

The role of training in raising performance efficiency Public sector employees

Case Study

Ministry of Social Affairs - Social Security Offices

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Prepared by the researcher

Abbas Al Sindi

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Introduction

All institutions, government agencies and others have become largely focused on the human element because of its importance and impact on their reality and future. Investing in the human element has become a means of reaching the goals and objectives of all private and public organizations. One of the means of investing in the human element in the present era is training, which It has become a top priority in a large number of countries in the world, including both developed and developing countries. Administrative training aims to provide trainees with information and skills in various renewable methods about the nature of their work assigned to them, and to improve and develop their skills and abilities, and try to change their behavior and attitudes positively, and thus raise the level of Performance and productive efficiency.

Training is considered one of the most important means used in the process of developing and developing the capabilities of individuals within organizations. Through training, organizations can influence the behavior and trends of individuals, change their scientific and practical capabilities, and reach a high degree of various skills and high efficiency in their field of work within the organization. It is necessary to ensure an adequate supply of staff that is technically and socially competent and capable of career development geared towards helping organizations realize their vision. In the contemporary dynamic corporate world, employees are increasingly required to keep up to the upcoming changes. Training is important for employees' development as it enables them achieve self-fulfilling skills and abilities, reduce operational costs, limits organizational liabilities. Properly trained employees are highly motivated and have more sense of responsibility hence requiring less supervision which in-turn increases the organization's ability in attaining its mission. The study will principally focus on the effect of training and development on employee performance and productivity[1].

Training is also considered one of the means that makes individuals more receptive to change and development within organizations, so any change cannot have positive effects unless there are human competencies that work and contribute with conviction to activating the change process.

Due to the importance of training and its clear necessity from the above, we decided to devote this study to training in the Ministry of Social Affairs in the Kingdom of Saudi Arabia - the Ministry's Agency for Social Security Affairs, branches of social security offices.

Research Problem

Most government sectors and institutions face a significant shortage in the training process for their working employees, and their training levels may be limited to certain administrative levels and not others, when in reality they should include. All the various administrative departments in the organization, and the training process may not be used properly after the trainee returns from the training programs. Training is often a formal process that the trainee spends as paid leave and expenses, and in which he obtains a certificate of attendance for the course that enables him to compete for it in the promotion process or Other advantages are obtained without any trace of training on the trainee. Accordingly, there are training courses that do not represent a real addition to the trainee as much as they are a change from the work atmosphere and environment.

Main Research Question

The research problem is summed up in answering this main question:

- What is the role of training in increasing the efficiency of employee performance?

Research Importance

For the researcher's knowledge, this study is considered the first of its kind, which aims to study training in the Ministry of Social Affairs at the Ministry's Agency for Social Security Affairs in the Kingdom of Saudi Arabia. Because of the importance of the human element in the process of managing the Ministry and achieving its goals, the training process has become an integral part of its goals. Training It has become a crucial element in the efficiency and effectiveness of its employees, and the development and progress that the world is currently witnessing, especially in the field of technology, has made training employees a necessary means to provide them with the necessary skills and experience in this field. Training employees and enrolling them in high-level training programs improves their performance and raises the level of their administrative efficiency.

Research Sub-Questions

The research problem is summed up in answering the this main question:

- To what extent do employees benefit from the training courses?
- What is the appropriate training period to benefit from the training courses efficiently?

Research Methodology

The researcher used the descriptive analytical method, which aims to describe quantitatively or qualitatively a social, human, or administrative phenomenon or a group of phenomena linked together, through the use of various data collection tools such as questionnaires, interviews, observations, and examination of records.

Research Aims

The research aims to identify the extent of benefit from the training courses that employees in the Ministry receive, and the extent of the role of training in developing and raising the efficiency of their performance. It also aims to reach the problems facing the training process by identifying the reasons that lead to deficiencies in the training process provided to the trainees and knowing Strength points to try to benefit from in developing and improving the training process and clarifying the obstacles that lead the training process to weakness, failure and lack of benefit from it. The researcher presents suggestions and recommendations that help in achieving the Ministry's objectives to reach distinguished performance through training and development processes that lead to raising Efficient performance of employees and employees.

Research hypotheses

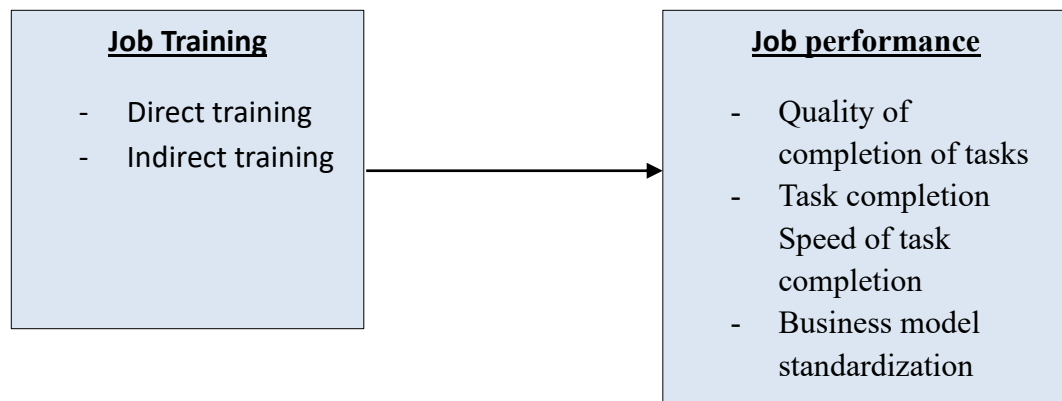
- There is a statistically significant relationship between training and increasing employee performance efficiency.
- There is a statistically significant relationship between the training period and its efficiency.
- There is a statistically significant relationship between the type of training and improving employee performance.

Search Limits

- **Spatial boundaries:** Ministry of Social Affairs, Deputy Ministry for Social Security Affairs, branches of social security offices in Al-Baha region.
- **Human limits:** a random sample of employees in branches of social security offices in the Al-Baha region in various countries Their administrative levels.

- **Time limits:** This study was conducted during the period from 23/2/2024 to 19/4/2023 AH

Research model



Reference

1] Mohamud, A. M. (2014). The effect of training on employee performance in public sector organizations in Kenya. The case of NHIF Machakos county (Doctoral dissertation, University of Nairobi).