



Organization Performance and Development Method Influence on Government Institutions in Kuwaiti Region

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Abstract: *Most organizations drive from various methodologies to recognize the key target point to achieve. To accomplished this achievement, knowledge management method and other development methods play favorable keys on the organizational performance. Government institutions in Kuwait, use to applied those methods that influence on overall organizational performance at different stages. From top to bottom of any position in organizations bear applicable applicable skills, knowledge and attitude that influence on performance as important to change. Having knowledge management practices provides significant opportunities for improving to the large organization sectors. Organizational culture and Human Resources Management operate accordingly to the Knowledge Management and those cultural rules. In the theory and research based organization in Kuwait, how much perform and influence with development method that highlight in this paper. Kuwaiti National Fund for SMEs built to focus on organizational framework that operate to set-up with IT architecture. Moreover, organizational and administrative framework as influence and solve the challenges tasks based on Government Institutions as also represent with existing culture.*

Key Words: *Organization Performance, Organizational Development, Kuwaiti region.*

1. INTRODUCTION:

Organizational execution implies the real yield or comes about of an organization as measured against its aiming destinations. With the rise of the internet, the present global world is defined by a massive amount of data being transferred globally in real time. This occurs as a result of the development of information-based economies, in which information has become the metric that determines a organization competitive edge that ultimately, Survival, rather than its financial condition [1]. Supervisors in large businesses sectors are aware of the importance of information as a crucial resource for enabling them to produce products and services that meet a variety of customer needs, as well as a KM which determines their success or failure [2][3]. Knowledge Management in businesses processes become sophisticated where organizations are able to manage and capture its knowledge. As result, research in organizations able to make great efforts to measure the perfect of knowledge management (KM). This way basically organization could be able to improve their performance process. This research basically focuses on current status of KM that practices in Kuwaiti Organizations with the presented of empirical data from various sources were collected to access for KM inside these organizations. Data then systematically analyses to confirm with the current status of KM practice based on few organizations. Qualitative study factors based appeared to be good impact of KM which influence to the inside of Kuwaiti organizations with the practices. The fundamental commitment of this work to KM writing is of particular importance to the field of KM assessment, taking a broad look at the impact of KM skills on trade procedures and organizational execution in the Kuwaiti context. This paper well basically highlight on following subjective of research within discussion.

2. LITERATURE REVIEW:

The organization itself does not perform any work but its supervisors are performing their doled out works and in a combination of these performed works is called organization execution. The organization does not execute any labour but its managers do perform their assigned tasks, and the sum of these tasks is referred to as organization performance. One of the responsibilities of organisational development is to identify areas of company's operations that require for performance. Behaviour of leadership structure and development dimensions which influence and strengthen structure and development oriented. It indicates that structure and improvement of leadership behaviour have good and notable impacts on organizational execution using self-perceived information from modern workforce in research using SEM technique [4]. Entire employee advancement programs are used as the unit of examination within the investigation,



there is noticeably less evidence on the effects on execution. Part of the problem is that representational advancement programs frequently encompass a variety of learning opportunities with varying, and sometimes difficult to degree, individual and organizational outcomes. Furthermore, rather to being a precise collection of cantered development opportunities, representative advancement programs sometimes suffer from the problem of being a composite that occasionally irrelevant and learning experiences of organization. Human and social variables, innovation, normal resources, financial variables, administrative measures, markets, administrative reasoning, organizational culture (Objectives, Esteem, Convictions & Standards), organizational climate, propelled behaviour and cooperation, structure, innovative and physical assets, money related assets, authority style are some of the components that organizations must perform. The organization gains viability, productivity, advancement, and participant satisfaction that produce combining of assets. As seen from figure 1, below how hierarchical structure perform on organizational platform.

