



Evaluating Computer Applications' Impact on Job Performance Quality: A Case Study at the National Social Insurance Fund for Salaried Workers -Tamnaghasset-

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Abstract:

This paper evaluates the impact of computer applications on job performance quality at the National Social Insurance Fund for Salaried Workers in Tamnaghasset. Employing a descriptive-analytical methodology, the research deployed a questionnaire targeting a random sample of 55 employees. The research assessed the integration of computer applications through the dimensions of graphical user interface (GUI), application functionality and content, application reliability and performance, and responsiveness. Results indicate a positive correlation between computer application deployment and job performance metrics, represented by technological advancement, process optimization, employee engagement, and customer satisfaction.

Keywords: *Computer applications; job performance; Tamnaghasset National Social Insurance Fund; technology; quality.*

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I. INTRODUCTION

In modern institutions, technology has become an indispensable element, serving as a fundamental pillar for achieving strategic visions and objectives. Technical advancements are crucial for enhancing infrastructure, developing human capital, and increasing returns in both service and production sectors.

The exigencies posed by the COVID-19 pandemic in 2019 accentuated the criticality of technological agility within organizations. This period catalyzed an evaluation of organizational resilience and adaptability, with a specific focus on maintaining continuity through digital modalities, such as teleworking and virtual conferencing. These adaptations were essential to mitigate the impacts of lockdowns, which forced many organizations to suspend operations and grant exceptional leave to employees.

This strategic recalibration often required a nuanced reassessment of existing policies to formulate robust, long-term operational frameworks capable of withstanding such crises. The efficacy of technological integrations has been validated through their demonstrable impact on improving administrative efficiency, streamlining service delivery, and facilitating deeper digital integration (Kadri , 2023, p. 225), thereby alleviating customer burdens and optimizing both time management and overall organizational performance.

1. Problem Statement

The social insurance sector, integral to Algeria's societal welfare, is tasked with managing extensive coverage for a vast demographic. Within this sector, the National Social Insurance Fund for Salaried Workers is pivotal, continually striving, both centrally and locally through its regional agencies, to enhance its performance. This entity has invested in the development of bespoke software and applications aimed at refining service delivery through enhanced efficiency and reduced effort and time. This study is driven by the imperative to harness technology for enhanced service provision, prompting the following research question: What is the extent of the impact of computer applications on job performance quality at the Tamnaghasset Agency of the National Social Insurance Fund for Salaried Workers?

To dissect this central question, the following sub-questions were developed:

- What are the definitions of applications and software?
- How are performance and performance quality defined?
- Does the agency possess an infrastructure capable of supporting transformations?
- To what extent are the agency's employees proficient in fundamental technological skills?

2. Research Hypotheses

First Hypothesis: There is no statistically significant correlation ($\alpha = 0.05$) between the graphical user interface (GUI) of applications and technological advancement at Tamnaghasset agency.

Second Hypothesis: There is no statistically significant correlation ($\alpha=0.05$) between application functionalities and process optimization at the agency.

Third Hypothesis: There is no statistically significant correlation ($\alpha=0.05$) between the reliability and functionality of applications and the level of employee engagement and participation at Tamnaghasset agency.

Fourth Hypothesis: There is no statistically significant correlation ($\alpha=0.05$) between the responsiveness of applications and customer satisfaction levels at the Tamnaghasset agency.

3. Research Significance

The integration of technology within organizational frameworks is a critical contemporary issue. Recognizing the efforts by governmental authorities to digitize

sectors necessitates the creation of conducive conditions, such as robust infrastructure, advanced technological tools, and the professional development of human resources to adeptly manage new technologies. The importance of this study is threefold:

- It underscores the strategic value of leveraging technology in management to enhance performance methodologies and performance processes.
- It highlights the necessity of developing intelligent applications to support the institution in delivering superior services.
- It emphasizes the efficiency gains from employing computer applications within the organization, particularly in terms of resource optimization and time management.

II. Computer Applications and Software

Computer applications and software are vital technological tools that provide institutions with an advanced technological foundation, giving them a competitive edge in a volatile and unpredictable market. The integration of technology within an organization enhances employee performance and enables management to effectively monitor service quality and accurately track service delivery processes.

1. Definition of Computer Applications and Software

Software and applications, as delineated in the lexicon of information technology, are indispensable for the operational use of computers. Absent such software, the intrinsic benefits provided by computer technology remain untapped. Officially, software is described as "a collection of programs, processes, rules, and potentially accompanying documentation concerned with the functioning of a data processing unit (JORE, 1982)." Additionally, software is often provided on various media such as floppy disks or CD-ROMs, complete with guides or manuals that elucidate operational procedures (Al-Tahan, 2022, p. 468). It encompasses a wide array of user-oriented software designed for specific tasks, including website design tools, statistical analysis software, and word processing software (Al dalahma, 2008, p. 31). Moreover, programs are characterized as "a set of directives and instructions programmed into a computer to process inputs in an effective manner to achieve desired outputs" (Al sarayra, 2010, p. 44).

From an operational perspective, application software comprises the intangible components of computer systems, crafted specifically to execute designated services.

1.1. Types of Applications

Prior to initiating the development of any application, it is crucial for developers to possess comprehensive knowledge of the supportive technologies available. This ensures the application aligns with technological capabilities and system requirements. Applications or software can be categorized as follows (Lisicim, 2013, p. 37):

1.1.1. Desktop Applications:

A desktop application is a software that runs entirely on a single computer; thus, it does not require web access to function. Its advantages include faster operation and greater stability as it does not depend on the performance of another application. However, its drawback is portability since it needs to be installed on each device to be accessible. Additionally, desktop applications often face operating system compatibility issues.

1.1.2. Web Applications:

Also known as web apps, these are typically developed in HTML and can be accessed through a web browser or via a client-server protocol, allowing users to utilize the application features using a password to gain access. Their primary advantage is cost-effectiveness. Furthermore, a web application can be accessed from any type of workstation (PC, mobile phone, tablet, etc.) and from any location. Moreover, they do not require operating system compatibility and generally provide better security management. The main disadvantage is that these applications can only be accessed with an internet

connection, and access can sometimes be challenging due to network failures and frequent outages.

1.1.3. Hybrid Applications:

These are applications that blend features of both desktop and web applications. They are considered hybrid because they require special technology that may not be available on all computers.

