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RELATIONSHIP BETWEEN EFFECTIVESS OF POLITICAL SYSTEM AND GOOD GOVERNANCE PRACTICES: A CASE STUDY IN ALOR SETAR

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ABSTRACT

Governance is a major problem in the reform of state administration. Good governance can give meaning and implications of the different within an administration and has developed among the developing countries where the political system is stable and has a competitive market. There are various views on governance Rhodes, 2007 (in Anne Mette Kjaer, 2011) believes that good governance is categorized into three main dimensions. First, the dimension of political processes and governance aspect of the legality of government, the political element of government accountable and responsible, respect for human rights and the rule of law (Caluser & Weber, 2007). Despite various efforts and measures taken by the government, but the perception of good and excellent of governance Malaysia is still at an unsatisfactory level. Accordingly, the study will examine the relationship of the political system and governance as a research problem. Thus, the research is to find the perception of relationship between effectiveness of political system and good governance practices in the administrative of Kedah which focuses in Alor Setar.

Keywords : Perceptions, Realtionship, Good Governance, Political System

ABSTRAK

Tadbir urus merupakan masalah utama dalam pembaharuan pentadbiran negeri. Tadbir urus yang baik boleh memberi makna dan implikasi yang berbeza dalam pentadbiran dan telah berkembang di kalangan negara-negara membangun di mana sistem politik adalah stabil dan mempunyai pasaran yang kompetitif. Terdapat pelbagai pandangan mengenai tadbir urus seperti Rhodes, 2007 (dalam Anne Mette Kjaer, 2011) percaya bahawa tadbir urus yang baik dikategorikan kepada tiga dimensi utama. Pertama, dimensi proses politik dan aspek tadbir urus kerajaan, unsur tanggungjawab politik dan kerajaan, menghormati hak asasi manusia dan kedaulatan undang-undang (Caluser & Weber, 2007). Walaupun pelbagai usaha dan langkah-langkah yang diambil oleh kerajaan, tetapi persepsi bagi tadbir urus baik di Malaysia masih di tahap yang tidak memuaskan. Oleh itu, pengkaji mengenal pasti masalah-masalah sistem politik dan tadbir urus tersebut dengan menjadikan sebagai masalah penyelidikan. Oleh itu, kajian ini adalah untuk mencari hubungan melalui persepsi tentang keberkesanan sistem politik dan urus tadbir baik dalam pentadbiran yang memberi tumpuan di Alor Setar.

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Kata Kunci : Persepsi, Hubungan, Urus Tadbir Baik, Sistem Politik

DEDICATION

This project paper is dedicated to my beloved daughters. Both of you have always been in my heart and soul, forever and ever. This journey would not have been possible without your spirit and inspiration.

To my mother, who always encouraging. May the principles and insights contained in this journey bring me clarity, balance, focus, and confidence to help me accomplish greatest dreams and create a meaningful transformation in my life.

May Allah bless all of us. All praise due to Allah SWT indeed.

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List of Abbreviations

BEIM	Business Ethics Institute of Malaysia
BN	Barisan Nasional
CPI	Corruption Perception Index
DAP	Democratic Action Party
Gerakan	Parti Gerakan Rakyat Malaysia
IDEAS	Institute for Democracy and Economic Affairs
ICGMM	International Conference Global Movements Moderate
ISA	Sedition Acts and Internal Security Act
MCA	Malaysian Chinese Association
MIC	Malaysian Indian Congress
NGO	Non-government Organization
OECD	Organisation for Economic Co-opeartion and Development
ODI	Open Data Institute
PAS	Parti Islam Se-Malaysia
PKR	Parti Keadilan Rakyat
SPSS	Statistical Package of Social Science
UMNO	United Malays National Organization
UNESCAP	United Nations Economic and Social Commission
UN	United Nations
UNDP	United Nations Development Programme
WCY	World Competitive Yearbook
WGA	World Governance Assessment

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WGI	World Governance Indicator

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RELATIONSHIP BETWEEN EFFECTIVESS OF POLITICAL SYSTEM AND GOOD GOVERNANCE PRACTICES: A CASE STUDY IN ALOR SETAR

CHAPTER 1

INTRODUCTION

1.1 DEFINITION

Governance is the main factor of reformation in any administration specifically in government administration. Good governance can give different meaning and implication in the context of national administration worldwide. Governance has already blooming among developing country whereby their political system stable and have a very competitive market. There are many points of view on governance. Rhodes, 2007 (in Anne Mette Kjaer, 2011) saying that good governance can be categorized into three significant dimension which the first of all is social dimension. Social dimension is referring to construction, strength and establishment of institution democratically including toleration for a whole community. Next, economic dimension which consist of matters such as transparency of government account, effective management of public resources and favorable environment for non-government sector's activity. The third dimension is political processes and authority which consist of government legality aspect, the element of government politic which is accountable, responsible, fulfill human rights and the rule of laws (Caluser & Salagean, 2007). The purpose of this study research is focusing on

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governance in government administration system with the special reference to the state of Kedah, from dimension of politic processes and authority.

From the dimension of political processes and administration, Graham et. al (2003) asserts that governance can act as a process that enable the society to implement decisions that significant to determine the individual and the implementation structure. Cheema (2005) and Caluser & Salageam (2007) contend that governance is a mechanism, process, connection and institution that involving people together in establishing requirements, exercising their rights and ready to discuss about the differences and the problem involving the whole people. However, Nzongola-Ntalaja (2002) has different opinion on this governance concept that works in all level starting with family, community, and nation and global. According to Riley (2007), good governance covers the aspect like democracy, rule of law, bureaucracy and decentralization.

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Ahmad R. (2008) sees governance as a way to improve the participation of society in enhancing the delivery system. Loh See Beh (2007) who agree with Ahmad R. said that good governance involve active participation from people and can be described as a process on a way that public goods can be obtained efficiently and with ethical. Meanwhile, Mahathir Mohamad (1998) believes that governance give attention toward making decision and economic, politic, internal administration performance. Yet, Graham et. al. (2003) sees the governance as a relationship process whereby the society make decision, determine whoever involve and responsible in the process of state administration.

1.2 RESEARCH BACKGROUND

Governance is important in ensuring the continuance of administration in a country. Good governance should not focus on one dimension only. Instead, it should cover all three dimensions in order to create the best and effective governance system. The reason to this matter is that if it can only be seen from social dimension aspect, the result of this study should be within social dimension only without inserting the other two elements and likewise. As an example, the result of research carried out by Transparency International about bribe index should be seen from one dimension only was not assumed as a whole administrative governance in a country.

Therefore, in order to get a good governance in a country, coinciding with opinion from Easton (1957) which stated that every part in politic was not standing on their own but they are connected with each other as he said operation in one part cannot be understood without referring to the way of the whole part working. However, researcher will focus only from the point of political dimension and political processes that might affect the perception on good governance. Study done by Hope (2005) in S. Turianskyi (2008) shows that corruption, lack of accountability and transparency, no uprightness in election process and human rights violation has made a country unable to implement good governance. This situation occurred due to weakness in governance institution like legislature, judiciary, crony and abuse of power that has been long practiced in certain administrations. Then, he insists again that politicizing the bureaucracy, appointment of unfair staff judicial bodies, lack of freedom of expression, not accountable and not efficient are the main factors towards unethical governance. Good governance need efficient executive, well-functioning

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members of legislative, independent judiciary, effective separation and justification power that cover the overall element in democratic government. Basically, good governance will not survive without an effective democratic institution (Santiso, 2001).

Referring to the discussion, good governance can be observed according to the institutional achievement level following all three dimensions as stated before. Duncan (2003) who agreed on this statement also express that good governance can be seen with instance of effective and structured institution. Also with the reduction of corruption, concern to the voice of minority people and point of view in the process of decision making are the best achievement in governance (UNESCAP, 2004). Good governance practice is very significant in promoting nation building that focus on dimension of politic, economy and government administration, public sector and society wholly (Sharifah Hayati et.al. 2008).

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Therefore, excellent governance is very primary in ensuring stability as well as safety of the nation and precisely to the statement by Former Secretary-General of the United Nations, Kofi Annan who firmly state about the importance of good governance as the dominant factor to reduce the poverty and for development of country (Hyden et. al. 2003). The economist (ODI, 2006) also agreed with the statement "*of all the ills that kill the poor, none is lethal as bad governance*".

Moreover, good governance is very essential in promoting good performance in certain fields but also in vast fields. This is firmly pointed by Martin Nekola (2004) in his study whereby a country with high quality in governance also will achieve

better in any fields. Martin's point of view has been clarified by Chaundry (2009) because exercising good governance will produce more convenience environment with protection provided and reliability towards investors.

1.3 PROBLEM STATEMENT

Despite all actions and attempts taken by Malaysian government, yet good perception and excellent governance were still at unsatisfied level. This is clear based on the criticism from many sources particularly from Amnesty International Annual Report 2011 that claims Malaysian government has stopped the freedom of expression. Freedom of The Press 2011 has categorized Malaysia into "Not Free" classification and Economic Freedom of the World 2011 (Annual report given out by Institute for Democracy and Economic Affairs (IDEAS) which ranked Malaysia from year 2006 until year 2011 shows that Malaysia's ranking continuously declining from number 53 to 78.

Hence, in order to achieve good governance for the country, suitable measurement should be done. Nevertheless, this is not a denial towards ranking made by international bodies but measurement practiced by international bodies should be thorough as it can affect the individual and global opinion on Malaysia. However, that measurement has raises questions whether the study has really reflected the real situation in Malaysia (Abdullah Haji Ahmad Badawi, 2006).

Hence, this study will try to explore the effectiveness of political system in regards to good governance practices with special reference to Kedah's Government Agencies. Specifically, political system will be divided into three categories: legislative, executive, and judiciary. Each of the three branches will be examined in terms of existing practices and whether or not they comply with the good governance principles.

The measurement from political dimension points of view for this study is related to freedom of association, discrimination base racial, gender and religion, freedom of expression, adherence to country's law set by authorities, media freedom and civilians able to give input for national policy making.

From the aspect of freedom of racial discrimination's indicator (Merdeka Center, 2008) research's respondent clarified the main difficulty faced by Malaysia is related to ethnic affairs and inequality. The statement has been agreed with high percentage from Indian about 34 percent, Chinese with 13 percent followed by Malay about 5 percent. However, all 74 percent from respondent are unsatisfied with the government's way on solving the issues. Findings by Merdeka Centre, 2011 shows that only 35 percent of respondent stated that unity in Malaysia is really sincere while another 44 percent state that unity level in Malaysia is superficial. For indicator measurement about media freedom (Merdeka Centre, 2009a), 83 percent of respondent agreed with media playing important role in strengthening the integrity and transparency in country but 51 percent of the respondent are not satisfied with the way media reported the cases especially cases related to bribe while 48 percent of respondent think media are unfair and bias when reported about the big scale of bribe

cases compared to only 28 percent of respondent who stated that media act otherwise. When we take a look at perception from ethnic group side, 61 percent of Indian and 51 percent of Malay still not satisfied with the reports issued by media. The individual results also found that 74 percent of respondent clarified that media bias towards ruling party, 58 percent towards police and 45 percent towards judiciary.

Next, study (Merdeka Centre, 2008a) shows that there are many people who still do not understand the concept of media freedom. Result shows only 54 percent of respondent who did not understood media's concept as "watchdog" while another 77 percent left still unconscious about the existence of law that monitoring media's activity in Malaysia. While 53 percent of respondent find that media is controlled entirely by government similar to the claim made by certain group of Malaysian. In reality, government has already given out many permits or press publisher license to political parties (opposition party like PAS, DAP and PKR) and certain non-government organization (NGO). Respondents claim that this perception happened due to lack of distribution of information on freedom of expression through media. There are about 79 percent of people who still unaware about the existence of NGO or individual who fight for media freedom.

Therefore, public are lacking resources to get the information and clear idea on free concept of media. Study also illustrate almost 76 percent of respondent argue that media actually should be given their freedom in making reports while another 60 percent believe in public opinions and peer pressure are the best tools to control media. In a way to make media become freer, 35 percent of respondent said that is

the job of government entirely. As all respondents in this study are involving Malaysian itself, it can be conclude that the community in Malaysia consider the governance of social dimension still under level of achievement in domestic stage.

Study on freedom of media in Malaysia has directly get attention by international bodies such as Freedom House through Freedom of the Press. Findings from Freedom of The Press 2010 shows that Malaysia has been given "Not Free" status means government did not give freedom toward media in Malaysia. Among accusation from Freedom House towards Malaysia government is that our government still practicing forbidden thing and censorship tactics towards their opponents. Even though Malaysian government gave freedom of speech under Article 10 of Federal Constitution yet there are certain obstacles such as Sedition Acts and Internal security Act (ISA) often used by the government towards media practitioners by dragging them to court or impose an arrest without trial. Freedom House also claims that the Printing Act requires all publishers and printing companies to obtain operating license on annual basis. This act gives whole power to Ministry of Home Affairs to revoke the license when the publishers are deemed to be violating the Act.

Meanwhile, the results from Freedom of the Press from year 2006 until now still position Malaysia as one country that stops giving freedom to the media. In the year 2007, Malaysia was in position 150 out of 195 countries. Malaysia has been in the same group as countries like Cote d'Ivoire, Maldives and United Arab Emirates. In the Asian level, Malaysia was in position number 31 out of 40 countries which is one step below Bangladesh and in the same group with Maldives and Afghanistan.

Research in Freedom in The World in Freedom House study the freedom in Malaysia from year 2006 till 2010 also gives same result which is Malaysia has been put as "Partly Free" towards media.

Research by Reporters without Borders which measure the level of reporters' freedom and new organization as well as hardwork of the country to respect the freedom of media shows there is no change. In year 2006, Malaysia hold position number 92 over 168 countries while in year 2007, Malaysia got number 124 over 169 countries then in year 2008, Malaysia was 132 of 173 countries and number 131 over 175 countries in year 2009.

In the year 2009, Malaysia was in the same group as Thailand, Gabon, Honduras and Morocco (Internet Enemies, Reporters without Borders). Based on the above statement, it can be conclude that Malaysia in perception of Reporters without Boundaries was still at unsatisfied level and the picture of difficult situations towards Malaysia based on the claim saying level of media freedom and no struggle by government improve the sanctions towards freedom.