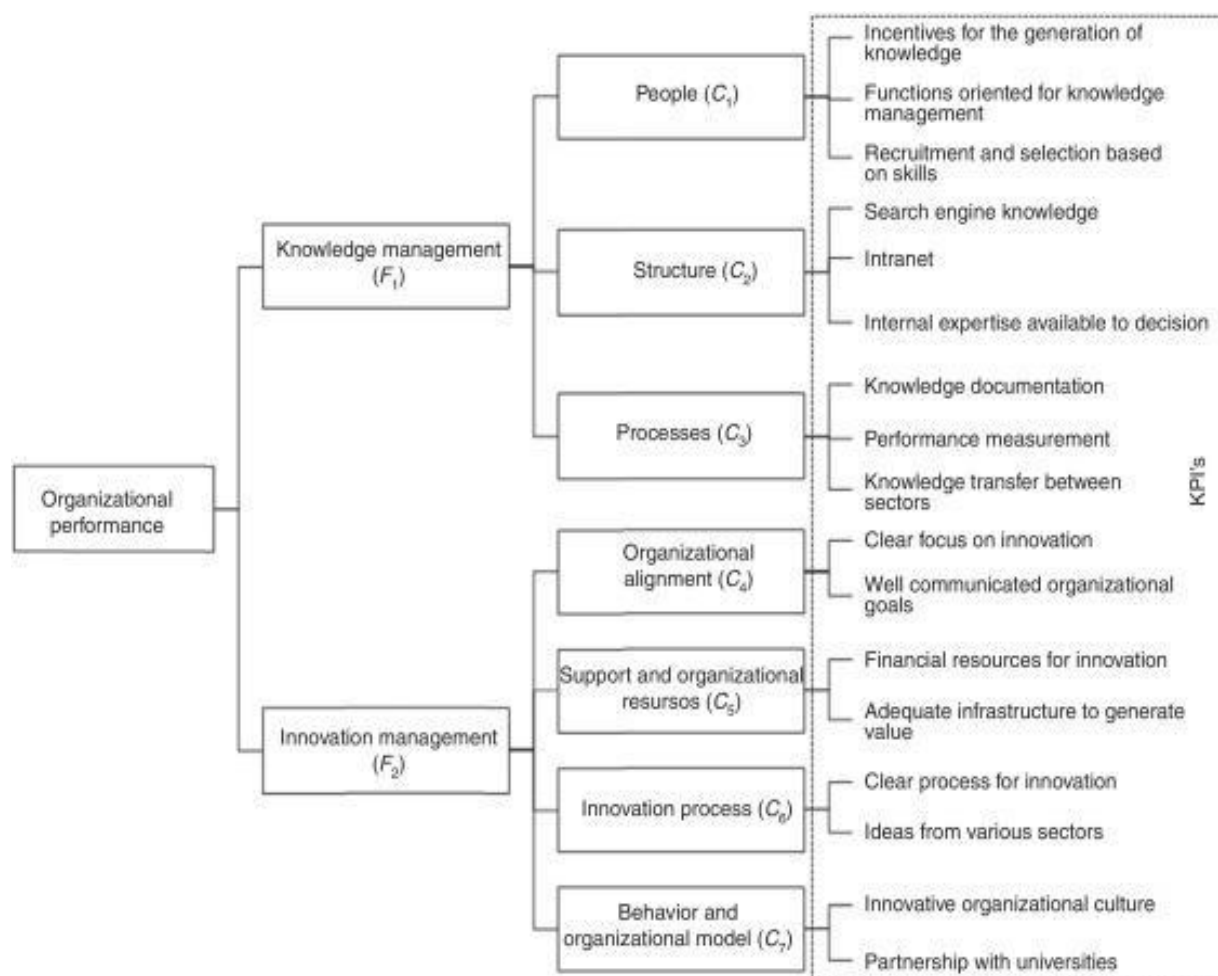


Figure 1: Evaluation Organizational Development of Hierarchical Structure

A. Factors based Organizational Performance:

Organizations differ on the relative importance of a variety of elements related to the organization's goal and the tools and techniques used to achieve it. Factors that determine the aims, structure, activities of organization. Like external factors that enabling environments as usually not under the control of organizations but affect its structure and development. These could be included in Socio-economic, Economic and political administrative factors. Same as internal factors purpose of organization and organizational instruments also involved in. Based on individual choice factors that join the members or individuals decisions regarding expected costs and benefits.

B. Model based Organization performance:

A Causal Model of Organizational Performance and Change Model, suggests linkages that performance is affected by internal and external factors. It provides a framework to assess organizational and environmental dimensions that are keys to successful change, and it demonstrates these dimensions that should be linked causally to achieve in a change of performance. The causal model connects what is known from research and theory to what may be understood



from practice. The model examines not just how different dimensions interact with one another, but also how the external environment influences the various aspects in an organization. The model focuses on providing a guide for both organizational diagnoses and planned, managed organizational change, one that clearly shows cause-and-effect relationships.

C. HR activities on environmental factors

The environmental factors are as follows which affect the HR activities of the organization. Those factors identified from the two matters. Political, technological as from external on the other side strategy, cultural conflict as from internal factors. Environment often provides a mass of ambiguous information. The HR department is responsible for gathering natural data and distributing it to important decision makers. The division may play a significant role in the decision. The division is also responsible for gathering internal organizational data for use by key decision makers. The Arab region holds certain specificities related to national intellectual capital development [12]. The countries of the Arab region are seen as developing economies [13], so it is understandable that they still face issues in terms of accepting the notion and elements of Knowledge management. Additionally, these countries have been characterized by expanding trade structures in recent times, with the aim of greater regional integration and participation in the global trading environment, which in turn has the potential to achieve higher levels of growth and national development [14]. This requires an increased focus on developing and implementing adequate KM strategies. As its seen that KM is one of the influential facts in organization performance in Arab region [11].

