



**POVERTY ERADICATION THROUGH THE IMPLEMENTATION OF
GOOD GOVERNANCE AMONG THE STATE GOVERNMENT AGENCIES
IN KELANTAN, MALAYSIA**

By

NADIRAH BINTI ZABIDI

**Thesis Submitted to the School of Graduate Studies, Universiti Putra Malaysia,
in Fulfilment of the Requirements for the Degree of Doctor of Philosophy**

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Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfilment
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Poverty eradication remains one of the greatest challenges encountered by every country in the world, and the inefficiencies within the administration activities hinder the effectiveness of institutions. Even so, manifesting good governance practices could enhance service delivery and strengthen the governance system's quality. Nonetheless, the main problem is that the inefficiencies within agencies in managing poverty eradication strategies have led to ineffective governance practices in Kelantan. Based on the concept of good governance, this study aims to uncover the status of poverty eradication and good governance in Kelantan, including elements of poverty eradication, ways to maintain effectiveness and the reasons for federal government interference in the relationship between poverty eradication and good governance. This study is about integrating elements of poverty eradication with good governance to enhance the quality of administration affairs in Kelantan. The quality of services for poverty eradication strategies depends on the level of efficiency of governance practices in its administration affairs.

This study adopted a quantitative research approach. In this study, a descriptive research design is used to describe the situation accurately and the significance of the variables. The survey research design is used as the main instrument for this study. The data in this study were collected using an online-based survey method and structured interview. The findings obtained from the structured interview will be only used to support the main findings from the questionnaire survey. The findings from the interview gave supplementary information about the poverty eradication strategies initiated by each of the state government agencies. The respondents of this study are the public officials who are working in the state government agencies in Kelantan, which are the Kelantan's Department of Social Welfare (JKMNK), Kelantan State Economic Development Corporation (PKINK), Kelantan State Chief Minister Corporation (PMBK), Council of the Religion Islam and Malay Custom Kelantan (MAIK), Southern Kelantan Development Board (KESEDAR) and Kelantan's Community Development Department (KEMAS).

This study has constituted that good governance practices have been observed as 'negligence' in their capability and capacity to eradicate poverty in Kelantan. Nevertheless, the idea has far outpaced its capability to carry out administrative activities, and it is important to highlight that the elements of good governance were not truly felt in practice, which is supported in this study, where the elements of good governance are not well demonstrated in practice. Having good governance is not the absolute remedy for eradicating poverty, but poor governance will deter the whole process of poverty eradication. Henceforth, the notion of practising 'partial good governance' has originated from the study, which, through emphasising the needs of the people and minimalising the good governance practice based on the contextual

realities, the optimum level of effectiveness shall be achieved and could enhance the poverty eradication strategy to move forward progressively in the future. For this reason, practising ‘partial good governance’ overcomes the inefficiencies of the state government agencies in managing poverty eradication strategy in Kelantan.

Keywords: Good governance, poverty eradication, public administration

SDG: GOAL 1: No Poverty, GOAL 16: Peace, Justice, and Strong Institutions



Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia Sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

**PEMBASMIAN KEMISKINAN MELALUI PELAKSANAAN TADBIR URUS
YANG BAIK DALAM KALANGAN AGENSI KERAJAAN NEGERI DI
KELANTAN, MALAYSIA**

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Pembasmian kemiskinan merupakan salah satu cabaran terbesar yang dihadapi oleh setiap negara di dunia, dan ketidakcekapan dalam aktiviti pentadbiran menghalang keberkesanan sesebuah institusi. Walaupun begitu, mengamalkan amalan tadbir urus yang baik boleh meningkatkan penyampaian perkhidmatan dan mengukuhkan kualiti sistem tadbir urus. Namun begitu, masalah utama yang dihadapi ialah ketidakcekapan agensi dalam menguruskan strategi pembasmian kemiskinan dan ini telah menyebabkan amalan tadbir urus yang tidak berkesan di Kelantan. Berdasarkan konsep tadbir urus yang baik, kajian ini bertujuan untuk mengetahui status pembasmian kemiskinan dan tadbir urus yang baik di Kelantan, elemen pembasmian kemiskinan, cara mengekalkan keberkesanan dan sebab campur tangan kerajaan persekutuan dalam hubungan antara pembasmian kemiskinan dan tadbir urus yang baik. Kajian ini akan menggabungkan elemen pembasmian kemiskinan dengan tadbir urus yang baik bagi meningkatkan kualiti urusan pentadbiran di Kelantan. Kualiti perkhidmatan untuk strategi pembasmian kemiskinan bergantung kepada tahap kecekapan amalan tadbir urus didalam urusan pentadbiran.