Research by World Governance Indicator (World Bank, Governance Indicators: A Users' Guide, 2006) about freedom of speech and accountability in Malaysia shows freedom of speech and Malaysia's accountability always are at less satisfied level. For example in year 2006, Malaysia got 31.3 percent, 32.2 percent in 2007 then declining to 31.3 percent in 2008 and 31.8 percent in year 2009. Perception towards this study shows that participation of Malaysian citizen in the election process, freedom of speech and association was so disappointing. In overall, at domestic or

international level for social dimension, Malaysia has been given status as "Not Free" country on media.

From another view based on political dimension, study report by Corruption Perception Index (CPI) which has been widely credited with putting the issue of corruption on the international policy agenda stated that corruption in Malaysia was growing. In touch with year 2002, Malaysia which rank 33rd continuously rising to position 44rd in year 2006. Because of this index is widely used, so its measurement can affect the investor's interest to invest in a country (Governance Indicators: A User's Guide,2006). Another study by international body in World Governance Indicator (WGI) about economic dimension for regulatory quality indicator is 66.3 percent in the year 2006,67.5 percent in year 2007, 63.3 percent in year 2008 and continuously declining to 60 percent in year 2009 (Governance and Anti-Corruption : Worldwide Governance Indicators, on 11 September 2011).

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The indicator for corruption control in WGI shows descending trend proved that there is a bad control of corruption in Malaysia which is 67 percent in year 2006, 67.6 percent in year 2007, 62.3 percent in year 2008 and 58.1 percent in the following year. Reports by World Competitive Yearbook 2011(WCY 2011) also shows a similar perception towards the study above. This study ranked Malaysia as 10th in year 2010 and 16th in year 2011 out of 59 surveyed countries.

On the other hand, referring to the reports on accountability index (National Audit Office, 2009) about the excellence level and efficiency of public agencies only 10 out of 212 government agencies were given a recognition of excellence, 141 got

good and another 61 agencies were rated as satisfactory. From 10 excellent agencies only one of them represents Federal Ministry, State Economic Development Corporation and the ministries or departments at state level, 5 of them represent Federal Department and the other two represent Federal Statutory Bodies.

Meanwhile, none of the 13 state treasury department which have been assessed their index got excellent results instead, they only got good rate and from 62 ministries and state department assessed only one department rated excellent (National Audit Department, 2011). Overall, the accountability level of departments either ministry level or state level are remained as satisfactory. In addition, study by Merdeka Centre (2005b) on public sector express that 80 percent of respondents rated unsatisfactory for their services and 75 percent claimed about their unfriendly services towards the public. About 64 percent of respondent claimed that public sector practice "red tape" and the same percent stated there is racist in public sectors whereby only single ethnic are appointed for the positions in that sector. These are five major problems listed by respondents about public sector: slow service, immodest, not efficient, inefficient bureaucracy and ineffective.

Study from few bodies such as WGI (2006). Their study's indicator was compatible to the role of bureaucracy which is the effectiveness of government has shown the achievement in year 2006 is 84 percent and 79.5 percent in year 2009. The percentage was good but the declining trends shows that Malaysia's governance becomes less efficient.

The second variable is related to the role of legislature in governance has its indicator and scope which comprises of legal experts with good representing people, the formulation of government policies reflect the expectations of the public. Healthy competition for political power, the responsibility of legal experts towards public, transparency of political parties and the efficiency of legal experts in doing their jobs. Results by Business Ethics Institute of Malaysia (BEIM,2005) on " Who Do Malaysian Trust Most" found that out of 15 kind of job surveyed, ministers and politicians are the most unreliable by citizen (Civilizing Integrity- Issue and Challenge, Mohammad Diah Haji,2010 (IIM)(Politic- Integrity Issues 2000-2008- Editor : AnisYusalYusoff and ZubayrAbady Sofian, Utusan Publications and Distributers, 2008). Anis and Zubayr (2008) also stated that the most unreliable job compared to doctors, teachers, professors, businesspeople, lawyer, scientists and reporters' professions are politicians.

Meanwhile the international level's results on the indicator for political stability in WGI (World Bank), percentage gained by Malaysia is at an unsatisfactory level and deteriorating. Starting from year 2006, only 55.3 percent gained by Malaysia followed by 52.9 percent, 51.2 percent, and 46.7 percent in year 2007, 2008 and 2009 consecutively.

The Political Stability Indicator product of World Bank is the indicator that measures the stability of government because when the country is not stable, the government might be overthrown in a way that is not adequately addressed by people. According to the overall percentage of implications of study shows that the political stability in Malaysia is in worrying state.

The third variable of political system is the effectiveness of executive's member. The indicator for this variable is about government' willingness to accept information for decision-making process from public agency, ready to provide a decent standard of living and good security to people, security personnel's acceptance towards government chosen by citizen, proper channeling of information and trying to carry out their duties efficiently.

Findings (Merdeka Centre, 2010) expose that when there is a quest on the reliability of government in managing and spending money has been responded that the level of trust in government is at a low scale. Survey found that about 53 percent of respondents disagree that the government spending the money prudently and only 37 percent think otherwise. The same thing happens to the help from federal government whereby 63 percent of respondent disagree with the aid program that reach to the targeted people.

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The last variable is the role of judiciary. The indicator and scope for this variable is related to the informal process in conflict resolution, fair access into judicial system to the public, judicial officer accountable for their actions, fair judicial administration and efficient judicial system. The quest in this variable can be correlated to the explanation given by Former President of Appeal Court, Tun Zaki bin Tun Azmi who stressed the problems that facing the judiciary is a huge problem.

This is due to the corruption among the staff and need to cope with the judicial backlogs and delays in the settlement of outstanding court cases that are so large in number. Consequently, people will be affected if these problems not immediately

resolved (Greeting Appointment as Twelfth Chief Justice of Malaysia, 29 October 2008). According to him again, over 10,000 civil cases need to be judged and more than 900 crime cases still in pending. In the year 2006 alone, there are over 13,000 of defendants in the jail who still waiting for their case to be judged. This statement has been certified by Chief Registrar of Federal Court whereby the judicial backlogs in all fields are worsening.

In a nutshell, the results for all three variables in the political systems reveal that the country is still having problems pertaining to good governance practices. Therefore, the purpose of this research is to examine the perception of Kedah Civil Servants towards the effectiveness of the executive, legislative, and judiciary especially in relation to the adherence of good governance principles.

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1.4 RESEARCH QUESTION

There are several issues arising related to the above discussion. The issues are as follows:

i. Is there a relationship between effectiveness of the legislators and good governance practices?

ii. To what extent is the effectiveness of the executives towards good governance practices?

iii. Is there a relationship between effectiveness of the judiciary and good governance practices?

1.5 OBJECTIVES

The general objective of this study is to observe the significant of political processes and administration in helping towards improving perception towards good governance.

While the main objectives of this study are:

i. To evaluate the effectiveness of the legislators towards good governance practices.
ii. To identify the effectiveness of the executive towards good governance practices.
iii. To examine the effectiveness of judiciary and good governance practices.

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1.6 SIGNIFICANT OF DISCUSSIONS

This study has provided a big contribution in political and public administration field because at the end of the study it will shed some tight relationship between political dimension and political process with the governance of the country. This is in line with our national goals to achieve developed nation in 2020, efforts to improve governance level is a proactive way to accomplish national vision. Hence, with hope that this research able to help certain parties in order to achieve better governance in the future.

Results from this research will be able to explain on the level of good governance especially in public sector whereby proactive action and correction can be taken. Therefore, in order to improve the already existing governance and continuously positioned at good level, improvise action need to be done. It is a hopeful that this study able to contribute important knowledge for governance field in Malaysia mostly in academic and research fields. Hence, the researchers will be able to get a clear picture on the role, advantages and disadvantages of the groups which actually their ideas and opinions both can be combined together and very helpful for administration's system entirely.

Moreover, researchers also can see the level of knowledge about Malaysia's governance gained by public sector's group which play significant role as policy makers and implementers in state administration. Their knowledge and opinions on governance are very important in order to step forward towards a successful country. Their experiences and criticisms will help governance to be in the right track.

1.7 CONCEPTUAL DEFINITION

Theory or concept is the main foundation in any study because they are functioning as study driver. Arising from it, the main concept which is political process concept can be seen from the standpoint of good governance.

1.7.1 Political & Administration Structure

In political system dimension, will cover three main variables: role of legislature, role of executive member, and role of judiciary. The first variable is role of legislature followed by the role of executive member, and role of judiciary.

i. Role of legislature

In political system, public needs and public sector's interest are in one policy (Court et. al, 2002). The main focus in this dimension are representation, influence, legislature's accountability, appointment of legislature mechanism and to what extent the policy been made together fairly. This is the part of the political system for idea handling and wills that need to be grouped into one specific policy proposal and one of public's wills that tried to be overcome by specific political institution (ODI, 2010). According to what strictly said by Hydenet. al (2003) and ODI (2001),the focus point is the representation in legislative bodies that represent people entirely, election power, public needs are combined into one policy effectively, legislative function and staff's accountability in representing the area they are appointed to.

ii. Role of executive member

Court et. al (2003) sees executive's role assessed based on their handling aspect to people, draft policy and responsible to produce good environment for people to live in with peace and harmony which is the relationship between people and government. Violence and poverty are issues in governance area as well as issues related to rules, formal, informal and government's action to ensure people's freedom. This is the main issue that cannot be solved by any other institution but

government (ODI, 2010). The primary thing is to give freedom to people, economy and social, able to made difficult decision, relationship between government and military and very firm about peace (Hyden et. al, 2003).

iii. Role of Judiciary

Court et. (2003) clarified this role as the third branch of government because it has its own technique to resolve conflicts and disputes. Particularly, if someone gets bad service from public officer or find themselves in conflict with other party, they intend to seek justice. Hyden et.al (2002) also feels that due to the rule of law, most people have informal mechanisms to solve the conflict between public sector and private sector. Role of judiciary is very important for governance in developing country that is undergoing process of transition. Hence, the way of that rules being instituted for the confidence of people is very significant (ODI, 2010).

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1.7.2 Good Governance

Governance refers to establishment of formal and informal rules and regulations governing political, economics, and social systems. Governance can be observed from two aspects. The first is conducting public affairs and second is steering or controlling public affairs. Conducting public affairs is related to institutional determinants of choice while steering public affairs is referring to implementation of choice by institutional. World Governance Assessment (WGA) choose concept of

institutional determinants of choice based on rules of games and norms implied whether by statute or otherwise (Hyden et. al, 2008).

There are seven dimensions of good governance according to Hyden et. al (2008). First is participation which means openness and comprehensive stakeholder engagement. Second is rule of law which is establishment of rules and regulations imposed without disturbing the public. Third is justice in which the law is enforced equally in society regardless of status. Fourth is accountability in which all public officers are responsible for their actions and towards people's need. Fifth is transparency whereby decisions made by public officers are clear and open towards criticisms (scrutiny) from citizen or their representative. Sixth is enhancing participation for the good. The last function is efficiency in which the rule is made for accuracy and fast in decision-making process.

Hyden et. al (2008) sees these seven basic principles of good governance are not based on any specific country or region but based on human values wholly. The first three functions which are participation, rule of law, and justice are referring to relationship between government and society while the last three functions which are accountability, transparency and efficiency are referring to operational aspect of government.

1.8 OPERATIONAL DEFINITION

Operational definition is a structured definition that changes constructed concept using assumptions that are more understandable. The scope of this research is to determine the effectiveness of political system which has been chosen based on the problems highlighted by many international organizations such as Freedom House and Transparency International. These political systems consist of the executive, legislative, and judiciary.

For legislature, the focus point is the representation in legislative bodies that represent people entirely, election power and public needs. The effectiveness of legislative can be ensured by looking at the function and staff's accountability in representing the area they are appointed to.

For role of executive members can be seen by the role of executive members who are assessed based on their handling aspect to people, draft policy and responsible to produce good environment for people to live in with peace and harmony. Hence, it shows the relationship between people and the government.

Finally, the effectiveness of the judiciary will be assessed based on the way the judges deliver their verdicts. For example, are the elements of justice, fairness, and equity are followed in the execution of the cases? (Court, 2003).

In addition, the study chooses good governance as the dependent variable. Good governance refers to an effective process of management of public affairs which

embraces the normal basis of political authority for essential demands of peace, stability and order. Daniel and Stephen (2007) see public organizations or institutions and political leadership are the trustees of the nation's political authority to serve in the interest of all with a view to enhancing the standard of living of the society. In good governance there are six elements namely, public participation, rules of law, justice, accountability, transparency and efficiency. These six principles are critical because they will determine whether or not a country is upholding all of these principles in their political system or the application of these principles are not in totality, opening up for potential abuses in the three branches of governments. Table 1.0 shows a brief explanation on political process and good governance.

Variables	Dimension
Political System	-effectiveness of legislators - effectiveness of the executives - effectiveness of the judiciary
Good governance	-public participation -rule of law -justice -accountability -transparency -efficiency -responsive

Table 1.0: Elements in Political System and Good Governance

As part of government structure, an administration official have special structures and levels with specific roles. It also refers to an official of the organization (a social unit) set up to achieve certain objectives and goals that been set together. Administration also is a structure of units within an organization. It also called as administrators of public administration for administrative machinery. In this study, the researcher focuses on state administrators' level in Alor Setar. Hence, the administrative management is seen for most important roles in public organization as in carrying out important role for government control. Apart of that, this study want to examine the effectiveness of politic system with administrators while to determine the level of direction, strength and continuity in a form of politic system and good governance in administration.

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1.9 THEORETICAL FRAMEWORK

Theoretical framework is model that describes the relation between theory and main factors in a problem. Theory is a group of general propositions that are interrelated and used to explain the relationship between several variables. Preparation of media theory is a tool to explain the phenomenon. Theory should be based on facts because its main purpose is to explain and predict fact or reality. A study on basis of good theory helps to explain a phenomenon well. In this study, the role of political process can be seen by administrators' perceptions of government agencies. All the perceptions are based on good governance toward political process in this nation.

1.9.1 System Theory

The theory underlying this study is system theoretical in which to identify the importance of macro-political variables that focus on all aspect of political processes. This theoretical approach is inspired by leading expert of Theoretical System, Almond and Coleman (1970).This theory is seen in connection with the review of the political party system between the needs of society and policy making. This shows the urgency surrounding capable producing the establishment of policies to meet the current needs.

