

The importance of Staffs Skills and its impact on the Performance of Public Services in Bahrain Public Sector

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ABSTRACT:- Efficiency and the quality of the public services performance are affected by various factors, such as skills of staffs. Therefore, the main motivation and aim of this research paper is to highlight the importance of staffs skills as important factor for improving, the performance of public services in public sector. The findings of this research paper proved that the mean of the four questions regarding staffs skills refer to that the mean value of staffs skills in the range of (2.83 – 3.00), mean that this level is considered in the moderate range. With regard of practical implications, this research paper can contribute to increase awareness and interest about the skills of staffs and at the same time works to raise it as an important factor for efficiency and quality of the performance of public services, as well as to enhancing and improving the competitive advantage of public organizations.

Keywords:- Public Services Performance, Staffs skills, importance of staff skills

I. INTRODUCTION

The public sector depends strongly on the generation and employment of capabilities and knowledge for the delivery of its services (Cuganesan, Dunford, & Palmer, 2012). Therefore, in any organization human resources is considered as one of the most essential assets available, and at the same time, commitment and competence of employees play a major role in setting goals that the organization for itself and its successfulness in achieving those goals. Consequently, request for effective employees constantly rise in both sectors private and public, thus, competencies of employee improving the organizational and job performance together (Vathanophas, 2007).

II. PUBLIC SERVICES PERFORMANCE

Availability of essential services is the foremost measure of governance and at the same time, underpins the social contract between citizens and the state. Therefore, it is considered as an index of the society's health (Akinboade, Mokwena, & Kinpack, 2013). In addition, providing effective, equitable and efficient services that meet the expectations of citizens is considered as one of the most important functions of public organizations (Boyne, & Walker, 2010).

III. STAFFS SKILLS

Skills mean the capacity and ability to learn how to implement a specific function, and the ways to communicate politely with others. Skills can be obtained by work training or formal learning such as vocational training (Khayinga, & Muathe, 2018). In addition, in service organizations, human capital is more likely to lead to innovations in services through the use of skills to improve prevailing methods and create new knowledge.

IV. THE IMPORTANCE OF STAFF SKILLS ON PERFORMANCE OF PUBLIC SERVICES

The performance of staffs has impact on performance of organizational. Hence, each organization wants its staffs to do well (Enock, & Thomas, 2019). Consequently, staffs are the assets and resources of organizations, if they are skilled they will be performed best than unskilled (Kenny, 2019). On the other hand, in service organizations the skills, knowledge, abilities and creativity of staff are used to generate efficient and unique services that are difficult to replicate (Skaggs, & Youndt, 2004). Moreover, in service organizations, human capital is more likely to lead to innovations in services through the use of skills to improve prevailing methods and create new knowledge.

V. METHODOLOGY

5.1 Discussion

The major idea of this research paper is focuses on service organizations of public sector of Bahrain, through that there is direct relationship between staffs skills as independent variable and public services performance as dependent variable. The systematic random sampling technique was used for the purpose of distributing questionnaires to the sampling of citizens. By using a five-point Likert scale, in order to data analysis the version 23 from SPSS program was used.

5.2 Results of Analysis

There are 4 questions which focused on variable of staffs skills that effect on public services performance: (1-The staff of the public sector are highly skilled), (2-The staff of the public sector possess leadership abilities in their work), (3-The staff of the public sector bear the risks in order to achieve organizational goals of organization) and (4-The staffs of the public sector are able to work in integrated teams in order to improve performance to deliver better service). The analysis of staffs skills as independent variable in this research paper through the 4 questions that mentioned above. The results of the respondents on the 4 questions as illustrated below in Table and figure1&2&3 and 4.

Table 1The respondents choices on the first question

Question 1	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The staff of the public sector are highly skilled	26	110	117	105	10

