

# **Building Resilience in Employees; Reinventing the Ideal Administrative Bureaucracy in Public Institutions in Delta State, Nigeria.**

## **ABSTRACT**

Achieving employees resilience is critically a function of effective administrative bureaucracy, thus this study examined how administrative bureaucracy impacts employee resilience in public in institutions in Delta State. The study was operationalized with attributes such as structural hierarchy, functional specialization and rule supremacy. Employee resilience outcomes were derived as adaptation, collaboration and discipline. The target population of this study includes all principal officers of the eight public institutions in Delta State. The study used cross-sectional survey approach and descriptive research design. Using the Taro-Yamene sample size determination formula 121 officers were sampled. Structured closed ended questionnaires were the major instruments used in gathering primary data which were analyzed using pearson product moment correlation coefficient statistical tool. The scale used for this study had been previously adjudged reliable. However, we also checked by verifying reliability outcomes through confirmatory test of internal consistency on the instrument with our sample using Cronbach alpha at the threshold level 0.7 which is generally accepted by the rule of thumb. The study found that administrative bureaucracy significantly impact on employee resilience. The study recommended that public institutions should ensure flexible structural hierarchy, functional specialization and as well adhere to rules of engagement in order to restore employees' residence capabilities in the institutions studied.

**Keywords:** Administrative bureaucracy, Functional specialization, Rule supremacy, Adaptation, Collaboration, Discipline

## **1 INTRODUCTION**

The increasing numbers of private businesses, coupled with well-established industries, required that the government should provide services that are fast, timely and affordable. To provide services that are timely, fast and affordable, local authorities have to do away with rigid administrative practices. The demand for institutional reform suggest that public bureaucracies are too complex, centralized and rigid, as well as slight oriented towards the needs of citizens. This further suggests that a time has come for local authorities to reform their bureaucracy in service delivery. The overall problems that necessitates this study is the prevailing non compatibility of organizational goals with employees goal, lack of adaptation between management and labour, bad leadership from management, poor motivational skills and lack of workers participation in decision making in the public institutions in Delta State, Nigeria. When the organizational goals and individual goals are not compatible, it brings about conflict and disharmony which can result to strike. Strike brings frustration to management and causes unnecessary waste that will interfere seriously with the total organizations accomplishment. Findings from the annual reports and literature also revealed a consistent drop in the financial results, increase in the overhead cost and cost of sales, reduction in the staff strength, more pressure from the regulatory agencies, poor infrastructural support, and shrinking product offering of all players in the industry despite their various competitive moves and responses. Zhang & Liu, (2012) defined resilience as the ability to anticipate worry, to resist it by adapting and to recover by restoring the pre-perturbation state as much as possible. According to Stephenson (2010), resilience is highly needed for organizations to effectively respond to disruptions as well as positively adapt in the face of challenging conditions, leveraging opportunities and delivering sustainable performance improvement. Employee resilience is an employee's ability to survive and cope with crises and disturbances facing it. Employee resilience was borne out of the need for workers to regularly keep themselves abreast of

dangers and crises that may destroy their very existence and thereby take adequate preventive measures to stop such disturbances. Scarpino & Gretzel (2014) identified organizational learning, adaptation and collaboration as measures of resilience. This tendency has the capability of allowing for independent thinking on the scalar chain of the authority system as well as creates a conducive system for administrative dispensation. However, the undue delays and redtapism inherent in the bureaucratic system has been a major flow in any discourse bordering on this principle of administration as a matter of fact. Bureaucracy is a type of formal administration with the characteristics of division of labour, rules and regulation, hierarchy of authority, impersonality of social relationships and technical competence, etc. The essence of bureaucracy is to enable large organisations to be managed, to achieve efficiency and be more accountable to the people. In other words, bureaucracy is the coordination of organisational activities for effective, efficient and economical provision of services by public and private organisations. Max Weber refers to bureaucracy as the ideal and rational type of administration useful for achievement of positive results. He however notes the dysfunctions of bureaucracy due to excessive application of its guiding principles by office holders. Indeed excessive bureaucracy negatively impacts on social and economic development especially in poor countries. It is characterised by red tapeism, excessive paper work, fear of innovation, poor customer service, duplication of working procedures, strict adherence to procedures, weak management practices, low morale, etc. In order to survive the challenges posed in a highly competitive environment, many businesses, especially private organisations have shifted focus and are debureaucratising their administrative processes for better service delivery.