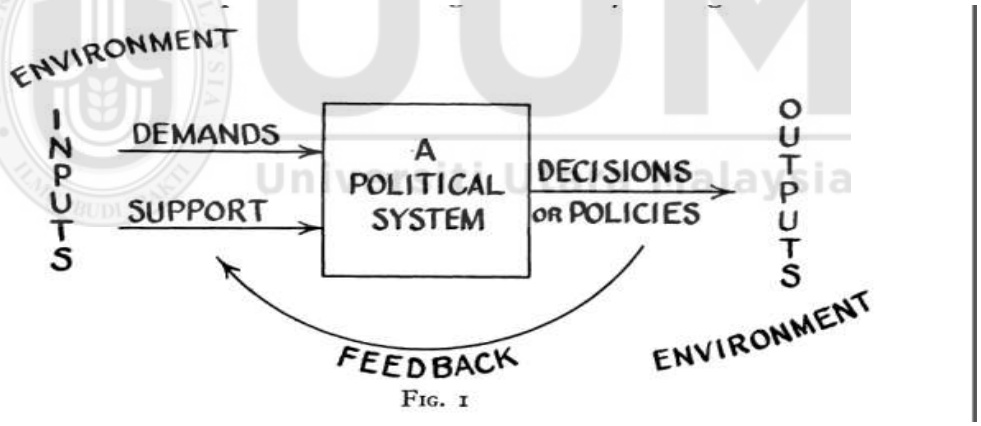

FIG. 1

.Figure 1.0: Theoretical System

Source: Easton, an Approach to the Analysis of Political Systems, World Politics, Vol. 9, No.3. (Apr,. 1957), pp. 383- 400.

Easton (1957) believes that the political parties with authoritative decision-making are done for community. Political life should be understood by examining each institution separately. Easton (1957) stated every part in political field does not stand alone but they are all connected to each other. Briefly, operation in one part surely cannot be understood without referring to the entire system working. Hyden, Mease, Foresti and Fritz (2008) then inculcates Easton's thought in his study which has separate political processes into six parts yet still they are correlated to each other.

Figure 1.1 Theoretical perspective of governance according to WGA
Source: Edited by Goran Hydenet. al (2008)

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World Governance Assessment (WGA) adapt the input-output theory Easton for governance perspective that separates the political processes into six parts yet still they are correlated to each other. WGA focuses on the process rather than performance by reviewing regulations against the decision.

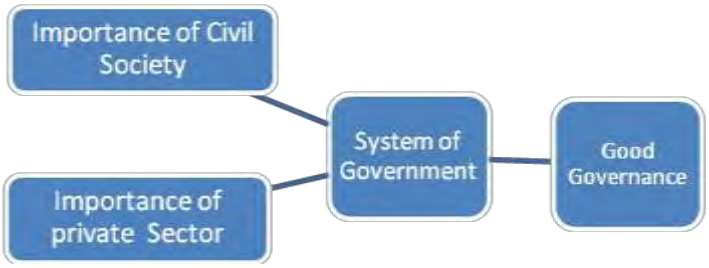

Figure 1.2 Study Model of Governance in Malaysia

Source: Hyden, Mease, Foresti and Fritz (2008)

In Malaysia, the authors are adapting research and perspective used by Hyden, et. al (2008) but they modify a bit by creating "mediating" variable in model as shown in figure 1.3 above . The dimension that act as mediating variable is political process in which its variables are the role of bureaucrats, role of legislature, role of role of executives and role of judiciary.

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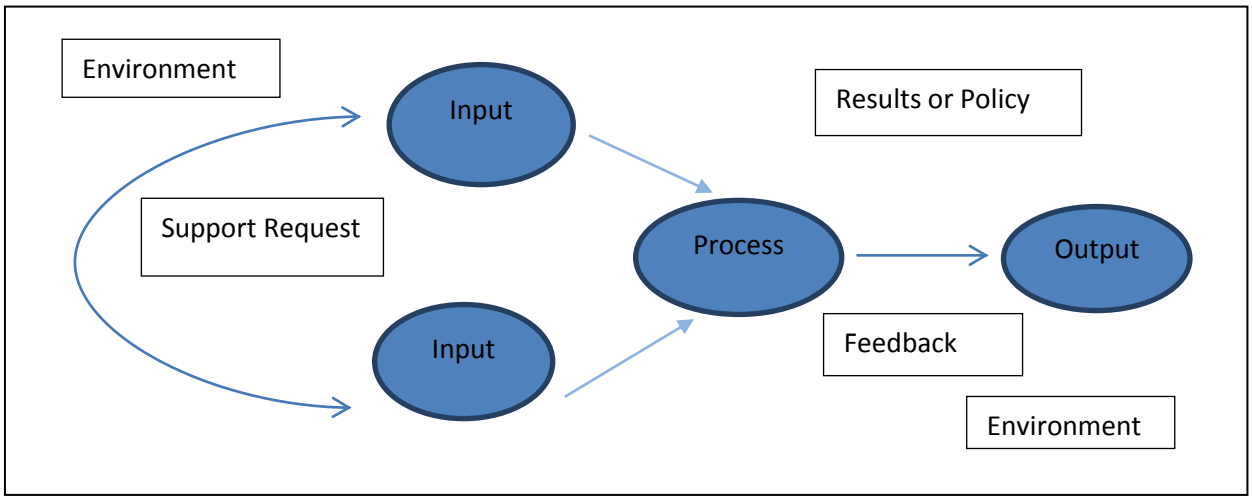

Figure 1.3 Governance model based on Systems Theory

Source: Hyden, Mease, Foresti and Fritz (2008)

Figure 1.3 shows a continuation of the policy-making process based on input from the community. If we look at the figure above, it has in common as said by Easton 1957 in figure 1.0. Both scholars expressed the same opinion in a political system where the output (policy making) exists due to the insistence of the surrounding. Thus, this study attempts to examine the effectiveness of the output based on the perception of government officials. It is because, this group is seen as government officials who closest to the policies which set by the government. They are more likely to know and see the way of policy process because this group is the intermediary between the policies and the community.

1.10 STUDY FRAMEWORK

Based on dependent and independent variables that have been identified, the framework of study is as follows:

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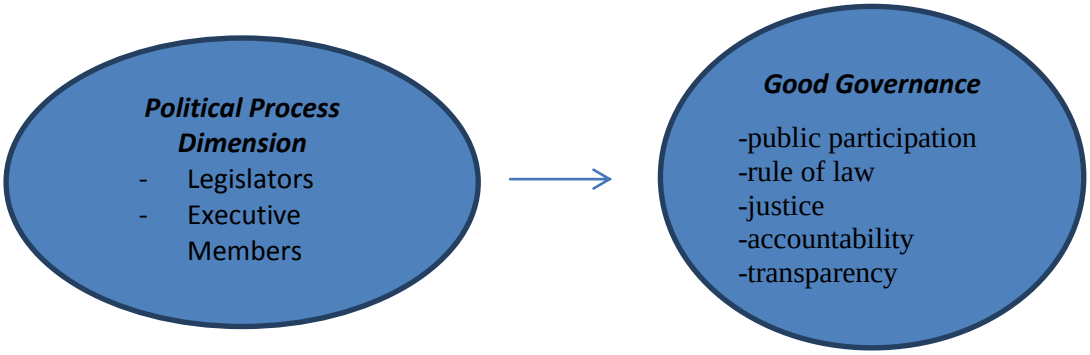

Figure 1.4 Conceptual Model of Good Governance

In this study, there are three relationships in determining the good governance. The dimension of the relationship are political process, good governance and perception.

In a governance, political dimension plays a role in determining the effectiveness of good governance. In this study, political process can be seen with the roles and responsibilities played by the legislators, executive and judiciary members. These three bodies play a big role in determining the governance thus produce the perception whether good or the bad the governance is.

The effectiveness of the political process is dependent on the effectiveness of good governance practices. To evaluate the effectiveness of three main bodies, the monitoring of the application of good governance principles should be made from time to time. It is because the result of the process will have an impact on the perception whether the effectiveness of these applies or not.

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1.11 STUDY SCOPE

This study focuses on good governance and its relationship with political process, including legislative branch, judiciary and executive members in context of administration in Malaysia and was conducted at two levels of government in public sector which are local government and state government. Study has been carried out in Kedah states which focusing on district of Alor Setar. The research team consists of professional and managerial groups in public sector. The point of study is to discover the connection between all three dimensions towards good governance.

1.12 CHAPTER DIVISION

Overall chapters are categorized into 5 sections: Chapter 1, Chapter 2, Chapter 3, Chapter 4 and Chapter 5. Chapter 1 is about introduction that concentrates on discussion of introduction, study background, problem statement, study purposes, questions, objectives, operational definition, and study framework, significant of study, research limitation and conclusion.

Chapter 2 focuses on works. In this chapter, works that will be discussed on is about facts or statement that capable to support study in this research while chapter 3 is about methodology starting with a short brief on methodology followed by introduction, research methodology and then summary for chapter 3. Chapter 4 consist of few things such as discussion on empirical results descriptively about research profile and respondents involved, in-depth analysis on empirical results to answer the objective, issues and main problem in this research. Chapter 5 will talk about conclusion and suggestion for the entire research. Conclusion is all about the main findings and results from analysis done in previous chapter. Then, suggestions based on the objectives and research implication will be stated.

1.13 CONCLUSION

This chapter discusses fundamental issues, study problem, study issues, objectives, theory framework, and research framework and research limitation as well and the chapter ends with a clear picture on the content for the next chapters. Hence, chapter 2 will highlights on the works of predecessors about quality service issue and customer satisfaction is empirically analyzed.

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CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION

Previous chapter discusses background of good governance and its relation to political dimension. This chapter, meanwhile, will examine previous empirical research on good governance. Specifically, two important dimensions of good governance will be analyzed: political and administrative dimensions. In regards to political dimensions, four variables are to be examined: roles of bureaucrats, legislature, judiciary, and executive.

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2.1 DIMENSIONS OF GOVERNANCE

Governance is a concept that has a long history. The concept carries multiple interpretations depending upon level of governance, goals to be achieved and type of approach. Hyden (2008) describes the concept of governance in relation to comparative politics, an approach that fulfills analytical voids left by other scholars. With the use of governance approach, focus will be straightforward to potential of politics especially capability of the leader to rise from the existing structure, changing game's rule and inspire people to take part in an effort to change people into a new and productive society.

The individual definition as stated by Crawley (2005) covers the entire dimensions which firstly is the processes in which the government is selected, monitored and revised; second is interaction system between administration, judiciary and legislature. Third, government's potential to form and implement public policy and finally is mechanism for people to satisfy their own and interacts with authority institution and with each other. Same goes to Udo (2004) even though divided into three parts, yet still covering the dimension which are governance based on cooperation and assistance between government, civilians and public sector because he believes that good relationship between these three groups and requirements for mechanism to strengthen and improve interaction is important. Secondly, governance can be defined as an overall combination to the elements such as participation, transparency in decision- making, accountability, the rule of law and estimation. Thirdly, governance is a normative concept.

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Definition by Julius Court (2001) from United Nation University stated governance as navigation rules (formal and informal) and provide guidance to the public sector in which political actor including economy and social interact to make decisions. Plus, the government is beyond the power of a government and only oriented to process. Moreover, main factor that should give full attention is to the governed and the governing.

Hyden (2008) looks at governance from a constitutional perspective that involves rules of political conduct as well as intervention strategies that can be used by political actors to change the political structure. It is also a rational concept that

asserts on relationship between social actors and government and among social actors in regard to political behavior.

In addition, Rhodes (1996) focuses governance on six aspects which are minimal government, corporate governance, newly management of public governance, good governance, socio-cybernetic system and self-management networks. Similarly, Stroker G. (1996) also examines governance based on institutional arrangement such as actors, network, and power while Peter and Pierre (1998) say nature of governance is without government.

Kofi Annan a Former Secretary-General of the United Nations states the governance existence is to ensure the respect towards human right and to the rule of law, strengthen democracy, ensure transparency and the capacity in the public sector and International Institute of Administrative Sciences. Governance refers to a process whereby elements in society gives power and authority, influences the policies and decisions related to public life and development of social and economy. Plumptre and Graham (2009) state governance is the art of steering society and organization. They also see governance in terms of how power is used, decision was made and people's right to speak.

If Plumptre and Graham (2009) see governance based on steering society, organization, power and influence, Weatherbee (2004) also sees governance as the overall administrative aspects of a government. He also asserts assessment towards success or quality failure of governance is based on success and failure in accomplishing their main goals. For Weatherbee, the main goal in governance is to

ensure and maintain integrity of a country, providing facilities and maintain its security. Besides, according to him, government itself should have introduce appropriate policies related to social, economy and politics to ensure public goods provided, fair policy implemented and uniform for the people as a whole and able to use limited resources efficiently.

Abdul Halim Ali (2002) then reviews governance from public sector side. He believes the governance word has been using so frequently, yet still has confusion among civil servants who do not really understand what is meant by governance both in terms of its definition and implication Zulkarnain (2001) asserts that governance is about government working together with private sector and third sector NGO including public to confirm for a better environment for community entirely.

Rotberg (2004) then sees governance from the aspect of failure because he finds that almost the entire world fails to ensure they are accountable for, cannot take part or influence their government or using voting mechanism to get significant change. Martin et. al (2004) observes governance from the aspect of rating found there is few elements in governance that can be measured. He sees the measurement on governance is essential because with that, people can assess and differentiate public sector's achievement or government's entirely. Rotberg (2004) also sees governance from rating aspect by stating that rating can lead to changes. Moreover for him, efforts by NGO in related fields have shown the evaluation system of governance has been affected significantly. Based on the above statement, there are broader definitions of governance which cover vast fields which then causing the researchers to see governance based on their own understanding and will.

Among international bodies that practicing all is World Bank (Weiss, 2000, World Bank, 1994) that define governance as a way of proper using power implemented for resource management of social and economy in a country whereby it can identify all three main aspect of governance as political regime; a process of exercising authority of economy and social management resources for development and government's ability to form, formulating and implementing policy and practicing their role. Definition of World Bank also covers all aspect of administration beginning from election of parties, responsibility towards people that elect them, ensuring a smooth journey and will be replaced if the government does not work properly. Governance also includes the ability of government to administer the resources available efficiently and adopting appropriate policies and regulations with the people of a country.

The dimensions of political views also attract UNDP to give an opinion about governance as an implementation of authority of economy, politics, and administration at all level. It consists of mechanisms, processes and institution in which people and groups articulate their interests, protect their right, satisfying their obligation and solving their differences (UNDP, 1997). OECD also sees governance concept denotes with the uses of political authority and implement control in society associated with management for social and economy resources for development. A broader definition also covering the role of public authority in determining environment in which the operator function in determining the distribution of benefits including between the governed and the government (OECD, 1995).