3. LEADERSHIP BEHAVIOR AND ORGANIZATIONAL PERFORMANCE IN KUWAIT:

Individuals wish their organization had greater competency when confronted with a changing environment. Improvement-oriented leadership conduct can help move the organization in the right direction and increase its viability. As a result, satisfaction might be increased. The first to focus on improvement can adapt the company to internal and external changes, creating a far better environment for people to work harder in. Leader with concern-based conduct can provide support to subordinates or co-workers, direct opportunities for errands, and the ability to provide business advice. Popular Hawthorne Considered demonstrated that when people are paid attention to, they would work harder and better. Many organizations have attempted to control organizational performance using the modified scorecard technique in recent years, where execution is monitored and measured in a variety of ways, including

- Financial performance
- Customer service
- Social responsibility
- Employee stewardship

Workers are affected by a manager's philosophy or authoritarian style. Traditional directors provide direct training to representatives, whereas dynamic directors encourage employees to make much of their own decisions. The supervisor has influence over changes in logic and/or administrative style. The following segments show a handful of the elements that make up the internal environment. The organization's owners, board of executives, representatives, physical environment, and culture make up the internal environment. Proprietors are people who have claims to the organization's property. A company's best supervisors might be directed by the board of executives, which is elected by stockholders. Other key components of the inner environment include individual workers and the labour unions which they are sometimes affiliated. However, the physical environment, which is part of the interior environment, changes dramatically throughout time. The common and assignment environment layers make up the outside environment. The nonspecific components of the organization's surroundings that may influence its activities make up the common environment. Financial, inventive, social, political-legal, and universal metrics are included. These measurements have a wide and increasing impact on the organization. The errand environment is made up of certain measurements of the organization's surroundings that are extremely likely to have an impact on the company. It also includes five elements: competitors, clients, providers, controllers, and essential partners. However, the HR division's role is confined to a boundary-crossing one in that it uses natural filtering to connect the organization to its surroundings. All of these responsibilities must be fulfilled by the HR department in order for HR to achieve the organization's objectives.

- **SMEs' Based:** This method performed with Kuwaiti SMEs' owner and Chief Executive Officers via on hand instruments and online based. This investigated study also effect on the organizational performance of SMEs. The study findings also filled a gap in the literature about the impact of these characteristics on SMEs' performance in developing countries, particularly in Kuwait, due to a scarcity of studies linking these elements in this context. Furthermore, this study empirically demonstrated the vital significance of advancement administration and learning introduction as key components in reinforcing the relationship between



entrepreneurial authority and hierarchical execution in Kuwaiti SMEs, which had not previously been established [5]. Research also shown that entrepreneurial leadership and learning orientation are significant determinants of SME’s business performance [6][7][8]. This study brings the influential fact of learning orientation literature since numerous studies have focused on the mediating to the effects [9].

- **Investigating Organizational Performance:** Management theories divided the performance to the effectiveness and efficiency. Here effectiveness is doing the right things and efficiency doing things in the right way [10]. This performance also evaluated the personnel ratings, systematically doing skills evaluations, work performance, employees’ attitudes withing an enterprise. Some performance considered for evaluation within organizations and employee establishments. This evaluation may serves as the basis for raises and promotion.
- **CRM and Organizational Performance:** Customer relationship management (CRM) also influence on dimensions like management support, training organizations, customer information processing, organizational performance, customer data processing and many more on Kuwaiti telecommunication companies. In this case, few variables like customer orientation, integration and training orientation of CRM have no significant influence on organizational performance [10].
- **Overall performance**

Kuwait's ranking over time				
	GII	Input	Output	Efficiency
2018	60	81	49	26
2017	56	80	45	18
2016	67	78	56	42

Above performance (2016-2018) derived as shown in Kuwaiti organization that in innovation outputs than inputs. Over the last three years, Kuwait’s position in innovation inputs has slightly deteriorated, ranking 81st this year, down 1 spot from last year and 3 from 2016. Kuwait places 49th in innovation outputs, dropping 4 positions from last year. Kuwait is highly efficient in translating its innovation inputs into outputs, as demonstrated by the Innovation Efficiency Ratio, where Kuwait positions the 26th globally. In the Efficiency Ratio (26th) it ranks much better than in the overall GII (60th). This is partly influenced by a much higher ranking in innovation outputs (49th) compared to inputs (81st).