## 2. LITERATURE REVIEW

The ability of organizations to absorb shock or develop resistance in the face of perturbances within its environment is a reflection of how prepared the organization can be. Alastir (2010) contends that managers of resilient organizations should understand at board level, the environment in which their organizations operates, and be aware of changes which may represent a risk to their people, facilities, activities, services and supply chains. Theoretically, two prominent approaches to studying resilience are identified in literature. The first approach frames issues as socio-ecological systems, while the second relies on institutions and governance derived from social science disciplines (Jung, 2017). As a concept, "resilience" has been conceived in various but related ways, across a range of disciplines including psychology, engineering, ecology, economics, emergency management and organisational research. Lee, Vargo & Seville (2013) defined resilience as a socio-technical phenomenon that represents how people, as individuals or groups, manage uncertainty. According to Barasa, Mbau & Gilson, (2018), resilience represents "a system's ability to continue to perform and meet its objectives in the face of challenges". The basic purpose of discipline is to encourage employees to behave sensibly at work, where "sensible behaviour" is defined as adhering to rules. Rules refer to official instructions in respect of what employees must and are allowed to do and what employees are not allowed to do. For instances, 'to start working at 8.00 a.m.' is an official instruction the employees must follow and 'not to smoke within the factory' is an official instruction that employees are not allowed to do. Discipline means securing consistent behaviour in accordance with the accepted norms of behaviour and it is essential to a democratic way of life.

**Functional specialization** is arguably a major determinant of public service performance. Although a large administrative function might constitute a bureaucratic burden, it could also enable organizations to better coordinate key activities. In particular, functional specialization may strengthen or weaken the performance effects of other key organizational characteristics, such as size and task complexity. The literature on functional specialization in the public sector has tended to take the standpoint that a large administrative component constitutes a 'bureaucratic burden' on organizations (Boon and Verhoest 2014). An alternative perspective on the link between size and performance is provided by public choice theory, which suggests that economies of scale are eventually counter-acted by bureaucratic congestion (Boyne and Meier 2013). However, this is functional specialization effect rather than a size effect per se. In this paper, we differentiate these potentially countervailing forces by examining each of them separately. Whereas most previous studies have taken large size as a proxy for 7 bureaucratic congestions, we regard a high level of functional specialization as a more accurate indicator of the overload associated with bureaucratic 'empire-building'. This means that we are testing a 'pure' size effect that is purged of the effect of a bigger bureaucratic component. We therefore expect to find a positive effect of size on performance. Organizations with a strong administrative component may also be better placed to synchronize the many moving parts that are

present within public bureaucracies (Van Helden and Huijben 2014). Rutherford (2016) recently identified an inverted u-shaped relationship between functional specialization and the educational performance of universities in the United States, suggesting that as functional specialization rises, it may expand beyond its usefulness for supporting the core activities of the organization. Thus, there is good reason to expect that functional specialization will, up to a point, be associated with better performance. Beyond that, performance will decline as the optimum ratio of back-office to front-line resources is exceeded. Previous studies have not evaluated the potential for functional specialization to condition the effects of key organizational characteristics on performance. To fully comprehend when bureaucracy matters for organizational performance, it is necessary to analyse the moderating effects that functional specialization might have on key internal organizational contingencies, especially the size and task complexity of organizations (Van de Ven, Ganco and Hinings 2013). Economic theory suggests that size has a positive effect on performance because economies of scale allow the fixed costs of service production to be spread across more units of output. Examples of physical fixed costs in universities include buildings and technical equipment to support teaching and research. As these facilities are used more intensively, so efficiency rises (up to a point of maximum utilisation when further investment in extra space or kit is required, after which the benefits of scale begin again). Other positive effects of large size have been identified, including lower costs associated with purchasing power, favourable rates on funds for new investment, greater capacity for innovation, and the ability to hire talented senior managers who are attracted to the challenge and rewards of running big organizations.