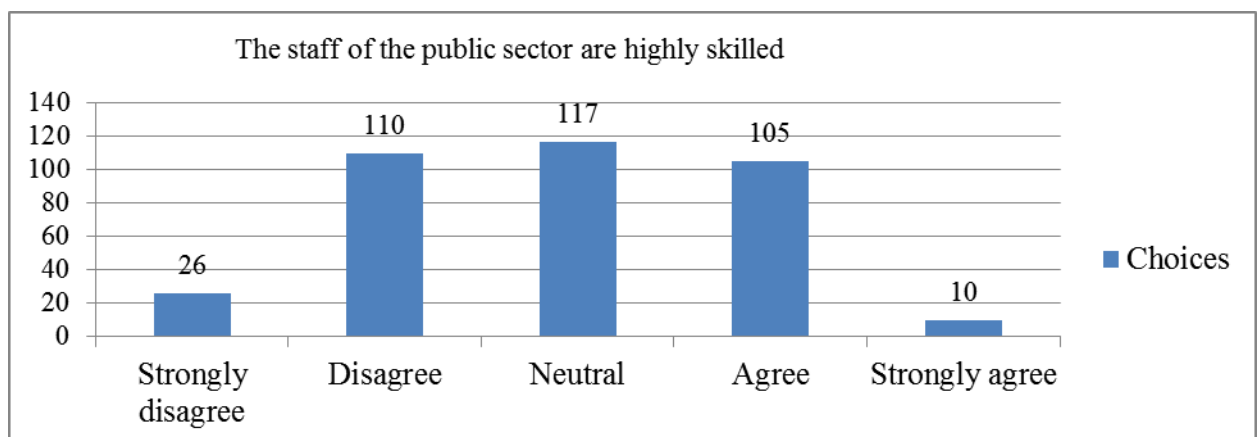


Fig.1The respondents choices on the first question

Table 2 The respondents choices on the second question

Question 2	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The staff of the public sector possess leadership abilities in their work	45	107	102	91	23

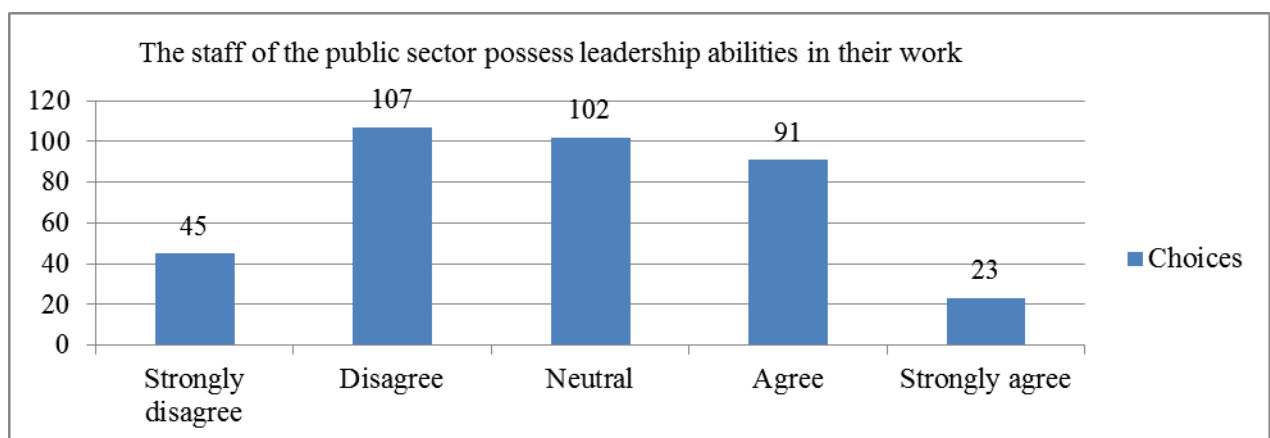


Fig.2 The respondents choices on the second question

Table 3 The respondents choices on the third question

Question 3	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The staff of the public sector bear the risks in order to achieve organizational goals of organization	42	102	110	103	11