Kajian ini menggunakan pendekatan kajian kuantitatif. Dalam kajian ini, kaedah kajian secara deskriptif digunakan untuk menerangkan situasi dengan tepat dan menyatakan kepentingan pembolehubah. Kaedah soal selidik digunakan sebagai hasil dapatan utama untuk kajian ini. Data dalam kajian ini dikumpul menggunakan kaedah soal selidik berasaskan dalam talian dan temu bual yang berstruktur. Dapatan yang diperolehi daripada temu bual yang berstruktur hanya akan digunakan untuk menyokong hasil dapatan utama iaitu soal selidik. Dapatan daripada temu bual akan memberi maklumat tambahan tentang strategi pembasmian kemiskinan yang diperkenalkan oleh setiap agensi kerajaan negeri. Responden didalam kajian ini merupakan pegawai awam yang bertugas di agensi kerajaan negeri di Kelantan iaitu Jabatan Kebajikan Masyarakat Negeri Kelantan (JKMNK), Perbadanan Kemajuan Iktisad Negeri Kelantan (PKINK), Perbadanan Menteri Besar Kelantan (PMBK), Majlis Agama Islam dan Adat Istiadat Melayu Kelantan (MAIK), Lembaga Kemajuan Kelantan Selatan (KESEDAR) dan Jabatan Kemajuan Masyarakat Kelantan (KEMAS).

Kajian ini telah menunjukkan bahawa amalan tadbir urus yang baik telah dilihat sebagai 'kecuaian' dalam keupayaan dan kapasiti mereka untuk membasmi kemiskinan di Kelantan. Namun begitu, idea tersebut telah jauh melebihi daripada keupayaannya untuk menjalankan aktiviti pentadbiran dan adalah sangat penting untuk ketengahkan bahawa elemen tadbir urus yang baik tidak dapat dilihat secara praktikal dan menyeluruh, di mana telah disokong di dalam kajian ini. Mempunyai tadbir urus yang baik bukanlah cara mutlak untuk membasmi kemiskinan, tetapi tadbir urus yang lemah akan menghalang keseluruhan proses pembasmian kemiskinan. Kesimpulannya, idea untuk mengamalkan 'separa tadbir urus yang baik' telah

dibentuk daripada kajian ini, di mana menerusi penekanan kepada keperluan rakyat dan meminimumkan amalan tadbir urus yang baik berdasarkan konteks realiti yang dihadapi. Dengan ini, tahap keberkesanan yang optimum akan dicapai dan dapat menambah baik strategi pembasmian kemiskinan untuk bergerak secara progresif dalam masa yang terdekat. Atas sebab ini, amalan ‘separa tadbir urus yang baik’ mampu mengatasi ketidakcekapan agensi kerajaan negeri dalam menguruskan strategi pembasmian kemiskinan di Kelantan.

Kata Kunci: Pembasmian kemiskinan, pentadbiran awam, tadbir urus yang baik

SDG: MATLAMAT 1: Tiada Kemiskinan, MATLAMAT 16: Keamanan, Keadilan dan Institusi Yang Kuat

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LIST OF ABBREVIATIONS

BR1M	Bantuan Rakyat 1 Malaysia (1 Malaysia People's Aid)
BSH	Bantuan Sara Hidup Rakyat
EPU	Economic Planning Unit
FELDA	Federal Land Development Authority
GDP	Gross Domestic Product
GIACC	National Centre for Governance, Integrity and Anti-Corruption
ICU	Implementation Coordination Unit
IMF	International Monetary Fund
InsPeK	Institut Penyelidikan dan Pengurusan Kemiskinan
INTAN	Institut Tadbiran Awam Negara (National Institute of Public Administration)
IPR	Inisiatif Pendapatan Rakyat
JKM	Jabatan Kebajikan Masyarakat (Department of Social Welfare)
JKMNK	Jabatan Kebajikan Masyarakat Negeri Kelantan (Kelantan's Department of Social Welfare)
KACP	Kelantan Anti-Corruption Plan
KEMAS	Jabatan Kemajuan Masyarakat Kelantan (Kelantan's Community Development Department)
KESEDAR	Lembaga Kemajuan Kelantan Selatan (Southern Kelantan Development Board)
KPKT	Kementerian Pembangunan Kerajaan Tempatan (Ministry of Local Government Development)
KPLB	Kementerian Pembangunan Luar Bandar (Ministry of Rural Development)
KPWKM	Kementerian Pembangunan Wanita, Keluarga dan Masyarakat (Ministry of Women, Family and Community Development)
MACC	Malaysian Anti-Corruption Commission