**Rule Supremacy** - Rules and regulations govern the operations of a bureaucracy. Thus the actions of officials are regulated by a consistent system of abstract rules and the application of these rules to particular cases. Through written rules and regulations, bureaucracies generally offer employees clear standards as to what is considered an adequate (or exceptional) performance. In addition, procedures provide a valuable sense of continuity in bureaucracy. (Andrews & Boyne, 2014). From time to time, the workers may violate the rules and regulation of any organization due to many reasons. Sometimes these reasons are identifiable and sometimes it doesn't. Violation of rules has negative impact on other employees, who are working together to achieve the same goals. Rules and regulations have the utmost importance in any organization. Max Weber (1864-1920), is known as the 'father of the bureaucratic management theory. According to Bhamra, Dani, & Burnard (2011). A bureaucratic organization is the type of management, which has a hierarchical structure of command. Bureaucratic organization works using formal rules. These rules are often known as standard operating procedures (SOP). The application of these rules is strict and unavoidable for employees. Bureaucratic leaders always follow business rules and regulations according to the standard operating procedures, which clearly defined the position within the organization. The bureaucratic organizations are very well organized with the degree of formality in the procedures they work. Bureaucracy is meant to be orderly, highly efficient and fair. This is only due to the strictness of rules and regulation applied in any organization. (Egeberg, 1999). The collection of ideas which are set in view of general rules on how to manage any organization or business. Management theory addresses how supervisors and managers are related to their organization in the knowledge and achievement of organizational goals. Rules are the lifeblood of bureaucratic organization, providing a rational and continuous basis for procedures and operations (Stephenson, Vargo & Seville (2010). An organization's files provide the inventory of accumulated rules. Bureaucratic decisions and—above all—procedures are grounded in codified rules and precedents. Within the generic management literature, one of the main benefits of functional specialization is generally thought to be the propensity for organizations with a bigger 'back office' to devote more time and resource to performance enhancing activities. Culture can be defined as a combination of values, sets, beliefs, adaptation s and simplification of behaviour which gives direction to peoples. In simple we can say that culture is knowledge, explanations, values, beliefs, adaptation and behaviors of many people, at the right time and right place. Organizational culture may be consist of two important elements of social group; structural stability of number of peoples and assimilation of an individual item in good standard. Values are closely attached with moral standards and ethical standards; they examine what people think should be done. According to (Andrew & Boyne, 2014) organization's norms and values have a great impact on those who are fully devoted to the organization. Norms are unable to be seen but if the organizations want to increase the profits and productivity of the employees norms comes first to be considered.

**Structural Hierarchy** - A hierarchical structure contains a direct chain of command from the top of the organization to the bottom. Senior management makes all critical decisions, which are then passed down through subsidiary levels of management. If someone at the bottom of this organizational pyramid wants to make a decision, they pass the request up through the chain of command for

