



The role of training in raising performance efficiency public sector employees

Case Study

Ministry of Social Affairs - Social Security Offices

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Abstract

The researcher conducted a study on the role of training in enhancing the performance efficiency of public sector employees, with a case study on the Ministry of Social Affairs - Ministry Agency for Social Security Affairs, branches of the Social Security Offices in the Baha region. The problem of the study was that most government sectors face a significant shortage in the training process for their employees. Training in these sectors may be limited to certain administrative levels without others. The researcher used the descriptive-analytical method to describe the phenomenon under study and used interviews, observations, and record examination to collect various data. The total research sample consisted of forty samples distributed among the branches of the Social Security Offices in the Baha region. The most important results were the agreement of the research sample individuals on the role of training in increasing performance efficiency and their need for it to develop their performance. The most important recommendations included the necessity of linking promotions, external assignments, some types of incentives, and rewards to the training record of employees at the ministry. The study also recommended providing financial incentives to trainees upon successfully completing some training programs with excellence.

المستخلص

أجري الباحث دراسة حول دور التدريب في تعزيز كفاءة أداء موظفي القطاع العام، مع دراسة حالة على وزارة الشؤون الاجتماعية – وكالة الوزارة لشؤون الضمان الاجتماعي، فروع مكاتب الضمان الاجتماعي بمنطقة الباحة. تمثلت مشكلة الدراسة في أن معظم القطاعات الحكومية تواجه نقصاً كبيراً في عملية تدريب موظفيها. وقد يقتصر التدريب في هذه القطاعات على مستويات إدارية معينة دون غيرها. استخدم الباحث المنهج الوصفي التحليلي لوصف الظاهرة محل الدراسة واستخدم المقابلات والملاحظات وفحص السجلات لجمع البيانات المختلفة. وتكونت عينة البحث من أربعين عينة موزعة على فروع مكاتب الضمان الاجتماعي بمنطقة الباحة. وكانت أهم النتائج موافقة أفراد عينة البحث على دور التدريب في زيادة كفاءة الأداء وحاجتهم إليه لتطوير أدائهم. وتضمنت أهم التوصيات ضرورة ربط الترقيات والانتدابات الخارجية وبعض أنواع الحوافز والمكافآت بالسجل التدريبي للموظفين في الوزارة. كما أوصت الدراسة بتقديم حوافز مالية للمتدربين عند إتمامهم بعض البرامج التدريبية بنجاح بتفوق.

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Introduction

All institutions, government agencies, and other entities have shifted their focus towards the human element due to its significance and impact on their present reality and future prospects. Investing in the human element has become a crucial strategy for achieving the goals and objectives of both private and public organizations. In the current era, one of the key methods of investing in the human element is through training, which has gained prominence in numerous countries worldwide, including both developed and developing nations. The aim of administrative training is to equip trainees with knowledge and skills related to their assigned work, as well as to enhance and develop their abilities. It also seeks to bring about positive changes in their behavior and attitudes, thereby elevating their performance and productivity levels.

Training is widely recognized as one of the most vital tools for developing and enhancing the capabilities of individuals within organizations. Through training, organizations can influence the behavior and inclinations of individuals, enhance their theoretical and practical skills, and attain a high level of proficiency and efficiency in their respective fields of work. It is imperative to ensure a sufficient supply of technically and socially competent staff who are capable of advancing their careers in a manner that aligns with the organization's vision. In today's dynamic corporate world, employees are increasingly expected to adapt to upcoming changes. Training plays a crucial role in the development of employees, enabling them to acquire self-fulfilling skills and abilities, reduce operational costs, and minimize organizational liabilities. Well-trained employees are highly motivated and possess a greater sense of responsibility, thereby requiring less supervision. This, in turn, enhances the organization's ability to fulfill its mission. The focus of this study will primarily be on examining the impact 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 12/1434 AH to 7/1435 AH

Literative review

Given the importance and clear role of training in human resources development and the development of individuals working in various organizations, whether private, public or service, researchers have paid attention and presented research in the field of training in various sectors concerned with the training and development of their individuals, and among these studies were the following:

- **The effect of training in raising the efficiency of employee performance - An exploratory study on governmental and private organizations in Jeddah [2]**

