ORGANISATION ENVIRONMENT: A COMPARISON OF THE PERCEPTIONS OF MANAGERIAL AND SUPPORT GROUPS IN PUBLIC AGENCIES IN PUTRAJAYA

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Abstract

Public servants in Malaysia play vital role in generating the public services via various public agencies. Despite of the various efforts taken by government in order to enhance the quality of public service delivery, the organisation environment has given significant impact to the public services performance. Thus, this study is to find out the comparison of the perceptions of managerial and support group in public agencies in Putrajaya about the organisation environment. This study consist of two objectives which are to analyze the opinions of managerial and support group pertaining to the importance and problems associated in organisation environment and to identify the most appropriate suggestions to be adopted in order to enhance and stimulate the performance of public servants. A convenience sampling of 125 questionnaires has been distributed to public servants at Putrajaya. This study shows that all the variables, which are, technology, ethic, and work culture and especially wages as well as process and procedures give significant impact to the opinions and suggestions of public servants.

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