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Thesis Abstract

**The impact from Application of Electronic documentation
at notary public upon the satisfaction of clients and the
quality of service**

Thesis presents
For master degree in Business Administration

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Introduction :

The Problem of study lies in the modernisation revolution in Egypt actually to copy with the age of information technology with the use of computer systems in all the bodies of the state according to electronic program of the government as the ministry of justice had cooperated with the ministries of communication and development to mechanize the notary public in the republic and in 500 offices as the effective execution of 40 offices since 2002 up to January 2009 with the implementation in the remaining offices. Due to the importance of notary offices as a service section to the citizens in a Record time and with the least cost .

It is necessary to study the impact from electronic documentation in notary upon the satisfaction of clients and the quality of service

The problem of the study

- 1- The responsible for application of electronic documentation do not assess if the quality of service to citizens come to their expectations and the non assessment of public satisfaction .
- 2- Non determination of criteria that public depend upon to judge the quality of service

The goals of the study.

- 1- determine the gap between the expectation of clients from electronic documentation and the real perception of the quality of service.
- 2- study the relation between the quality of service in notary offices and the assessment of clients to this service.
- 3- study the relation between the satisfaction about the quality and the assessment of clients to the quality of service.
- 4- determine the nature of relation between the satisfaction of client about the quality of service in notary public and the demographic characteristics (sex- age – education- profession) of these clients.

The assumptions of the study

- 1- there is a gap between the expectations of client to the quality of service and the actual performance of service.
- 2- There is a positive relation between the dimensions of actual quality of service and the assessment of clients to the quality of service.
- 3- There is a positive relation between the satisfaction about the existence of these dimensions and the assessment of clients to the quality of service.
- 4- There are statistical differences between the satisfaction of clients about the quality of services and the demographic characteristics (sex- age- education- functional level) of these clients.

The results of study

Through the statistical analysis, the researcher had obtained the following results:

- 1- The validity of first assumption: about the gap between the expectation of client to the quality of service and the effective performance of service and which reveal that the actual service is less than expected.
- 2- Validity of second assumption about the positive relation between the dimensions of actual service and the assessment of clients to this service, therefore as long as the quality improves, the assessment of clients will be positive.
- 3- Validity of third assumption about the positive relation between the satisfaction about the dimensions of quality and the assessment of quality, therefore as long as the clients are satisfied with service, the assessment will be positive.
- 4- Validity of fourth assumption about statistical differences between the satisfaction of clients about the level of service and the demographic characteristics (Sex- age- education- professional level) of clients.

The recommendations of the research:

- 1- the responsible of implementation in notary public should assess the quality of service and identify the factors of clients satisfaction and identify the causes of failure.
- 2- To provide modern equipments with systems for continuous maintenance of these equipments.
- 3- Recruit young staff of suitable experience in computer.
- 4- Develop the skills of staff and suggest sound basis for selection of operators from graduates to ensure the accuracy of work, speed of performance and reduce the waste of client money.
- 5- Provide training courses for staff in order to prepare them to deal with public particularly in climax.

- 6- Facilitate the procedures for old and disabled clients (expenses- priority).
- 7- To maintain the power of attorneys on micro films.
- 8- To engage the staff to come and leave in scheduled timing.
- 9- Apply strict system to avoid bribe with the exclusion of care and security staff in notary public and to depend on staff from notary public in order to determine the responsibility and accountability of bribers.
- 10- Provide electronic call like in banks in order to achieve the system and prevent the discrimination of clients.
- 11- Provide good facilities in notary public (bath rooms – and potable water).