



A Bibliometric Analysis in Public Services Performance in Malaysia and China

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The purpose of this study was to identify and compare public services in Malaysia and China using qualitative research methods. The object of this research is medical services in each country. This research uses library method technique to collect data. And the analysis technique of this research uses.

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INTRODUCTION

Research has pointed out that intellectual capital in the public sector is less researched than in the private sector. The public sector contributes to the gross domestic product of countries. It makes substantial use of organisational knowledge and service-delivery capabilities. A review of the literature has shown a positive, non-linear relationship between intellectual capital and performance in organisations, regions, and countries. This non-linear relationship can arise because the public sector must use its organisational capacity with available resources to create legitimated values. The legitimation is not just for the elected parliamentary representatives, but also a more extensive set of stakeholders. The public values relate to being efficient and effective, and that outcomes result from good governance being honest, open, participative, lawful, and professional; this can enhance reputation. Creating public values is a top priority in the New Public Management (NPM). Many countries have embraced NPM as a basis for structural reform of the public sector, using intellectual capital (IC) as a mode of operation to orient a sustainable economic enterprise system. Intellectual capital is a gamut of intangible resources that are not recognised as assets on financial statements, but that contribute to economic value creation. Sustainable economic performance is value-for-money performance sustained over a longer time horizon. Countries have institutionalised NPM as an organisational model in the public sector, adopting rational and progressive cultural norms that support newly embraced management practices.

China's urbanisation process, however, can be considered incomplete in the sense that although large numbers of migrant workers have settled in cities and are counted among the urban population, they do not have urban hukou (or non agricultural hukou), which confers citizenship rights. Despite moving to the city, the status of their hukou registration remains rural or agricultural, which means they do not have full rights of citizenship in terms of access to urban public services. They have become industrial workers and made a great contribution to urban construction and development. Nevertheless, they are restricted by the long standing urban/rural division due to the prevailing dual system of household registration, and cannot enjoy the same access to basic public services as the permanent urban population. They

have restricted access to employment, medical treatment, provision for the aged, children's education, welfare housing and social security. As a consequence, it is very difficult for them to integrate into urban society fully. They become the 'migrant bird' population, wandering between urban and rural areas. Large-scale and pendulum type population movements encourage families to draw on facilities and resources in their native rural homelands and cities. It also brings about household separation, left behind children, a predominance of elderly and women in rural areas and many other social problems. These may generate many risks and hidden dangers to the healthy and stable development of the economy and society.

This paper is discuss the public services performance between two countries, Malaysia and China including the disclosure and benchmarking of public services performance information.

LITERATURE REVIEW

Public Services in Malaysia

According to Halimah Abdul Manaf and the others (2022). In democratic societies, governments are responsible for delivering public services to the wider public. In such a system, involving the public directly through public participation mechanisms created by all levels of government is essential at the local level because this creates a direct relationship with society.

According to Dr. Fazelina Sahul HAMID and the others(2019). The development of quality management was only given some kind of importance in the service sector in the 1990s (Vinzant, 1996). Quality management in the service sector was fast becoming an important element in the service delivery process as customer feedback provided a platform for improvement which lead to higher customer satisfaction and increased revenues. One aspect of customer feedback was focused on trying to understand the customers' perspective of the service quality received.

According to Nordiana Mohd Isa and the others(2016). Management speciality has developed, focusing on facilities that, people increasingly recognized the importance of managing not only buildings but also such buildings in connection with people, integrating

with the principles of administration and development process. Current developments in information technology, advancements in telecommunications and the removal of trade barriers, are among the factors transforming the world of facilities management all over the world and in turns have spread the needs of facilities management from outside into Malaysia.

According to Kardina Kamaruddin and the others(2021). Research has pointed out that intellectual capital in the public sector is less researched than in the private sector. The public sector contributes to the gross domestic product of countries. It makes substantial use of organisational knowledge and service-delivery capabilities. A review of the literature has shown a positive, non-linear relationship between intellectual capital and performance in organisations, regions, and countries.