approval, for which a decision will eventually be returned. (Bardoel, Pettit, De Cieri & Mcmilan, 2014). A hierarchical structure operates well when there are few products that are sold in high volume, so that tight control can be maintained over the design, quality, production, and distribution of goods. The organization of offices follows the principle of hierarchy: that is every lower office is under the control and supervision of a higher one. Offices in a bureaucratic organization are arranged like a pyramid, with the overall boss at the head and officers below him. Each office is under the control of a head, who is also accountable to his superior. This hierarchy, which stipulates who reports to whom is usually depicted in the organizational chart of the organization. From the perspective of Pal & Mattila (2014) a hierarchical system allows a few people to control all aspects of an organization, which has the following advantages: *Control Orientation*: When there are just a few key products being sold, or there is a specific marketing message to be distributed, the hierarchical system works well. For example, a high-end women's handbag manufacturer will likely need to employ a hierarchical system in order to closely monitor the design and production of handbags. Similarly, a high-volume consumer products company needs to maintain a consistent worldwide brand image, and so needs to control all aspects of production, distribution, and marketing. *Career path*: There is a clear career path through this type of organization, with employees gradually advancing through the various levels of management over a number of years. Those reaching senior positions tend to have built up massive experience with the company. *Clear Reporting*: Since power is so centralized, it is easy to determine who is authorized to make a decision. *Specialization*: Employees are more likely to have niche positions that allow them to become in-depth specialists. If their expertise is used effectively, this means that a company can have a number of centers within the organization where best practices are employed. Though the higher level of coordination associated with the hierarchical system is useful in some instances, there are also a number of problems with it relating to the flow of information, the speed of decision making, and added costs. Consider the following issues: *Restricted information*: Information tends to flow toward the top of the organizational structure, so that the management team has a complete set of information with which to run the business. However, the reverse is not the case. There is very little downward flow of information to the lower levels of the organization, which tends to cramp any initiatives that might otherwise originate in these areas. *Slow Decision Making*: The hierarchical system takes time for management decisions to percolate down through the various levels of management and be enacted. If a company operates in a swiftly-changing environment, this can mean that the business is slow to react to competitive and environmental pressures, and so can lose the market share of the organization. *Added Costs*: A hierarchical system requires a considerable amount of corporate overhead to support the senior management group, including extra layers of management, budgeting and control departments, and so forth. This can be an excessive burden on profits of the organization when the bureaucracy is especially bloated. (Lapoa, Silva, Pereira, Vasconcelos & Conceicao, 2015). Teece, Pisano & Shuen, (2010) defined Dynamic capabilities as "the firm's ability to integrate, build, and reconfigure internal and external competencies to address rapidly changing environments". Dynamic capabilities can be distinguished from operational capabilities which pattern to the current operations of an organization. Dynamic capabilities, by contrast, refer to "the capacity of an organization to purposely create, extend, or modify its resource base. They provided a bridge between the economic-based strategy literature and evolutionary approaches to organization. They opine that three dynamic capabilities are necessary in order to meet new challenges. Organizations and their employees need the capability to learn quickly and to build strategic assets. New assets such as capability, technology and customer feedback have to be integrated within the company. Existing strategic assets have to be transformed or reconfigured. Teece et al's (2010) concept of dynamic capabilities essentially says that what matters for business is corporate agility; " the capacity (i) to sense and shape opportunities for threat, (ii) to seize opportunities, (iii) to maintain competitiveness through enhancing, combining, protecting, and when necessary, reconfiguring the business enterprise's intangible and tangible assets.

### 3. METHOD

This study applied cross-sectional survey design since its drive is to produce a precise representation of persons, events, or situations. As a macro level study, it captured a census of all the principal officers in all public institutions in Delta state, Nigeria. Therefore, this research study covers the eight public institutions. Category of officers includes all the Deans, Heads of Department (HOD) as presented below as table 1. One hundred and thirty two (132) copies of questionnaires were distributed but one hundred and twenty one (121) copies were successfully retrieved and analysed.

Table 1: Population distribution of the 8 public institutions in Delta State

S/N	Names of Public Institutions	Numbers respondents
1.	Delta State University Abraka	22
2.	Delta State University of Science and Technology Ozoro	17
3.	Denis Osadebay University, Anwai, Asaba	17
4.	University of Delta, Agbor	14
5.	Nigeria Maritime University	14
6.	Delta State Polytechnic, Otefe-Oghara	15
7.	Federal University of Petroleum Resources, Effurun	18
8.	Federal Polytechnic Orogun, Delta State	15
<b>Total</b>		<b>132</b>

Source: *Researcher's Desk 2021*

Therefore, the sample size of the study is one hundred and two respondents (121). The questionnaire was the structured closed-ended that allows for easy interpretation of data and designed in the four points Likert scale options in the order of SA = Strongly Agree (4); A = Agree (3), DA = Disagree = 2, and SDA = Strongly Disagree (1). The reliability of the structured questionnaire was ascertained through Test-re-test in which a pilot administration of the questionnaires was made on a portion of the chosen sample and administered after two months and relationship between the two results. Our reliability test was also anchored on the Cronbach Alpha at 0.95.

