphs of (OC), the stability factor was recorded (0.862) and this value indicates that the paragraphs of the dependent variable have skipped Single Window Service Center (0.849), indicating the presence of high stability in the paragraphs of the dependent variable skip the stability test successfully because it is more than (0.500)

. With this result, we conclude that there is a high stability in the questionnaire paragraphs, as shown in Table (2) as follows:

<b>Researcher Comment</b>	<b>Cronbach's Alpha</b>	
High stability in independent variable paragraphs	0.85	X Single Window Service Centre

High stability in dependent variable paragraphs	0.86	organizational Y commitment
High stability questionnaire paragraphs	0.87	Total questionnaire paragraphs

### Independent Variable (WSC)

Table (3) shows that value of weighted arithmetic mean of the independent variable represented by (SWSC) Center amounted to (3.9617), which is greater than the value of the hypothetical medium representing the boundary between Agreement and non-Agreement which is (3), especially the value of the weighted arithmetic mean of the independent variable fell within the category ( from 3.4 to less than 4.2 ) in the response strength matrix, this indicates that the level of importance of the sample answers on the paragraphs of the independent variable tended towards agreement with a high response level and a standard deviation of (1.0998) which indicates observed dispersion in the sample responses regarding the paragraphs of the (SWSC) variable, and recorded relative importance For the independent variable (79.235%), these results show the agreement of most of the members of the study sample on the paragraphs of the independent, from which we conclude that the (SWSC) derives its strength and effectiveness clearly from the characteristics of transparency, responsiveness and accountability, the levels of importance of the characteristics of the (SWSC) the significance level of the (SWSC) characteristics were distributed among the highest response level achieved by the transparency feature among the characteristics of the independent variable with a weighted arithmetic mean (4.0407) and a standard deviation of (1.04812), with confidence that the (SWSC) relied heavily on transparency according to the answers of the study sample, while Table (3) indicated that the response property achieved the lowest level of answer among the characteristics single window Service Center, where the value of the weighted arithmetic mean (3.8778) and the standard deviation of response (1.13291), and relative importance (77.56%) to confirm that most of the members of the study sample agree that there is a significant weakness in the dependence of the (SWSC) on response, this is due to its weakness in the management of the organization looking for employee requests, and this is a reality that is present and tangible by most of the customers who deal with the organization and not meeting the customers' need and aspirations as indicated in figure (3) as follows.:

Model (3) distribution of Single Window Service Center characteristics

Response Level	The Relative Importance	Std. Deviation	Weighted Mean	Paragraphs	Symbol
High	8,33,333	1.14513	4.1667	The service is available to all without any discrimination or prejudice	Q1
High	7,59,259	1.13901	3.7963	The information provided to the citizen is modern and comprehensive	Q2
High	7,74,074	1.1167	3.8704	There is a visible and clear communication between the staff and The Citizen	Q3
High	8,25,926	0.86975	4.1296	Work is done within clear and declared procedures and methods	Q4



High	8,48,148	0.97003	4.2407	The administration is keen to scale or end Citizen extortion cases	Q5
High	8,08,148	1.04812	4.0407	Transparency	X1
High	8,03,704	1.03688	4.0185	The administration is keen to respond quickly to citizens ' requests	Q6
High	7,96,296	1.05492	3.9815	Delivery of services on time and on schedule	Q7
High	7,59,259	1.27944	3.7963	Delivery of services on time and on schedule	Q8
High	7,51,852	1.14818	3.7593	Management is keen to reduce the effort and time required to complete the work	Q9
High	7,66,667	1.14513	3.8333	The answers to inquiries and questions are distinguished by a professional and efficient level	Q10
High	7,75,556	1.13291	3.8778	Response	X2
High	77,037	1.18811	3.8519	The nature of the work of the (SWSC) is characterized by secrecy and confidentiality while dealing with the citizen	Q11
High	8,40,741	0.85516	4.2037	Commitment to the specified working hours is one of the most prominent features of the (SWSC)	Q12
High	7,88,889	1.10602	3.9444	Single Window Service Center employees deal with citizens with courtesy and professionalism	Q13
High	7,74,074	1.2293	3.8704	The nature of the work of the Single Window Service Center is characterized by honesty	Q14
High	7,92,593	1.21256	3.963	The administration works to form good relations with citizen	Q15
High	7,93,333	1.11823	3.9667	Accountability	X3
High	79,235	1.0998	3.9617	Single Window Service Center	X