According to Sapri M and the others(2016). Public facilities for education, recreation, health, safety, and communication are some of the essential community needs. The provision of these facilities is part of the major government responsibilities. Besides making the facilities available to everyone, the government also has to ensure the delivery process is conducted in an efficient way.

According to Sharmaine Sakthi Ananthan and the others(2019). Talent management is seen to have created the interest of many academics and practitioners both within the public service and private sectors globally. Talent war is not something new, as it has been an on going issue for the past 10 years, which has drawn interest of many researchers.

Public Services in China

According to Yanliu Lin (2021). The service range, public facilities can be divided into several levels, such as city, district, subdistrict, community, and neighborhood levels. The service range of city level facilities covers an entire city, whereas that of neighborhood level facilities covers only a neighborhood. The travel costs associated with accessing these different levels of public service facilities also differ.

According to a survey conducted by W. Chen (2010). Due to higher female intervention and participation in community services, women have become more engaged in community activities than men.

According to Jun (2020). Reported that consumers in the US were more likely to use OFDSs since the Pandemic and indicated that further research was warranted both in other cultural settings and in a larger geographical setting. The same study was focused on consumer acceptance of technology leaving a gap regarding the intention to use OFDSs, and recommended further exploration in that area. Dsouza and Sharma reported on the changes in consumer expectations in the OFDS sector during COVID-19 in India, and likewise suggest that further research is warranted, specifically in China, due to the enormous economically advanced population. A similar study in Algeria explored the TPB and intention to use OFDSs, and emphasized the need for research in a setting that is both larger, and that possessed a more developed OFDS prior to COVID-19.

According to Wuhan City Health Commission's (2020) report, pneumonia cases of unknown cause were found since December 2019, and a total of 44 patients with pneumonia of unknown aetiology had been confirmed as of 3 January 2020. Then, COVID-19 swiftly spread to nearly every country and has been impacting every segment of society. It has had a considerable effect on economics, politics, culture, and crime.

According to Fang Zhao and the others(2020). There is a lot of international evidence, also from China, that SARS-Cov-2 causes the COVID-19 disease does not easily infect children and that infections in children are usually mild, although some children may have severe symptoms.

According to Zhou Xin (2021). At the beginning of 2020, the sudden outbreak of COVID-19 disturbed the pace of life and work for everyone then, various industries became actively engaged in the battle against the pandemic. Although librarians cannot be on the front line, libraries all over China are doing their best to fight against the pandemic in their own way by transferring services online for the first time, actively serving the function of reading therapy, providing readers with high-quality digital

resources and reliable information about the pandemic, and supporting scientific researchers with academic literature. To face the challenges, librarians are using their professional services to pioneer and innovate, while the pandemic has also provoked much thinking about the future development of libraries.

METHOD

The method used is bibliographic analysis with a qualitative approach. The data used are based on previous research journals and here the Literature Review is used to see how public services are implemented in each country and to find out whether there are obstacles or developments that occur during public services in Malaysia and China.

RESULT AND DISCUSSION

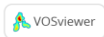


Fig 1. A bibliometric Analysis: Public Service in Malaysia and China

As mentioned in figure 1, there are explaining that between both country Malaysia and china there is a connection with the service quality. Both country has the same perspective and value how they would provide the public services in their society. beside that, the China is focusing on the covid-19, accessibility, and loyalty as the pointed view they are looking for the public services. Then, the Malaysia almost have the same pointing of view that China is concerning in sustainability of service, attitude, and intellectual capital. Which the percentage are explaining in table 1 for each cluster.

Table 1.