MAIK	Majlis Agama Islam dan Adat Istiadat Melayu Kelantan (Council of the Religion Islam and Malay Custom Kelantan)
MGI	Malaysian Governance Indicators
NACP	National Anti-Corruption Plan
NDP	National Development Policy
NEP	New Economic Policy
NGO	Non-Governmental Organisation
NTP	National Transformation Policy
NVP	National Vision Policy
OECD	Organization for Economic Cooperation and Development
OKU	Orang Kurang Upaya
PAN	Perkhidmatan Awam Negeri (Civil Service Agencies)
PAS	Parti Islam Se-Malaysia (Pan-Malaysia Islamic Party)
PBB	Pihak Berkuasa Berkanun Negeri (State Statutory Authorities)
PBT	Pihak Berkuasa Tempatan (Local Authorities)
PIN	Plan Integriti Nasional (National Integrity Plan)
PIO	Plan Integriti Organisasi (Organizational Integrity Plan)
PKINK	Perbadanan Kemajuan Iktisad Negeri Kelantan (Kelantan State Economic Development Corporation)
PLI	Poverty Line Income
PMBK	Perbadanan Menteri Besar Kelantan (Kelantan State Chief Minister Corporation)
RMMK	Rumah Mampu Milik Kelantan
SDG	Sustainable Development Goals
SPSS	Statistical Package for the Social Science
STR	Sumbangan Tunai Rahmah
UMK	Universiti Malaysia Kelantan

UN	United Nations
UNDP	United Nations Development Programme
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
WGI	Worldwide Governance Indicators
YAPEIM	Yayasan Pembangunan Ekonomi Islam Malaysia



CHAPTER 1

INTRODUCTION

1.0 Overview

This chapter presents the background of the study and further describes the situation of poverty eradication strategies, which are interpreted based on the five elements and the implementation of good governance based on score governance indicators, mainly among the state government agencies in Kelantan. Following this, there is a detailed explanation of the status of poverty, the poverty line income, and household groups in Malaysia, as well as efforts made by the government to reduce poverty together with good governance practices in the process of administering poverty eradication strategies in its institution. This is followed by the statement of the problems, research questions, research objectives, and conceptual framework and concludes with the organisation of the thesis.

1.1 Background of the Study

Malaysia has succeeded in changing its country from a less developed country to a developing country. Even though Malaysia is a developing country, it is still facing and experiencing several people with low income compared to high income. The wealth disparity between the richest and the poorest Malaysians has widened considerably. According to the Department of Statistics Malaysia (2019), the total population of Malaysia in 2019 is estimated at 32.6 million, an increase from last year's

32.4 million. The overall poverty rate has a significant improvement from 7.6% in 2016 to 5.6% in 2019 (Department of Statistics Malaysia, 2019).

In general, poverty can be defined as the inability to meet basic necessities, which are measured by income and consumption. Zulkarnain and Isahaque (2013) mentioned that poverty is closely related to the poverty line, in which a household with income below the poverty line is characterised as living in poverty. In contrast, the household with income below half the poverty line lives in extreme poverty (Zulkarnain & Isahaque, 2013). Poverty in Malaysia has traditionally been measured in one dimension, precisely income, using a poverty line income (PLI) to differentiate between poor and non-poor households (Ragayah, 2007). The PLI is based on household income and expenditure, which varies according to a standard of living.

The income level or group in Malaysia is divided into the bottom, middle, and top (Department of Statistics Malaysia, 2019). The household groups of Bottom 40 (B40), Middle 40 (M40), and Top 20 (T20) can be sectioned into another ten clusters based on ten percentiles. The B40 can be categorised to B1, B2, B3 and B4, meanwhile the M40 is categorised to M1, M2, M3 and M4, lastly the T20 to T1 and T2 (Department of Statistics Malaysia, 2019). Based on the new methodology of the PLI, RM 2208 is reported to be the new average value for poverty line income at the national level (Department of Statistics Malaysia, 2019).

The lowest 40% income group of households, the bottom 40 or B40, refers to households with an income limit of less than RM 4850 and an average monthly gross household income of RM 3152 per month (Department of Statistics Malaysia, 2019).

The poor and hardcore poor belong to the B40 group, which has become the target group of the government in dealing with poverty and imbalances in the socio-economy (Budget, 2019). The B40 households have received many benefits and assistance from the government, especially in reducing the cost of living (Budget, 2019).

According to the Ministry of Rural Development (KPLB), poverty and poor in Malaysia comprise two categories, which are poor and hardcore poor households and are divided into urban and rural areas. A household with a monthly household income below RM 2210 per month is considered poor in urban areas, and a household with a monthly household income below RM 2199 per month is considered poor in rural areas (KPLB, 2020). Besides, a household with a monthly household income below RM 1176 per month is considered hardcore poor in urban areas, and a household with a monthly household income below RM 1142 is considered hardcore poor in rural areas (KPLB, 2020).