Table 2: Reliability Test

S/No	Dimensions/Measures of the study variable	Number of items	Cronbach's Alpha
1	Hierarchical management	5	.985
2	Functional specialization	5	.986
3	Role supremacy	5	.984
4.	collaboration	5	.982
5	Adaptation	5	.983
6	Situation Awareness	5	.985
7	Organizational Culture	5	.986

Source: *Research data output, 2021*

### 3.1. Methods of Data Analysis

Based on the nature of the study, which tends to find the relationship between two variables, (administrative bureaucracy and employee resilience), the Pearson's Product Moment Correlation Coefficient was used to analyses the data. However, the analysis is categorized under three headings: primary analysis, secondary analysis and tertiary analysis. The primary analysis here involved the use of descriptive statistics. The secondary analysis here is the results for the test on the hypotheses. The analysis on the relationship between the variables was carried out at a 95% confidence interval and at 0.05 level of significance and the tertiary level of analysis involved the interpretation of the results of the secondary analysis which constitutes the findings with a view of making conclusions and recommendations. Below is the Pearson's Product Moment Correlation Coefficient formula.

$$r = \frac{n\sum xy - \sum x \sum y}{\sqrt{(n\sum x^2 - (\sum x)^2)(n\sum y^2 - (\sum y)^2)}}$$

### 3.2 Univariate Data Analysis

The analysis in this section addressed the descriptive statistics on the extent to which the variables and their properties can be considered as characterizing the organizations of interest to the

investigation: public institutions in Delta state. The mode and mean distributions are adopted in the assessment of frequency support for the distributions and the average positions for the variables. Given the adoption of the 5-point Likert as the scaling format for the items on the instruments for the variables, instruments are assessed based on dominant frequencies or mode distributions for how much they agree or disagree to the items on the instrument (Field, 2013). Summary distributions on the other hand for the latent constructs will be assessed based on grand mean summaries from the items where  $x \geq 2.5$  mean coefficients are considered as strong levels of agreement to the constructs, and  $x < 2.5$  are considered as weak levels or extent of the evidence and manifestations of the variables (Field, 2013)

**Table 3. Distribution for Dimensions of Administrative Bureaucracy**

		Structural Hierarchy	Rules Supremacy	Functional Specialization
N	Valid	121	121	121
	Missing	0	0	0
Mean		3.4000	1.8281	3.1388
Std. Deviation		.71694	.31550	.72011
Skewness		-.987	.541	-.687
Std. Error of Skewness		.220	.220	.220
Kurtosis		.098	8.203	.144
Std. Error of Kurtosis		.437	.437	.437

Source: Research Output, 2021

The summary distribution for the dimensions of administrative bureaucracy is expressed on table 4.9. Results indicate that while the public institutions can be considered as strongly characterized by practices that reflect structural hierarchy ( $x = 3.4000$ ) and functional specialization ( $x = 3.1388$ ); there is however a weak distribution for the practices and attributes that reflect role supremacy ( $x = 1.8281$ ).

**Table 4: Distribution for Measures of Organizational Resilience**

		Adaptation	Collaboration	Discipline
N	Valid	121	121	121
	Missing	0	0	0
Mean		3.2826	2.5455	2.4992
Std. Deviation		.66266	.80125	.46413
Skewness		-1.032	.295	-.800
Std. Error of Skewness		.220	.220	.220
Kurtosis		.233	-.954	.560
Std. Error of Kurtosis		.437	.437	.437

Source: Research Output, 2021

Table 4, demonstrates the distribution for the summary for the measures of organizational resilience. The results from the analysis demonstrate that the indigenous express strong evidence of adaptation with their stakeholders ( $x = 3.2826$ ) however, there is a poor reflection of collaboration ( $x = 2.5455$ ) and discipline ( $x = 2.4992$ ) manifested by the public institutions. Results from the analysis demonstrates the oil and gas as having a good level of interaction with their stakeholders but a poor a weak level of collaborating and shared purpose with such stakeholders.

