The National Window for Trade and its Impact on the National Economy: Jordan Customs Field Research

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Abstract: The National Window for Trade is an integrated national computerized system for all governmental procedures involving commercial items entering or transiting through the Kingdom. This study examines the National Window for Trade and its Impact on the National Economy in light of the Corona pandemic Jordan Customs Field Research. The population of this study consisted of all the employees in the national window for trade at the Jordanian Custom. Findings revealed a statistically significant impact of the National Window for Trade (improving the working climate, goods clearance from the first border point, and lowering government and customs procedures) on the national economy in light of the Corona pandemic

Keywords: National Window, National Economy, Coronavirus, Customs.

1 Introduction

During the corona epidemic, interest in the national trade window and related concepts such as (pre-clearance, coordinated system, and single window) grew (between2019-2021). In addition, the need for new ideas and management innovations to help government organizations cope with the pandemic arose and developed, this is due to the fall in the role of old administrative issues; as a result, such topics must be strengthened to suit, confront, and ameliorate the pandemic's conditions for both the country and the citizens.

The Investment Law No. (16) of 2000 [1], as amended, is regarded as a legal framework appropriate for attracting foreign investment and stimulating local investment. It also competes for the merits, incentives, and guarantees for the regional laws of investment since it offers customs and tax exemptions to the investment projects in industry, agriculture, hotels, hospitals, maritime and railway transport, entertainment cities and tourist recreation, conference and exhibition centers, as well as the services sector of water, gas, and oil derivatives extraction, transmission, and distribution by pipelines.

Improving countries' productive capacities and supplying the necessary capital for investment is the path to economic growth, as progress needs society to discover a method to utilize its resources successfully. [2]. the significance of technology management and the knowledge that goes with

it originates from its involvement in the following: [3], Simplifying operations and lowering expenses by removing redundant or ineffective procedures. It also aims to improve service quality for service recipients by minimizing the time it takes to deliver the essential services, improving morale, and increasing external satisfaction by more effectively marketing the prestigious customs service, applying available knowledge, and leveraging it for continual development. Developing exceptional service concepts and -Technology and knowledge management are tools for motivating organizations towards encouraging the creative abilities of their human resources, creating good knowledge, and detecting undiscovered relationships and gaps in their expectations by adopting creativity through the encouragement of the principle of the free flow of ideas.

The national window for trade is primarily based on the principles of eliminating duplication and conflict among government departments, eliminating paperwork, automating government documents and procedures, and automating relationships between authorities involved in the customs process from the public and private sectors (G2G, G2B, B2B, B2G) by dealing with service recipients through a single screen and website. However, despite the necessity of implementing the National Window for Trade Program and its significant role in strengthening and improving the national economic climate, the indications confirm the beginning and modernity of the practice of this advanced and sophisticated type of the National Window in

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Jordanian Customs as well as its impact on the national economy in the wake of the Corona pandemic.

As a result, the research's intellectual problem is represented by redundancy and disagreement among government departments and the elimination of paper transactions in Jordanian customs.

As a result, it is required to rejuvenate this practice using a set of cognitive processes and procedures and activate the role of the National Window for Trade Program's basic elements. Furthermore, the Jordanian Customs Department still lacks clarity under investigation about this program, its operations, and how they are measured.

Many commercial organizations have felt unbalanced due to the Corona pandemic, and they should consider rebalancing in a world of quick dynamism, such as the expanding scientific knowledge in the business sector. The organizations were urged to incorporate such scientific information in strengthening the process of continuous innovation and originality in all areas of their business as a result of the response to this transformation (services, operations, products, etc.). However, this information will not be helpful unless there is a management team working to turn it into a practical application and a competitive tool by increasing the innovation process to change the behavior of the organization's human resources.

As a result, this study will present a treatment of the relationship between the Axes of the national window, as well as how the pillars of investment attractiveness play a role in improving the Jordanian investment climate and increasing its impact to identify several conclusions and recommendations that lead to the study's objectives being met. The present research seeks to address the problem by raising the following questions:

1- What is figuring out the importance of implementing the National Window for Trade and its role in improving the Jordanian investment climate?

2-What determines the relationship between technology management and the implementation of the National Window for Trade?

