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*LEVELS OF PUBLIC SATISFACTION WITH THE PUBLIC ADMINISTRATION'S SERVICE  
INSTITUTIONS' RESPONSE TO THEIR NEEDS: "AN ANALYTICAL EXPLORATORY STUDY IN THE  
"EMIRATE OF ABU DHABI*

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Abstract

The Abu Dhabi government is keen to provide the best levels of government services to citizens and residents. In order to sustain the efficiency of government services in the Emirate, many government institutions have taken care to measure the levels of their public's satisfaction with various aspects of their performance, such as the degree of response (Responsiveness) to the needs of the public, the quality of services provided, and about the behavior of employees during the performance of their daily work, and to maintain customer service standards in government agencies to achieve A high level of customer satisfaction, through developing the quality of services provided to customers through providing services efficiently and achieving the main tool indicators in the Abu Dhabi government, but some of these studies suffer from bias of the institution or inaccuracy in analyzing the opinions of auditors, which may give unscientific impressions about the extent of response These institutions and their employees to the needs and expectations of the public, either the results are exaggerated optimism or exaggerated pessimism. In both cases, the government of the Emirate cannot rely strongly on the random surveys conducted by the institutions of opinion, but it needs solid scientific studies that can provide an objective scientific diagnosis of the reality of the degree of response of service institutions, given that the response is one of the most important criteria of good governance. And the absence of scientific studies on the various aspects of governance, including the standard of response, which leads to blurry expectations on the part of service institutions and the inability to sustain their excellence in performance and the continuity of their productive relations with the public with confidence and stability, as it is important to understand the general structure of customers and institutions to gain a general understanding of the behavior of auditors. In this study, we will touch on measuring the level of satisfaction of a segment of auditors with these public services, according to its study in several aspects related to government principles such as transparency, accountability, responsibility, equality, awareness, and ease of providing services, and the study will focus on the public and their evaluation of those aspects. We will also discuss the concept of governance, its establishment, and the most important crises that led to the emergence and emergence of the concept of governance, as well as presenting some countries' experiences, followed by presenting governance in the UAE in the private and public sectors and the most important measures taken in order to implement it, and then the questionnaire provided to clients will be studied and the most important results and recommendations drawn. Through it.

**Keywords:** governance, public satisfaction, service institutions, service quality.