1.1.4. Mobile Applications:

Mobile devices, such as smartphones and tablets, have become the preferred platforms for applications of all kinds. The average user now spends more time on mobile devices than on desktop computers, often browsing social media and accessing information on the go (comscor, 2024). The advantage of mobile applications lies in their connectivity and the constant availability of the device to its user. On the other hand, they also face certain limitations, such as the need to be energy-efficient and being confined to small touchscreens. Additionally, a significant challenge for developers is the fragmentation of the mobile device market, divided between two main operating systems—Google's Android and Apple's iOS—which are not compatible with each other. An application native to Android does not operate within the iOS ecosystem and vice versa (Laferriere, 2018, p. 24).

1.2.Applications Dimensions

Computer applications and software exhibit a vast range of forms and dimensions, which are determined by multiple influencing factors. There are several critical aspects that can significantly impact the dimensions of applications and software, encompassing:

1.2.1. Graphical User Interface (GUI):

The GUI plays a pivotal role in determining the scope and scale of applications. A complex interface, replete with multiple elements such as windows, icons, and menus, necessitates expanded software dimensions to seamlessly accommodate these components. The GUI serves as a critical interaction layer between the user and the computing system, involving elements that are navigated through mouse clicks and keyboard inputs. As posited by Feizi (2012, p. 1090), the GUI's design profoundly impacts user engagement and operational efficiency. Furthermore, Tanuwijaya and Suharto assert that customization and user-friendliness in GUI design significantly enhance user satisfaction, fostering a sense of loyalty towards electronic platforms (Tanuwijaya, 2019, p. 829).

1.2.2. Content and Functionality:

Content encompasses the entire gamut of intellectual output—information, ideas, and experiences—preserved across various media. This intellectual reservoir includes digital formats, printed materials, and multimedia resources, extending to databases and bespoke software solutions. The richness of content, such as multimedia integration and data-intensive features, dictates the application's required capacity, influencing both the software's footprint and its computational demands.

1.2.3. Responsiveness:

In today's multi-device ecosystem, application responsiveness is critical. It denotes the software's ability to adapt to various device screens and operating environments, ensuring a consistent and user-centric experience. Maubourguet describes responsiveness as an evaluative metric that gauges the software's ability to align with user interactions and content requirements effectively (Maubourguet, 1994).

1.2.4. Reliability and Performance:

This dimension evaluates the software's capability to perform designated functions reliably over time, without failures. Reliability is assessed through metrics such as mean time to failure—a statistical measure that predicts the interval before the first operational failure occurs (David A, 1987, p. 101). For high-stakes applications, particularly those handling substantial data volumes or executing complex transactions, optimizing for

performance and reliability is paramount to maintain functionality in due time.

Beyond the core dimensions, software development also considers factors like application type, target device specifications, multilingual support, and screen resolution compatibility.

2. Job Performance Quality

Regardless of size or operational domain, organizations universally endeavor to achieve excellence through the provision of high-quality services. This commitment ensures that employee performance not only meets but exceeds the strategic expectations set by senior management, aligning seamlessly with the organization's overarching strategic objectives. (zerfaoui, 2019, p. 77)

2.1. Definition of Quality

2.1.1. Etymological Perspective: Al-Jawda Derived from the Arabic term "al-jood," which signifies generosity, the concept of quality traditionally opposes inferiority, denoting the enhancement of value and excellence in both discourse and action (Ibn Manzur, 1994, p. 245).

2.1.2. Technical Definition: W. Edwards Deming, a pioneer in quality management, articulated quality as "adherence to consumer needs and demands, irrespective of their nature, encompassing continuous improvement in all operational facets and consistent reduction in losses and costs" (Boukemiche, 2011, p. 14). Further, quality is described as "alignment with requirements, focusing not merely on the degree of goodness but on specification compliance" (AL Thani, 2008, p. 29). Additionally, quality signifies "an organization's capacity to produce goods or render services with a high degree of excellence and precision, thereby fulfilling its commitments towards customer satisfaction effectively. This achievement is facilitated through rigorously defined standards that aim to instill distinctiveness in the offerings" (Aqili, 2001, p. 17). According to ISO 8402 (1994), the International Organization for Standardization defines quality as "the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs" (Kechida, 2001, p. 41).

These interpretations suggest that quality transcends the mere visible attributes of products or services. It extends into the sphere of satisfying customer expectations through predetermined, stringent standards and measures, necessitated by intense competitive dynamics.

2.2. The Importance of Quality

In today's volatile market dynamics, quality—whether in products or services—is critically important for organizations. Consumer preferences now primarily drive quality standards, overshadowing traditional cost-based competition. Thus, organizations are increasingly prioritizing quality due to its profound impact on strategic outcomes and market positioning.

2.2.1. Risks Associated with Inadequate Quality Management:

The failure to meet quality expectations can expose organizations to significant risks (Ahmed Sayed, 2005, p. 77):

- Inadequate quality leads to increased consumer complaints, as the products or services fail to meet their needs and expectations.
- Poor quality can tarnish an organization's market reputation.
- There is a direct correlation between quality and consumer demand; lower quality often results in decreased sales volumes.
- Non-conformities and defects lead to increased costs associated with corrections, repairs, and compensations.
- Continual quality issues can erode profits and reduce market share.

2.2.2. Benefits of Robust Quality Management:

Conversely, maintaining high-quality standards offers substantial benefits (Al Dararka, 2001, p. 53) :

- Meeting or exceeding quality expectations enhances customer satisfaction and loyalty, thereby fostering long-term customer relationships.
- High-quality standards elevate an organization's stature within the marketplace.
- Superior quality acts as a magnet, attracting more customers.
- High conformance to quality reduces the incidence of defects and non-conformities, leading to lower operational costs.
- Quality is a key differentiator in competitive markets, allowing organizations to command premium pricing.
- Quality drives operational improvements, boosting overall efficiency and profitability.