Cluster	Item	Total	Percentage
1	Attitude Health Knowledge Health Plan	9 Items	15%

	Implementation		
2	Loyalty Mobile application Safety and Security	9 Items	15%
3	Perceived Behavioral Control Pro-environment Concern Sustainability	9 Items	15%
4	Food delivery service Sustainable Travel Distance	8 Items	13%
5	Collaboration Information provider Covid-19	7 Items	11%
6	Passanger Satisfaction Public Transport Service Quality	7 Items	11%
7	New Public Management Intellectual capital Public Sector	7 Items	11%
8	Accessibility Public Transportation Spatial Accessibility	5 Items	8%

We find that since the mid-1990s, China's performance management system has advanced at a rather rapid pace. The human resource management system incorporates incentives to increase performance. Although economic aims such as GDP growth were first prioritized, these have been replaced with targets focusing on social development and sustainability. In Malaysia, these lessons include those from the center of government, such as the delivery unit technique for achieving national goals or incorporating performance-based budgeting features, as well as a more in-depth examination of individual approaches in various sectors. In education, health, public transportation, and land management, strategies for enhancing public sector performance

will vary. Nonetheless, public sector management has the most direct influence on service delivery and citizen outcomes at this sectoral crossroads. This paper focuses on land policy and land administration services, as they are critical components of sound government. They are necessary for securing land rights, creating land markets, and managing land resources in the most effective manner possible to promote economic growth, efficient public sector service delivery, environmental protection, social cohesion, and security. In most nations, land and buildings account for between half and three-quarters of national wealth.

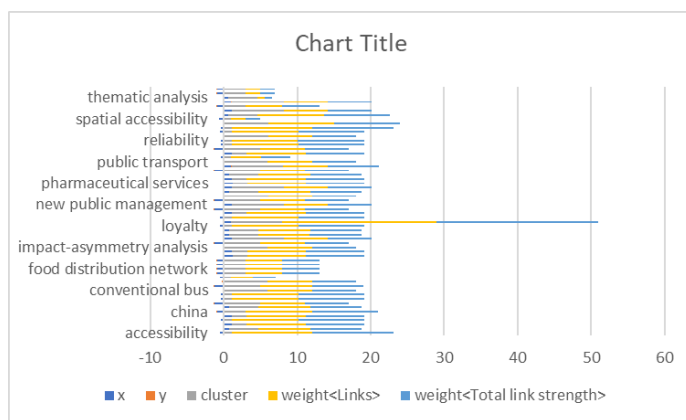


Figure 2. The term of references public service performance in China and Malaysia

Based on the results of the graph above, whose data comes from Vosviewer, the most common topic between public service performance in Malaysia and China is loyalty, followed by spatial accessibility and another topic in the top three is reliability.

CONCLUSION

The development of quality management was only given some kind of importance in the service sector in the 1990s. Management speciality has developed, focusing on facilities that, people increasingly recognized the importance of managing not only buildings but also such buildings in connection with people. The public sector contributes to the gross domestic product of countries and makes substantial use of organisational knowledge and service-delivery capabilities. Public participation is essential at the local level because this creates a direct relationship with society. Talent management is seen to have created the interest of many academics and

practitioners both within the public service and private sectors globally.

The service range, public facilities can be divided into several levels, such as city, district, subdistrict, community, and neighborhood levels. The travel costs associated with accessing these different levels of public service facilities also differ. Due to higher female involvement and participation in community services, women are more engaged in community activities than men. The pandemic has provoked much thinking about the future development of libraries in China and Malaysia. Although librarians cannot be on the front line, libraries all over China are doing their best to fight against the pandemic in their own way. The Malaysia almost have the same pointing of view that China concerning in sustainability of service, attitude, and intellectual capital.

CONCLUSION

The development of quality management was only given some kind of importance in the service sector in the 1990s. Management speciality has developed, focusing on facilities that, people increasingly recognized the importance of managing not only buildings but also such buildings in connection with people. The public sector contributes to the gross domestic product of countries and makes substantial use of organisational knowledge and service-delivery capabilities. Public participation is essential at the local level because this creates a direct relationship with society. Talent management is seen to have created the interest of many academics and practitioners both within the public service and private sectors globally.

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