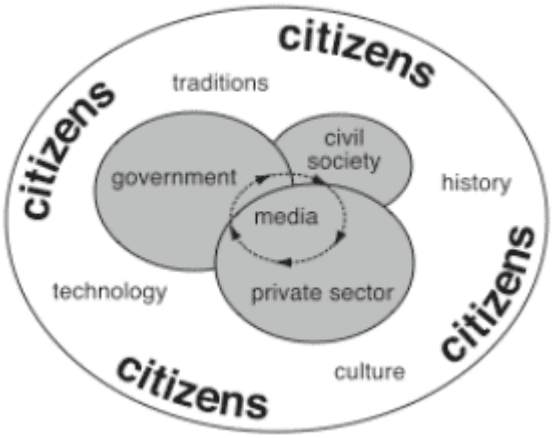

Figure 2.1: Good Governance Principles

Source: Institute on Governance

Based on the figure above, principles of good governance depend on many type of factors which are culture, technology and history yet in most cases, they are all overlapping on each other. Institute on Governance lists five principles of good governance which are participation whereby men and women should have a voice in decision- making directly or indirectly through legitimate intermediate institutions that represent their needs and desires while broad participation established by the freedom of association and freedom of speech including the ability to participate constructively. Governance also respond as intermediary for uniting different interests to achieve the best agreement together whereby it should be connected with policy and procedure. In conclusion, governance principles need to be established for good governance.

Overall, governance is about power, relation and accountability, influence, decision-making and accountability. Graham et. al (1999) also divides governance into three zones. First, governance in global space aims to handle issues outside the scope of government. Second is the governance in national space or three levels which are at national, local, town or rural. Lastly, corporate governance which is governance related with company's activity which normally responsible to board of director.

2.2 POLITICAL SYSTEM

The dimension of political system and governance plays an important role in ensuring good governance fulfilled. This dimension includes the role of legislation, role of the executive, and role of the judiciary. As mentioned earlier, all three variables play a vital role towards good governance. Researchers will explain the endogenous variables of the system of government one in advance.

Serves as a unifying political system for the entire public demand and make it as a policy. In reality, it requires a party system that works and can carry out these tasks effectively. Number of parties is not necessarily good for legal awareness to work. In principle, the effective maintenance of a political party becomes much easier if the party is not too many. Diamond (in Hyden, 2003) states the problem arises when there is a party that under-institutionalized while others are over-institutionalized. Such things are normal for a society where the people are not particularly developed fully. Political parties that weak and broken often depend on an individual's charisma

to lead. Such circumstances make political parties not able to guide society and political parties as this would make the electoral system disarray.

In Malaysia, the establishment of political parties in the country is originated and derived from racial conflict. Malays integrated to form the United Malays National Organization (UMNO) as a wall against the threat for the rights of the Malays by the Malayan Union in 1946. Chinese have reacted to the Malay-British Agreement in 1947 and drastic action that has been taken against their squatters during the emergency period has led the Chinese people to establish Malaysian Chinese Association (MCA) to safeguard the interests and to provide protection to the Chinese. In contrast, the Indian upper classes do not have the ability to create a stable and effective political party. Indians who are working have been taken by Union. Union is actually intended to focus on goals related to the economy like the rising of salary issue and other issues except political and racial issues. (Malaysia Kita Panduan dan Rujukan untuk Peperiksaan Am Kerajaan, 2003).

Now there are 29 political parties in Malaysia which are United Malays National Organization (UMNO), the Malaysian Chinese Association (MCA), Malaysian Indian Congress (MIC), Parti Gerakan Rakyat Malaysia (Gerakan), Parti Islam Se-Malaysia (PAS), Parti Keadilan Rakyat (PKR) and Democratic Action Party (DAP), (the official website of the Election Commission, 2009 accessed on August 3, 2010). Statistics on 12th General Election shows that out of the total voter turnout was 76 percent. Vote obtained by political parties and independent candidates are contesting Barisan Nasional (BN) 51.4 percent, PKR 19.3 percent, PAS 14.4 percent, DAP 13.8

percent and Bebas 0.8 percent are among percentages gain by political parties involved.

One of the things agreed upon by members of the political science is the electoral system has a significant influence on political behavior and elections. Sartori argues that the electoral system is the most powerful instrument in constitutional engineering. Hyden subsequently confirmed although each party system has their own advantage or flow (advocates) is an offense to express a certain model as the best. In his view, it is impossible to maximize every principle in choosing the electoral system because it depends on the state of a country's history and the issues facing by the country at that time.

'Suruhanjaya Pilihan Raya' Policy is to maintain, supervise and maintain the democratic process in the country through free and fair elections. It is the responsibility of 'Suruhanjaya Pilihan Raya' to ensure people can choose their representatives through direct vote in every election (spr.org.my accessed on October 6 2011). Accordingly, in line with the policy of Suruhanjaya Pilihan Raya in order to ensure the safety of voters and that elections can be carried out safely, campaigning on polling day was banned in year 2003 (section 26 (1) of the Election Offences Act 1954). Enforcement is carried out to ensure that voters can perform their tasks without feeling threatened.

2.2.1 Legislators

Hydenet. al (2003) state legislators play an important role in formulating policy, determine the government accountable for all their decisions and actions. The power

of the body is vary according to the extent of their freedom and the relationship that exists between them and the executive branch of government. Hydenet. al (2003) also noted that lately, since the fall of communism, the members of the legislature became more powerful than during the time when the days of autocratic or totalitarian. Former communist countries deliberately chose a parliamentary system for administrative purposes while democracies countries prefer to have a system in which executive power is in the president or some form of presidential government system.

Stephan and Skach (in Hyden et. al, 2003) asserted from a historical perspective, there is more stability in parliamentary system than presidential system. Constitution alone does not determine the role played by members of law in developing countries. This is because in their countries are undergoing political reform due to the refusal of international bodies towards reform makes the role of the members of the legislative increasingly bland. The government at that time prefers to cooperate or discuss on important policy reforms with the representatives of international financial institutions and for various reasons, members of legislation are marginalized. Moreover, the involvement of parliamentarians seems like a complex matter and delay factors.

In order to ensure the process goes smoothly , several important elements in the success catalyze good governance systems need to be prioritized , which is a comprehensive community participation , responsiveness , accountability , effective , inclusive and preserve the rule of law . This statement has been supported by Dato

Seri Najib Tun Razak in Persidangan Antarabangsa Gerakan Kesederhanaan Global kali kedua (ICGMM II) at Kuala Lumpur Convention Centre 2015.

He suggested as Denmark is a country that practices open consultation in the drafting process of the law, where an official portal specially created to receive feedback and public opinion on a law to be implemented. Not only that, the key stakeholders will also be consulted for advice and make improvements to the legislation. Previously presented and approved, the legislation will be displayed once again in the official portal for the information of all parties. Thus not surprisingly, when Denmark was announced as one of the 10 best countries in terms of human capital development and occupy the first step in Transparency Index 2014.

Based on the above statement, we postulate that:

H_1 : There is a significant relationship between effectiveness of legislators and good governance practices

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2.2.2 Executive Members

In this research, the specific question for variable of the role of executive members are public servants as part of the policy making process (impact indicators), the use of a merit-based system for recruitment to the public service sector (meritocracy indicator), public servants accountable for their actions (indicators accountability), processes of transparent decision making in the public service in (transparency indicator) fair and equal access to the public sector (access indicator). This term as refer to good governance elements.

Hyden (2008) confirms this variable refers to all organizations in the country to formulate and implement policies, making regulation and service delivery. Issue of bureaucratic governance is seen as a very important determinant of knowing whether the country failed or succeeded in implementing economic and social development. According to the study, the performance of bureaucrats is very important to the achievement of national development and there are many works that supports members of bureaucrats who have made rapid development particularly in East Asia. This has indirectly supports the view that the bureaucrats have always been a key to development. Issues related to governance in this bureaucracy field makes it more significant coupled with various pressures, especially towards public agencies to make it more efficient and friendly.

Based on the above statement, we hypothesis that:

H_3: There is a relationship between effectiveness of executives and good governance practices

In most developing countries, there is pressure to reduce the role of the state to the market and the downsizing of the public sector in terms of both the number and salaries of civil servants. The lack of progress in terms of economic and social development in these countries also put pressure on the administration to become more efficient bureaucracy. The relationship between people and the government is in the first stage of bureaucrats who responsible for processes requests for services. Study of the "Voice of the Poor" indicates poor people do not have friendly relations, unfair and corruption with bureaucrats. This situation shows the implications of how

the state regulates its relations within and between administrators. However, the focus of this study is not directly refers to the issue of the size of the bureaucracy.

Briefly, the various functions of government are to focus on the importance of personal safety, namely the quality of security that people expect the government fully responsible for such matters. Second, with regard to social welfare, the third is the government's role to defend and promote the national interest, fourth is the regulation for the general public and the military and finally is the government's ability to ensure security.

2.2.3 Judiciary

Besides, reports on Human Rights (2010) stated that Malaysia has three constitutional articles that provide the basis for an independent judiciary. However, there are another provisions of constitution, another restricted laws on judicial review and additional factors that limit the freedom of judiciary. Moreover, Bar Council of Malaysia, NGO representatives and other political observers also express their serious concerns about the increasing significant of freedom restriction towards judiciary. For example, there are a number of high profile cases of alleged judicial decisions are bias, selective prosecutions and preferential treatment given to certain lawyers. This problem has been exacerbated by the ratio of the judges that disproportionate to the court cases which in Malaysia there are 2.4 judges per million populations compared to 10.5 in India and 51 in United Kingdom.

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Apart of that, the establishment of a transparent legal aspects of good governance is important to ensure that the process is going well. This has been supported by Gberevbie and Lafenwa (2007). Political cultures reflected in the implementation of the law in a transparent and fair. Good attitudes reflect the transparency of judiciary system itself. He was also eager to highlight that the judiciary represents a symbol of justice and good governance of the administration.

Based on the above statement, we hypothesis that:

H_2: There is a relationship between effectiveness of judiciary and good governance practices

2.3 CONCLUSION

There are few studies that look at the relationship between political systems and good governance practices. This study examines the dimensions of good governance within the scope of the political system based on the perception of employees in government agencies, especially in Alor Setar. This chapter reviews the previous studies related to dimensions of political and administrative dimensions. While the next chapter will discuss about the methodology used to conduct this study using various guidelines, measurement instruments and scales used to measure the level of employees perception towards good governance based on political dimension

CHAPTER 3

RESEARCH METODOLOGY

3.0 INTRODUCTION

This section described detail about the methodology that will be used in research including study design, population and sample, data sampling technique, sampling and data analysis. This study will examine whether there is a relationship between exogenous variables, namely political process and governance dimension towards endogenous variables of good governance.

In this study, three hypotheses have been tested with data that were been collected based on questionnaires in which their respondents come from a group of professional management and the public sector in the state government agencies.

The method used is Multistage Cluster Sampling. This sampling was chosen because it is the most appropriate technique to classify samples based on the selected state-level categories because this study involves large population (Chua Yan Piaw, 2006, Othman Mohamad, 2001, Sabitha Marican, 2006).

3.1 STUDY PLAN

This study used quantitative methods in which for professional and management groups of the public sector become the main respondents. In the public sector there are various state agencies government involved which are: statutory bodies, local government, and district agencies in Alor Setar. Hence, the plan of this study will use quantitative method which acts as a major study on this research.

3.2 RESEARCH INSTRUMENT

3.2.1 Population

For the purpose of the study, they are 90 officers at state administrators who are the grade 41 and above were chosen as respondents. This population consists of state officers from various state agencies in Alor Setar such as District Officer Office of Alor Setar and Majlis Bandaraya Alor Setar and also Kedah's Secretary State Office, namely: Treasury Unit, Human Resource Unit, Integrity Department, Chief Minister Office and Kedah Planning Development Unit. This group is related because they are familiar with the rules and regulations in regard to state bureaucracy. Secondly, they are the structural and functional responsibilities of the executive, legislative and judiciary. Lastly, they are the policies implementers.

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3.2.2 Sample

Based on calculating on population, Uma Sekaran in Reasearch Methods for Business (1992, p 253) have suggested the appropriate sample size corresponding. Thus, the sampling should be at least 73. Uma suggests sampling had been supported by Kerjcie and Morgan (1970). Refer to table 1 as below:

N is population size, *S* is sample size

N	*S*	*N*	*S*	*N*	*S*
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351

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90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	100000	384

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Table 3.1: Table determining sample size base on population

Source: Uma Sekaran in Research Methods for Business (1992, p 253)

3.2.3 Questionnaire

The questionnaire will be presented to the public sector group which is professional and management groups based on state government agencies employees.Methods of research questions using a scale of 1 to 6 as a measure. The scale of 1 means strongly disagree, scale 2 means disagree and 3 means slightly disagree. While scale 4 means

slightly agree, scale 5 means agree and scale 6 means strongly agree. In this questionnaire there three sections which consists:

Section	Details
A	Employment Information, Personal Information
B	Political Process and Administration Dimension: i) Information on the effectiveness of legislative branch ii) Effectiveness of judiciary iii) Effectiveness of executive members
C	Good Governance

Table 3.2 Info on questionnaire

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In this questionnaire based on Appendix 1, section A contains information about respondent's state, categories of occupational groups, name of the job position and length of service. It is also consist as part of personal information respondents such as gender, age, religion, race, marital status and academic qualifications

Section B contains three variables related to dimensions of political processes and governance systems. It consists of the effectiveness of the role of the bureaucracy which are members of the executive, members of legislative and judiciary members. The variable in role of this legislation refers to the requirement or views in society that combined in political processes (WGA, 2003). The question in this variable is representative of legislative members in the community; the policy formed reflecting the will of the public, the competition to gain power peacefully, members of the

legislature responsible for the public, transparency of political party and legislative function influence the policy.

For variable role of the executive members, the issue is how the government acts as a supervisor or driver to the political system as a whole. Among the issues in these variables are relationship and consultation between the government and public agencies, standard living of people, the level of security provided, the security's loyalty towards the government, the government provide an accurate information for the public and wise use of available resources. Meanwhile, the variables for the effectiveness of the judiciary's role are to act as the solution to any dispute. In these variables, the question arise is the informal process has been used in conflict resolution, equal access for justice to all citizens, judicial officers accountable for their actions, transparency in the administration system and efficient judicial system.

