Electronic Government Services in the Field of Human Resources and the Extent of Activation in the Ministry of Education in the Kingdom of Bahrain

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Abstract

Objectives of the Research
• Identifying the actual electronic applications used in the field of human resources in the Ministry of Education in Bahrain.
• Identifying the level to which the human resources management take advantage of the electronic services provided by the Civil Service Bureau.
• Identifying the future visions of the Ministry of Education, consistent with Bahrain's Vision 2030 through the effective application of egovernment services.
• Identifying the problems that encounter the application of egovernment services in the field of human resources.

The Research Tool
The current research used a questionnaire consisted of (114) items. These items were divided into four axes: the actual applications, taking advantage of e-services, future visions and the problems. Indicators of validity and reliability have been verified and ranged between (0.60 - 0.72), and (0.94 -0.98) respectively.

The Population and Sample
The research population consisted of (107) employees from the staff of the Ministry of Education in the Kingdom of Bahrain from five different sections. The sample consisted of (62) staff members, including (24) males and (38) females. The researcher delivered (100) questionnaires and retrieved (63) full questionnaires.

The most important results of the research:
- The electronic applications most used in the field of human resources in the Ministry of Education in the Kingdom of Bahrain are: upgrading,
upgrading with a job change, changing the job title, the calculation of overtime hours, changing the marital status, changing the name.

- The Human Resources Management in the Ministry of Education in the Kingdom of Bahrain significantly takes advantage of the e-services provided by the Civil Service Bureau in the following areas: facilitating accessing to services by the clients, shifting to the electronic check and follow-up of transactions, providing decision-makers with up-to-date information and reducing the effort required to complete the work.

- The visions of the ministry in the field of e-services that are more consistent with Bahrain's Vision 2030 are: the expansion of the computer education programs, increasing awareness of the importance of e-government services among the staff and the external clients, providing all schools with a high speed internet service and the application of standards of privacy, confidentiality, security and credibility.

- The most common problems that encounter the application of eservices in the Ministry of Education are: the shortage of IT skills among staff, the lack of highly skilled programmers and system analysts, the lack of training programs on information technology oriented to staff and the gap in the ability of different departments in the ministry to deal with eservices.

- There are no statistically significant differences in e-government services in the field of human resources at the Ministry of Education in the Kingdom of Bahrain ascribed to the variables of section, job, gender, age and the training courses in the computer field.

- There are statistically significant differences in the e-government services in the field of human resources at the Ministry of Education ascribed to the variable of experience in favor of the (6-10) years.

Based on the findings of the current research, the researcher presented a set of recommendations and suggestions.