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**A STUDY OF FACTORS CONTRIBUTING TOWARDS GOOD PUBLIC  
MANAGEMENT ON STANDARD OPERATING PROCEDURES DURING THE  
PANDEMIC OF COVID-19 IN ULU KLANG, SELANGOR**

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## **ABSTRACT**

A study of 379 residents of Ulu Klang, Selangor was done for this purpose in order to identify the relationship between social well-being, social environment, and good governance with effective public management on standard operating procedures. Following that, the hypotheses are developed and tested using Pearson correlation. The researchers got a total of 379 valid responses after the final data collection. All independent factors influenced effective public management on standard operating procedures, according to the analysis (social well-being of society:  $r = 0.762^{**}$ ,  $p = 0.000$ ; social environment:  $r = 0.793^{**}$ ,  $p = 0.000$ ; good governance:  $r = 0.905^{**}$ ,  $p = 0.000$ ). In terms of public organization setting, the study exhibits and provides some insights, as well as building on the literature in the field of public management in specific.

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