

THE EFFECT OF REDEFINING THE PUBLIC SECTOR'S ROLE ON THE STAKEHOLDER'S SATISFACTION: BENAYAT SYSTEM AS A CASE STUDY

OVERVIEW

The BENAYAT system, which applies the redefinition process to changes the role of the government of Bahrain from service provider to regulator, aids the delivery of building permit services. The redefinition process applied through a transformational policy provides maximum tangible benefits through a re-engineered, automated and transparent system. The purpose of this research is to assess the satisfaction of related stakeholders with the operational effectiveness of the transformational policy and the BENAYAT system's technological uses.

PROBLEM

By applying this transformational policy there were some questions about whether this redefinition meets the stakeholders' needs, what the gaps are in applying this policy, and whether the technology used affects the public sector's operational effectiveness. It also becomes essential to explore the extent to which stakeholders are satisfied with the current processes. It is important to deduce the administrative and economic benefits of adopting the redefinition to ensure delivering public service effectively. This would determine if the public sector should invest more in applying this redefinition.

METHODOLOGY

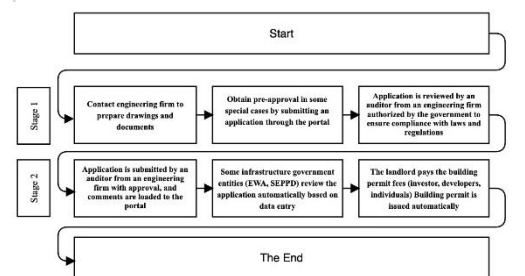
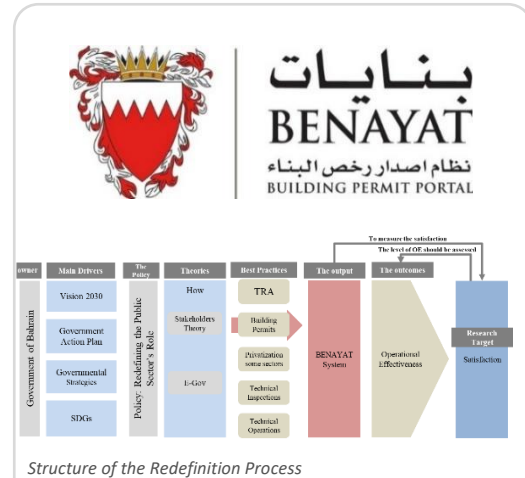
A quantitative research approach was applied. A sample of BENAYAT system users (public sector engineers, private engineering consultants, real estate developers) was recruited to make a generalised conclusion regarding the population. The data collected from this survey were used to validate the proposed research model by testing its main hypotheses. This method was used to quantify the sample subjects' opinions, behaviours and attitudes related to specific phenomena based on numerical data to be analysed statistically based on rigid guidelines.

FINDINGS

This study found almost half of the respondents were dissatisfied with the redefinition process, as they were not consulted about it, nor were they invited to a meeting that explained this transformational policy's implementation. The public sector was more satisfied with the transformational policy than the private sector. This study found there was no correlation between the knowledge of the transformational policy and (a) operational effectiveness or (b) the expected benefits of the transformational policy. However, significant correlations were found between the technology used and (a) the expected benefits of the transformational policy and (b) operational effectiveness. Additionally, the expected benefits of the transformational policy significantly correlated with operational effectiveness. Operational effectiveness and overall satisfaction were likewise significantly correlated.

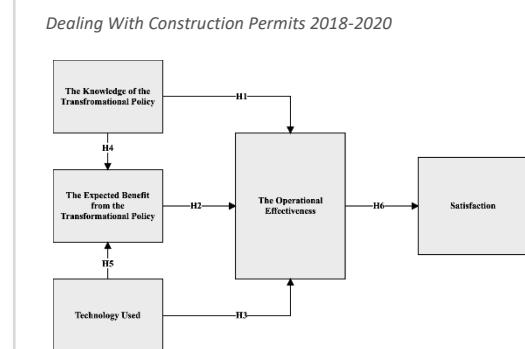
RECOMMENDATIONS

- Market the transformational policy to increase knowledge of it.
- Train stakeholders to use the BENAYAT system with a professional certificate.
- Complete the cycle of procedures needed after issuing building permits as following up the building permit procedures, issuing the NOC for service connectivity.
- Improve technical support for the BENAYAT system in different forms, for immediate response for any support.



The Building Permit Process of the BENAYAT System

Dealing with Construction Permits	BPS (2018)	BANAYAT System (2020)
Procedures (number)	11	7
Time (days) only to issue the BP	115	5
Cost (% of warehouse value)	3.9	3.7
Building quality control index (0-15)	12.0	12.0
Ease of dealing with construction permits (score)	73.40	83.1
Dealing with construction permits (rank)	47	17



The Developed Research Model

Hypothesis	Independent Constructs	Dependent Variable	t Value	p Value	Significant level
H1	Knowledge of the transformational policy	Operational Effectiveness	.340	.734	NS
H2	Expected Benefits from the transformational policy		3.701	.000	**
H3	Technology uses		8.149	.000	**
H4	Knowledge of the transformational policy	Expected Benefits	1.584	.115	NS
H5	Technology uses		9.462	.000	**
H6	Operational Effectiveness	Satisfaction	10.309	.000	**

Note. NS = Not Significant. ** Significant @ p<.001.

Path Coefficient Significance Test