### 3.3 Bivariate Data Analysis

The bivariate analysis for this study bothered primarily on assessing the relationship between the dimensions of administrative bureaucracy and the measures of organizational resilience. The tests are based on ascertaining the extent of correlation between the variables and also the direction of such correlation. The Spearman's rank order correlation coefficient tool is utilized in the test for the correlation. The Spearman's rank order is adopted on the basis of its effectiveness in assessing the correlation of data scaled on both ordinal and interval scales and also its suitability for addressing correlation between variables with heterogenous variance. The probability value (Pv) is adopted as the test criterion for the significance of the relationships while the rho correlation coefficients are adopted as the basis for assessing the strength of the correlations between the variables. The decision rule for significance is therefore based on a  $Pv < 0.05$  for the significance of relationships between variables, and the  $Pv > 0.05$  for the insignificance of the relationship between the variables.

The assessment for the strength of correlations is premised on Dancey and Reidy's (2007) design where  $\rho < 0.39$  is considered as weak;  $0.40 - 0.69$  is considered as moderate, and  $0.70 - 0.99$  is considered as strong.

Table 5: Structural hierarchy and Organizational resilience

		Structural hierarchy	Adaptation	Collaboration	Discipline
Spearman's rho	Correlation	1.000	.500**	.269**	.500**
	Coefficient				
	Sig. (2-tailed)	.	.000	.003	.000
	N	121	121	121	121
	Correlation	.500**	1.000	.415**	.433**
	Coefficient				
	Sig. (2-tailed)	.000	.	.000	.000
	N	121	121	121	121
	Correlation	.269**	.415**	1.000	.453**
	Coefficient				
	Sig. (2-tailed)	.003	.000	.	.000
	N	121	121	121	121
Correlation	.500**	.433**	.453**	1.000	
Coefficient					
Sig. (2-tailed)	.000	.000	.000	.	
N	121	121	121	121	

Source: Research Output, 2021

From table 5 above, with adaptation  $\rho = 0.500$ , structural hierarchy is said to be positively and strongly related to adaptation. Table 5 also indicated that with the  $P_v = 0.000$  for adaptation the relationship is significant. The collaboration  $\rho = 0.269$  structural hierarchy is said to be positively but weakly related to collaboration. This means stakeholder mapping exerts a positive but weak influence on collaboration among public institutions. The table also showed with the  $P_v = 0.003$  for collaboration shows that the relationship between stakeholder mapping and collaboration is significant. Therefore the null Hypothesis ( $H_{02}$ ) which states that there is no significant relationship between stakeholder mapping and collaboration is rejected. Also, with Discipline at  $\rho = 0.500$ , structural hierarchy is said to be positively and moderately related to discipline. This means that as administrative bureaucracy moderately increases, discipline also moderately increases in the studied schools in Delta State, Nigeria.

Table 6: Rule Supremacy and Organizational resilience

		Rule supremacy	Adaptation	Collaboration	Discipline
Spearman's rho	Correlation	1.000	.371**	.266**	.416**
	Coefficient				
	Sig. (2-tailed)	.	.000	.003	.000
	N	121	121	121	121
	Correlation	.371**	1.000	.415**	.433**
	Coefficient				
	Sig. (2-tailed)	.000	.	.000	.000
	N	121	121	121	121
	Correlation	.266**	.415**	1.000	.453**
	Coefficient				
	Sig. (2-tailed)	.003	.000	.	.000
	N	121	121	121	121
Correlation	.416**	.433**	.453**	1.000	
Coefficient					
Sig. (2-tailed)	.000	.000	.000	.	

