# Factors influencing the productivity Improvements:

## (Special Reference to the Department of

## Registration of Persons)

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# Abstract

The concept of productivity is difficult to measure about the maximum level of performance in the production of services. Hence, it is important to elaborate the economic evaluation of service operation the basis of the concept of productivity.

The purpose of this study was to describe the factors which influence to the productive service delivery with giving special reference to the Department of Registration of Persons by studying the existing service delivery process of it. Accordingly, through this research it was studied four factors which are affected the smooth functions of the department. That is Management, Employee / Labour, Customer and Socio–Economic related factors.

This study is done by using the descriptive survey method. The population of the study was consisted with all employees in the department and customers. Among the population 100 numbers of customers are selected by representing all the types of NICs and employees are selected by representing all the levels of employees.

Data collection is mainly done through systematic observation of operating personal in the process of making NIC, discussion with selected personal in the process and staff grade officers in each section, by giving a questionnaire to employees and customers and studying departmental monthly and annual progress reports. Then, work sheets various statistical tables and graphs are prepared by using collected data. In addition SPSS statistical software is used to calculate mean and Standard Deviation of each variable. By analyzing the gathered data it is identified several factors i.e. employee dissatisfaction, lack of recognition and rewards, significant deficiency in education and training, lack of employee empowerment, negligence of employee feed back, lack of friendly environment, etc., affected delay on issuing a National Identity Card.

Boosting productivity in the service sector is a key priority for promoting in the current scenario. Accordingly, several measures are suggested to provide an efficient service delivery to customers. By introducing performance appraisal system, enhancing capacity of the employees, empowering the employees, introducing the quality cycles and managing the budgetary allocations by cutting down the unnecessary expenditures and following 3E (Efficiency, Effectiveness and Economy) rules on service delivery system.

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