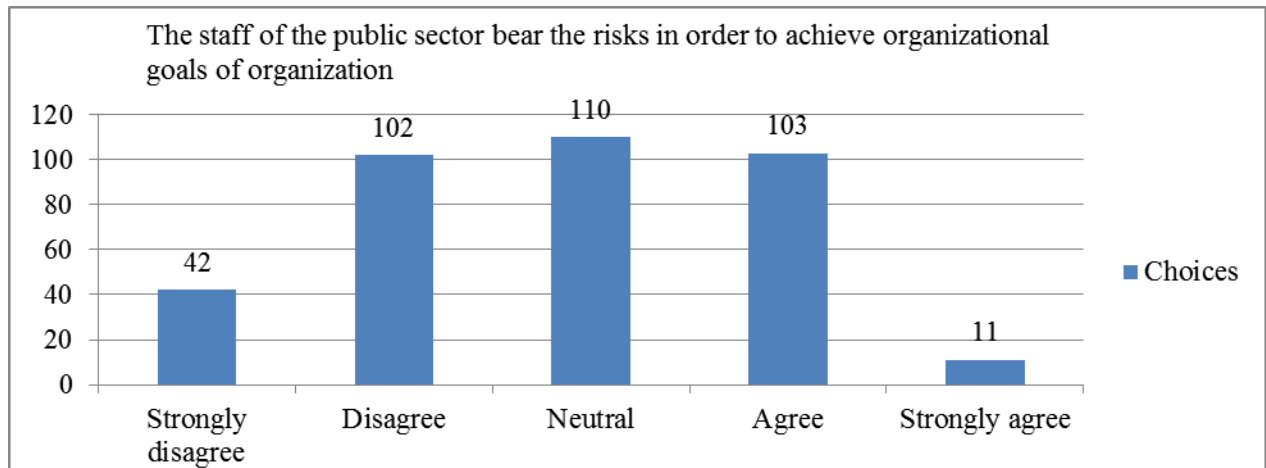


Fig.3 The respondents choices on the third question

Table 4 The respondents choices on the fourth question

Question 4	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The staffs of the public sector are able to work in integrated teams in order to improve performance to deliver better service	32	94	104	118	20

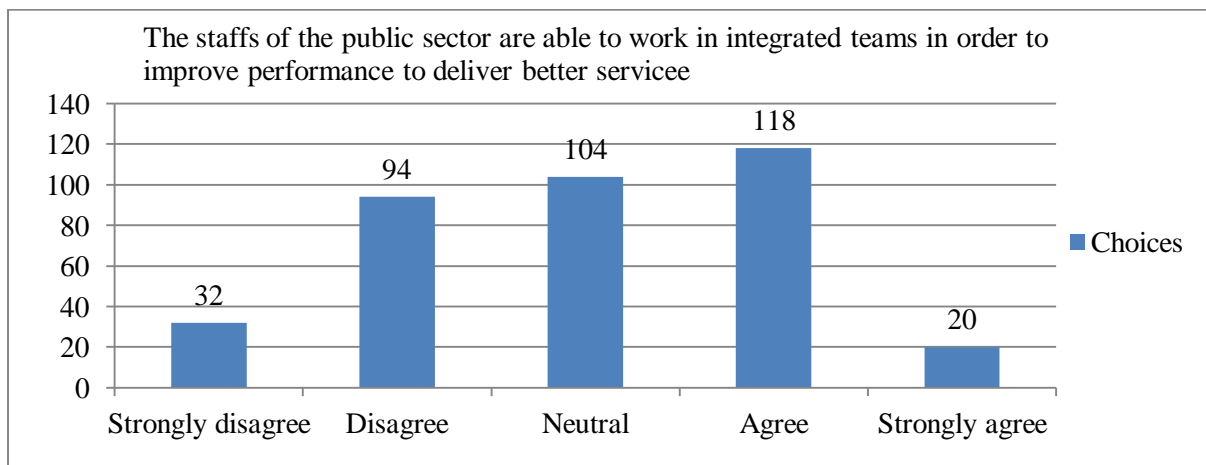


Fig.4 The respondents choices on the fourth question

5.2.1 Results of Analysis

Table and Figure 5&6 below shows the results of Mean, Standard Deviation, Factor and Communalities of the 4 questions.

Table 5 Mean and Standard deviation Analysis of the 4 questions for independent variable staffs skills

No.	Statement	Mean	SD
1	The staff of the public sector are highly skilled	2.90	0.98
2	The staff of the public sector possess leadership abilities in their work	2.84	1.12

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3	The staff of the public sector bear the risks in order to achieve organizational goals of organization	2.83	1.05
4	The staffs of the public sector are able to work in integrated teams in order to improve performance to deliver better service	3.00	1.07

Based on the above Table 5, it can be seen that the mean of the 4 questions in the range of (2.83 – 3.00), mean that the level of the responses is in the moderate range.