N	121	121	121	121
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Source: Research Output, 2021

The evidence for the test for the relationship between stakeholder's dialogue and the measures of organizational resilience is presented in table 4.18 above. Results from the analysis demonstrate that role supremacy significantly correlates with all three measures of organizational resilience. From table 6 above and adaptation  $\rho = 0.371$  rule supremacy is said to be positively but weakly related to adaptation. Table 6 also with the  $P_v = 0.000$  for adaptation, the relationship between rule supremacy and adaptation is significant. Therefore the null Hypothesis ( $H_{04}$ ) which states that there is no significant relationship between role supremacy and adaptation is rejected. Collaboration with  $\rho = 0.226$ , rule supremacy is said to be positively but weakly related to collaboration. Thus, the  $P_v = 0.003$  for collaboration shows that the relationship between Rule supremacy and collaboration is significant. As Discipline  $\rho = 0.461$ , rule supremacy is said to be positive. The table also showed with the  $P_v = 0.000$  for Discipline, that the relationship between role supremacy and Discipline is significant. Therefore the null Hypothesis ( $H_{06}$ ) which states that there is no significant relationship between rule supremacy and Discipline,

Table 7: Functional Specialization and Organizational resilience

		Functional specialization	Adaptation	Collaboration	Discipline
Functional specialization	Correlation Coefficient	1.000	.275**	.295**	.373**
	Sig. (2-tailed)	.	.002	.001	.000
	N	121	121	121	121
Adaptation	Correlation Coefficient	.275**	1.000	.415**	.433**
	Sig. (2-tailed)	.002	.	.000	.000
	N	121	121	121	121
Collaboration	Correlation Coefficient	.295**	.415**	1.000	.453**
	Sig. (2-tailed)	.001	.000	.	.000
	N	121	121	121	121
Discipline	Correlation Coefficient	.373**	.433**	.453**	1.000
	Sig. (2-tailed)	.000	.000	.000	.
	N	121	121	121	121

Source: Research Output, 2021

The outcome for the test for the relationship between functional specialization and the measures of organizational resilience is presented in table 7 above. Evidence from the analysis shows that functional specialization significantly correlates with all three measures of organizational resilience. This is shown that with adaptation at  $\rho = 0.275$  functional specialization is said to be positive but weakly related to adaptation, therefore the null Hypothesis ( $H_{07}$ ) which states that: there is no significant relationship between functional specialization and adaptation of the tested officers is rejected. This table also showed that a  $\rho$  value = 0.295 for collaboration, functional specialization is said to be positively but weakly related to collaboration. This means that when functional specialization increases, collaboration increases but weakly. Therefore, the null Hypothesis ( $H_{08}$ ) which states that: there is no significant relationship between Functional specialization and collaboration. The  $\rho$  value = 0.500 for Discipline, functional specialization is said to be positively and strongly related to Discipline. This means that the relationship between functional specialization and Discipline is significant.

Table 8 Test for Moderating Role of Organisational Culture

Control Variables			Administrative bureaucracy	Organizational resilience	Organizational Culture	
-none- <sup>a</sup>	Administrative bureaucracy	Correlation	1.000	.480	.573	
		Significance (2-tailed)	(2-.000)	.000	.000	
		Df	0	119	119	
	Organizational resilience	Correlation	.480	1.000	.569	
		Significance (2-tailed)	(2-.000)	.	.000	
		Df	119	0	119	
	Organizational Culture	Correlation	.573	.569	1.000	
		Significance (2-tailed)	(2-.000)	.000	.	
		Df	119	119	0	
	Organizational Culture	Administrative bureaucracy	Correlation	1.000	.229	
			Significance (2-tailed)	(2-.012)	.012	
			Df	0	118	
Organizational resilience		Correlation	.229	1.000		
		Significance (2-tailed)	(2-.012)	.		
		Df	118	0		

Source: Research Output, 2021

From table 8 above, with an  $R=0.480$  for indirect relationship and  $R= 0.229$  for direct relationship, organisational culture is said to be positive. This shows that organisational culture positively plays a moderating role in the relationship between administrative bureaucracy and organizational resilience of public institutions in Delta State, Nigeria.

