

Figure 4 Data Productivity

Sources Used in Studies

#### 4.5. Level of Study

It was found that scholars attempt to study productivity in three levels, which are labor, system, and macro-economic, see “Figure 5”.

Labor level can be described as factors that affect productivity directly with issues with labor in day to day activity and on working space like handling process, brake times, absenteeism, skills. On the other hand, the system level can be described as factors that affect productivity on issues that top management responsible for improving it like policy, regulation, innovation, communication, human resources management. Finally, Macro-economic can be described as factors that affect overall labor productivity from a country perspective and compared it to gross domestic products. Most of the studies found from the search focus on the system level.

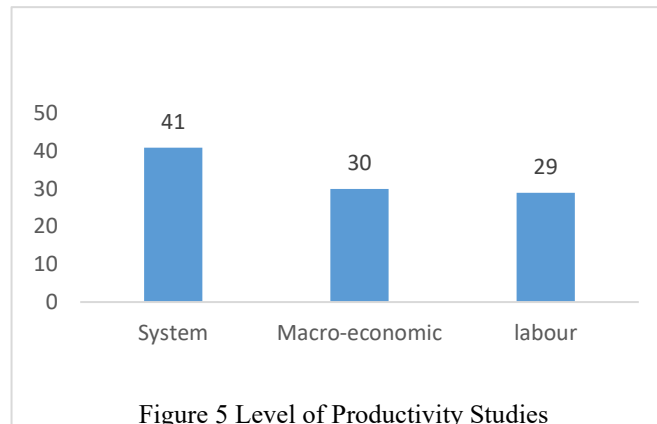
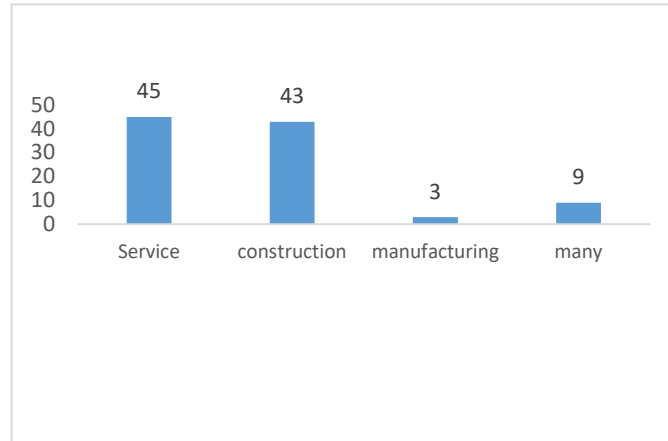


Figure 5 Level of Productivity Studies

#### 4.6. Productivity Publications by Sector

Regarding the sector that has more productivity publications. From the categorization of the papers found in each sector. The result shows that service and construction have the almost same level of paper attempt, as depicted in “Figure 6”.



#### 4.7. Count by

In this study, the Figure 6 Productivity Publications by Sector engines were used for

American Society of civil engineering (ASCE), ProQuest, Research Gate, Sage, Google Scholar, ScienceDirect, Sharjah university and Wiley. Accordingly, as shown in “Figure 7” ASCE has the highest number of publications.

#### Search Engine

following search systematic review:

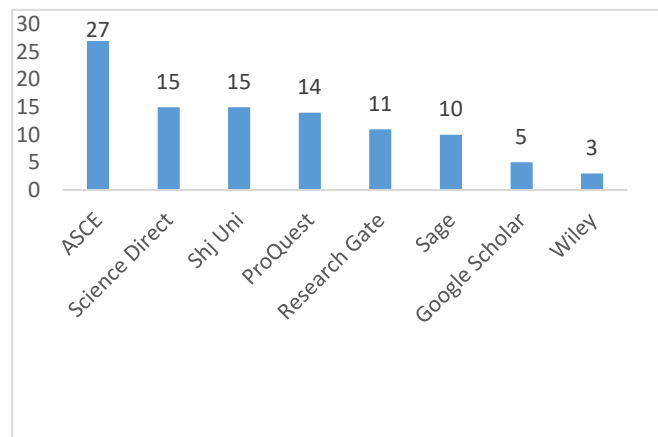


Figure 7 Productivity publications by Search Engine

#### 4.8. Count by Continent

Regarding country categorization, another interesting categorization can be to show the number of productivity publications by the continent. “Figure 8” shows that Asia's countries had the highest contribution of papers published.