Section C is the questions related to the variable of good governance. Among questions for good governance variables that arise are public participation, rules, fairness, accountability, transparency and efficiency. It also contains overall views on governance in Malaysia. For distribution and retrieval of the questionnaires, the researcher has been circulating and picks them up in the state government agencies in AlorSetar. Researchers took more than two weeks to distribute all of the questionnaires and the process is running smoothly.

3.3 SAMPLING TECHNIQUES

Researchers will use two techniques of data collection which are primary and secondary techniques, Primary data collection is through a questionnaire that will be distributed to professional and management groups in public sector. Secondary data is data that obtained from reference materials such as books, study done by investigators and supportive documents that can support primary data. In this study, administrators in several state departments have been identified as respondents. The main office is reference to the Office of the Secretary of State of Kedah. Through the department, will be split categorized by a small agency such as the local authority office, namely District and Land Office Council of Alor Setar. For the State department of economic agency is referring to the State Economic Planning Unit. Apart of that, state treasury are refer to the State Finance Office and the State Treasurer's Office. Entire departments and agencies is under regulatory State Secretariat of Kedah.

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3.4 SAMPLING METHOD

Sampling method selected for this purpose is Multistage Cluster Sampling. This kind of sampling was chosen because this is the most appropriate way to classify the samples based on levels administrators of government which are state government, namely: local government, statutory bodies and district offices in AlorSetar because this study involves a large population (Piaw,2006; Marican; 2006; Mohamad 2001).

3.5 SOURCE OF DATA

In this study, there are two types of data have been used namely primary data and secondary data. Primary data is data obtained through distribution of questionnaire forms to the respondent while secondary data is material evidence obtained through reading and study materials, journals, study of literature, magazines, reports in the newspaper and others.

3.6 DATA ANALYSIS

Information and data collected from respondents will be analyzed using Statistical Package of Social Science (SPSS) application software version 20. The data will be analyzed through two techniques which are Descriptive Statistics and Statistical Inference. Descriptive statistics were used to analyze the demographic characteristics of respondents. Method of analysis of respondents' perception was measured through survey forms. Frequency and demographic background of respondents are calculated using frequency analysis. Inferential statistics were used to test the hypothesis. While analytical techniques such as correlation and regression tests will be done to calculate the relationship.

Meanwhile, the correlation test was divided into three namely, Pearson, Spearman correlation and Spara correlation. However, in this study the authors used the Pearson correlation. Pearson correlation was introduced by Karl Pearson in 1895 who used to see the relationship between two variables. While the test of regression

is a predictor to assess the association between independent variables and the dependent variable. Regression test is used to test hypotheses about the relationship or the relationship between two variables. Apart from that, this test is used to estimate the specific relationship between the two variables, whether positive or negative relationship.

3.7 CONCLUSION

This chapter is very important to explain about the methods used for data collection. The case study is based on a quantitative study whereby data were collected through the distribution of questionnaires. Descriptive Statistics and Statistical Inference were used to analyze the data. This chapter can help the researchers in the next study which debating on the findings and discussions.

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1) Information on the effectiveness of legislative branch

No.	Item
1	All communities in the country are well represented in legislative system
2	Government policies reflect the will of the people
3	Competition for political power is done fairly
4	Elected representatives always put the people's interest first
5	Elected representatives always act in a transparent manner when performing their duties
6	I am satisfied with the performance of elected representatives

2) Effectiveness of the judiciary

No.	Item
1	People are given fair access to the judicial system
2	The judicial system has always practiced fairness and transparency in administration
3	The judicial system is always efficient in resolving conflicts and disputes
4	Informal processes of settlement outside court are always available
5	I am satisfied with the performance of the judiciary

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3) Effectiveness of executive members

No.	Item
1	Separation of powers are exercised in the administration of state
2	Executive members are fairly distributed among women and minorities
3	Executives always strive to deliver what is good for society
4	Executives are impartial in their action
5	I am satisfied with the performance of executive members

4) Good Governance

No.	Item
1	Political system always transparent in decision making
2	Political system always adhere to rules and regulations
3	Political system always responsive to the needs and demand of the public
4	Political system always accountable to the general public
5	Political system always implement decisions and follow processes efficiently
6	Political system empower citizens participation
7	Political system emphasizes equality

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CHAPTER 4

QUANTITATIVE ANALYSIS

4.0 INTRODUCTION

Chapter three discusses the methodology of the study, which was conducted with emphasis on the design of the study, the study location, sample and population studies, data collection, and research and analysis instruments. This chapter will also discuss the results obtained from the questionnaires which were thenanalyzed. The results of this study will answer the objectives and hypotheses developed in chapter one. To facilitate the description and details, this chapter will describe the frequency distribution of descriptive demography, demographic influence respondents' perceptions of the political element, the relationship between the study variables and data correlation and regression analysis.

4.1 RELIABILITY TEST

The internal consistency approach is used to test the reliability of this research. The test was to find the correlation between the scores of each item variable with the total score of all the items in the test (test index score).

Value Cronbach Alpha	Sign
Less 0.6 (>0.6)	Weak
Within 0.7 (0.7) and 0.8(0.8)	Accepted
More than 0.8(<0.8)	Better

Table 4.1: Value of Cronbach Alpha

Test scores will be analyzed through the ' Cronbach alpha ' method. The value of 1 indicates a high level of reliability, while less than 0.6 are weak. Moreover, the values between 0.7 and 0.8 is acceptable and above of 0.8 is better and high reliability of the instruments used. The summarized as follows:

Item	***Cronbach Alpha Value***	***Sign***	***N (no. of item)***
Legislative Branch (X1)	0.896	**Excellent**	6
Effectiveness Judiciary (X2)	0.782	**Excellent**	5
Effectiveness Executive Members (X3)	0.634	**Accepted**	5
Good Governance (Y)	0.811	**Excellent**	7
X1+X2+X3+Y	0.861	**Excellent**	23

Table 4.2: Reliability Based on Item (n=86)

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From the above table, it shows the coefficient of reliability through Cronbach Alpha value for each independent variable, namely X1 = 0.896, X2 =0.782, X3 = 0.634. This, show as a whole to four independent variables have the excellent reliability. Whereas the dependent variable item for good governance has the Cronbach Alpha, Y = 0.811. With this test the reliability of all the variables is 0.811.It shows a high value. Thus, this proves that the instrument used has a high level of stability and can be used to analyze the data.

4.2 RESPONDENTS' DEMOGRAPHIC DESCRIPTIVE ANALYSIS

In this section, descriptive analysis was used to review the state of the demographic characteristics of the respondents in the study. It includes a descriptive analysis of gender, age, occupation, position and working experience.Researchers had distributed 90 copies of questionnaires and recollected 86 copies of questionnaires from respondents.The analysis involved the represented of state officers in AlorSetar area.

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Gender		
Item	**Frequency**	**Percent %**
MALE	52	60.5
FEMALE	34	39.5
Total	86	100.0
Ages		
Item	**Frequency**	**Percent %**
25-30	8	9.3
31-35	15	17.4
36-40	35	40.7
41-45	16	18.6
46-50	6	7.0
51-55	5	5.8
56-60	1	1.2
Total	86	100.0
Offices		
Item	**Frequency**	**Percent %**
SUK	74	86.0
L.AUTHORIY	12	14.0
Total	86	100.0
Grades		
Item	**Frequency**	**Percent %**
41	12	14.0
44	49	57.0
48	15	17.4
52	3	3.5
54	7	8.1
Total	86	100.0
Working Experience		
Item	**Frequency**	**Percent %**
1-10	44	51.2
11-20	25	29.1
21-30	13	15.1
31-40	4	4.7
Total	86	100.0

Table 4.3: Descriptive Analysis of Demographic

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Table 4.3 shows a descriptive analysis of gender with 52 (60.5%) male respondents while 34 (39.5%) of the respondents were women. Besides, it shows a 9.3% range from 25-30 years, while 17.4% is from the age of 31-35. While 40.7% were aged 36-40, 18.6% were aged 41-45, 7.0% aged 46-50, 5.8% aged 51-55 years and 1.2% were aged 56-70 years. Demographic studies of office agency shows 74 positions (86.0%) were among the departments in Kedah State Secretary and 12 (14%) were from the department of the local authority. Moreover, the table shows grade indicates 12 (14%) is grade 41, 49 (57%) is grade 44, 15 (17.4%) for grade 48. While grade 52 and 54 indicates with a value of 3 (3.5%) and 7 (8.1%). For descriptive analysis of working experience shows that 44 (51.2 %) were 1-10 years of work experience, 25 (29.1 %) have been 11-20 years old, 13 (15.1%) experienced 21-30 years and 4 (4.7%) experienced at 31 -40 years.

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4.3 DESCRIPTIVE ANALYSIS OF INDEPENDENT VARIABLES

Variables can be defined as ' something that may vary or differ ' (Brown, 1998: 7). There are researchers who define it in more detail which saying that the variable ' *is simply a symbol or concept that can assume any one of a set of values* ' (Davis, 1998: 23). The independent variable was the stimulus variable or variables that affect other variables. Independent variable factor is the variable that is measured, manipulated or selected by the researchers to determine its relationship to some symptoms observed.

	N	Mean	Minimum	Maximum	Variance	N of items
Legislative Branch (X1)	86	3.7539	1.33	5.67	1.598	6
Effectiveness Judiciary (X2)	86	4.3233	2.00	5.40	0.747	5
Effectiveness Executive Members (X3)	86	4.5047	1.80	5.80	0.530	5

Table 4.4: Descriptive Analysis of Independent Variable

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Table 4.4 shows the mean value of each independent variable in this study. The variables of X3 showed the highest mean 4.5047, followed by the variable X2 which obtained 4.3233 and X1 showed the lowest mean which is 3.7539.

4.4 DESCRIPTIVE ANALYSIS OF DEPENDENT VARIABLES

The dependent variable is the variable that gives the reaction or response in relation to the independent variable. The dependent variable is the variable factor observed and measured to determine the effect caused by the independent variable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	SLIGHTLY AGREE	57	66.3	66.3	67.4
	AGREE	27	31.4	31.4	98.8
	STRONGLY AGREE	1	1.2	1.2	100.0
	Total	86	100.0	100.0	

Table 4.5: Political system and transparent

(Refer to questionnaire in Appendix 1)

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Based on table 4.5 shows there are 57 (66.3%) respondents slightly agree while 27 (31.4%) respondents agree. The other respondents choose to strongly disagree and strongly agree the question given with frequency 1 (1.2%) each. Thus, it shows most respondents agree with the question about the political system and transparency in decision making.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	DISAGREE	17	19.8	19.8	20.9
	SLIGHTLY DISAGREE	4	4.7	4.7	25.6
	SLIGHTLY AGREE	11	12.8	12.8	38.4
	AGREE	34	39.5	39.5	77.9
	STRONGLY AGREE	19	22.1	22.1	100.0
	Total	86	100.0	100.0	

Table 4.6: Political system and rules and regulations

(Refer to questionnaire in Appendix 1)

While based on table 4.6, item for the political system with rules and regulations shows that the majority agreed with 34 (39.5 %). Followed by 19 (22.1 %) strongly agree with this question. Subsequently found 17 (19.8 %) somewhat disagree with this question. This shows the political system is still weak and in need of improvement in respect of the relationship between the political system in compliance with the rules and regulations

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY AGREE	51	59.3	59.3	62.8
	AGREE	29	33.7	33.7	96.5
	STRONGLY AGREE	3	3.5	3.5	100.0
	Total	86	100.0	100.0	

Table 4.7: Political system and responsive to public demand

(Refer to questionnaire in Appendix 1)

In analysing the findings related to the political system and the response to the request of the community, obtained 83 respondents agree and disagree with 3 person. Thus, this shows that the majority of respondents agree and are satisfied with the political system to meet the needs of society.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	DISAGREE	24	27.9	27.9	29.1
	SLIGHTLY DISAGREE	6	7.0	7.0	36.0
	SLIGHTLY AGREE	39	45.3	45.3	81.4
	AGREE	8	9.3	9.3	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	

Table 4.8: Political system and accountable to public

(Refer to questionnaire in Appendix 1)

As in table 4.8 and issues relating to accountable in political system , found 39 (45.3 %) respondents slightly agreed while 24 (27.9 %) disagree . In addition, to agree and strongly agree showing 8 each respondent has same opinions and agreed. Thus, the above table it can be concluded that majority of respondents' agreed accountability with the political system in Malaysia.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	4	4.7	4.7	4.7
	DISAGREE	10	11.6	11.6	16.3
	SLIGHTLY DISAGREE	2	2.3	2.3	18.6
	SLIGHTLY AGREE	20	23.3	23.3	41.9
	AGREE	42	48.8	48.8	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	

Table 4.9: Political system and follow process efficiently

(Refer to questionnaire in Appendix 1)

Based on the above diagram, showing 70 respondents agreed with 81.4 %. While 16 respondents disagreed with 18.6 %. Overall it can be concluded that the majority agreed on in Malaysian political system in decision-making processes efficiently.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY DISAGREE	3	3.5	3.5	7.0
	SLIGHTLY AGREE	48	55.8	55.8	62.8
	AGREE	27	31.4	31.4	94.2
	STRONGLY AGREE	5	5.8	5.8	100.0
	Total	86	100.0	100.0	

Table 4.10: Political system and empower citizens participation

(Refer to questionnaire in Appendix 1)

Based on the above diagram, showing 80 respondents agreed together 89.5 %. While the rest disagree. Overall it can be concluded that the political system in Malaysia has always encouraged community participation in all fields and programs organized by the government.

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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY DISAGREE	1	1.2	1.2	4.7
	SLIGHTLY AGREE	46	53.5	53.5	58.1
	AGREE	28	32.6	32.6	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	

Table 4.11: Political system and equality

(Refer to questionnaire in Appendix 1)

Based 4.11 of the figure above shows the political system and issues related to equality. The analysis showed that most respondents agreed with 82 respondents (95.3 %) while 4.7% did not agree with the equality in political system issue in Malaysia. This shows the political system in the country has practices equality in order to avoid gaps that could threaten the country's stability.

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4.5 INFERENTIAL ANALYSIS

In the inferential analysis, the researchers will test the hypothesis that has been deliberated in the previous chapter. By using SPSS version 2.0 standard least squares regression, researchers entered the dependent variable and independent variable to be analyzed. The regression assumptions have been tested to see whether there is any violation of these assumptions. The analysis test is important to ensure unbiased results, no specification errors, and there is no linear relationship between each independent variable.