1.1 Significance of the study

The research deals with the role of implementing the national window for the trade on the Jordanian customs as the most prominent pioneering department in the field of investment promotion

; this study adds to the minimal research that has been done on the role of the National Window for Trade implementation for relevant departments in general and customs administrations in particular.

The study also sheds light on an important topic: how to use and manage technology in the implementation and enhancement of the Jordanian Customs' National Window for Trade, which effectively contributes to improving Jordan's investment climate, developing the national economy, and working to strengthen the participatory relationship between the public and private sectors.

This research is also an applied study to reveal the significance of technology management and its prominent role in the success and application of the National Window for Trade. The current success may be credited to technology management more than the management or the service itself.

1.2 Literature Review and Development Hypothesis:

Due to the recent application of the National Window for Trade and its impact on the national economy in light of the Corona pandemic, the previous studies on this topic at the level of severe scientific research for publishing in scientific journals were found very limited. Therefore, the researchers could not access any previous study on this subject except those mentioned below, which were considered very close to the research variables.

[4] This study aimed to determine the role of using modern technology in combating crimes by security and customs at King Khalid International Airport in Riyadh. The study population consisted of all the King Khalid International Airport (n. 112), and the study sample consisted of (112) respondents. The researcher used the descriptive, analytical method based on the statistical questionnaire in the data collection. The study concluded that using modern technology led to reducing the routine job burdens placed on the employees of the airports and that the contemporary technologies also contributed to the arrest of criminals listed on the arrest lists by security and customs officials. Furthermore, the study recommended increasing the training courses for King Khalid International Airport employees in modern technologies and the need to provide sufficient modern technologies for all the airport employees.

[5] This study aimed to figure out the impact of electronic business applications on the intelligence of the Jordanian pharmaceutical companies of Amman. The study adopted the complete consensus for data collection from the study population based on the statistical questionnaire. The study population consisted of (13) companies working in the pharmaceutical industry. The study concluded that the level of application the electronic business systems by the Jordanian pharmaceutical companies was high, especially concerning the hardware and software requirements, databases, and networks of electronic business systems. The study also found a positive, statistically significant impact of the electronic business systems on the organization's intelligence. The study recommended improving the electronic business systems' applications in the Jordanian pharmaceutical companies, given their positive impact on increasing their intelligence ability in dealing with their work environment.

[6] This study aimed to evaluate the impact of the electronic business systems' quality, services, and functions (tangibles, reliability, responsiveness, empathy, and safety) and the demographic variables on the actual use of those systems in the Jordanian banks. The study sample consisted

of the employees in the departments of the main banks operating in Amman (n. 650). The study adopted a statistical questionnaire for the data collection. The study concluded a positive and statistically significant impact on the quality dimensions of the electronic business systems and the demographic variables on the actual use of those systems. The study recommended the need to pay attention to the quality of the electronic business systems, as they provide jobs and services that help the employees to accomplish their daily tasks and further improve the quality of the electronic business systems.

[7] This study aimed to figure out the effects of the direct electronic data exchange between the Swiss companies (small and medium) and the customs department in Switzerland and the extent of the lower costs and potential benefits for companies resulting from simplifying the customs procedures through linking the Swiss customs clearance systems with the European Union on the Internet. The study also aimed to figure out the current conditions related to cross-border trade and logistics operations and the opportunities for reducing the costs.

the research and the researcher's objectives:

The first primary hypothesis is that the components of the national window have no substantial impact on the improvement of Jordan's investment climate. It leads to the following sub-hypothesis:

H_{01}: There is no statistically significant relationship between (customs working climate) and the improvement of Jordan's investment climate at sig. (0.05).

H_{02} There is no statistically significant relationship between (goods clearance from the first border point) and the improvement of Jordan's investment climate at sig. (0.05).

H_{03} There is no statistically significant relationship between (lowering government and customs procedures) and improving Jordan's investment climate at sig. (0.05).