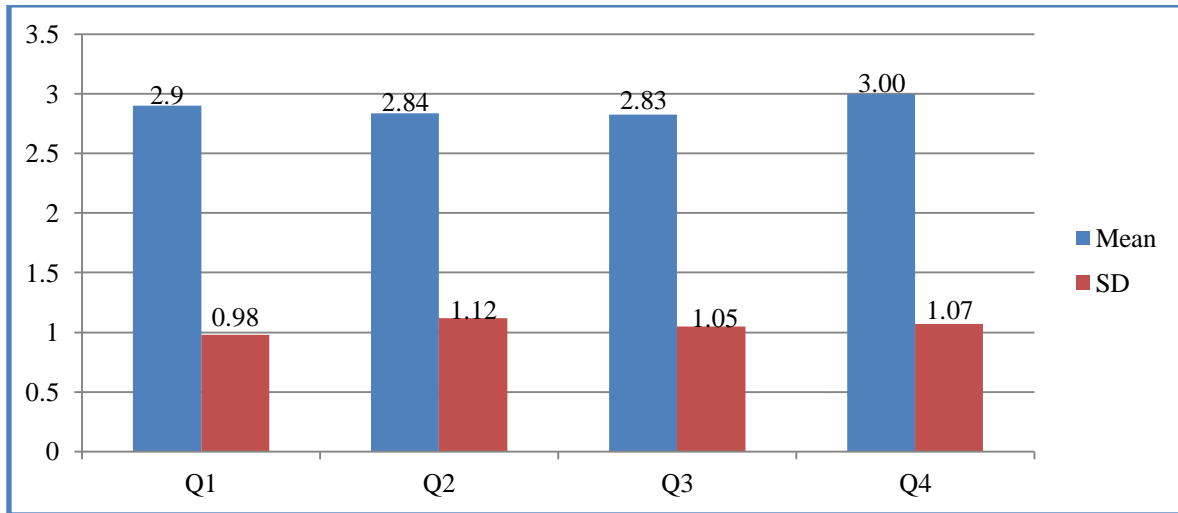


Fig.5 Mean and Standard Deviation for the 4 questions

Table 6 Factor and Communalities Analysis of the 4 questions for independent variable staffs skills

No.	Statement	Factor	Communalities
1	The staff of the public sector are highly skilled	.817	.711
2	The staff of the public sector possess leadership abilities in their work	.517	.531
3	The staff of the public sector bear the risks in order to achieve organizational goals of organization	.591	.487
4	The staffs of the public sector are able to work in integrated teams in order to improve performance to deliver better service	.739	.606

1. Based on the above Table 6, it can be seen that the factor of the 4 questions is in the range of (.517 - .817), mean that acceptable, also it is considered (very significant).
2. Based on the above Table 6, it can be seen that the communalities of the 4 questions in the range of (.531 - .711), mean that acceptable, also it is considered (high communality).

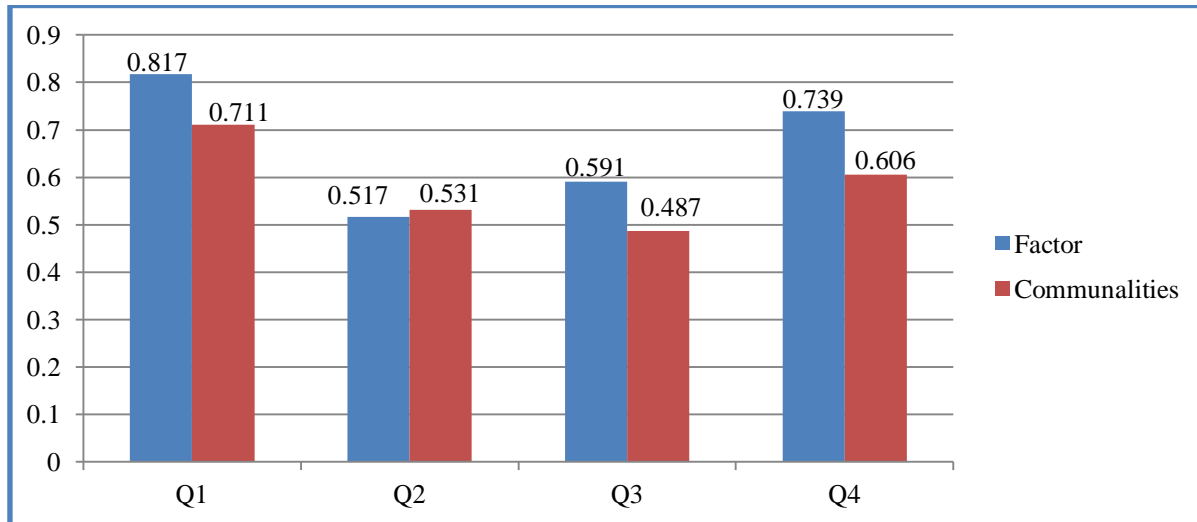


Fig.6 Factor and Communalities for the 4 questions

VI. CONCLUSION

Human capital that has high skills is considered as one of the most importance intangible assets in any organization. Hence, human capital is more likely to lead to innovations in services through the use of skills to improve prevailing methods and create new knowledge. Consequently, this research paper has highlighted the importance of staffs skills as an important factor for improving the performance of public services in organizations of public sector of Bahrain. In addition to that, this paper has discussed four questions that relating staff skills and how important to developing and enhancing the performance of public services. This research paper is expected to contribute to increase awareness and interest about the skills of staffs by organizations of public sector of Bahrain and works to a raise it as an important factor for efficiency and quality of the performance of public services, as well as to enhancing and improving the competitive advantage.

RECOMMENDATIONS

The officials in the public sector organizations in Bahrain and in the world must be focuses to increase the level of skills for the staff to enhance their abilities to achieve a higher level of public services performance.

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