Correlation analysis is a statistical method used to measure the strength of the relationship between two variables (CoakesandSteed2003). In this study, the Pearson correlation was used to identify the strength of the relationship between the dependent and independent variables. Correlation analysis was used to determine the relationship between dependent variables (good governance) and independent variables (the legislative branch, effectiveness of the judiciary and effectiveness of executive members). In the correlation analysis, there is some measurement level to show the range strength relationship. By John et al (2008), the power level is categorized by the coefficient of correlation between 0.10 and 0.29 (weak ties), 0.30 till 0.49 (moderate correlation) and 0.05 till 1.0 (strong correlation).

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	Legislative	Judiciary	Executive Members	Good Governance
Legislative		.882**	.387**	.876** 0.000
Judiciary	.882**		.281**	.832** 0.000
Executive Members	.387**	.281**		.470** 0.000
Good Governance	.876**	.832**	.470**	

N = 86 , Significant level p<0.05, Significant level p<0.01

Table 4.12: Pearson Correlation Matrix

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		Good Governance
Legislators	Pearson Correlation	P < 0.05, p = 0.000 (0.876)
	N	**86**

Table 4.13: Correlation Variable of Legislator and Good Governance

The first hypothesis is to look at the relationship between the dependent variable (good governance) and the dependent variable (legislative). The results showed that there was a significant correlation between these two variables, with values up to 0.876. The correlation is significant at 0.000 (p<0.05) level. Therefore, the results

showed that the dependent variable has a strong relationship with independent variables at the level 0.876. This means good governance variables have a positive correlation with legislative variable. Thus, hypothesis is accepted and validated for this study.

H_2: There is a relationship between effectiveness of judiciary and good governance practices

		Good Governance
Judiciary	Pearson Correlation	P < 0.05, p=0.000 (0.832)
	N	**86**

Table 4.14: Correlation Variable of Judiciary and Good Governance

The second hypothesis is to look at the relationship between variables judiciary with good governance. Table 4.14 is based on the correlation relationship between the judiciary and good governance. It shows the level at 0.832. The correlation is significant at the 0.000($p<0.05$) level. This situation can be describe that the two variables have a significant relationship. Judiciary has a strong correlation with the level of good governance which means that it has a positive relationship.Hence the hypothesis was accepted and approved for this study.

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H_3: There is a relationship between effectiveness of executives and good Governance practices

		Good Governance
Executive Members	Pearson Correlation	P < 0.05, p=0.000 (0.470)
	N	**86**

Table 4.15: Correlation Variable of Executive Members and Good Governance

The third hypothesis is to look at the relationship between the variable items with good governance executive members. Table 4.15 is based on the correlation relationship between executive members and good governance. The value of correlation is 0.470. Whereas the significant level is 0.000 ($p<0.05$). So, these two variables have a significant relationship to each other. Variable executive members connected at a modest rate with variable of good governance. This showing that the variable executive members have a positive relationship with good governance, while the hypothesis was accepted and approved for this study.

Overall table 4.16 below summarizes the results of the correlation analysis according to the Hypothesis. The correlation coefficient has same relationship and significant. This was confirmed as described by John et al, (2008).

Hypothesis	Correlation Value	Interpretation
There is a positive / significant relationship between effectiveness of legislators and good governance practices	**0.876**	**Significant and strong relationship**
There is a positive / significant relationship between effectiveness of judiciary and good governance practices	**0.832**	**Significant and strong relationship**
There is a positive / significant relationship between effectiveness of executives and good Governance practices	**0.470**	**Significant and moderate relationship**

Table 4.16: Summary of Correlation Result Analysis

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4.6 REGRESSION ANALYSIS

Regression analysis is a technique used to determine the influence of independent variables on the dependent variable. This analysis is based on the correlation that enables a deeper exploration of relationships among a set of variables. The results of the regression analysis explain the independent variables predictions of dependent variables. Feedback collected from 86 respondents in the test regression analysis to examine the hypothesis. Regression analysis has been carried out to strengthen and support the strength of the result Pearson correlation analysis. R symbol in the table shows the regression test variable. It can be interpret the strength of the relationship between the independent and dependent variable. R -square is the symbol of the determination coefficient that tells the percentage of total variation (Coakes and Steed, 2003).

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ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1855.950	3	618.650	115.989	.000[b]
	Residual	437.364	82	5.334		
	Total	2293.314	85			

a. Dependent Variable: ggovernance
b. Predictors: (Constant), exec, jd, legsltv

Table 4.17 : F Test

Refer to Table 4.17, the third of three independent variables were analyzed simultaneously in a regression equation. The results of the study indicated that the independent variables have significant relationship with the dependent variable. F test (p = 0.00 <0.05) is the null hypothesis test in which all the regression coefficient for the independent variable is zero. The study found the test F is significant.

Model		Standardized Coefficients	t	Sig.
		Beta		
1	(Constant)		3.492	.001
	legsltv	.531	4.931	.000
	jd	.314	3.035	.003
	exec	.176	3.325	.001

Table 4.18: R-square Analysis

The above findings show the high significance of the three independent variables on the dependent variable. With the level below 0.05, clearly shows the study of the variables above are significant and are interrelated to each other. This explains the majority of respondents agreed and satisfied with the relationship between the political process and good governance is based on the effectiveness of the three groups, namely legislative, judiciary and executive members

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4.7 CONCLUSION

This chapter discusses the analysis of descriptive and inferential based on collected data. The internal consistency reliability test of the item independent variables and the dependent variable was conducted.The results showed that the whole item of Cronbach Alpha is 0.861 which it shows the level of reliability is very high. In addition, a descriptive analysis was conducted on the demographics of the respondents.The regression analysis resulted that the items of dependent and independent variables have a significant relationship to each other. While the analysis conclude theeffectiveness of good governance which based on independent variableswere all significant relevance.

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CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

This chapter discusses the overall conclusions of this study. The study is related to the perception of good governance in Alor Setar on the effectiveness of legislative, judiciary and executive members. The study began with a look at the problems faced by the administration in which there are complaints about the effectiveness of governance and management. In chapter one , the analysis focused on the research background , research problem , the research framework , hypotheses and theoretical framework used to analyze the study, while the second is more focused on highlights of past studies to strengthen and support the research. Chapter three discusses the methodology of the study to be conducted to get the right results. Chapter four discusses in depth quantitative analysis of the study. Finally, this chapter will conclude all the findings obtained in this study.

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5.1 DISCUSSION

This study was to investigate the perception of good governance based on the relationship of effectiveness between political systems and good governance. The questionnaire is appropriate, voluntary and sufficient to detect the level of understanding of good governance in terms of integrity, accountability, transparency and stewardship without being influenced by any third party. The results of this study showed that independent and dependent variables have a strong and positive relationship with each other. In addition, the findings of chapter four showed that respondents agreed that good governance is effective in the three political systems. Hence, the survey on administrators' perception agreed that each three branches of the government is practicing the principles of good governance.

The effectiveness of the legislators indicates that respondents strongly agree on the applicable legal system in the country. It indicates that the process is fair and unbiased rules in which the political dimension is not mixed with the legislative process in the country. For example, the question for transparency in decision making shows that 66.3% respondents slightly agreed and 31.4% agree. Thus, majority of respondents agreed with transparent applied in political system. While questions of adherence to rules and regulation shows 39.5% agree with 22.1% strongly agree. It shows the political system always adhere with rules and regulations. While empowering citizens participation shows the highest percentage of agree with 55.8% followed 5.8% of strongly agree.

Based on the views of respondents, the results of this study showed that the variables used are appropriate to assess the perception of good governance. The judiciary as independent variables are associated with the element of justice and equality through the process of law. Element of transparency is applied in the area of judicial experiment. A portion of sample respondents also agree and acknowledge that these elements occur in the delivery of community legislation.

In addition, the findings of the independent variables executive body suggest executive actions are always abiding and responsible to the people with reference to the agreed highest percentage at 46.5%. Followed by the transparency of executive members in policy decisions is higher by 4.9%.

In conclusion, the perception of good governance has a strong relationship with the political system. Based on the above findings show the majority of respondents strongly agree about good governance take place within the political system in the country. In line with the Malaysia has taken proactive steps to implement the values in government policies, such as "Clean, Efficient and Trustworthy". In addition, the Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (Mampu) and the Malaysian Institute of Integrity has been introduced to ensure a system of good governance can be practiced effectively, especially in the country's political system. Besides, Good governance system will ensure social justice and the welfare of society through political system in achieving the idea of human capital development of higher quality, making the appeal of extremist ideology is no longer relevant to society, especially the younger generation.

5.2 SUGGESTION

After the result of study was conducted through quantitative methods it can be concluded that the majority of survey respondents unanimously agreed that the political dimension hasinfluenced on good governance. This study has also identified that the variables can affect the perception of good governance if the problems that arise are not addressed immediately although political dimension is a major influence in managing the administration.There are various issues and causesof mismanagement still occurs in the presently. A better assessment of the government can be promoted by the government in line with the theme and changing policies to assist the local community. Researchers suggest the government could highlight the concept of good governance to the parties concerned in order to strengthen the local administration. In addition, the political process is seen to play an important role in good governance. Therefore it is recommended the government to redefine the role and function of these three elements, namely, legislative, and executive members in juicer role. Hence it may push toward better governance in the future.

5.3 RECOMMENDATION FOR FUTURE RESEARCH

This study demonstrates the importance of the perception of political dimension in shaping good governance. Besides, the proposals could be implemented in developing institutional research studies related to the scope of this research study by

develop an idea of the perception of good governance with adding another dimension variables. For example the relationship between social and economic dimensions with good governance. Social dimension can be seen by the role of social media as an intermediary medium to convey information without boundaries. While for the refined economic dimension, the scope maybe the role and responsibility of the enforcement in promoting good governance improvements. In addition, this study only focuses on state administrators in AlorSetar. Thus, for future research it is recommended to extend the study widely by getting all the administrators including state or federal agencies in Kedah. Moreover, this study only use quantitative methods as a means of measuring the perception. Thus for future research, it is recommended the researchers to use two methods in a study which are qualitative and quantitative.

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5.4 CONCLUSION

Government officials or public perception of good governance is important in projecting an image of a government. Therefore, between the political dimensions is involved in the shaping of good governance. The problems that arise every day in relation to governance can be seen quite pointed and gave a negative perception towards efficient governance. These problems also cause pressure on society to give a negative assessment to the governance of the country. Thus, through the results of the quantitative study showed the relationship between the three main bodies within the political dimension plays a big role in impacting the image of an administration. The findings show the perceptions of respondents to agree on the legislative, judiciary and executive bodies in shaping as a major element of good governance.

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Laporan HakAsasi Manusia. 2010.

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Appendix I

Dear respected respondents :
You are invited to participate in this reseach entitled **Relationship between Effectiveness of Political System and Good Governance Practices: A Case Study in Alor Setar.** Please answer honestly and carefully all items in the questionnaire as it will influence the result of the reseach. Information obtained from this **questionnaire WILL BE TREATED STRICTLY CONFIDENTIAL** and will be used solely for academic purposes.

Thanks you for your time in responding to this questionnaire.

Your participation is highly appreciated.

Sincerely yours,
Syarifah Nadiah Bt. Syed Abdul Wahab - Matric No: 815263 -MPM. UUM (Public Management)

Section A: DEMOGRAPHIC PROFILE

Directions: Please select the best option that describes you

1. Jantina / *Gender*: ☐ Lelaki/*Male* ☐ Perempuan/*Female*

2. Umur /*Age*: ☐ 25-30 ☐ 31-35 ☐ 36-40 ☐ 41-45 ☐ 46-50 ☐ 51-55

☐ 56-60 tahun/*years*

3. Jabatan/*Office Agency*: ☐ SUK ☐ K. TEMPATAN/*L.AUTHORITY*

4. Jawatan / *Gred*: ☐ 41 ☐ 44 ☐ 48 ☐ 52 ☐ 54

5. Pengalaman Bekerja / *Working Experience*: ……. Tahun/*Years*

Section B:Perceptions on the effectiveness of legislative, judiciary, executive members and good governance.

Direction: Please circle the number of your answer that relates your opinion towardperceptions on good governance base on four divided dimensions.

SangatTidak Bersetuju (Strongly Disagree)	**TidakBersetuju** (Disagree)	**AgakTidak Bersetuju** (Slightly Disagree)	**Agak Bersetuju** (Slightly Agree)	**Bersetuju** (Agree)	**Sangatbersetuju** Strongly (Agree)
1	2	3	4	5	6

No	Item	1	2	3	4	5	6
1. Keberkesanan Badan Perundangan / *Effectiveness of legislative branch*							
6	Semua kaum di negara ini diwakili dalam sistem perundangan ***All communities in the country are well represented in legislative system***	1	2	3	4	5	6
7	Dasar-dasar kerajaan mencerminkan kehendak rakyat ***Government policies reflect the will of the people***	1	2	3	4	5	6
8	Pertandingan untuk kuasa politik dilakukan secara adil ***Competition for political power is done fairly***	1	2	3	4	5	6
9	Wakil rakyat sentiasa meletakkan kepentingan rakyat pertama ***Elected representatives always put the people's interest first***	1	2	3	4	5	6
10	Wakil rakyat sentiasa bertindak dengan cara yang telu sdalam melaksanakan tugas seharian ***Elected representatives always act in a transparent manner when performing their duties***	1	2	3	4	5	6
11	Saya berpuas hati dengan prestasi wakil rakyat ***I am satisfied with the performance of elected representatives***	1	2	3	4	5	6
2. Keberkesanan Badan Kehakiman/ *Effectiveness of the judiciary*							
12	Orang ramai diberi akses yang adil kepada system kehakiman ***People are given fair access to the judicial system***	1	2	3	4	5	6
13	Sistem kehakiman sentiasa mengamalkan keadilan dan ketelusan dalam pentadbiran ***The judicial system has always practiced fairness and transparency in administration***	1	2	3	4	5	6
14	Sistem kehakiman sentiasa berkesan dalam menyelesaikan konflik dan pertikaian ***The judicial system is always efficient in resolving conflicts and disputes***	1	2	3	4	5	6
15	Proses formal penyelesaian di luar mahkamah adalah sentiasa wujud ***Informal processes of settlement outside court are always available***	1	2	3	4	5	6
16	Saya berpuashati dengan prestasi badan kehakiman ***I am satisfied with the performance of the judiciary***	1	2	3	4	5	6
3. Keberkesanan Badan Eksekutif / *Effectiveness of executive members*							
17	Pemisahan kuasa dilaksanakan dalam pentadbiran negeri ***Separation of powers are exercised in the administration of state***	1	2	3	4	5	6
18	Ahli eksekutif diagihkan di kalangan wanita dan minority secara seimbang	1	2	3	4	5	6

