

Investigating the Relationship between Public Governance and the Quality of Services in Public Institutions and Ministries

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1. Introduction

The emergence of governance as a key concept in the public domain is relatively recent, although the concerns which it embraces are age-old. The main reason for the emerging of the governance concept is the corruption in big corporation as well as the poor job done by some of the audit firms. Governance has become an important focal point of debate, discussion and concern among aid-donor nations, aid-recipient countries and international development organizations such as the World Bank. In kingdom of Bahrain the focus on public governance is a recent trend. The prime minister H.H Prince Khalifa Bin Salman ALkhalifa request all public organizations which budget is funded more than 30% by the government to adopt the public governance guidelines in order to utilized the public resources in an efficient and effective way and deliver high quality services to the citizens and to apply the principals of accountability and transparency. The governance helps the entities to achieves its strategic objective which is sets in line with the economic vision of Kingdom of Bahrain 2030.

2. Objectives

- ❖ Investigate the relationship between public governance and quality of services in Bahraini's public institutions and ministries
- ❖ Find the extent of compliance to the public governance factors, criteria's, and standards by the public institutions and ministries
- ❖ Find the most influential public governance factor(s) on quality of services.

3. Resources

1. The public governance guidance published in March 2013
2. The International framework for the good governance in the public sector, published in July 2014 by CIPFA & IFAC.
3. Articles in the same field will be fully utilized taken from journal taken from Ahlia University library database
4. The World Bank reports regarding public governance

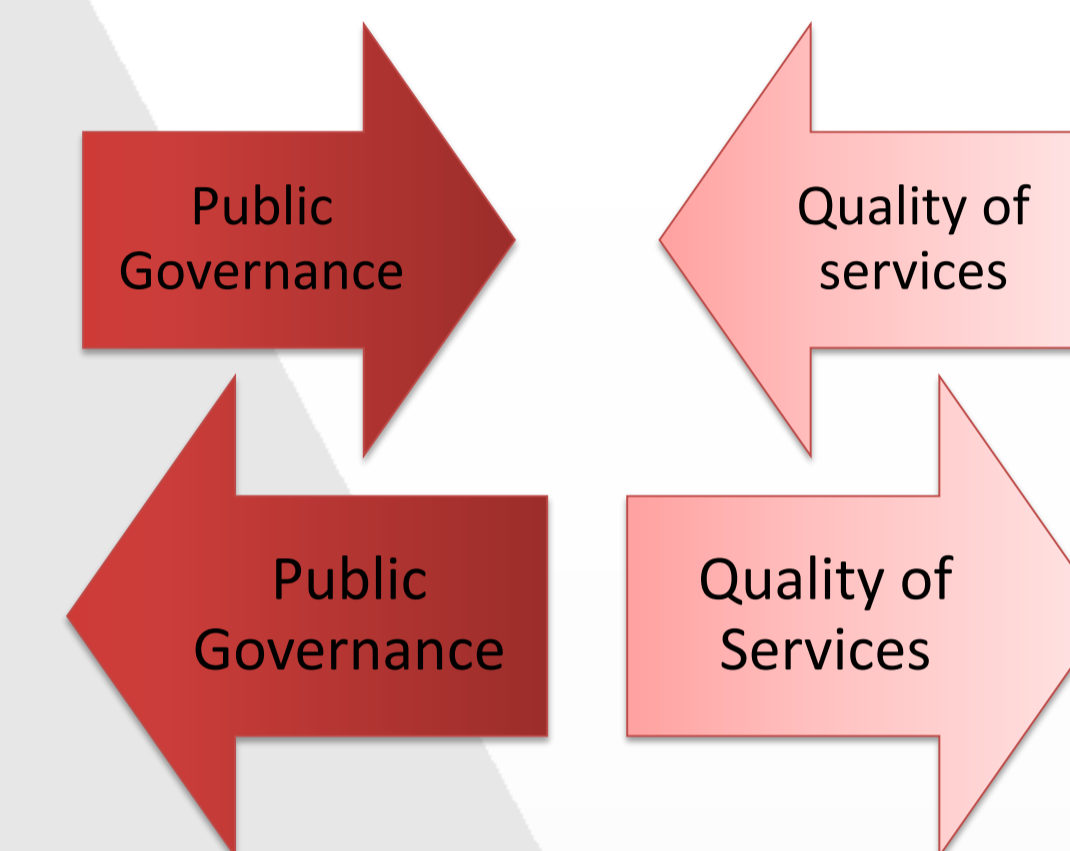
4. Research Questions

To what extent the public institutions and ministries in Bahrain are complied with the public governance criteria and standards?

What are the most influential public governance factor(s) on quality of services?

What is the relation between public governance and the quality of services in Bahrain public institutions and ministries?

5. Research Hypotheses



6. Methodology

Content analysis

Analyze data using SPSS

Structured interview

Analyze reports issued by public institutions

7. Findings

This study is expected to lead to the followings:

- 1- there is significant relationship between public governance and the quality of services in Bahrain.
- 2- there are a high compliance to public governance principals in Bahrain.
- 3- some of public governance acts will affect the quality of services in the public sector in a negative way.

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