#### 4. FINDINGS AND DISCUSSIONS

The quantitative and qualitative features and outcomes of the study both identified administrative bureaucracy as imperative towards enhancing outcomes of organizational resilience. This is as the qualitative evidence situates the observations of the quantitative findings and thus revealed all three dimensions as being critical to the actualization of organizational resilience in the public institutions studied. The relationship between structural hierarchy and organizational resilience is observed to be significant. The relationship is manifested in building and advancing a more substantial level of adaptation, collaboration and Discipline.

Rule supremacy significantly influences outcomes of organizational resilience such as adaptation collaboration and discipline in public institutions. Thus, responses revealed that when rules are seen to be respected, resilience is achieved.

The finding of the study showed that functional specialization significantly impacts on outcomes of organizational resilience such as adaptation, collaboration and Discipline. The evidence demonstrates the role of involvement and participation in the development and improvement of relationships and exchanges. On this basis, previous hypotheses on the relationship between the variables were rejected based on the observed significance of the relationships. It was also evident that while stakeholders' relationship management play key roles in advancing outcomes of organizational resilience such as adaptation, collaboration and Discipline, most of the correlations were either weak or moderate with no high or strong correlation. This may be connected to other underlying factors which may be considered as either necessitating or explaining the relationship between the variables; one of which is the culture of the organization. Evidence from the analysis showed that two dimensions of organizational culture investigated in the study: clan and market culture, both significantly moderate the relationship between administrative bureaucracy and organizational resilience.

Based on the foregoing it is evident that while administrative bureaucracy can be considered as important in advancing outcomes of organizational resilience, it is also important that considerations are placed on the culture of the organization and its emphasis on values that reflect the bonding between members of the organization or the shared sense of responsibility towards the organization by members and stakeholders of the organization. This is because organizational culture is important in developing organizational attributes which define its relationship with its stakeholders and with the constituents of the external environment.

The findings of this study suggest a position in that not only establishes relationships as critical and essential to the wellbeing and health of organizations, it also identifies the need for installed support systems, norms and policies that constantly reinforce these relationship values and goals of the organization. The study in this way reinforces the views expressed by previous studies Arditi *et.al*(2016) which so far have often hinged the organizations success in relationships with the external environment on its adoption of policies and norms that resonate with the pervading values and norms of their context, or the society in which the organization finds itself. This is further echoed in the need for organizational embeddedness and its validation through adherence to the general industry norms and its role play and conformity to established rules and operational frameworks that guide and structure behaviour within the society or context within which the organization operates.

## **5 CONCLUSION**

The observations of this study so far link outcomes of organizational resilience to the effective mapping, dialogue and engagement of the organization's stakeholders. In this way, it is apparent that the structuring of relationships and the involvement of stakeholders in key operational areas and decision-making functions, serve to harmonize views and as such, integrate the values and expectations of both parties effectively. To conclude therefore, this study asserts that the adoption and practice of administrative bureaucracy as expressed through the mapping, dialogue and engagement of stakeholders promotes the integration of stakeholders views and expectations in the planning and decision process of the organization in such a way that allows for the both parties to communicate effectively, collaborate and also agree substantially on projected organizational goals and objectives; thus, achieving harmony. The also reiterate on the interplay of organisational culture as moderating the existence of better administrative bureaucracy and employees resilience in the institutions. The views expressed in this study and the conclusions reached strengthen the argument and theoretical positions on the importance of administrative bureaucracy and organizational resilience. The study therefore recommended that: That heads of these public institutions as well as other principal officers should enhance flexibility in the hierarchy that allows for free flow of communication at all levels. This is expected to enshrine better collaboration, adaptation and discipline. Public institutions should properly divide the functions that it employees are expected to carry out. With this clearly define functions the level of administrative bureaucracy will improve work performance and build confidence in the workforce. Rules of engagement should be strictly adhered to so as to protect the interest of all employees and restore confidence in the workforce of the institutions suited.

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