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	Executive members are fairly distributed among women and minorities						
19	Eksekutif sentiasa berusaha untuk menyampaikan yang terbaik untuk masyarakat ***Executives always strive to deliver what is good for society***	1	2	3	4	5	6
20	Eksekutif menjalankan tugas dengan saksama ***Executives are impartial in their action***	1	2	3	4	5	6
21	Saya berpuashati dengan prestasi badan eksekutif ***I am satisfied with the performance of executive members***	1	2	3	4	5	6
4. Urus Tadbir / ***Good Governance***							
22	Sistem politik sentiasa telus dalam membuat keputusan ***Political system always transparent in decision making***	1	2	3	4	5	6
23	Sistem politik sentiasa patuh pada peraturan dan undang-undang ***Political system always adhere to rules and regulations***	1	2	3	4	5	6
24	Sistem politik sentiasa bertindak terhadap keperluan dan permintaan rakyat ***Political system always responsive to the needs and demand of the public***	1	2	3	4	5	6
25	Sistem politik sentiasa mengamalkan akauntabiliti terhadap rakyat ***Political system always accountable to the general public***	1	2	3	4	5	6
26	Sistem politik sentiasa efisyen dalam proses membuat keputusan ***Political system always implement decisions and follow processes efficiently***	1	2	3	4	5	6
27	Sistem politik sentiasa menggalakkan rakyat untuk turut serta ***Political system empower citizens participation***	1	2	3	4	5	6
28	Sistem politik menekankan hak kesamarataan ***Political system emphasizes equality***	1	2	3	4	5	6

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"Thank you for your kind cooperation and valuable time"

Appendix II

1.0 Realiability Test

Reliability Statistics

Cronbach's Alpha	N of Items
.896	6

Case Processing Summary

		N	%
Cases	Valid	86	86.9
	Excluded[a]	13	13.1
	Total	99	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.782	5

Case Processing Summary

		N	%
Cases	Valid	86	86.9
	Excluded[a]	13	13.1
	Total	99	100.0

a. Listwise deletion based on all variables in the procedure.

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Reliability Statistics

Cronbach's Alpha	N of Items
.634	5

Case Processing Summary

		N	%
Cases	Valid	86	86.9
	Excluded[a]	13	13.1
	Total	99	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.811	7

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Case Processing Summary

		N	%
Cases	Valid	86	86.9
	Excluded[a]	13	13.1
	Total	99	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.861	4

2.0 Demographic Analysis

Statistics

		gender	age	office	gred	w.experience
N	Valid	86	86	86	86	86
	Missing	0	0	0	0	0
Mean		1.3953	3.1860	1.1395	2.3488	1.7326
Std. Error of Mean		.05303	.14085	.03758	.11190	.09563
Median		1.0000	3.0000	1.0000	2.0000	1.0000
Mode		1.00	3.00	1.00	2.00	1.00
Std. Deviation		.49179	1.30620	.34854	1.03773	.88682
Variance		.242	1.706	.121	1.077	.786
Skewness		.436	.554	2.118	1.256	.972
Std. Error of Skewness		.260	.260	.260	.260	.260
Kurtosis		-1.854	.402	2.543	1.368	-.005
Std. Error of Kurtosis		.514	.514	.514	.514	.514
Range		1.00	6.00	1.00	4.00	3.00
Minimum		1.00	1.00	1.00	1.00	1.00
Maximum		2.00	7.00	2.00	5.00	4.00
Sum		120.00	274.00	98.00	202.00	149.00
Percentiles	25	1.0000	2.0000	1.0000	2.0000	1.0000
	50	1.0000	3.0000	1.0000	2.0000	1.0000
	75	2.0000	4.0000	1.0000	3.0000	2.0000

gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	52	60.5	60.5	60.5
	FEMALE	34	39.5	39.5	100.0
	Total	86	100.0	100.0	

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age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25-30	8	9.3	9.3	9.3
	31-35	15	17.4	17.4	26.7
	36-40	35	40.7	40.7	67.4
	41-45	16	18.6	18.6	86.0
	46-50	6	7.0	7.0	93.0
	51-55	5	5.8	5.8	98.8
	56-60	1	1.2	1.2	100.0
	Total	86	100.0	100.0	

office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SUK	74	86.0	86.0	86.0
	L.AUTHORIY	12	14.0	14.0	100.0
	Total	86	100.0	100.0	

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gred

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	41	12	14.0	14.0	14.0
	44	49	57.0	57.0	70.9
	48	15	17.4	17.4	88.4
	52	3	3.5	3.5	91.9
	54	7	8.1	8.1	100.0
	Total	86	100.0	100.0	

w.experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-10	44	51.2	51.2	51.2
	11-20	25	29.1	29.1	80.2
	21-30	13	15.1	15.1	95.3
	31-40	4	4.7	4.7	100.0
	Total	86	100.0	100.0	

3.0 Descriptive Analysis Independent Variable

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation	Variance
LB	86	1.33	5.67	3.7539	1.26407	1.598
jud	86	2.00	5.40	4.3233	.86401	.747
execM	86	1.80	5.80	4.5047	.72775	.530
goodGOV	86	2.29	5.57	4.2209	.74203	.551
Valid N (listwise)	86					

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4.0 Descriptive Analysis Dependent Variable

4.1 Frequencies

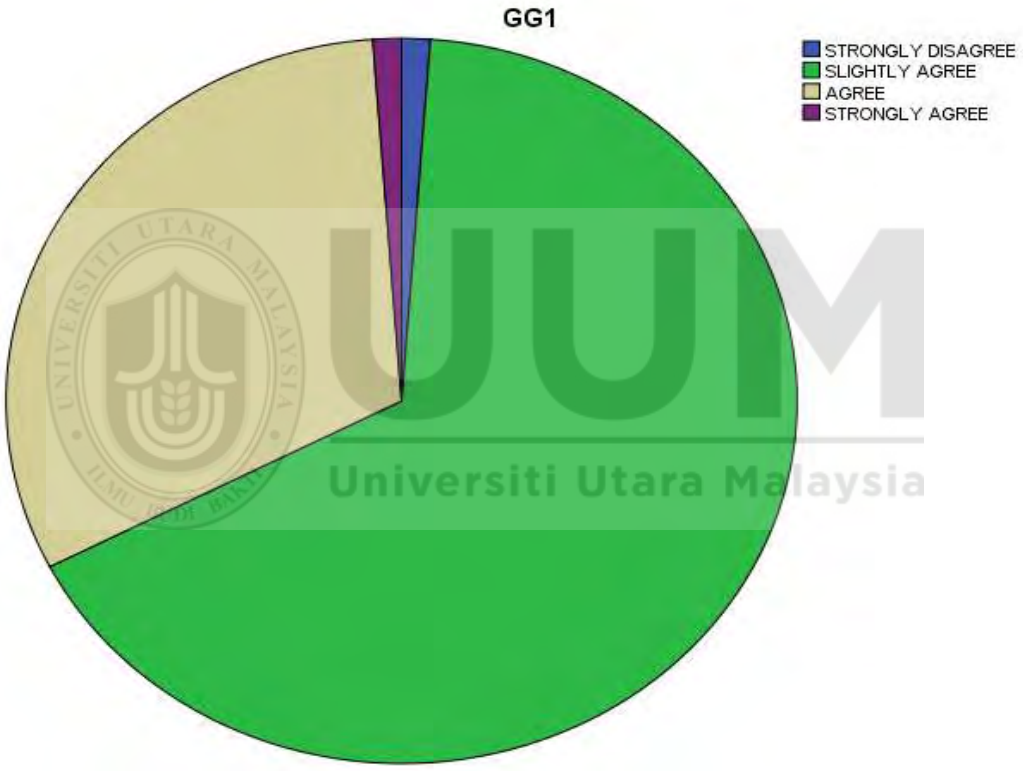
Statistics

		GG1	GG2	GG3	GG4	GG5	GG6	GG7
N	Valid	86	86	86	86	86	86	86
	Missing	0	0	0	0	0	0	0
Std. Deviation		.61491	1.45451	.84114	1.27573	1.30746	.90575	.93657
Minimum		1.00	1.00	1.00	1.00	1.00	1.00	1.00
Maximum		6.00	6.00	6.00	6.00	6.00	6.00	6.00

4,2 Frequency Table

GG1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	SLIGHTLY AGREE	57	66.3	66.3	67.4
	AGREE	27	31.4	31.4	98.8
	STRONGLY AGREE	1	1.2	1.2	100.0
	Total	86	100.0	100.0	



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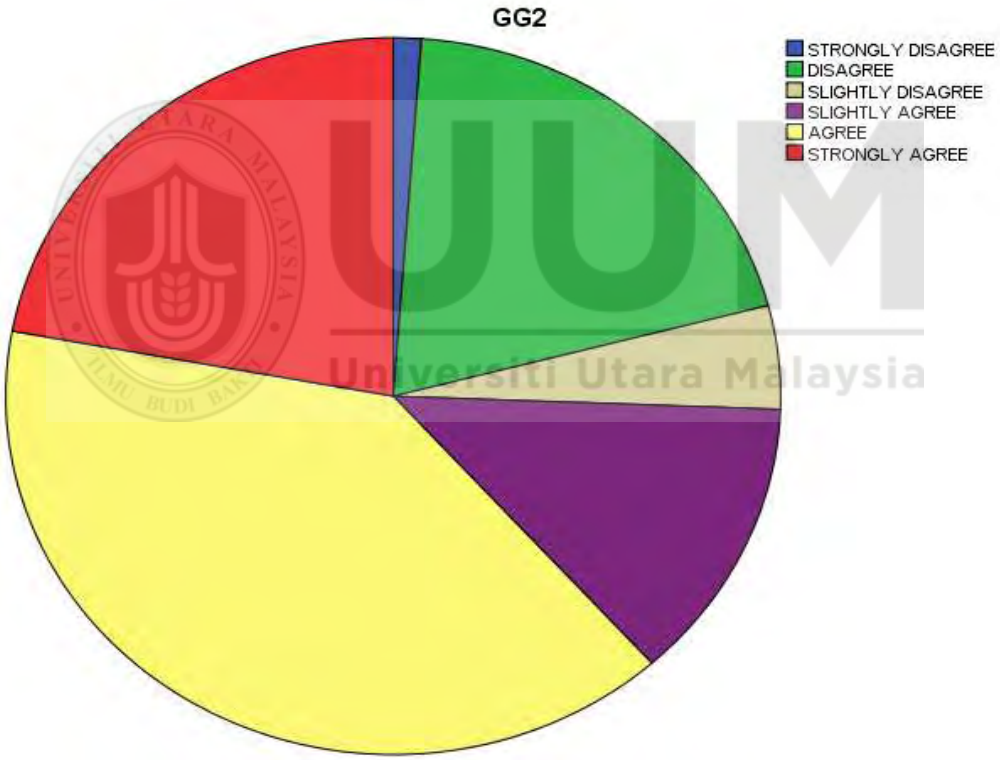
GG2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	DISAGREE	17	19.8	19.8	20.9
	SLIGHTLY DISAGREE	4	4.7	4.7	25.6
	SLIGHTLY AGREE	11	12.8	12.8	38.4
	AGREE	34	39.5	39.5	77.9
	STRONGLY AGREE	19	22.1	22.1	100.0
	Total	86	100.0	100.0	



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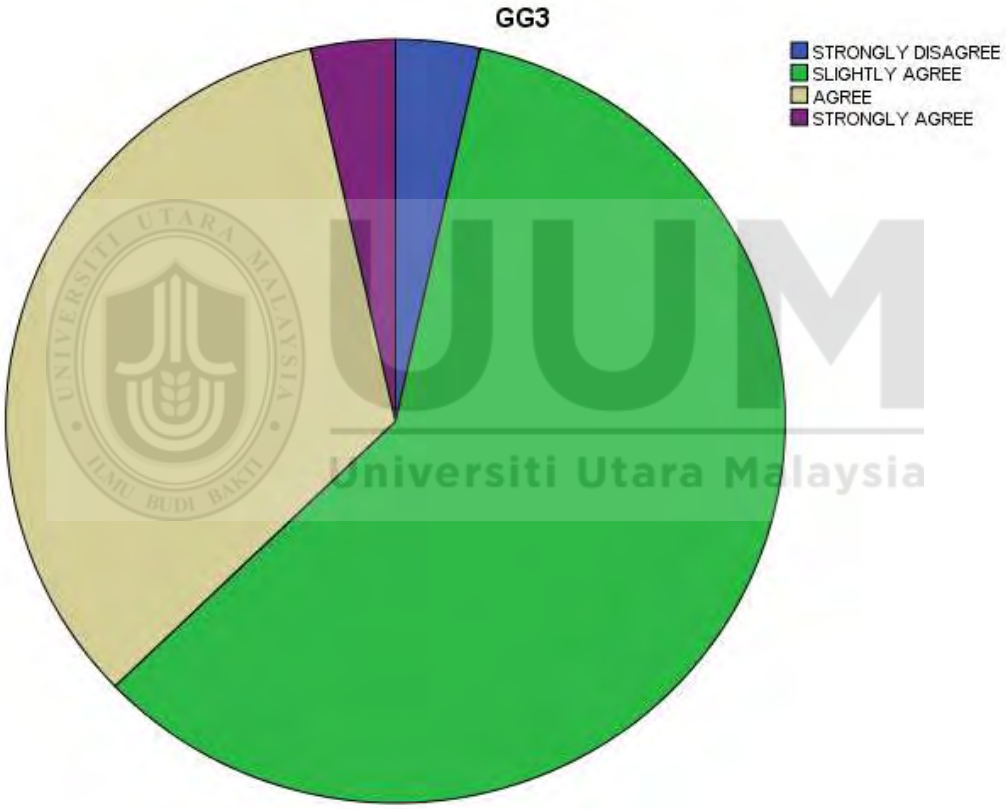
GG3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY AGREE	51	59.3	59.3	62.8
	AGREE	29	33.7	33.7	96.5
	STRONGLY AGREE	3	3.5	3.5	100.0
	Total	86	100.0	100.0	