Second central hypothesis: There is no statistically significant impact at sig **(≤ 0.05).** The national window (improving the working climate, goods clearance at the first border point, and lowering government and customs procedures) on enhancing the Jordanian investment climate.
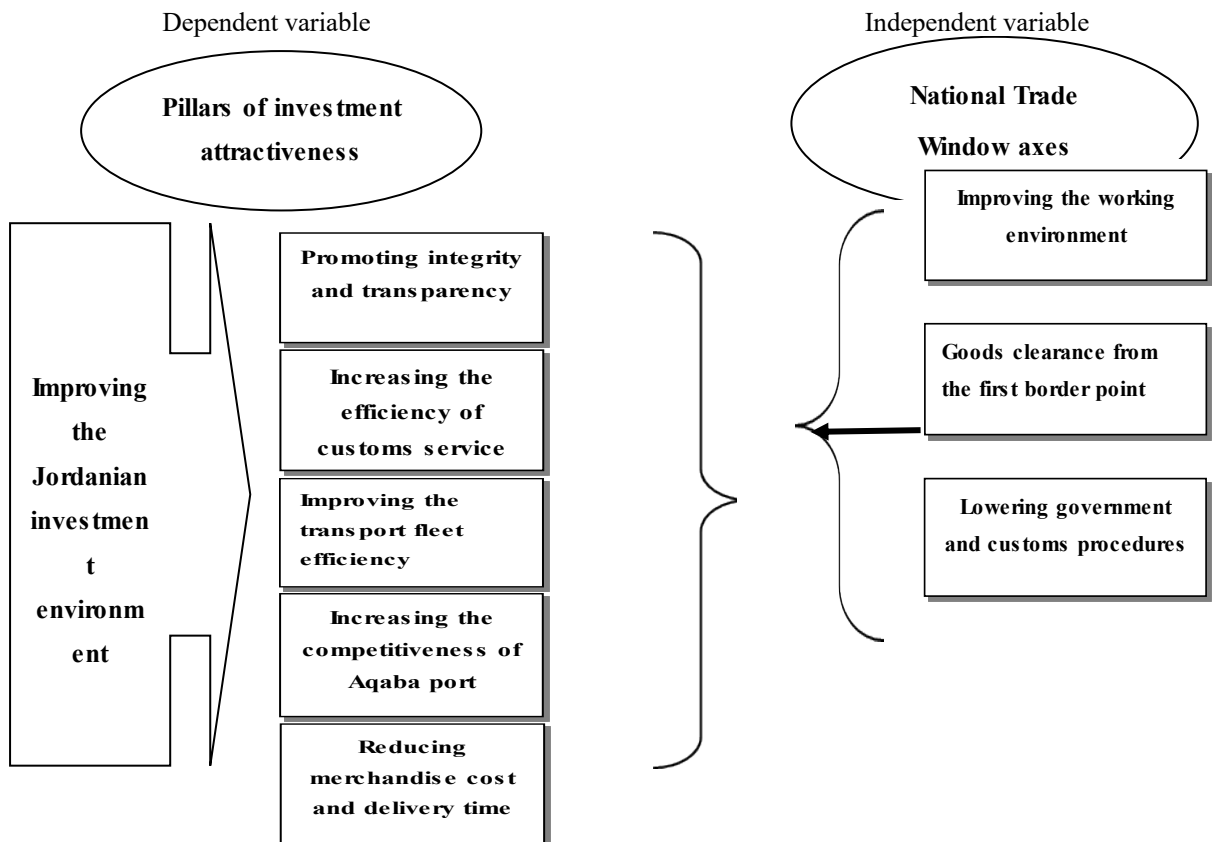
1.3 Development Hypothesis

The hypotheses below were developed following the title of

Fig.1: Study Framework.
Source: Prepared by researchers based on previous studies.

2 Methodologies:

Study Approach

In light of the Corona pandemic, the researchers used a descriptive-analytical approach to investigate the impact of the national window on trade on the national economy. This approach is based on describing the phenomenon under study, determining its characteristics and existing relationships between its dimensions and variables, and identifying its reality on the ground. In addition, the descriptive approach is based on investigating the phenomenon under investigation using data gathered from primary sources. In contrast, the analytical approach is based on analyzing the data and testing hypotheses to arrive at results and conclusions, based on which appropriate recommendations are made.

Research Sample and Population:

The research population consisted of all the employees in the national window for trade at the Jordanian Customs under the following job titles: Head of the Clearance Unit, Head of Department, Assistant Director of the Directorate, and a Customs Officer (n. 261). They are available at the following customs sites:

The complete consensus approach was used to figure out the study sample size to be equal to the study population, i.e. (261) employees. The questionnaires were distributed to the study sample electronically, and (245) questionnaires were retrieved with (28) invalid questionnaires. As a result, the valid questionnaires amounted to (217) by (83.1%) of the total questionnaires distributed, which is a statistically acceptable proportion.