2.3.Dimensions of Quality: Quality manifests in three primary dimensions (Abd Alaziz, 1999, p. 09):

2.3.1. Design Quality: Pertains to the integration of both tangible and intangible attributes in product or service design. (Nihad , 2024, p. 15)

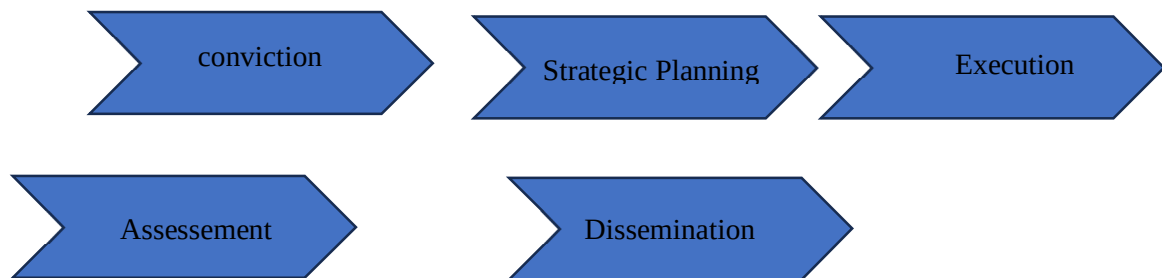
2.3.2. Conformance Quality: Focuses on the alignment of products or services with established design specifications, ensuring freedom from defects and failures as a standard during production.

2.3.3. Performance Quality: Evaluates a product's capability to perform reliably as anticipated by the end-user, encompassing aspects of dependability and maintenance ease.

2.4.Phases of Quality Implementation (Khalil, 2022, p. 13)

The attainment of optimal quality levels in organizational performance requires a systematic approach that can be distilled into five strategic phases. Each phase is critical for transitioning towards comprehensive quality management:

Figure 01: Strategic Phases of Quality Implementation



Source: (Khalil, 2022)

2.4.1. Phase One, Conviction:

For organizations to effectively realize their quality objectives, it is imperative that senior management fully commits to integrating quality as a core business strategy. This phase includes:

- Strategic decision-making by senior;
- Establishment of clear quality objectives that align with the organization's strategic goals;
- Provision of training for leadership on the fundamental principles and frameworks of quality.

2.4.2. Phase Two, Strategic Planning:

This phase involves the formulation of detailed action plans aimed at achieving predefined quality standards. Key activities include the creation of a Quality Advisory Council, the assessment of financial needs and the identification of potential funding sources.

2.4.3. Phase Three, Execution:

The practical application of planned strategies and quality measures takes place in this phase. It involves the deployment of both administrative and technical resources to ensure the adherence to quality standards across all organizational processes.

2.4.4. Phase Four, Assessment:

A critical evaluation of the implementation process is conducted to identify opportunities for improvement. This assessment helps in refining strategies and adjusting actions to better meet the quality targets set by the organization's leadership.

2.4.5. Phase Five, Dissemination:

The dissemination of outcomes and objectives achieved since the implementation of quality measures serves the dual purpose of exchanging expertise and maximizing benefits.

2.5. Definition of Job Performance:

Job performance represents a pivotal metric used by organizations to inform their strategic decisions. This metric enables an assessment of the effectiveness of plan implementation and goal attainment. The concept of performance has engendered diverse interpretations among researchers, largely due to variations in performance measurement indicators influenced by organizational work nature, objectives, and the evaluative bodies (Baserda, 2006, p. 123).

Performance is characterized as "the capacity to efficiently produce goods and services that align with market demands (quality, timeliness, options, price), thereby generating a surplus that catalyzes economic activity" (P.Lorino, 1991, p. 56). Distinct perspectives integrate the concepts of efficiency and effectiveness: productivity (effectiveness) is equated with comprehensive performance. It is further delineated as "how a production unit employs its tangible and intangible resources to fulfill explicitly defined goals" (Khanchour, 1987, p. 86). Additionally, performance can be viewed as "an individual's enactment of the various activities and tasks that constitute their role" (Mazhouda, 2001, p. 8).

In a managerial context, performance is construed as a process: it is documented in social terminology as "fulfilling the job's responsibilities and duties to a standard expected of a competent, trained worker. This standard is ascertainable through performance analysis, which involves evaluating the quantity of work and the associated time, thereby establishing an equitable relationship between these factors. Advancement opportunities for an employee are facilitated through performance assessments or rely on performance reports, which are instrumental in analyzing, understanding, and evaluating an employee's work performance and behavior over a specified timeframe" (Souad, 2006, p. 9).

From these definitions, it is discernible that job performance quantifies the extent to which an individual executes assigned tasks within their role, congruent with the strategic ambitions of the organization.

2.6. Typologies of Organizational Performance:

The delineation of performance types varies based on the criterion used for classification. The following table categorically breaks down the performance types using distinct classification criteria:

Table 01: Types of Organizational Performance According to Classification Criteria

Classification Criterion	Performance Component	Conceptual Definition
Comprehensiveness	Total Performance	Encompasses the aggregate contributions and interactions of all organizational activities, functions, and resources aimed at goal fulfillment.
	Partial Performance	Pertains to performance levels achieved in designated tasks or task sets within a specific timeframe, assessed by work quantity and quality.
Source	Internal Performance	Concerns how an organization internally meets its strategic goals and operational plans, focusing on process implementation and resource management efficiency.
	External Performance	Describes the organization's effectiveness in achieving market-oriented goals and competing strategically, evaluated through market share expansion, revenue growth, and new client acquisition.
Nature	Economic Performance	Signifies long-term sustainability and success metrics such as revenue, profit margins, cost efficiency, and overall financial health.
	Social Performance	Reflects the organization's commitment to its broader social responsibilities, encompassing employee welfare, community engagement, and environmental stewardship.
	Technological Performance	Measures the adaptability of the organization to technological advancements and their integration into production and service quality enhancements.
	Managerial Performance	Involves strategic planning, organization, execution, and control of activities that are instrumental in achieving set objectives, measured against planned versus actual outcomes.
Functional	Financial Performance	Evaluates effective financial resource management, scrutinized through revenue analysis, expenditure control, and profitability ratios.
	Productive Performance	Assesses the efficiency and effectiveness of production processes, gauged by resource use and unit production time.
	Marketing Performance	Gauges the efficacy of marketing strategies in achieving targeted sales goals, quantified by market penetration and customer acquisition rates.
	Human Performance	Concerns the execution of assigned tasks within specified periods, evaluating the precision, effectiveness, and timeliness of employee task completion.
Managerial	Operational Performance	Focuses on the precision and effectiveness of core operational tasks, with metrics such as sales volume, revenue, and cost of production serving as performance indicators.
	Tactical Performance	Addresses the organization's responsiveness to market challenges and its ability to achieve short-term operational goals.
	Strategic Performance	Pertains to the long-term strategic goal attainment of the organization, evaluated through growth in market share, profitability, and innovation in product development.

Source: Othman Mahadi, 2020, pp. 74-75.

