



Government Excellence System – Sustainability and outcomes impact on the Future of the Government Organizations – Engineer Mohammad Habib

Abstract

Since the first institution of the excellence journey in UAE in 1994, it has developed tremendously over the years to better fit the needs of the UAE and mainly to focus on the public sector work nature. The mission of the excellence programmes in the country was linked to organisational change and delivering excellence.

The importance of excellence is rooted in the government's belief that better quality institutions produce better growth and competitiveness ultimately driving investment decisions and benefits from resources. This belief is further supported by the works of many scholars such as Easterly and Levine 1997; Acemoglu et al. 2001, 2002; and Rodrik et al. 2002. In addition, measuring the impact of excellence programs on the employees' satisfaction and happiness at work and how happy employees can lead to better organizational and performance results by Adam Stoehr 2012 showing specific impact of excellence as a strategic approach to quality on employees' engagement and satisfaction.

In 2015, to support successful implementation of excellence in the government agencies, the UAE Government developed The Government Excellence Model as an important catalyst to support the government agencies in improving the competitiveness of the country as well as its institutions.

Furthermore, the system aim to achieve four main objectives that are; achieving community welfare and happiness, driving innovation in the public sector, improving services, and achieving a competitive advantage through a leading position.

The Government Excellence System focus on results and distinctive capabilities to drive entities on reaching a leading position while shaping the future of the government. To assess how government in unity shape the future, achieve the vision, manage resources and services in addition to their impact on socioeconomic and environmental sustainability. The model represents an original solution and is applicable in any type of public administration organizations, having the flexibility with some modifications in any kind of private or public organizations, all striving for excellence.

We explore how the excellence system through its three pillars (i.e: Vision Achievement, Innovation and Enablers) and assessments (i.e: implementation of strategic plans and initiatives) have improved the competitiveness and quality of institutions as well as the community's welfare through sustainable results. Additionally, we explore how this system have been applied across government agencies of different sizes, services, and sectors without losing external validity.