Sources of Data Collection:

Two types of sources were used to acquire the necessary data to meet the study's objective:

First: Primary Sources: They include the questionnaires used to achieve the purpose of the study. They were used in line with the problem and questions of the study and the targeted data and information after reviewing the literature and benefiting from the experts' opinions and experiences.

Second: Secondary Sources: These sources are represented in the books, studies, theses, articles, Arabic or international refereed journals, the Internet, bulletins, and statistics related to the subjects and variables of the study. A five-point Likert scale: was used to measure the responses of the study sample to figure out their acceptance degree of the questionnaire items: (strongly agree = 5, agree = 4, neutral = 3, disagree =2, and strongly disagree = 1). The significance of the study was based on the relative importance of the items of the questionnaire as follows:

Table 1: Customs locations and number of their employees.

customs site	Number of Employees
Jaber borders	35
Alimiri borders	35
airport clearance	40
Aqaba	151
Total	261

Table 2: Relative Importance of the Answers to the Study Sample.

less than 2.33	2.33 - less than 3.66	3.66 -less than 5.00	less than 2.33
Relative importance	low	medium	High

Statistical Methods:

The study adopted the (SPSS) to analyze the study data and test the hypotheses. In addition, the study used the following statistical tools:

● Descriptive statistics: included frequencies, percentages, means, and standard deviations. They were used to describe the characteristics of the study sample members and their agreement with the items and variables of the study tool.

● The internal consistency coefficient (Cronbach's alpha). It was used to test the reliability of the study tool.

● Pearson's correlation coefficient. It was used to test the availability of multicollinearity.

● Linear regression (Multiple and stepwise) was used to test the study hypotheses.

Reliability Test of the Study Tool:

To test the reliability of the tool used to measure the study variables and determine the consistency in the answers of the study sample in its various items, the internal consistency test (Cronbach's alpha). When the Cronbach alpha coefficient reaches 0.70) or higher, this test indicates that the study tool is reliable. In addition, the closer the coefficient value is to (100%), the more reliable the study instrument is [8]. The table below shows the Cronbach's alpha test results for the variables, dimensions, and tools of the study as a whole.

Table 3: Internal Consistency Coefficient for the Study Tool Items.

Number	Dimension	Number of items	Alpha
1	Improving the working climate	4	0.820
2	Goods clearance from the first border point	4	0.822
3	Lowering government and customs procedures	4	0.857
4	National Window for Trade Requirements	12	0.920
5	Promoting integrity and transparency	4	0.870
6	Increasing the efficiency of customs service	4	0.790
7	Improving the transport fleet efficiency	4	0.773
8	Increasing the competitiveness of The port of Aqaba	4	0.743
9	Reducing merchandise cost and delivery time	4	0.742
10	Pillars of investment attractiveness	20	0.905
11	all items	32	0.945

Table (3) shows that the internal consistency coefficient (Cronbach's alpha) for all items of the study tool is (0.945) for (32) items. The Cronbach's alpha coefficient for the items that measure the requirements of the National Window for Trade (12) items is (0.920). However, the Cronbach's alpha coefficient for the items that measure the pillars of investment attractiveness for (20) items is (0.905). As a result, all of the values are greater than 0.70, indicating consistency across the study tool's components and the study tool's dependability, and the feasibility of relying on it for the statistical analysis.

Description of the Research Sample Characteristics: investment attractiveness for (20) items is (0.905). As a result, all of the values are greater than 0.70, indicating consistency across the study tool's components and the study tool's dependability, and the feasibility of relying on it for the statistical analysis.

Table 4: Description of the demographic sample characteristics.

variable	Category	Frequency (n = 217)	percentage
sex	Male	195	89.9
	Female	22	10.1
Age	25 years and less	65	30.0
	26- 35 years	46	21.2
	36- 45 years	43	19.8
	46- 55 years	36	16.6
	56 years and above	27	12.4

Qualification	high school or less	7	3.2
	diploma	17	7.8
	BA	115	72.4
	MA	33	15.2
	PhD	3	1.1
Job title	Head of the clearance unit	2	0.9
	Head of the division	5	2.3
	Assistant Director of the Directorate	6	2.8
	Director of the directorate	1	0.1
	Customs clerk	204	94.0
Field Training (training courses)	Five courses and less	148	68.2
	From 6-9	31	14.3
	From 10-14	20	9.2
	from 15 and above	18	8.3
Length of service	Ten years or less	69	31.8
	From 11- 15 From 16-20	62	28.6
		46	21.2
	from 21 and above	40	18.4