This table elucidates the varying frameworks through which organizational performance is classified, each aligning with the overarching aim of enhancing growth, development, and strategic achievement within the organizational context.

2.7.Determinants of Organizational Performance:

Performance determinants are the elements that synergistically interact to shape job performance, exerting either positive or negative effects. These determinants are divided into categories based on the degree of control an employee has over them:

2.7.1. Elements Under Employee Control: (Riwaya, 2000, p. 210)

- A. Effort:** Defined as the exertion of physical and mental energy stimulated by motivational reinforcements necessary for task execution.
- B. Capabilities:** Pertains to the personal attributes employed to perform job functions effectively.
- C. Role or Task Perception:** Involves the orientation an individual believes is essential for directing their efforts within the workplace, thereby defining role performance through the activities and behaviors deemed critical by the individual.

2.7.2. Elements Beyond Employee Control: (Souad, 2006, p. 11)

- A. Job Design:** Encompasses the operational requirements associated with a position, including responsibilities, duties, tools, and expectations, as well as the methods, techniques, and equipment employed.
- B. Contextual Factors:** Relates to the internal organizational environment where functions are performed, covering aspects such as workplace climate, supervision, resource availability, management systems, organizational structure, communication channels, authority distribution, leadership styles, incentive systems, and the framework of rewards and penalties.

2.8.Quality of Job Performance:

Performance serves as a metric of an organization's competitive edge, facilitating enhancements in profitability, growth, robustness, and primarily, its market standing. Identifying performance-enhancing factors is a fundamental objective for organizations striving for operational sustainability and structural development, aiming to secure the confidence of both internal and external collaborators.

Performance achievement is facilitated through the synergistic integration of various factors derived from the implementation of a robust quality management approach. This encompasses meeting customer and stakeholder requirements, mobilizing both internal and external employees for operational oversight, controlling production timelines and cost efficiencies, optimizing the allocation of financial, technical, and human resources, managing risks and opportunities within the quality system, and persistently pursuing outcome enhancements. This comprehensive approach significantly bolsters the organization's overall and sustainable performance.

Quality of performance can be evaluated through several metrics (Driss, 2017, p. 446) :

- **Customer Satisfaction:** Aligning products or services with the needs and requirements of customers enhances market demand, facilitates a sustainable increase in market share, and fosters customer loyalty, thereby bolstering the organization's competitive performance.
- **Employee Engagement and Participation:** Quality necessitates total engagement and active participation from all company employees. This requirement mandates a transformative approach to human resource management predicated on:
 - o Collaborative management,
 - o Effective communication,
 - o Delegation of authority,
 - o Fostering teamwork,
 - o Continuous employee training.

- **Supplier Relationship Enhancement:** The customer-supplier partnership must emphasize collaborative efforts in creative innovation, technology transfer, industrial equipment upgrades, and information exchange. This partnership aims to establish mutually beneficial relationships that enhance both the tangible and intangible benefits of quality, thereby improving everyday performance.
- **Cost Control:** Analyzing the cost of poor quality allows for the identification of superfluous expenses incurred from product failures, often described as the costs of a "hidden factory" that consumes resources without producing value, focused solely on defective outputs.
- **Process Improvement:** As stipulated by the ISO 9001 standard, process improvement is essential for continuous enhancement of organizational outcomes through meticulous control and ongoing refinement of operational processes.
- **Continuous Improvement:** A cornerstone principle of quality management, continuous improvement extends beyond quality protocols to encompass all organizational departments and the management of their respective processes.
- **Conformance Certification:** Certification processes evaluate whether a product or service adheres to predefined quality standards. While product certifications assess service or product features, organizational certifications verify the alignment of the Quality Management System (QMS) with selected standards, primarily based on the foundational ISO 9000 standards.
- **Technological Advancement:** Quality improvements are inextricably linked to technological advancements. The deployment of modern machinery and equipment ensures efficient, reliable, and defect-free production outputs.

III. Results Analysis

1. Sample Description:

The research was conducted at the National Social Insurance Fund's Tamanghasset agency. A total of 55 questionnaires were distributed randomly to employees for the purpose of collecting essential data. All distributed questionnaires were successfully retrieved and were deemed valid for analysis.

2. Measurement Instrument:

The study employed a tripartite Likert scale to assess attitudes towards specific statements as shown in the subsequent table:

Table 02 : Tripartite Likert Scale

Opinion Attitude	Agree	Neutral	Disagree
Weight	3	2	1
Range	2.34 to 3	1.67 to 2.33	1 to 1.66
Level of Importance	High	Medium	Low

Source: by the researchers

3. Instrument Validity :

Table 03: Cronbach's Alpha Reliability Coefficients for Instrument Dimensions

Variable	Cronbach's Alpha Coefficient
Independent Variable	0.896
Dependent Variable	0.823

Source: Compiled by the researchers using SPSS software, Version 23.

The study's instrument was validated for reliability. The Cronbach's alpha coefficients for both dimensions and the overall questionnaire exceeded 0.8, indicating high internal consistency. These coefficients are considered robust, with values greater than 60% signifying data credibility and stability. This high level of reliability ensures that the study's findings are both dependable and capable of achieving the projected outcomes.

4. Sample Distribution Based on Demographic Characteristics:

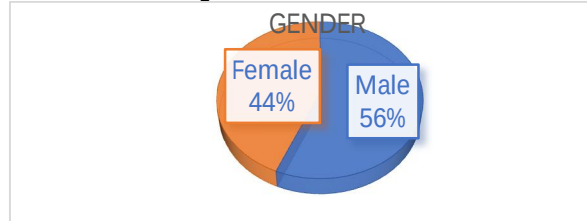
4.1. Gender Distribution

Table 04: Distribution of Sample by Gender

Gender	Male	Female	Total
Frequency	31	24	55
Percentage	56.5%	43.5%	100%

Source: Created by the researchers using Microsoft Excel, 2019.

Figure 02: Visual Representation of Gender Distribution



The balance between male and female participants highlights the organization's commitment to gender neutrality in employment practices, which is reflective of its inclusive human resource policies.

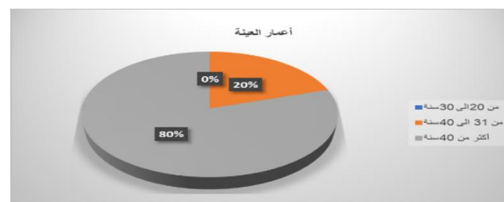
4.2. Age Distribution:

Table 05: Distribution of Sample by Age

Age Range	20-30 years	31-40 years	Over 40 years	Total
Frequency	0	11	44	55
Percentage	0%	20%	80%	100%

Source: Compiled by the researchers using Microsoft Excel, 2019.

