



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
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APPLIED RESEARCH PROJECT

EMPLOYEES' PERCEPTION OF GOOD GOVERNANCE PROMOTION IN THE
PUBLIC SECTOR: CASE STUDY AT THE STATE WELFARE DEPARTMENT

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ABSTRACT

1.3.1 "Governance" and "good governance" which means the process of making decisions and decision processes implemented or not implemented. The department is the implementing agency for a ministry or the state administration. The department duties are under the objectives and policies of the ministry or the state administration, where it is placed. Good governance is particularly in the field of development assistance. Indeed, good governance is essential to the development process. The major contributors affecting to financial organizations increasingly targeted group and welfare aid on the condition that reforms and ensure "good governance" was conducted in administrative management. This study has an objective to identify weaknesses related to good governance and to evaluate the employees' perception of good promotion in the public sector at the State Welfare Department. This study is to suggest ways to promote good governance in the Department if there are any weaknesses identified during the findings and also to determine whether there is a significant, difference of perception across employees' age groups. The study has been conducted at the State Welfare Department.

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CHAPTER 1

1.1 INTRODUCTION

Good governance is an indeterminate term used in development literature to describe how public organizations conduct public affairs and manage public resources in order to guarantee the realization of human rights. Governance describes "the process of decision-making and the process by which decisions are implemented (or not implemented)". The term governance can apply to corporate, international, national, local governance or to the interactions between other sectors of society. Good governance has long been a global topic of discussion and particularly in the field of development assistance to improve the performance. Indeed, good governance is essential to the development process. Poor governance is considered as one cause of all the shortcomings in our society. The major contributors affecting to financial institutions increasingly targeted aid and loans on the condition that change and ensure "good governance" was conducted in administrative management.

"Governance" and "good governance" which means the process of making decisions and decision processes implemented or not implemented. The department is the implementing agency for a ministry or the state administration. The department duties are under the objectives and policies of the ministry or the state administration, where it is placed. It is subject to the regulations and the instructions from the Permanent Secretary of the Ministry or the State Secretary. In addition, the department also has some of the Act and Ordinance to be enforced. In implementing the act or ordinance for certain cases, the departments are required to refer to the Permanent Secretary of the Ministry or / and the secretary of state government for a decision. The departments which are under the Community Development

and Consumer Affairs Ministry (KPMHEP) are made up of the State Welfare Department (JPKA), the Sabah Women's Affairs Department (JHEWA) and the Sabah State Library (PNS). Therefore, the Ministry is making its effort to improve the socio-economic standard and social well-being of and to provide various assistance programmes and welfare aid services to the people, to ensure equal opportunity (for the poor, senior citizens, disabled, needy children), to eradicate social illnesses, and to reduce illiteracy, while working towards creating a harmonious and stable community. In order for the Ministry to fulfill the trust of these responsibilities, the State Welfare Department has been entrusted to carry out those responsibilities.