In terms of the personal characteristics of the members of the research sample, it is evident from the table that males make up the majority of the Jordanian Customs employees, accounting for 89.9% of the total. This could be due to the nature of employment in the Jordanian Customs, which is characterized by long work hours and rotations and outside of official working hours, which is problematic for women. Furthermore, the table demonstrates that most of the research sample participants were between the ages of 25 and under (30.0 %). This indicates Jordanian Customs' interest in getting young people to work for them. The table also shows that BA is held by the vast majority of the study sample members (72.4%). This demonstrates that the study participants have the scientific knowledge required to complete the job and tasks allocated to them.

As for the employment characteristics of the study sample members, it is evident from the table that the vast majority of the research sample (94.0 percent) works as (the customs officer). This is compatible with the distribution of the employees in organizations according to administrative hierarchy in general and the variety of duties and tasks performed by the Jordan Customs, necessitating the hiring of more people. However, the table also demonstrates that most research sample members have completed five or fewer training courses (68.2). This could be due to an increase in the number of duties and tasks carried out by the Jordanian Customs employees, limiting their ability to engage in courses due to time constraints. Despite this, the presence of personnel with training courses demonstrates the Jordanian Customs Administration's interest in keeping up with changes in the field of work and boosting its employees' scientific and knowledge levels by encouraging them to attend training courses. Furthermore, the table shows that the highest percentage of the study sample has a service of 10 years or less (31.8%, which suits the

distribution of the study sample members according to the variable of age.

Description of the answers of the sample members:

The study adopted the means, standard deviations, ranks, and relative importance to describe the answers of the study sample members concerning the questionnaire items and axes. The results are presented below:

First: Requirements of the National Window for Trade

The requirements included: improving the working climate, goods clearance at the first border point, and lowering the government and customs procedures.

Table (5) shows that the trends of the study sample members were toward the high relative importance of the requirements of the National Window for Trade.

The mean was (4.053), and the standard deviation was (0.529). All the requirements were given a high degree of relative importance where the dimension (improving the working climate) was in the first rank with a mean of (4.244) and a standard deviation of (0.554), and it was followed by (lowering government and customs procedures) in the second rank with a mean of (4.151) and a standard deviation of (0.612). In the final rank came the dimension of (the goods clearance from the first border point) with a mean of (3.765) and a standard deviation of (0.609).

Second: pillars of investment attractiveness

They include: promoting integrity and transparency, increasing the efficiency of customs service, improving the transport fleet efficiency, increasing the effectiveness of the port of Aqaba, and Reducing merchandise cost and delivery time.

Table 5: Means, standard deviations, ranks, and relative importance of the requirements of the National Window for Trade and their impact on the national economy.

Axis	Mean	Standard deviation	Rank	Relative importance
Improving the working climate	4.244	0.554	1	High
Goods clearance from the first border point	3.765	0.609	3	High
Lowering government and customs procedures	4.151	0.612	2	High
National Window for Trade Requirements	4.053	0.529		High

Table 6: Means, standard deviations, ranks, and the relative importance of the pillars of investment attractiveness.

Axis	Mean	Standard deviation	Rank	Relative importance
Promoting integrity and transparency	4.010	0.655	5	High
Increasing the efficiency of customs service	4.171	0.546	2	High
Improving the transport fleet efficiency	4.040	0.580	4	High
Increasing the competitiveness of the port of Aqaba	4.084	0.542	3	High
Reducing merchandise cost and delivery time	4.204	0.433	1	High
Pillars of investment attractiveness	4.102	0.422		High

Table (6) indicates that the trends of the study sample were towards a high degree of the relative importance of the investment attractiveness' pillars, with a mean of (4.102) and a standard deviation of (0.422). The dimension of (reducing merchandise cost and delivery time) was placed in the first rank with a mean of 4.204) and a standard deviation of (0.433) and it was followed by the dimension of (increasing the efficiency of customs service) with a mean of (4.171) and a standard deviation of (0.546), the dimension of (increasing the competitiveness of the port of Aqaba) with a mean of (4.084) and a standard deviation of (0.542), the dimension of (improving the transport fleet efficiency) with the mean (4.040) and the standard deviation (0.580), finally the dimension of (promoting integrity and transparency) which was placed in the fifth and last rank with a mean of (4.010) and a standard deviation of (0.655).