Figure 03: Graphical Representation of Age Distribution



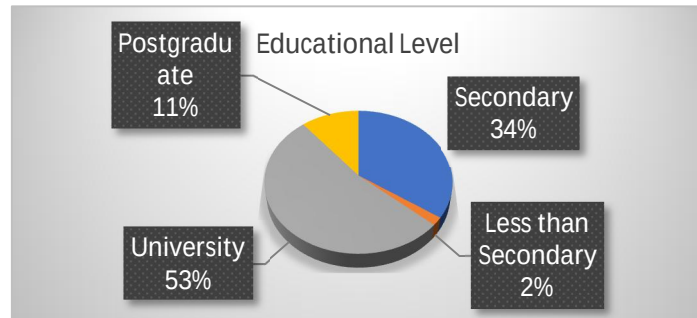
The predominance of participants over 40 years of age reflects a stagnation in recruitment, correlating with the organization's decade-long hiring freeze and reliance on existing personnel.

4.3. Educational Level Distribution:

Table 06: Distribution of Sample by Educational Qualification

Education Level	Less than Secondary	Secondary	University	Postgraduate	Total
Frequency	1	19	29	6	55
Percentage	1.81%	34.55%	52.73%	10.91%	100%

Source: Formulated by the researchers using Microsoft Excel, 2019.

Figure 04: Graphical Representation of Educational Qualification Distribution

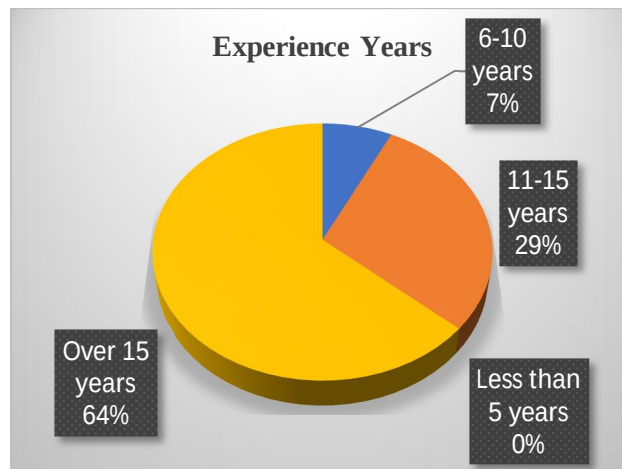
A significant 63.64% of the sample holds university degrees, evidencing the organization's stringent educational requirements for position eligibility and its strategic focus on enhancing intellectual capital.

4.5. Professional Experience Distribution:

Table 07: Distribution of Sample by Years of Experience

Experience Years	Less than 5 years	6-10 years	11-15 years	Over 15 years	Total
Frequency	0	4	16	35	55
Percentage	0%	7.27%	29.1%	63.63%	100%

Source: Devised by the researchers using Microsoft Excel, 2019.

Figure 05: Graphical Representation of Experience Distribution

The absence of employees with less than five years of experience and a dominance of those with more than a decade highlights the organization's operational stability and its potential impact on performance consistency.

4.6. Distribution of Study Sample by Function

Table 08: Distribution of Sample Members by Function

Function	Senior Executives	Executives	Control Staff	Operational Staff	Total
Frequency	4	31	16	4	55
Percentage (%)	7.27	56.36	29.1	7.27	100

Source: Compiled by the researchers using Microsoft Excel 2019.

Figure 06: Distribution of Sample Members by Function



The table and graph indicate that the majority of the sample consists of mid-level managers, accounting for 56.36%. The control staff constitute 29.1% of the sample. Meanwhile, high-level executives, including directors and their deputies, represent 7.27% of the sample, a figure that is shared with the execution staff, notably security personnel, a sector where the institution is experiencing a shortage.

5. Analysis of Sample Responses to the Independent Variable: Computer Applications

5.1. Analysis of the First Dimension: Graphical User Interface

Table 09: Results for the Graphical User Interface Dimension

Item Number	Statement	Agree		Neutral	Disagree	Mean	Standard Deviation	Trend
1	Information is presented in applications using simple and understandable language.	Percentage	52	1	2	2.91	0.40	Agree
		Frequency	94.5%	1.8%	3.6%			
2	Information is conveyed in applications using straightforward and comprehensible language.	Percentage	52	2	1	2.93	0.33	Agree
		Frequency	94.5%	3.6%	1.8%			
3	Employees can undo actions within the application.	Percentage	23	19	13	2.18	0.80	Agree
		Frequency	41.8%	34.5%	23.6%			
4	Employees are enabled to navigate the graphical interface effectively.	Percentage	33	15	7	2.47	0.72	Agree
		Frequency	60%	27.3%	12.7%			
5	Employees can perform tasks via communication	Percentage	44	6	5	2.71	0.63	Agree

	with supervisors through the internal network.	Frequency	80%	10.9%	9.1%			
6	Different hardware components of the computer operate with applications without failure.	Percentage	39	14	2	2.67	0.55	Agree
		Frequency	70.9%	25.5%	3.6%			

Source: Developed by the researchers using SPSS software, version 23.

The results indicate that all mean scores fall within the range [2.34, 3], reflecting high-quality graphical interfaces designed to facilitate seamless and intuitive interaction, characterized by carefully chosen colors and straightforward language.

5.2. Analysis of the Second Dimension: application Functionality

Table 10: Results for the application Functionality Dimension

Item Number	Statement		Agree	Neutral	Disagree	Mean	Standard Deviation	Trend
1	Applications address most of the insured individuals' concerns effectively.	Frequency	38	9	8	2.55	0.74	Agree
		Percentage	69.1 %	16.4%	14.5%			
2	The content of applications is accessible and understandable to employees at all levels.	Frequency	34	11	10	2.44	0.79	Agree
		Percentage	61.8 %	20.0%	18.2%			
3	Applications include annotations and guidance for comprehending content.	Frequency	41	6	8	2.60	0.74	Agree
		Percentage	74.5 %	10.9%	14.5%			
4	Applications perform their functional tasks proficiently.	Frequency	40	14	1	2.71	0.50	Agree
		Percentage	72.5 %	25.5%	1.8%			
5	Accessing and operating the application is straightforward and smooth.	Frequency	41	11	3	2.69	0.57	Agree
		Percentage	74.5 %	20.0%	5.5%			
6	The content and functionality of the applications align with the institution's objectives and aspirations.	Frequency	45	5	5	2.73	0.62	Agree
		Percentage	81.8 %	9.1%	9.1%			

Source: Developed by the researchers using SPSS software, version 23.