4. METHOD BASED ORGANIZATIONAL PERFORMANCE:

Natural components play a major part in deciding an organization’s victory or disappointment. Supervisors ought to endeavour to preserve the right arrangement between their organizations and their environment. An organization’s inner environment is composed of the components inside the organization, counting current workers, administration, and particularly corporate culture, which characterizes representative behavior. In spite of the fact that a few components influence the organization as an entirety, others influence as it were the chief. Based on the performance questionnaires methods advantages and disadvantages define as below in table 1.

Table 1: Questionnaire Methods for Data Collection

Questionnaire method	Advantages	Disadvantages
Mail questionnaires	<ul style="list-style-type: none"> • Can access a wide geographic area. • Is comfortable since the respondents can take a lot of time to answer the questions. 	<ul style="list-style-type: none"> • Can result in a low response rate. • Additional details cannot be clarified. • Non-response follow-up processes need to be carried out



	<ul style="list-style-type: none"> • The anonymity of the respondents was high. 	
Self-administered questionnaires	<ul style="list-style-type: none"> • Questions are easily clarified. • Can motivate respondents. • Higher response rate. • Low costs when they are administered to the group. • High anonymity. 	<ul style="list-style-type: none"> • Organisations are reluctant to offer time out to surveys when the groups of various employees assemble to answer the questionnaires.
Online questionnaire	<ul style="list-style-type: none"> • Achieves a global reach and is inexpensive. • Is easily administered from a remote location. • Has a fast delivery. • The respondents answer the questionnaire freely, similar to the mail questionnaire. 	<ul style="list-style-type: none"> • Requires some degree of computer literacy. • Respondents can experience technical issues/. • Respondents should be willing to complete this survey.

Source: Sekaran and Bougie (2013)

This above data collection method represents those advantages and disadvantages that influence on organizational performance. Based on this some other performance as described below.

5. MEASURE OF ORGANIZATION PERFORMANCE:

Few key points and factors can identify that how performance can be measured from organization. The efficiency of business processes, Productivity of employee, meet target objectives, alignment among business functions as well as functions alignments with organization's strategy. These contributions measure the efficiency of an organization operating that perform in the marketplace. Some effective measurements, KPIs that can be used to measure progress, effectiveness, and performance. Marketplace performance can also demonstrate the performance and effectiveness. E.g., Market share, Innovation, Growth, Valuation, Profits and many more. In this case, organization alignment can refer also for synchronization between several variables. Like different departments, Individuals employee's department team, workforce actions, behaviour management. Such case skills and proficiency, productivity and performance, engagement and motivation, sentiment, retention and loyalty also refer into strengths, weaknesses and opportunities for improvement.

6. IMPROVEMENT OF ORGANIZATIONAL PERFORMANCE:

Based on organizational model and measure organizational performance able to improve. E.g., set of metrics should be used against the backdrop of a model of organizational effectiveness. Combined with appropriate measurements can offer deep, actionable insights into organization performance. In such case, information can then be used to manage change and make performance improvements. Changing management frameworks, provide a straightforward approach to assigning needs, designing organization that produce solutions and managing those changes. Among those changes are develop or follow a model of organizational effectiveness, measure and analysing, assign appropriate measure of organizational performance based on that model, identify areas that need improvement, change management frameworks to execute, initiate or manage change and develop for roadmap within organizational change. Hence, each business id different and each model of organizational effectiveness will be unique. In this case, business leader, managers and other professionals should work together to define organisational effectiveness and establish the right measurements for that definition. Due to business professionals commit to the process seriously, then businessmen can gain deep insights into their business. More importantly, sector-based organization generate substantial improvement to their organization's performance.

7. CONCLUSION:

In conclusion, there is potential for public opinion to play a more influential and organised role in the decision-making process in Kuwait. Organizational knowledge and experiences have made decision-making easier, more accurate, and aggressive, management of organizational knowledge has shown to be critical for attaining objectives and gaining a competitive advantage. The initiative was pitched as a tried-and-true show with limited political complexity and a variety of creative uses. Through a specific methodology that takes into account the key indicators of measuring



that performance, this study represented that it is possible to measure aspects that are considered intangible, such as innovation management and knowledge management, so that administrative level able to know more precisely on which competitive level the company in Kuwait. It is important to note that the proposed performance measurement methodology could be used in future studies as briefly discuss in this paper and is intended to be used as a management tool for companies in several sectors as well as other industries where innovation and knowledge management are shown to be determinants.

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