3 Results and Discussion

In testing the hypotheses, the study adopted the multiple regression analysis and the stepwise regression analysis to answer the study questions. Before conducting the analysis, the data were checked for multiple correlations, defined as a high linear correlation between two or more dimensions of the independent variable that leads to the coefficient of determination R^2 being maximized to the point that it exceeds the real value. To rule out the possibility of multiple linear correlation, the researcher extracted the Pearson correlation coefficient for each independent variable based on the rule that if the correlation coefficient between the independent variables does not exceed 0.80, the data is considered free of the problem of high linear correlation [9]. The Pearson correlation coefficient test concluded the following results:

Table (7) shows that the correlation coefficient between the dimensions of the requirements of the National Window for Trade was between (0.606 - 0.764), which is less than (0.80). This indicates that the study sample is free from the multiple high linear correlation problem.

Results of the Main research hypothesis test H0:

The central hypothesis entails that: There is no statistically significant impact at sig. ($\alpha \leq 0.05$) for the National Window for Trade (improving the working climate, goods clearance from the first border point, and lowering government and customs procedures) on the national economy in light of the Corona pandemic".

The researcher used multiple linear regression analysis to test the hypothesis, and the table below shows the results

Table 7: Correlation Matrix for Independent Variables.

Variable	Improving the working climate	Goods clearance from the first border point	Lowering government and customs procedures
Improving the working climate	1.000		
Goods clearance from the first border point	0.606**	1.000	
Lowering government and customs procedures	0.765**	0.694**	1.000

** Significant at 0.01

Table 8: Model summary and analysis of variance ANOVA.

Dependent variable	Model Summary				ANOVA	
	correlation coefficient	R2 coefficient	Adjusted R2 coefficient	Standard error of the model	F calculated value	Sig (F)*
National economy	0.773	0.597	0.591	0.270	105.085	0.000

* Significant at ($\alpha \leq 0.05$)

Table (8) shows a strong correlation between the requirements of the (National Window for Trade) and those of the (national economy) with a correlation coefficient of (R=0.773). The correlation coefficient was (R2=0.597), indicating that (the requirements of the National Window for Trade) explained (59.7%) of the change in (the national economy) with the remaining 40.3% attributed to other factors.

The table also indicates the significance of the model, where F was (105.085) by a significance level of (Sig.F=0.000), which is less than 0.05. This shows a statistically significant impact of the National Window for Trade requirements on the national economy in light of the Corona pandemic at sig. (α≤0.05).
Therefore, we refuse the central null hypothesis and thus accept the alternative one that states:
"There is a statistically significant impact at sig. (α≤0.05) for the National Window for Trade (improving the working climate, goods clearance from the first border point, and lowering government and customs procedures) on the national economy in light of the Corona pandemic".

The following table shows the results of testing the sub-hypothesis of the central hypothesis according to the regression coefficients table

Results of the first sub-hypothesis test:

The value of the regression coefficient of 0.212)) showed the impact of improving the working climate on the national economy, which is considered significant since the t value was (4.075) at sig. (Sig. T=0.000).
Thus, we reject the first sub null hypothesis and accept the alternative hypothesis, which states:

"There is a statistically significant impact at sig. (α≤0.05) for improving the working climate on the national economy in light of the Corona pandemic".

Results of the second sub-hypothesis test:

The value of the regression coefficient of (0.168) indicated the impact of the goods clearance from the first border point on the national economy, which is a significant impact, this is because the value of t was (3.967) by a significance of (Sig. T = 0.000).
Accordingly, we reject the second sub-null hypothesis and accept the alternative one, which states:

"There is a statistically significant impact at sig. (α≤0.05) for the goods clearance from the first border point on the national economy in light of the Corona pandemic".

Results of the third sub-hypothesis test:

The regression coefficient of (0.236) indicated the impact of lowering government and customs procedures on the national economy, which is considered significant given the fact that the value of t was (4,521) at (Sig. T=0.000).

