AUTHOR’S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

Name of Student : Akmal Hisham Abdul Rahim

Student I.D. No. : 2010357533

Programme : Master of Administrative Science (Political Science)

Faculty : Administrative Science & Policy Studies

Title : Voters Perception on the Performance of Selangor State Government Under Pakatan Rakyat Coalition

Signature of Student :

Date : September 2013
ABSTRACT

In any country which claimed to be a democratic country will hold the idea that politicians are responsible for their decisions during the tenure of their services and it is considered as the foundations of democracy. Thus, when a government benefits from good policy performance or when a government suffers from poor policy performance, it will be judged by the voters. The key assumptions are that the government are given credit for the positive changes and be blamed for any negative or failures in their performance. Thus, after four years Pakatan Rakyat formed the government in Selangor, are Selangor voters generally satisfied with the performance under the new government? Does the policy conducted by the Selangor Pakatan Rakyat government really concerned with the welfare of the people and accurately reaching its target or objective? This is an important question because any political parties which have inclination to govern Selangor state government will depend on the voters’ perception and satisfaction. Data were collected through questionnaires among registered voters which involved 560 respondents from 56 DUN in Selangor from 25th August 2012 until 30th September 2012. Based on the result from this study, majority of the voters are satisfied and have positive perception towards the current government performance. This research also found that the most influential factor for voters is economic performance. As for moderating effect, economic performance has a clear interaction with all ethnicity while other predictor such as local government matters to Indian only. From 5 hypotheses, all were accepted because each has a positive significant relationship. The findings concluded that voters in Selangor appear to be having a positive perception towards the current government but with the 13th Malaysian General Election is just around the corner, Selangor could be considered an open game for all political parties.
ACKNOWLEDGEMENTS

Praise to Allah, the Lord of the worlds, and peace and blessings of Allah be upon the noblest of the Prophets and Messengers, our Prophet Muhammad S.A.W.

First and foremost, I would like to thank both of my supervisors, Associate Professor Dr. Shaharuddin Badaruddin and Professor Dr. Nasruditin Mohammed, for the valuable guidance and advice. To both of them I am truly indebted for showing me what is like to be an academician and to be passionate in doing research especially in political science. Thank you for believing in me, even if it only was for just a few moments and provided me with the necessary confidence which enabled me to complete this thesis.

On completing this thesis, I also wish to express my gratitude to Dr. Haslinda Abdullah (UPM) and Dr. Amer Saifude (UM) for the guidance in statistics analysis. Not to forget Dr. Danial Yusof (IIUM) and Dr. Tunku Mohar (IIUM) for sharing their wonderful ideas and recommendations.

I also acknowledge with great appreciation to University Teknologi MARA (UiTM) which financed my studies under ‘Young Lecturer Scheme’ (TPM). Without this kind of financial award, the writing of this thesis would not have been possible. In addition, I received great cooperation from the previous and current Dean of Faculty of Administrative Science & Policy Studies (FSPPP).

Few of my friends that helped me a lot in completing this research are Mohd Firdaus Hamsin, Amidi Abd Manan, Khairul Arifin, Rashdan Abu Hassan, Dr. Norazlan Hadi (UPSI), Khairul Anuar Musa, Farid Wardi, Chin Boon Hoe, Mohd Shaharuddin Amiruddin, Abu Qassim, Muhammad Faisal, Hasnul Hanif, Puan Hilwah Izwah, Syahmizan Azmi, Azeera Arifin, Azwan S. and many others for their ideas, support and criticisms.

I dedicate this thesis to my mother, Hajah Nurhayati Abdullah Azizi, and to my late father, Haji Abdul Rahim Haji Hussain for their love, sacrifices and endless support in order to ensure my success. Last but not least, I would like to show my gratitude to my grandmother, Hajah Khalijah Haji Mohd Yan, my siblings and in-laws, Mohd Danial and Rafidah Mohd Shapien, Daliza and Khairul Azmi Abdul Rahman, Muhammad As Siddiq. Not to forget all of my uncles, aunts and cousins from ‘Padang Asam Perak’, ‘Jalan Gasing Selangor’ and brotherhood from ‘Taman Cemerlang KL’ for their support and prayers.
1.1 INTRODUCTION

The State of Selangor Darul Ehsan is one of the 14 states in Malaysia. It is located in the central west coast of Peninsular Malaysia and is bordered by Perak Darul Ridzuan state in the north, Pahang Darul Makmur state in the east and Negeri Sembilan Darul Khusus state in the south (see page 109). The total size of Malaysia is 330,803 square kilometers with Selangor accommodating 8,153 square kilometers, ranking as the ninth biggest state in Malaysia followed by Negeri Sembilan (6,686 square kilometers), Melaka (1,658 square kilometers), Pulau Pinang (1,033 square kilometers), Perlis (795 square kilometers) and Kuala Lumpur (341 square kilometers). The state capital of Selangor is Shah Alam and the royal capital is Klang (Selangor State Government, 2011).

Malaysia practices constitutional monarchy and practices separation of powers where three different components were divided; Legislative, Judicial and Executive. The highest legislative bodies in this country is led by the Parliament, consist of members elected through general election. The Parliament consists of three main elements of Seri Paduka Baginda Yang di-Pertuan Agong (The Ruler), the Senate (Dewan Negara) and House of Representatives (Dewan Rakyat) (Moten, 2008).

At the state level, legislatives functions were performed by State Legislative Assembly (DUN) (see page 110). This body is consists of two components, His Majesty the Sultan and the Board, who are members of the State Legislative Assembly. State Legislative Assembly enacting the law within its jurisdiction enshrined by the Federal Constitution (Moten, 2008).

Sultan is the head of the state, assisted by state executive council led by the Menteri Besar of Selangor. Meanwhile, the members of this council are appointed among the members of the State Legislative Assembly. The members were elected through general elections. Currently, there are 56 members in the Selangor State Legislative Assembly (Selangor State Government, 2011).