



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS) (AM228)

A STUDY ON THE PUBLIC PERCEPTION TOWARDS THE
IMPACT OF BUREAUCRACY ON GOVERNMENT
PERFORMANCE IN 1 MOCC, MAMPU, PUTRAJAYA.

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JANUARY 2016

ACKNOWLEDGEMENT

First of all, I am really grateful to Allah SWT for His mercy and blessing in giving me a full strength and opportunity to complete this research. Without the strength and spirit that He lent out to me, I might be not able to complete it individually.

Besides that, I want to express special appreciation to my supervisor, Madam Ani Juaini Binti Bahrin because taking the time to give a guide and teach on how to make a research paper. Even facing with some difficulties in completing the task, but I still can manage it through the support and advice from my supervisor.

My deepest gratitude goes to my beloved parents, Mr. Md Pilus and Mrs Mariani because keep on giving advice and spirit for me to complete this research. My family helped me a lot and give a continue support in order for me to not give up easily in finished this research.

Last but not least, a special thanks to all my friends for giving a moral support and also their kindness during I am finished my research paper. Furthermore, for those who indirectly contributed in this research, your kindness will be mean a lot for me. Thank you very much.

ABSTRACT

A researcher had conduct a study on the public perception towards the impact of bureaucracy on government performance in 1 MOCC, Malaysian Administrative Modernization and Management Planning Unit (MAMPU), Putrajaya. In this study, there were 100 of civil servants in 1 MOCC, (MAMPU), Putrajaya involved as the respondents. The study examines the correlation between impact of bureaucracy and perception of public servants at the area of study. There were four impacts of bureaucracy towards government performance that correlate with public perception which includes reputation of government, procedure, public officer and public trust. The results show that procedure has the high correlation on public perception towards the impact of bureaucracy.

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