Accordingly, we reject the third sub-null hypothesis and accept the alternative one, which states:
"There is a statistically significant impact at sig. (α≤0.05) for lowering government and customs procedures on the national economy in light of the Corona pandemic".

To determine which of the requirements of the National Window for Trade has the most impact on the national economy, the stepwise regression analysis was used. Table (10) shows the results:

Table 9: Regression coefficients for the central hypothesis.

Regression Coefficients				
independent variables	B coefficients	standard error	T calculated value	*Sig (T)
Improving the working climate	0.212	0.052	4.075	0.000
Goods clearance from the first border point	0.168	0.042	3.967	0.000
Lowering government and customs procedures	0.236	0.052	4.521	0.000
constant regression	1.589	0.147	10,837	0.000

Table 10: Results of the stepwise regression analysis of the primary hypothesis H0.

Model	National Window for Trade Requirements	B	T calculated value	Sig (T*)	R2	F calculated	Sig (F*)
First	Lowering government and customs procedures	0.499	15.375	0.000	0.524	236.384	0.000
Second	Lowering government and customs procedures	0.329	6.827	0.000	0.567	140.109	0.000
	Improving the working climate	0.246	4.626	0.000			
Third	Lowering government and customs procedures	0.236	4.521	0.000	0.597	105.085	0.000
	Improving the working climate	0.212	4.075	0.000			
	Goods clearance from the first border point	0.168	3.967	0.000			

* Significant at ($\alpha \leq 0.05$)

Table (10) shows the order of the variables in the regression model representing the effect of the requirements of the National Window for Trade on the national economy under the corona pandemic. (Lowering government and customs procedures) was ranked first, explaining (52.4%) of the variance found in the national economy. When adding the dimension of (improving the working climate), the explanation rate increased to (56.7%). Also, adding the dimension of (goods clearance from the first border point) increased the explanation rate to (59.7%). It is clear that the impact of all the National Window for Trade requirements was significant at the significance level below 0.05.

4 Conclusions

The researchers obtained the following results:

- The high level of the relative importance of the National Window for Trade requirements from the point of view of the research sample members; the mean was (4.053) and the standard deviation was0.529)). All the needs appeared with high relative importance, indicating the success of the national window project in dealing with and adapting to the prevailing conditions of the pandemic. This is followed by directing the project team towards generalizing the application of the national window to other customs centers.

- The high level of the relative importance of the pillars of the investment attractiveness from the point of view of the members of the research sample since the mean was (4.102) and the value of the standard deviation was (0.422). All the pillars had high relative importance, and this indicates the department's ability to activate the principle of remote work to ensure the sustainability of the work in vital sectors whose impact is a strong impact on the national economy.

- Testing the main hypothesis showed a statistically significant impact for the National Window for Trade (improving the working climate, goods clearance from the first border point, and lowering government and customs procedures) on the national economy in light of the Corona pandemic. This significant impact appeared in all the dimensions when they had studied altogether, which may be due to taking a series of necessary measures to deal with the pandemic to ensure public safety for all.

- Testing the sub-hypotheses of the main hypothesis indicated a statistically significant impact for all the National Window for Trade requirements on

the national economy in light of the Corona pandemic when studied individually. This may be attributed to the positive impact of applying the developed national window procedures through the equipment of personal computers to the employees working under the umbrella of the National Window.

- The results of the stepwise regression analysis showed that (lowering government and customs procedures) is considered one of the requirements of the National Window for Trade that has the most significant impact on the national economy. This may be due to the application of software modifications to the customs regulations suiting the work application mechanism following the National Window for Trade procedures.

Recommendations:

Based on the findings of the study, the researchers recommend:

- Apply the model proposed by the researchers, which proved through field testing that it would have clear contributions to the process of implementing the National Window for Trade Program to promote investment and improve government and customs services directed to the population through the application of mechanisms linking the local, regional and international trade according to the best international practices.
- Rely on technology management as a competitive strategy to eliminate duplication and conflict among the government departments and unify their functions to reduce the time of the goods clearance and reduce the cost.
- Follow the necessary strategic decisions, overcome any difficulties facing the project's implementation, and disseminate it on a large scale, leading to effective national risk management.
- Working on studying many legislations that govern the customs work, removing all legal articles that hinder the implementation of the national window project, and making appropriate amendments that help implement the National Window for Trade efficiently and effectively.

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