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KOTA KINABALU, SABAH

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

EKSA PRACTICES IN MINISTRY OF EDUCATION :
SANDAKAN DISTRICT EDUCATION OFFICE

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MARCH 2016

ACKNOWLEDGEMENT

First and foremost we would like to thank God for giving us strength and a good health from the beginning to the end in completing our research study entailed "EKSA Practices in ministry of Education: Sandakan District Education Office"

We also give sincerely thanks to our beloved research supervisor Madam Zuraidah Zaaba and Madam Dg Siti Noor Saufidah Bt. Mohd Saufi as our research lecturer for given us a lot of guidance, motivation, advice, comment and support in helping us finishing our research study.

Furtnermore, we also would like to thanks to our families for the endless support physically and mentally and also help us in financial matter throughout the entire period of completing our final year project.

Not to forget also to our friends and people that was help us in sharing their knowledge related to our research.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

Since independence, education in Malaysia has through numerous major changes and significant development. This is because Malaysia intends to develop society that is able to be competitive, united and resilient in facing the challenges and difficulties. Therefore, the implementation steps have been taken to transform the education system and administration to meet with current challenges to excel in a competitive global environment in line with the implementation of the Malaysian Education Development Plan to improve the level of education and public service.

In recent years, we have noticed that, various attempts have been made to transform our education administrative in order to raise the level of education and the quality of services, by implementing practise such as Standard Operating Procedures, File Table, the Quality Management System in facing the current challenges to increase the capacity of the administrative machinery to fulfils the demands and developments that want changes.

Hence Ekosistem Kondusif Sektor Awam (EKSA) i.e. Ecosystem Conducive in Public Sector is one of the efforts and practices can be use in solving these matters. The effective implementation of EKSA practice can helps to improve service quality, cost saving, simplify work processes and create quality work in a systematic and practical. Other than that, these practices also emphasize on the aspects of cleanliness, neatness and safety in the workplace, and able to strengthen the Quality Management System Department / Agency based on MS ISO 9001,