### Dependent Variable (OC)

Table (4) confirmed that the value of the weighted arithmetic mean of the dependent variable represented by (OC) amounted to (4.0111), which is greater than the value of the hypothetical medium representing the boundary between Agreement and non-Agreement which is (3), especially the value of the weighted arithmetic mean of the dependent variable fell within the category (from 3.4 to less than 4.2) in the response strength matrix, this indicates that the level of importance of the sample responses to the paragraphs of the dependent variable tended towards agreement, with a high level of response and a standard deviation of (1.1052), which indicates the

presence of a noticeable dispersion in the sample responses regarding the paragraphs of the (OC) variable the relative importance of the dependent variable recorded (80.222%), and these results show the agreement of most of the members of the study sample on the paragraphs of the dependent variable, and it is inferred that the (OC) derives its strength and effectiveness clearly from the types of emotional commitment, response and accountability, the levels of importance of the types of (OC) were distributed among the highest level of response achieved by the highest level of response achieved by emotional commitment among all types of (OC) with a weighted arithmetic mean of (4.1333) and a standard deviation (1.0736) and a relative importance approached (82.67%) which documents the dependence of (OC) largely on emotional commitment according to the answers of the study sample while Table (4) indicated that the continuous commitment achieved the lowest level of answer among the types of (OC) as the value of Its weighted arithmetic mean (3.8407) and the standard deviation (1.0736) and a relative importance of (82.67%) which documents the reliance of (OC) according to the answers of the study sample. While table 4 indicated that the continuous commitment achieved the lowest level of response among the types of (OC), as the weighted arithmetic mean value reached (3.8407) of the continuing obligation (1.0936), and a relative importance of about (76.82%), which confirms the agreement of most members of the study sample that there is a significant weakness in the dependence of the organizational commitment on the continuous commitment, as indicated in Form 4.

Form (4) distribution of types (OC)

<b>Response level</b>	<b>Relative importance%</b>	<b>Standard deviation</b>	<b>Weighted mean</b>	<b>Paragraphs</b>	<b>Symbol</b>
High	8,03,704	1,25,127	40,185	I feel I will be happy working until I reach retirement ago in this department	Q16
High	8,14,815	1,11,341	40,741	I feel so seriously that the problems of this work are like my own problems	Q17
High	8,14,815	1,16,314	40,741	I feel a strong sense of belonging to this work	Q18
High	8,48,148	,98929	42,407	I feel part of a family in this work	Q19
High	8,51,852	,85086	42,593	my work with this work means a great deal of personal meanings	Q20
High	8,26,667	1,07,360	41,333	emotional commitment	Y1
High	8,55,556	,95989	42,778	I feel committed to staying working in this work	Q21
High	7,48,148	1,13,578	37,407	I see it is wrong to leave the work currently even if it is useful	Q22
High	7,66,667	1,28,489	38,333	I would feel guilty if I left the work in these circumstances	Q23
High	8,51,852	1,10,206	42,593	this work deserves my loyalty	Q24

High	8,37,037	1,26,004	41,852	I feel an obligation and responsibility towards the people working in this department so I do not leave it currently	Q25
High	8,11,852	1,14,853	40,593	I feel committed to staying working in this work	Y2
High	8,33,333	1,11,169	41,667	I would like to continue working currently in this department	Q26
	7,55,556	1,11,027	37,778	leaving the work currently causes me many problems and disturbances	Q27
High	7,66,667	,98575	38,333	my stay in this work is as necessary as my desire.	Q28
High	7,55,556	,98415	37,778	I feel like I have very few options and opportunities to consider leaving this work	Q29
High	72,963	1,27,616	36,481	the benefits I get in this department are one of the main reasons why I continue to work in it	Q30
High	7,68,148	1,09,360	38,407	continuous commitment	Y3
High	80,222	11,052	40,111	Organizational commitment	Y

### Correlation between the Characteristics of a (SWSC) and (OC)

We Note from Table (5) acceptance of the first main hypothesis with a percentage of confidence (95%), as the calculated value of Z (5,0742) which is moral, because it is greater than the value of Tabular Z (1.96) at amoral level (0.05), while the value of the simple correlation coefficient between the (SWSC) and the (OC) (0.697) this establishes the existence of a strong direct relationship between the independent variable, as table (5) showed acceptance of the three secondary hypotheses stemming from the first main hypothesis, bringing the number of acceptable correlation hypotheses to four significant hypotheses of the four hypotheses, the percentage of the number of accepted hypotheses reaches 100%.

As noted from Table (5) acceptance of the first secondary hypothesis emanating from first main hypothesis and with a percentage of confidence (95%), as the calculated value of Z (4,885) is moral, because it is greater than the value of tabular z (1.96) at the level of moral (0.05), while the value of the coefficient of simple correlation between transparency and organizational commitment (0.671) to establish that there is a strong direct relationship between transparency and organizational commitment according to the opinion of the sample, since the work is clear and in an open manner. From Table (5) we deduce acceptance of the second secondary hypothesis emanating from the first main hypothesis eith a confidence rate (95%), where the calculated value of Z (3,5527) is moral, while the value of the coefficient Simple correlation. Between the response and the organizational commitment (0.488) to establish a strong direct relationship between the response and the organizational commitment according to the opinions of the sample and this happened not because of the rapid response but the speed of response to the inquiries of citizens. The table (5) indicates acceptance of the sample and his happened not because of the hypothesis emanating from the third

secondary hypothesis emanating from the first main hypothesis with a confidence rate ( 95%), where the calculated value of Z (4,4263) is moral, while the value of the coefficient of simple between accountability and (OC) (0.608) to establish a strong direct relationship between accountability and (OC) according to the opinion of the sample.