These tables reveal that all average scores are situated in the highest tier of the three-point Likert scale, indicating that the application content meets the professional needs and addresses the concerns of the workforce efficiently, underscoring the applications' effectiveness and professional execution.

5.3. Analysis of the Third Dimension: Applications Reliability

Table 11: Performance and Reliability Dimension Results

Number	Statement		Agree	Neutral	Disagree	Mean	Std. Deviation	Trend
1	The applications reliably fulfill their designated functions.	Frequency	47	6	2	2.82	0.47	Agree
		Percentage	85.5%	10.9%	3.6%			
2	The probability of application inefficiency is exceedingly low.	Frequency	33	15	7	2.47	0.72	Agree
		Percentage	60.0%	27.3%	12.7%			
3	Applications maintain operational integrity throughout usage.	Frequency	35	12	8	2.49	0.74	Agree
		Percentage	63.6%	21.8%	14.5%			
4	Applications sustain prolonged usability without functional issues.	Frequency	33	14	8	2.45	0.74	Agree
		Percentage	60%	25.5%	14.5%			
5	Applications execute tasks within the stipulated timeframes.	Frequency	45	9	1	2.80	0.45	Agree
		Percentage	81.8%	16.4%	1.8%			
6	Employees depend on applications for critical decision-making.	Frequency	40	6	9	2.56	0.76	Agree
		Percentage	72.7%	10.9%	16.4%			

Source: Developed by researchers utilizing SPSS Version 23.

This table conclusively demonstrates that all computed means reside within the upper echelon of the tripartite Likert scale, indicative of a workforce content with the

applications' performance and reliability, thereby cementing their reliance on the informational outputs for decision-making processes.

5.4. Analysis of the Fourth Dimension: Responsiveness

Table 12: Responsiveness Dimension Results

Number	Statement		Agree	Neutral	Disagree	Mean	Std. Deviation	Trend
1	Applications are compatible with display screens of varying dimensions. Applications seamlessly integrate with computer hardware components.	Frequency	38	14	3	2.64	0.59	Agree
		Percentage	%69.1	%25.5	%5.5			
2	Applications adapt to diverse operating systems and computing devices. The institution employs applications in performance evaluation processes.	Frequency	41	10	4	2.67	0.61	Agree
		Percentage	%74.5	%18.2	%7.3			
3	Applications efficiently process user commands with speed and accuracy.	Frequency	37	8	10	2.49	0.79	Agree
		Percentage	%67.3	%14.5	%18.2			
4	Applications are compatible with display screens of varying dimensions. Applications seamlessly integrate with computer	Frequency	39	8	8	2.56		Agree
		Percentage	%70.9	%14.5	%14.5			

	hardware components.							
5	Applications adapt to diverse operating systems and computing devices. The institution employs applications in performance evaluation processes.	Frequency	32	17	6	2.47	0.74	Agree
		Percentage	%58.2	%30.9	%10.9			
6	Applications efficiently process user commands with speed and accuracy.	Frequency	46	6	3	2.78	0.69	Agree
		Percentage	%83.6	%10.9	%5.5			

Source: Developed by researchers utilizing SPSS Version 23.

The analysis of the dataset demonstrates that all mean scores are situated within the [2.34, 3] interval of the Likert scale, indicating that the applications align well with various computer hardware components, thus ensuring they respond promptly and efficiently to user commands. Furthermore, a significant majority of respondents advocate for further enhancements to augment this efficiency.

This insight is gleaned from evaluating the segments associated with the independent variable, namely the computer applications. Each item consistently falls within the upper tier of the Likert scale, signaling a robust positive sentiment. This reveals that the applications are adeptly engineered to not only meet but exceed the operational expectations of the organization, thereby enhancing both efficiency and effectiveness in their application.

6. Analysis of Sample Responses on the Dependent Variable: Job Performance Quality

6.1.Dimension One : Customer Satisfaction

Table 13: Results of Customer Satisfaction

Item Number	Statement		Agree	Neutral	Disagree	Mean	Standard Deviation	Trend
1	Employees demonstrate flexibility in interactions with insured clients.	Frequency	43	5	7	2.65	0.70	Agree
		Percentage	78.2 %	%9.1	%12.7			
2	Employees adhere to professional service delivery standards for insured clients.	Frequency	45	6	4	2.75	0.58	Agree
		Percentage	81.8 %	%10.9	%7.3			
3	Employee tasks are predominantly free from errors.	Frequency	38	12	5	2.60	0.66	Agree
		Percentage	69.1 %	%21.8	%9.1			
4	Suggestions and complaints from insured clients are managed with transparency and efficiency.	Frequency	42	7	6	2.65	0.67	Agree
		Percentage	76.4 %	%12.7	%10.9			
5	Employees are well-versed in their roles and capable of addressing all inquiries.	Frequency	40	8	7	2.60	0.71	Agree
		Percentage	72.7 %	%14.5	%12.7			
6	Employees respect supervisory directives in service provision to insured clients.	Frequency	46	6	3	2.78	0.53	Agree
		Percentage	83.6 %	%10.9	%5.5			

Source: Developed by researchers utilizing SPSS Version 23.

The data presented in the table indicate that the arithmetic means for all items consistently fall within the range of 2.34 to 3. This statistical result signifies that the workforce executes their responsibilities with a high degree of professionalism and engages with clients in a socially responsive and flexible manner. By efficiently addressing client concerns and responding promptly to inquiries, employees demonstrate a robust commitment to client service and operational excellence.

