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This book argues that there is nothing inherently stable, persistent or enduring about institutions. By examining the various issues facing the Malaysian bureaucracy and adopting an institutional analysis, this book brings the point that institutions are disposed to change because they are fraught with tension due to the quality of institutions. Using various examples, it explains that such tension and change dynamics can come from institutional

resources, the manner in which resources are distributed to different actors, the varying power configurations among institutional actors and the larger political, economic and social environment that institutions operate in. Accordingly, in examining the various concerns of the Malaysian bureaucracy, this book highlights the typologies of institutional change and the inherent tension over resources that exist among actors that makes reform attempts, at times, potentially problematic but not impossible. New concerns in public policy and governance that are yet to be discussed widely in the Malaysian public administration literature are raised, including issues on collaborative governance, public service motivation and representative bureaucracy. Information and Communication Technologies hold great potential in facilitating public services; however, one of the main problems in applying ICT systems successfully lies in users' behavior. Before ICT can be fully assimilated into the public domain, it will first be necessary to successfully conciliate users to their adoption. ICT Adoption and Application in the Malaysian Public Sector aims to resolve the difficulties in applying practical ICT systems within the public sphere, thoroughly addressing disparities in ICT theory, user attitudes, and the underlying factors that hinder the full adoption of ICT systems. This publication is a valuable resource for policymakers, software developers, policy analysts, academic researchers, and students interested in the field of ICT. Public

sector reform has moved on apace since the first of the Commonwealth Profile Series was launched in 1995 when the principles of New Public Management (NPM) were in an early stage of adoption. This paper aims to provide an overview of personnel administration in the general public service of the Federation, commonly known as the Civil Service. Argues that personnel administration deserves high priority as "there is probably no more important single factor in successful administration than the securing of capable employees by the government". Items included in this study include Job Analysis and Classification, Salaries, Recruitment and Selection, Probation and Confirmation, Training, Transfers, Disciplinary Actions and Appeals, Promotion, Retirement, Pension and other Benefits and Relations with Employee Organizations. It lays bare to the reader the features of public personnel administration in Malaysia, including a brief background of the development of some of the features. Although the Malaysian system is a product of British colonialization, this paper shows that its contemporary face has shown marked changes brought about by purely Malaysian influences. It brings to the fore certain practices and techniques that other developing countries - in search of a relevant civil service system - could adopt. The past two and a half decades have seen major transformations in public sector management and governance across the globe. This book examines the ways public sector management

and governance in Malaysia has changed and is changing under contemporary reform models. Chapters are written by well-established scholars and academics with intimate knowledge in their respective fields, and provide a thorough and insightful analysis of the reform trends and developments on a range of topics. These include performance management, compensation reforms, public budgeting, accounting and reporting, privatisation and public-private partnership, e-government, managing ethics and accountability, local government and inter-governmental relations. While the book surveys the topics that are central to public sector management and governance, it also focuses on the nature of reforms and changes that were introduced, as well as the forces that have shaped their design and implementation process, and the initial impacts and results. Overall, the book provides students and scholars of Politics and Southeast Asian Studies with a greater appreciation and deeper understanding of the recent developments and current trends of public sector management. Examines the role, progress and development of the Malaysian public service. It traces the development of the bureaucracy since Independence till today.

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