Researcher Comment	Test-Z	Simple Correlation Coefficient	Variables		Hypothesis	
	Z- Caculated		Dependent	Independent		
Acceptance by 95% confidence	4.885	0.671	(OC)	Transparency	-01 Jan	Secondary
Acceptance by 95% confidence	3.5527	0.488	(OC)	Response	-01 Feb	
Acceptance by 95% confidence	4.4263	0.608	(OC)	Accountability	01-Mar	
Acceptance by 95% confidence	5.0742	0.7	(OC)	(SWSC)	first main	
Four moral hypotheses out four hypotheses		Number		Moral correlations		
100%		Percentage of number of accepted hypotheses				

### The Impact of the Characteristics of the (SWSC) on the (OC)

From table (6) it is concluded that the second main hypothesis is accepted, which states that there is a statically significant impact of the (SWSC) on (OC) with a 95% confidence

The value of the calculated F (42.7066) which is moral, because it is greater than the tabular value of F (4.0012) at a moral level (0.05), while the value of the coefficient of determination (44.62%), indicating the percentage of interpretation of the (SWSC) of the (OC). Also table (6) emphasized that the transparency feature recorded the highest impact on the organizational commitment among the characteristics of the independent variable and in fact (42.4%) this is due to the strength of communication between citizen and employee and clearly, while the responses characteristic has recorded the lowest percentage of impact in the (OC) by (24.5%), the Table (6) showed acceptance of the first second hypothesis emanating from the second main hypothesis which states there is a statistically significant moral effect of transparency in the (OC) { and a percentage of confidence (95%), as the calculated value of F (38.328) it is moral because it is greater than the tabular F value (4.0012) at the level of moral (0.05), while the level of coefficient of determination was (42.4%) thus showing the ratio of transparency interpretation to the (OC) Table (6) pointed to the acceptance of the second secondary hypothesis emanating from the second main hypothesis, which states there is a statistically significant moral effect of a response characteristic in (OC) by percentage of confidence (95%), as the calculated value of F (16.866) which is moral, because it is greater than the tabular value of F (4.0012) at the level of moral (0.05), while the value of the determination factor (24.5%) to show the proportions of interpretation of the responses to the (OC) the accountability feature in (OC) with a confidence rate (95%), as the calculated value of F (27.462) which is a moral, because it is greater than the tabular value of F (4.0012) at the level of moral (0.05) while The value of the determination factor (34.6%) to Show

the ratio of accountability interpreting of (OC) dua high commitment to actual working hours and stay in the organization.

Researcher Comment	Test-F	parameter Selection%	Variables		Hypothesis	
	F- Calculated Value of F		Dependent	Independent		
Acceptance by 95% confidence	38.328	42.40%	(OC)	Transparency	-01Jan	Secondary
Acceptance by 95% confidence	16.866	24.50%	(OC)	response	-01Feb	
Acceptance by 95% confidence	27.462	34.60%	(OC)	accountability	01-Mar	
Acceptance by 95% confidence	42.7066	44.62%	(OC)	(SWSC)	Second main	
Four moral hypotheses out four hypotheses		number		Moral correlations		
100%		Percentage of number of accepted hypotheses				

## CONCLUSIONS AND RECOMMENDATIONS

- 1) Poor rapid response by the researched organization to citizens ' requests
- 2) Statistical analysis showed the keenness of the researched organization to pay attention and work on the principle of one (SWSC) this is due to the interest improving the level of services provided to citizens.
- 3) That the researched organization seeks to work within this principle but does not apply the system properly and the reason for this is the adoption of nepotism and sometimes bias.
- 4) The existence weakness in the case of the continuous commitment of employees in the passport department as one of the variables of (OC), which entails material and moral costs calculated on the organization.
- 5) It turns out that the phenomenon of (OC) has significant impacts in the organization's success and continuation in the world of development this requires joint efforts of every individual staff being a team of one.
- 6) Weakness in the aspect of conducting seminars and training courses that demonstrate the importance of (OC) by the research organization.

### Therefore was that Some Recommendations

- 1) The necessity to follow up the organization and its keenness to respond quickly to citizens ' requests and deliver services on time .
- 2) The necessity to strengthen the continuous support to work within the principle of a (SWSC) to achieve the goal of providing the best services to citizens .
- 3) The necessity to apply the principle of a (SWSC) center and provide all its requirements to all and equally to improve the level of its services
- 4) Dealing with cases of continuous commitment to reduce the cases of turnover as the individual is one of the most important investment assets, and the organization must retain it to maintain the required time and effort .
- 5) Promote joint work situations for individuals to achieve the goals of the organization .
- 6) Work to demonstrate and promote the importance of (OC) as one of the performance evaluation criteria for employees through seminars and training courses.

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