

**GOOD GOVERNANCE AND GOVERNMENT SECTOR  
PERFORMANCE AT  
MAJLIS PERBANDARAN SEBERANG PERAI**

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**GOOD GOVERNANCE AND GOVERNMENT SECTOR PERFORMANCE AT  
MAJLIS PERBANDARAN SEBERANG PERAI**

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## Abstract

Good governance is a basic management principle to strengthen government administrations in partnership with stakeholders. This implies that government administrations shall continuously change and develop to a more open, transparent, accountable, equitable, cost-effective and responsive form of governance to gain trust from the public. This study intends as a guide to help personnel in the government sector to understand and apply common principles of good governance and performance at each level of the organization in order to bring about improvement. Through a quantitative approach, this study involved 1,890 staff from 15 departments of Majlis Perbandaran Seberang Perai (MPSP) aims to examine the relationship between good governance and performance.

A total of 364 personnel responded to the survey. Analysis using software Statistical Package for Social Science (SPSS) version 20.0 has found five principles of good governance were significantly positive correlated with performance. Information and decision support was strongly correlated to the organizational performance while four other elements namely accountability, leadership, strategy management and performance monitoring and transparency were moderately correlated.

A significant impact emphasized good governance principles are the key to enhance performance. It shows that good governance plays an important role in the allocation of resources and management staff to improve service delivery to the citizens. This will lead to building trust between government and citizen. A value added in the performance would also support and enhance the development and economy of the nation.

**Keywords:** good governance, accountability, leadership, strategy management and performance monitoring, transparency and performance

## Abstrak

Tadbir urus yang baik adalah prinsip pengurusan asas untuk mengukuhkan pentadbiran kerajaan dengan kerjasama pihak-pihak berkepentingan. Hal ini menunjukkan bahawa pentadbiran kerajaan akan terus berubah dan berkembang kepada bentuk yang lebih terbuka, telus, bertanggungjawab, adil, kos efektif dan tadbir urus responsive untuk mendapatkan kepercayaan daripada orang ramai. Kajian ini bertujuan sebagai panduan untuk membantu kakitangan dalam sektor kerajaan untuk memahami dan mengamalkan prinsip-prinsip asas tadbir urus dan prestasi yang baik di setiap peringkat organisasi untuk membawa penambahbaikan. Menerusi pendekatan kuantitatif, kajian ini melibatkan 1,890 kakitangan dari 15 jabatan Majlis Perbandaran Seberang Perai (MPSP) untuk mengkaji hubungan di antara tadbir urus yang baik dengan prestasi.

Seramai 364 kakitangan telah member maklum balas kepada kajian ini. Analisis menggunakan perisian Pakej Statistik untuk Sains Sosial (SPSS) versi 20.0 mendapati lima prinsip tadbir urus yang baik mempunyai hubungan ketara dan berkorelasi positif dengan prestasi. Elemen maklumat dan sokongan keputusan didapati berkorelasi tinggi manakala empat elemen lain iaitu akauntabiliti, kepimpinan, pengurusan strategi dan pemantauan prestasi dan ketelusan berkorelasi sederhana dengan prestasi organisasi.

Kesan ketara menekankan prinsip-prinsip tadbir urus yang baik adalah kunci untuk meningkatkan prestasi. Ini menunjukkan bahawa tadbir urus yang baik memainkan peranan penting dalam peruntukan sumber dan kakitangan pengurusan untuk meningkatkan penyampaian perkhidmatan kepada rakyat. Situasi ini akan membawa keadaan ke arah membina kepercayaan antara kerajaan dengan rakyat. Nilai ditambah dalam prestasi akan juga menyokong dan meningkatkan pembangunan dan ekonomi negara.

**Kata Kunci:** tadbir urus baik, akauntabiliti, kepimpinan, pengurusan strategi dan prestasi pemantauan, ketelusan dan prestasi

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# **CHAPTER 1 INTRODUCTION**

## **1.0 Introduction**

This chapter is about the concept of good governance in government sector performance, background of the study and problem statement. It further explains about the study objectives and questions, scope, significant and definition of key terms.

## **1.1 Background of the Study**

The government administration is part of the country's economy providing various services not provided by the private sector. The public or government sector is one of the largest sectors in the country (Business Dictionary.Com, 2014) and comprises the central government, state government, local government, government agencies and chartered bodies (George, 2005). The local government represents the third level of government after federal and state with agencies like City Hall, City Councils, Town or Municipal Councils and District Councils. The functions of the government administration is to implement policies and projects for the benefit of citizens, to improve the honesty aspect of local, state and federal government personnel and to bring forth a productive civil service delivery system in Malaysia. This sector represents the heart of the country to spearhead continuous development. The main duty of the government is to eradicate corruption, increase efficiency and improve service delivery and is receiving public interest (Cooper, 1998). Therefore, the strength of the government depends on the effectiveness of this sector.

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