This research was conducted to explore the topic of training and its significance in the context of human resources, to determine the success and failure factors of training programs, to emphasize the role of training in enhancing the performance of human resources, and to understand the fundamental principles of training. The study hypothesized that there is no statistically significant correlation between training and workers' productivity at a significance level of ($\alpha < 0.05$), as well as no significant relationship between training and work quality at the same level of significance ($\alpha < 0.05$). Additionally, it was assumed that there are no statistically significant differences at a significance level of ($\alpha < 0.05$) between employees in the public and private sectors regarding the impact of training on improving workers' efficiency. The research population included employees from both sectors, with a sample size of 50 individuals selected randomly. The study utilized a questionnaire as a research tool and employed SPSS statistical analysis method to calculate mean, standard deviation, and variance. A descriptive and analytical approach was adopted due to its suitability for studying the phenomenon. The findings revealed no statistically significant relationship at a significance level of (0.05) in the responses of the sample individuals regarding the correlation between training and workers' productivity. This result led to the rejection of the initial hypothesis and acceptance of the alternative hypothesis, indicating that there is indeed a significant relationship between training and workers' productivity, 1. The findings of the study support the correlation coefficient, indicating that there is indeed a significant relationship between training and productivity of workers. The initial hypothesis suggesting no significant relationship has been rejected in favor of the alternative hypothesis. It is evident that there is a statistically

significant relationship at a significance level of 0.05. The responses from the study sample individuals show no statistically significant differences between the views of employees in the public and private sectors, particularly regarding the impact of training on enhancing worker efficiency, with a correlation coefficient of -0.071. The study suggests that employees in both sectors should acquire essential skills to enhance their managerial capabilities, improve job stability, and boost morale. It is crucial to keep employees updated on developments in their respective fields to ensure positive attitudes towards work.

- **THE RELATIONSHIP BETWEEN TRAINING STRATEGY AND EMPLOYEE PERFORMANCE IN ORGANISATIONS [3]**

This article provides insight into the training strategy and employee performance within organizations. Both private and public businesses have expressed interest in implementing a training strategy to enhance the performance of their staff. These organizations have focused on establishing a set of policies and decisions that align with the training plan to keep up with rapid scientific and technical progress. In order to improve employee efficiency, it is crucial to have an appropriate training strategy and make informed decisions. The correlation between the training strategy and employee performance was analyzed using the quantitative method. The study was conducted on security companies, with a sample size of 45 security employees. The relationship between these two variables was examined using the SPSS program. The findings of the study revealed that the training method plays a significant role in improving employee performance. The performance of employees is influenced by the training policies implemented by the organization. Furthermore, the decisions made in the training approach also have an impact on employee performance. To enhance the quality of work for employees in businesses, it is essential to have a training strategy that keeps pace with technological advancements. An effective training strategy enables organizations to maintain the quality of services provided and their competitive position.

- **ROLE OF TRAINING IN IMPROVING EMPLOYEE'S PERFORMANCE [4]**

The study emphasizes the importance of training in reducing costs, minimizing material wastages, and increasing employee effectiveness. It highlights the

significance of training in bridging the gap between work requirements and existing skill levels of employees. Various training methods such as on-the-job and off-the-job training are discussed, showcasing their impact on employee productivity, skill development, and morale. The article underlines how proper training can lead to higher productivity, lower supervision needs, improved employee skills, and increased employee commitment, ultimately benefiting organizational performance.

- **Training, development and performance (Case study of the Albanian Public Administration) [5]**

The main purpose of this paper is to present the main theoretical approaches related to training in public administration all specials presents this practice in the budgetary sectors. Further, in a more practical level, other purpose of this paper is to analyze the relationship of training with performance seen in two levels; individual and organizational. To realize the goals of this paper are following two main ways. Initially he conducted a theoretical picture of attitudes to assess performance and its position in view of the performance of public administrator. Later in order to answer to key questions of research is designed and distributed a questionnaire on the Albanian public administration whose data are processed further. At the end of this work based on literature review and practical results reflected some recommendations and conclusions.

- **Antecedents of Employee Performance: A Case Study of Pakistan Telecom Sector[6]**

In this research, the researches conducted interviews with telecommunications personnel to examine the elements that influence their performance. Following interviews with 95 employees in the telecommunications industry of Pakistan, we have determined that overall, all employees of telecommunications companies express contentment with the training, development, and support provided by their respective organizations. The study has concluded that employee empowerment, job security, and financial benefits play crucial roles in enhancing employee performance. Managers who prioritize employee development should empower their staff, as it fosters greater engagement and dedication to their work.

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