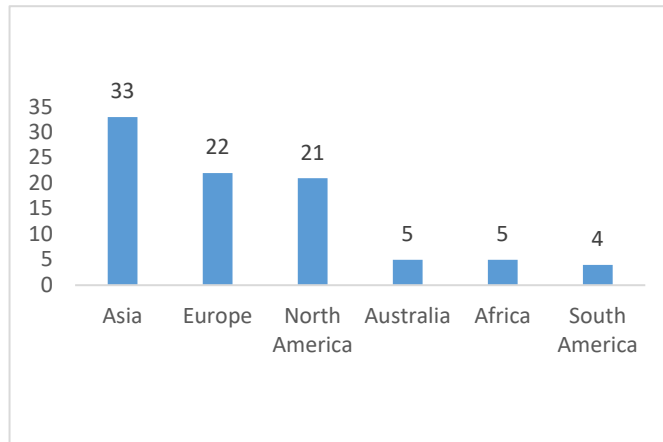


Figure 8 Productivity Publications by Continent

#### 4.9. Count by Country

The USA shows way high rank among other countries in publishing papers in productivity, see “Figure 9”.

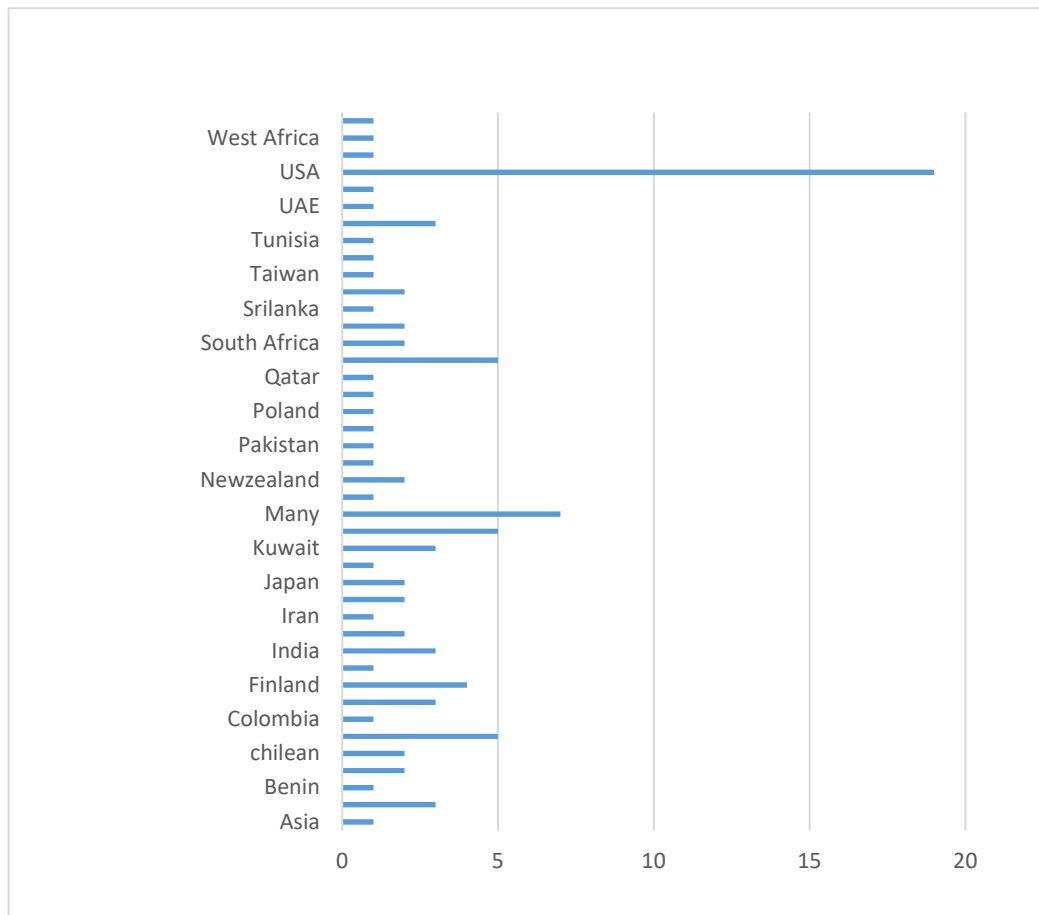


Figure 9 Productivity publications by country

#### 4.10. Data Analysis Approach

“Figure10” shows that the most three used data analysis approaches are ordinary least square, data envelope analysis, and Cobb-Dougllass function.