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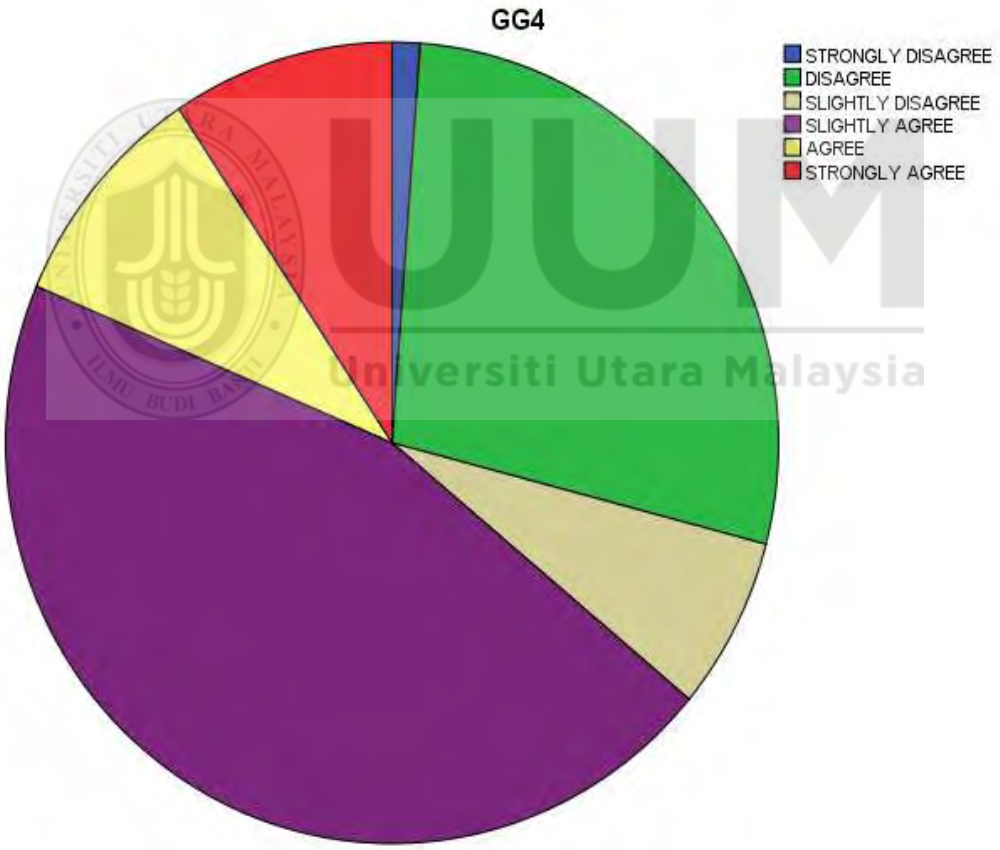
GG4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	1	1.2	1.2	1.2
	DISAGREE	24	27.9	27.9	29.1
	SLIGHTLY DISAGREE	6	7.0	7.0	36.0
	SLIGHTLY AGREE	39	45.3	45.3	81.4
	AGREE	8	9.3	9.3	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	



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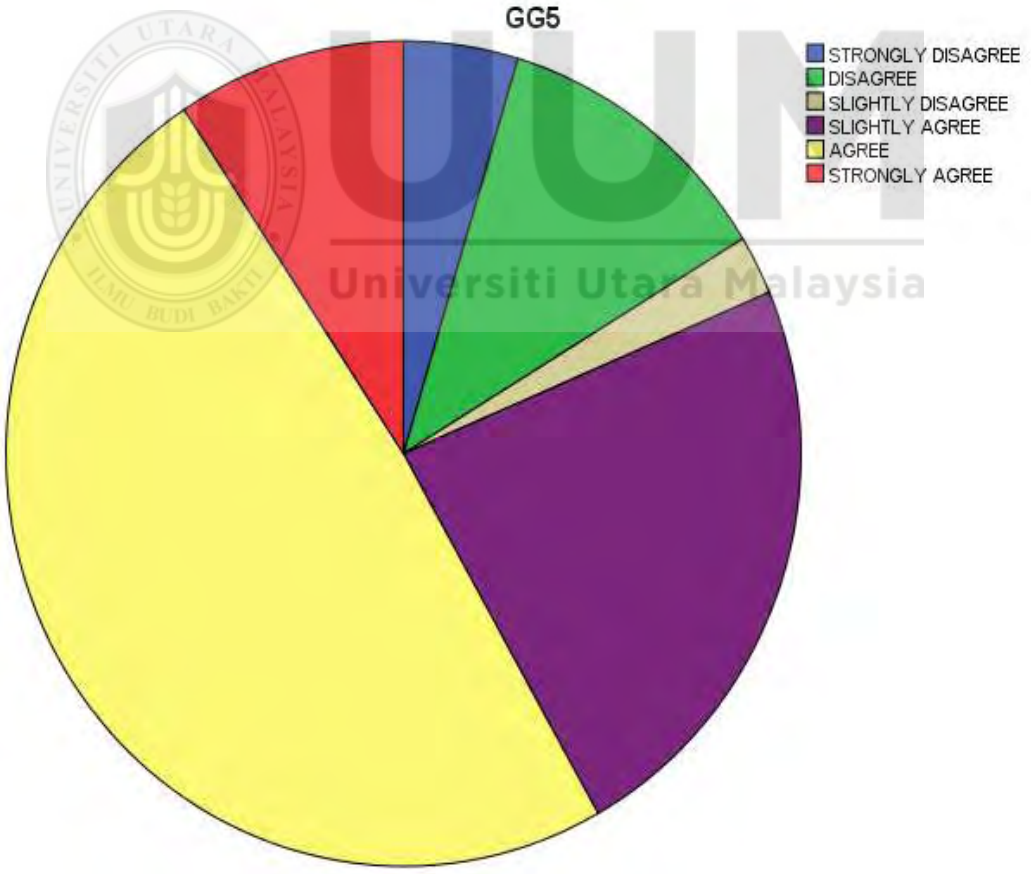
GG5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	4	4.7	4.7	4.7
	DISAGREE	10	11.6	11.6	16.3
	SLIGHTLY DISAGREE	2	2.3	2.3	18.6
	SLIGHTLY AGREE	20	23.3	23.3	41.9
	AGREE	42	48.8	48.8	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	



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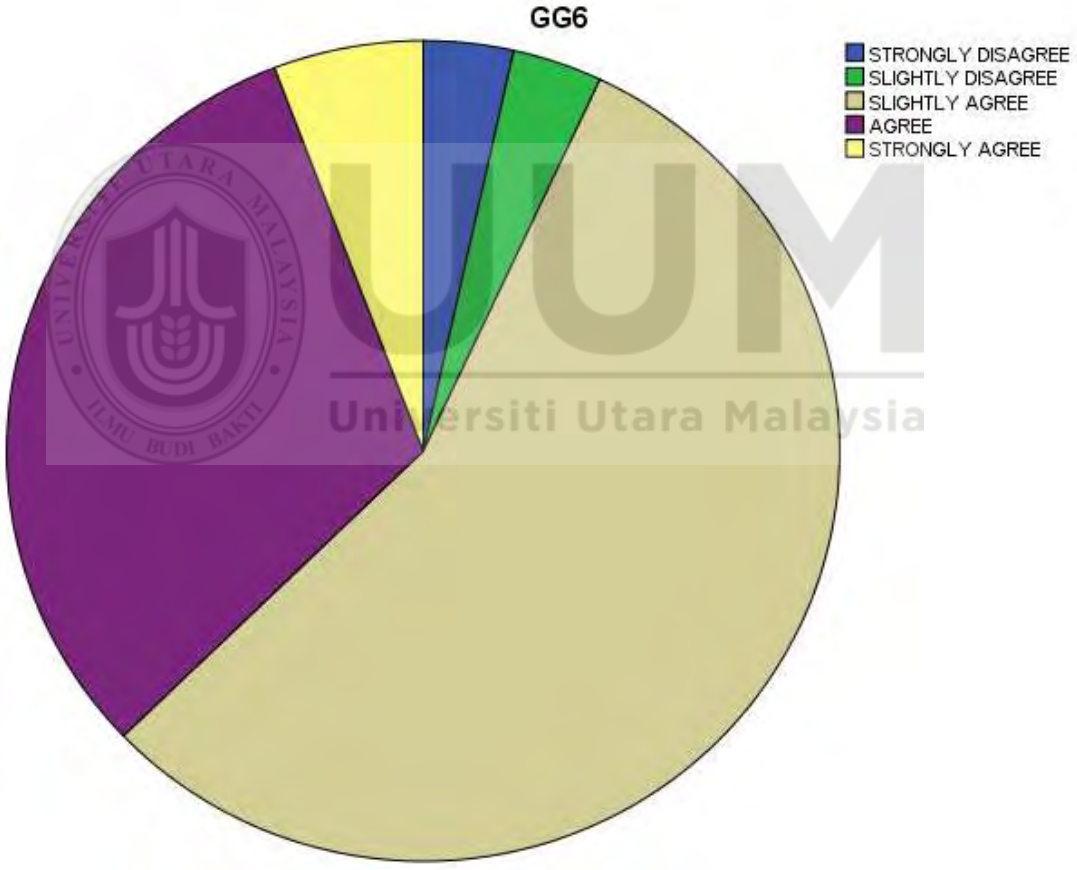
GG6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY DISAGREE	3	3.5	3.5	7.0
	SLIGHTLY AGREE	48	55.8	55.8	62.8
	AGREE	27	31.4	31.4	94.2
	STRONGLY AGREE	5	5.8	5.8	100.0
	Total	86	100.0	100.0	



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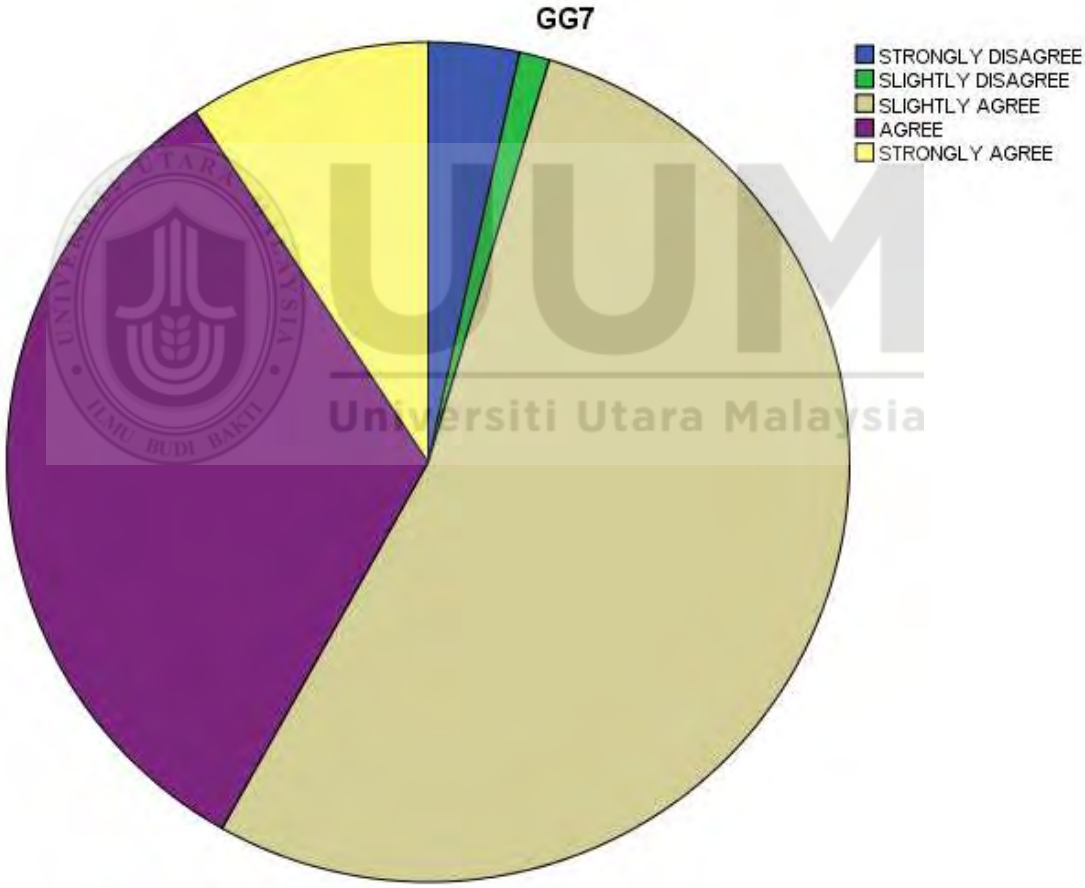
GG7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	STRONGLY DISAGREE	3	3.5	3.5	3.5
	SLIGHTLY DISAGREE	1	1.2	1.2	4.7
	SLIGHTLY AGREE	46	53.5	53.5	58.1
	AGREE	28	32.6	32.6	90.7
	STRONGLY AGREE	8	9.3	9.3	100.0
	Total	86	100.0	100.0	



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5.0 Correlations

Correlations

		legsltv	jd	exec	ggovernance
legsltv	Pearson Correlation	1	.882**	.387**	.876**
	Sig. (2-tailed)		.000	.000	.000
	N	86	86	86	86
jd	Pearson Correlation	.882**	1	.281**	.832**
	Sig. (2-tailed)	.000		.009	.000
	N	86	86	86	86
exec	Pearson Correlation	.387**	.281**	1	.470**
	Sig. (2-tailed)	.000	.009		.000
	N	86	86	86	86
ggovernance	Pearson Correlation	.876**	.832**	.470**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	86	86	86	86

**. Correlation is significant at the 0.01 level (2-tailed).

6.0 Regression

Variables Entered/Removed[a]

Model	Variables Entered	Variables Removed	Method
1	exec, jd, legsltv[b]	.	Enter

a. Dependent Variable: ggovernance

b. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.900[a]	.809	.802	2.309

a. Predictors: (Constant), exec, jd, legsltv

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ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1855.950	3	618.650	115.989	.000[b]
	Residual	437.364	82	5.334		
	Total	2293.314	85			

a. Dependent Variable: ggovernance

b. Predictors: (Constant), exec, jd, legsltv

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.543	2.160		3.492	.001
	legsltv	.364	.074	.531	4.931	.000
	jd	.378	.124	.314	3.035	.003
	exec	.251	.075	.176	3.325	.001

a. Dependent Variable: ggovernance

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