6.2.Dimension Two : Employee Engagement and Participation

Table 14: Results of Employee Engagement and Participation

Item Number	Statement		Agree	Neutral	Disagree	Mean	Standard Deviation	Trend
1	Employees adapt effectively to internal policy shifts within the organization.	Frequency	39	12	4	2.64	0.62	Agree
		Percentage	70.9 %	%21.8	%7.3			
2	Employees engage in effective communication with peers and superiors.	Frequency	43	9	3	2.73	0.56	Agree
		Percentage	78.2 %	%16.4	%5.5			
3	Employees consistently treat their tasks with seriousness to meet the organization's strategic goals	Frequency	43	9	3	2.73	0.56	Agree
		Percentage	78.2 %	%16.4	%5.5			
4	Employees execute their duties swiftly and with precision.	Frequency	36	13	6	2.55	0.69	Agree
		Percentage	65.5 %	%23.6	%10.9			
5	Employees actively pursue further training and development opportunities.	Frequency	42	8	5	2.67	0.64	Agree
		Percentage	76.4 %	%14.5	%9.1			
6	Employees maintain punctuality in adherence to the institutional time schedules.	Frequency	46	7	2	2.80	0.49	Agree
		Percentage	83.6 %	%12.7	%3.6			

Source: Developed by researchers utilizing SPSS Version 23.

The analysis indicates that the mean scores for all items consistently fall within the range [2.34, 3], confirming a positive trend in job performance. The engagement and participatory metrics illustrate a committed workforce, adhering to institutional policies and contributing effectively towards organizational objectives.

6.3.Dimension Three: Process Optimization

Table 15: Results of Process Optimization

Item Number	Statement		Agree	Neutral	Disagree	Mean	Standard Deviation	Trend
1	The institution regularly updates its applications.	Frequency	38	12	5	2.60	0.66	Agree
		Percentage	69.1 %	%21.8	%9.1			
2	Employees exhibit complete proficiency in using available applications.	Frequency	33	11	11	2.40	0.81	Agree
		Percentage	%60	%20	%20			
3	The organization provides digital media to facilitate improved communication with insured clients.	Frequency	40	9	6	2.62	0.68	Agree
		Percentage	72.7 %	%16.4	%10.6			
4	Service delivery deficiencies are mitigated through an established complaint register.	Frequency	39	12	4	2.64	0.62	Agree
		Percentage	70.9 %	%21.8	%7.3			
5	Employees are well-versed in the technical foundations relevant to their roles.	Frequency	40	11	4	2.65	0.62	Agree
		Percentage	72.7 %	%20	%7.3			
6	Employees are aware of their role in fostering organizational development.	Frequency	44	6	5	2.71	0.63	Agree
		Percentage	%80	%10.9	%9.1			

Source: Developed by researchers utilizing SPSS Version 23.

The results indicated across the table consistently align within the upper segment of the tripartite Likert scale, emphasizing the organization's strategic commitment to equipping its workforce with advanced technological resources and comprehensive training programs. This approach not only enhances operational efficiency but also ensures that employees are well-prepared to execute their responsibilities effectively within the institution.

6.4.Dimension Four : Technological Advancement

Table 16 : Analysis of Technological Advancement

Item Number	Statement		Agree	Neutral	Disagree	Mean	Standard Deviation	Trend
1	Applications are equipped with advanced technological features.	Frequency	44	8	3	2.75	0.55	Agree
		Percentage	%80	%14.5	%5.5			
2	The organization ensures a technological environment for employees (devices, internal phone lines, email, etc.).	Frequency	38	9	8	2.55	0.74	Agree
		Percentage	69.1 %	%16.4	%14.5			
3	Services are digitized to align with technological advancements.	Frequency	50	0	5	2.82	0.58	Agree
		Percentage	90.9 %	%00.0	%9.1			
4	Employees consistently employ effective methods to streamline operations.	Frequency	51	3	1	2.91	0.35	Agree
		Percentage	92.7 %	%5.5	%1.8			
5	The institution commits to providing the latest versions of applications.	Frequency	44	7	4	2.73	0.59	Agree
		Percentage	%80	%12.7	%7.3			
6	The institution commits to providing the latest versions of applications.	Frequency	38	10	7	2.56	0.71	Agree
		Percentage	69.1 %	%18.2	%12.7			

Source: Developed by researchers utilizing SPSS Version 23.

Based on the table above and the arithmetic means for the fourth dimension items, which all fall within the range [2.34, 3], it is evident that the organization has effectively integrated technological solutions into its service delivery through digitalization.

Advanced communication technologies between employees and their supervisors are also highlighted.

Overall, the descriptive analysis of the sample responses regarding the dependent variable, job performance quality, reveals that all items show a high level of positive agreement. This underscores the organization's commitment to enhancing performance by providing robust infrastructure, advanced technological tools, and substantial investment in human capital through training. The dynamic work environment facilitates positive interactions between employees and their supervisors, as well as socially responsible engagement with clients.

IV. Hypothesis Testing

1. Presentation and Analysis of the First Hypothesis Results:

Hypothesis Statement: "There is no statistically significant correlation ($\alpha = 0.05$) between the graphical user interface (GUI) of applications and technological advancement at Tamnaghasset agency."

To validate this hypothesis, the Pearson correlation coefficient (R) was used to determine the presence of a correlation between the mean values and standard deviations of the user graphical interface of the applications and technological advancement. The results are delineated in the subsequent table:

Table 17: Pearson Correlation Results Between Graphical Interface and Technological Advancement

Variable	N	Mean	Standard Deviation	R	Degrees of Freedom	Statistical Significance
Graphical Interface of Applications	55	15.87	2.01	0.406	54	0.002 (Statistically Significant)
Technological Advancement	55	16.31	2.45			

Source: Compiled by the researchers using SPSS software, Version 23.

Interpretation from the Table :

- The arithmetic mean for the graphical interface of applications registered at 15.87, with a standard deviation of 2.01.
- The mean score for technological advancement stood at 16.31, with a standard deviation of 2.45.
- The correlation coefficient (R) is 0.406 with 54 degrees of freedom, demonstrating statistical significance at a level of 0.002. This signifies a statistically significant positive correlation between the graphical interface scores and technological advancement scores. Consequently, the null hypothesis is rejected in favor of the alternative hypothesis.

This substantiates the inaccuracy of the null hypothesis, affirming that "There is a statistical correlation at the significance level ($\alpha=0.05$) between the graphical interface of applications and technological development at the National Social Insurance Fund Agency in Tamanghasset."

This correlation may be attributed to the applications currently utilized by the institution, which are characterized by a sophisticated and enriched interface that facilitates user operations efficiently and swiftly. This efficiency is supported firstly by the advanced infrastructure of the institution and secondly by the utilization of contemporary, sophisticated programming languages in the development of these applications.

2. Presentation and Analysis of the Second Hypothesis Results:

Hypothesis Statement: " There is no statistically significant correlation ($\alpha=0.05$) between application functionalities and process optimization at the agency."