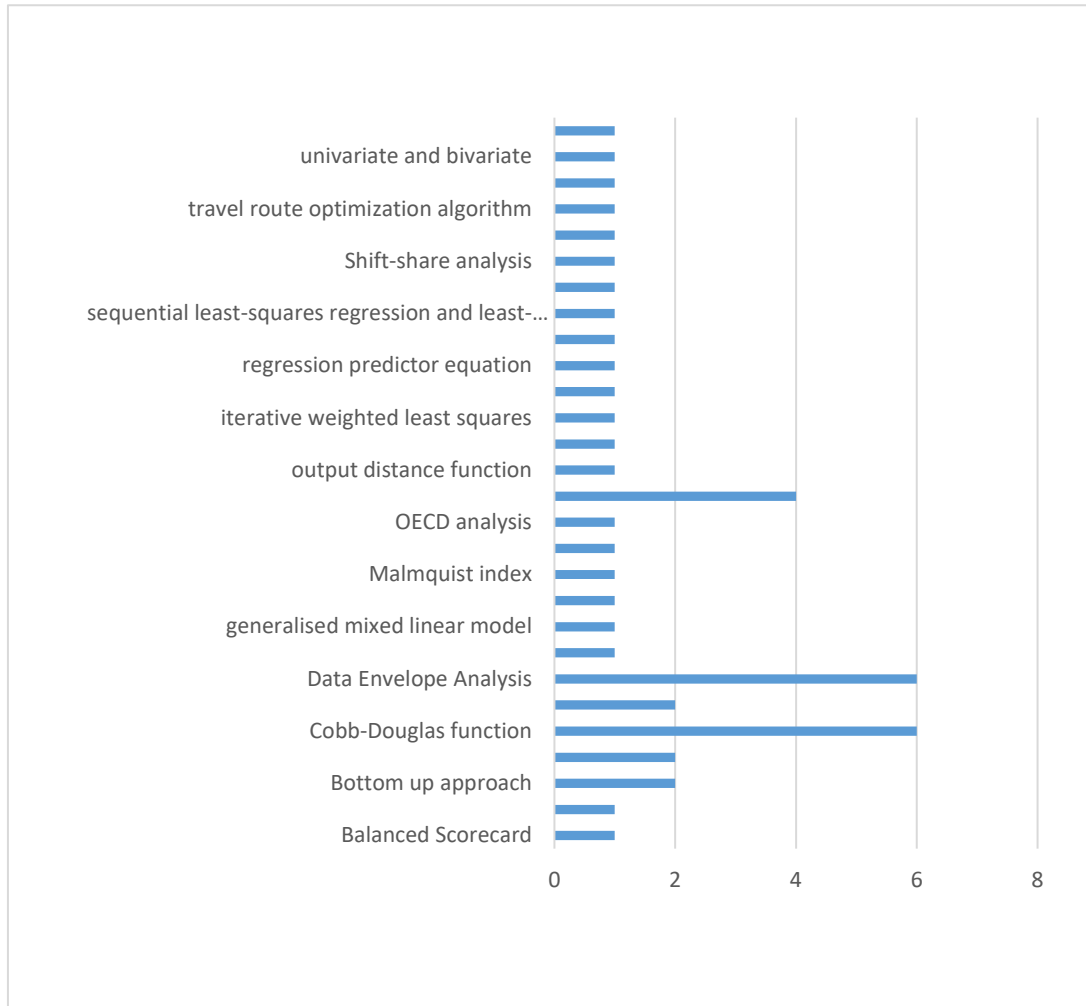


Figure 10 Data Analysis Approach Used with Productivity Studies

## 5. Conclusion

One of the objectives of a systematic literature review is to detect the trend of scholars and researches on a specific topic. The resulted classification showed the area that literature had focused on issues that influences productivity in public sectors services. It also uncovers the gaps in literature where new studies can be implemented. It is clear that the productivity studies were covering the following five areas which are: Human resources aspects, using technology, Re-engineering processes, strategic management development, and economic perspectives. It is noticed that the areas that need further studies are strategic management development and re-engineering processes. It was also noticed that the highest focus of the literature is on human resources development and technology.



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