To validate this hypothesis, the Pearson correlation coefficient (R) was utilized to investigate the potential correlation between the arithmetic means and standard deviations of the variables concerning the content functionalities of the applications and the enhancement of operational processes. The findings are detailed in the subsequent table:

Table 18: Pearson Correlation Coefficient Between Application Functionalities and Process Optimization

Variables	N	Mean	Standard Deviation	Correlation Coefficient (R)	Degrees of Freedom (Df)	Statistical Significance
Application Functionality	55	15.71	2.80	0.640	54	0.000 (Statistically Significant)
Process Optimization	55	15.62	2.62			

Source: Compiled by the researchers using SPSS software, Version 23.

Interpretation of Results:

- The application functionality recorded a mean score of 15.71 with a standard deviation of 2.80, while the scores for process optimization averaged 15.62 with a standard deviation of 2.62.
- The correlation coefficient of 0.640 at 54 degrees of freedom signifies a statistically significant positive correlation at the 0.000 level, necessitating the rejection of the null hypothesis and acceptance of the alternative hypothesis.

This conclusively refutes the null hypothesis, affirming, "There is a significant relationship at the statistical significance level ($\alpha=0.05$) between the functionality of applications and process optimization at the National Social Insurance Fund Agency in Tamnaghasset."

This outcome may be attributed to the organization's proactive engagement in updating application content to reflect cutting-edge technological and societal trends, thereby enhancing the service quality available to diverse community segments.

3. Presentation and Analysis of Third Hypothesis Results:

Hypothesis Statement: "There is no statistically significant correlation ($\alpha=0.05$) between the reliability and functionality of applications and the level of employee engagement and participation at Tamnaghasset agency."

To verify this hypothesis, the Pearson correlation coefficient (R) was employed to assess the relationship between the arithmetic means and standard deviations of application reliability and performance and employee engagement metrics. The findings are delineated in the table below:

Table 19: Pearson Correlation Coefficient Results Between Application Reliability and Performance, and Employee Engagement

Variable	N	Mean	Standard Deviation	R	Degrees of Freedom (Df)	Statistical Significance (p-value)
Reliability and Performance of Apps	55	15.60	2.47	0.564	54	0.000 (Statistically Significant)
Employee Engagement	55	16.11	2.49			

Source: Formulated by researchers using SPSS Version 23.

Interpretation of Results:

- The arithmetic mean for application reliability and performance stood at 15.60, with a standard deviation of 2.47. In comparison, the mean score for employee engagement was 16.11, with a standard deviation of 2.49.
- The correlation coefficient value of 0.564, with 54 degrees of freedom, is statistically significant ($p < 0.001$), denoting a positive and significant correlation between application reliability and performance and employee engagement, hence leading to the rejection of the null hypothesis and acceptance of the alternative hypothesis.

The hypothesis is invalidated, confirming a significant correlation at the $\alpha=0.05$ level between the reliability and performance of applications and employee engagement at the National Social Insurance Fund Agency in Tamanghasset. This result implies that employees place considerable trust in the applications they use, which are dependable and thereby heavily relied upon in their routine reports due to the immediacy and reliability of the results provided.

4. Presentation and Analysis of Fourth Hypothesis Results:

Hypothesis Statement: "There is no statistically significant correlation ($\alpha=0.05$) between the responsiveness of applications and customer satisfaction levels at the Tamnaghasset agency."

This hypothesis was tested using the Pearson correlation coefficient (R) to determine the relationship between the arithmetic means and standard deviations of application responsiveness and customer satisfaction. The results are summarized in the following table:

Table 20: Pearson Correlation Results Between Application Responsiveness and Customer Satisfaction

Variables	N	Mean	Standard Deviation	R	Degrees of Freedom (Df)	Statistical Significance (p-value)
Application Responsiveness	55	15.62	2.08	0.542	54	0.000 (Statistically Significant)
Customer Satisfaction	55	16.04	2.86			

Source: Developed by researchers utilizing SPSS Version 23.

Interpretation of Results:

- The mean value for application responsiveness was recorded at 15.62 with a standard deviation of 2.08, whereas the mean score for customer satisfaction reached 16.04 with a standard deviation of 2.86.

- The correlation coefficient of 0.542 at 54 degrees of freedom is statistically significant ($p < 0.001$), indicating a positive and significant correlation between application responsiveness and customer satisfaction. This leads to the rejection of the null hypothesis and the acceptance of the alternative hypothesis.

The hypothesis is disproven, establishing a significant relationship at the $\alpha=0.05$ level between application responsiveness and customer satisfaction at the National Social Insurance Fund Agency in Tamnaghasset. This result can be attributed to the insured individuals' satisfaction with the level of service provided, characterized by quick processing times and the flexibility of the employees in delivering quality service.

V. Conclusion :

This study delved into significant aspects both theoretically and empirically. Conducted at the National Social Insurance Fund for Salaried Workers - Tamnaghasset, the research highlighted the necessity of embracing digitalization to enhance service delivery. The study's findings are as follows:

1. **Graphical User Interface:** High satisfaction levels were noted among users due to the quality of the interface design—ranging from color quality to the simplicity and clarity of language and the professional layout of application elements.
2. **Content and Functionality:** Results indicated that the richness of content and the ease of accessing information through well-organized menus contributed to the positive evaluation.
3. **Reliability and Performance:** The applications were frequently used for decision-making, suggesting high reliability and performance levels that the users trust.
4. **Responsiveness:** The applications demonstrated excellent responsiveness, effectively handling user commands with speed and efficiency.
5. **Customer Satisfaction:** The responsiveness and quality of services, coupled with the flexibility shown by staff in social interactions, resulted in high customer satisfaction rates.
6. **Employee Engagement:** Observations confirmed satisfactory engagement, with employees adhering to organizational policies and showing commitment to their schedules and responsibilities.
7. **Process Optimization:** The institution consistently updated systems and applications and provided digital tools for communication with clients.
8. **Technological Advancement:** The significant emphasis on digitalizing services and incorporating technology across all departments underscored the institution's forward-looking approach.

Recommendations :

Based on these findings, the study recommends the following:

- Implement regular digital literacy training for employees to improve service delivery.
- Enhance the accessibility of services to the insured, possibly by integrating services offered by other ministries, such as the Ministry of Interior for electronic document retrieval.
- Invest more in infrastructure to prevent frequent network disruptions, ensuring consistent service availability.

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