Nair and Sagarani (2015) stated that a household that fails to earn sufficiently to fulfil basic necessities such as food, clothing, and shelter is extreme poverty, while a poor household is a household that lacks a certain standard of consumption that is considered necessary to maintain decency in society. Another group that is interrelated with extreme poverty is called the homeless, which are groups of individuals living in shelter emergencies or transitional housing programs because they do not own a particular place of residence or permanent job (Syazwani, Azlinda & Paramjit, 2019). In Malaysia, several agencies provide services to help these homeless people, including non-governmental organisations, government agencies, and government-linked companies (Farrah et al., 2018). Therefore, homeless people are classified as a

group who lost their homes, who lost social power, who did not have good financial resources, and who are experiencing a social decline (Syazwani, 2016).

Table 1.1: Incidence of poverty by state, 2019

Region	Absolute Poverty (%)	Relative Poverty (%)	Gini Coefficient
Malaysia	5.6	16.0	0.407
Johor	3.9	15.3	0.366
Kedah	8.8	10.9	0.354
Kelantan	12.4	9.9	0.379
Melaka	3.9	17.0	0.383
Negeri Sembilan	4.3	11.6	0.391
Pahang	4.3	6.0	0.330
Pulau Pinang	1.9	13.2	0.359
Perak	7.3	11.3	0.377
Perlis	3.9	12.0	0.334
Selangor	1.2	15.3	0.393
Terengganu	6.1	8.2	0.335
Sabah	19.5	14.7	0.397
Sarawak	9.0	15.2	0.387
W.P. Kuala Lumpur	0.2	10.6	0.350
W.P. Labuan	3.1	12.9	0.333
W.P. Putrajaya	0.4	12.1	0.361

(Source: Household of Income, 2019, Department of Statistics Malaysia)

From a statistical point of view (Table 1.1), Kelantan is indicated as having the second highest incidence of poverty, including the state in East Malaysia, Sabah, and Sarawak (Department of Statistics Malaysia, 2019). Moreover, the incidence of poverty in Kelantan has substantially decreased from 19.5% in 2016 to 12.4% in 2019 (Department of Statistics Malaysia, 2019). Besides, the poverty incidence in the urban and rural areas in Kelantan has decreased from 12.8% in 2016 to 9.1% in 2019 and from 26.3% in 2016 to 16.0% in 2019, respectively (Department of Statistics Malaysia, 2019). Kelantan Federal Action Council (2017) stated that the decrease in poverty

incidence is because of the numerous development programs created by the federal government for Kelantan over the past few years (Bernama, 2017).

Based on the new methodology of the PLI, RM 2139 is reported to be the new average value of poverty line income in Kelantan (Department of Statistics Malaysia, 2019). In Kelantan, a household with a monthly household income below RM 2158 per month is considered poor in urban areas, and a household with a monthly household income below RM 2119 per month is considered poor in rural areas (KPLB, 2020). Besides, a household with a monthly income below RM 1184 per month is considered hardcore poor in urban areas, and a household with a monthly household income below RM 1177 per month is considered hardcore poor in rural areas (KPLB, 2020).

Poverty eradication has been addressed globally and remains one of the biggest challenges faced by every country in the world. The number of people who are experiencing and living in poverty is decreasing, but still, some people are at risk of struggling for the most basic necessities. There is various progress has been achieved but with limited development due to recent threats and conflicts resulting in more effort being needed to bring people out of poverty. Hence, the Sustainable Development Goals (SDGs), also known as the Global Goals, emphasise the 17 goals, including the first goal, which is no poverty. This goal is to eradicate extreme poverty by 2030 in all its forms for all people, enhance development, and create sound policy frameworks to accelerate poverty eradication strategies (United Nations, Department of Economic and Social Affairs).

The government has been making efforts to reduce poverty and significant advancement in improving the quality of life for those who live below the national poverty line. The government has introduced and implemented poverty alleviation programs and policies nationally. According to Budget 2019, the Government has spent RM41.1 billion over the last five years to ensure that the welfare of low-income groups and vulnerable segments of society is fully protected through its various programs. The efforts to reduce poverty have been carried out since the New Economic Policy (NEP) in 1970, the National Development Policy (NDP) in 1991, the National Vision Policy (NVP) in 2001, and the National Transformation Policy (NTP) in 2011. Consequently, each of the policies that have been created by the government constantly addressed the issue of poverty and alleviated poverty. As a whole, since its independence, Malaysia has been addressing the issue of poverty, and those policies have been able to reduce the poverty rate significantly over the years.

The programs introduced by the previous government, such as e-Kasih, BR1M, and 1Azam, are among the famous programs that play a major part in reducing poverty in Malaysia. The e-Kasih is a database system of poor families that was established at the national level to assist in planning and monitoring the effectiveness of poverty programs (ICU, 2008). Meanwhile, the 1 Malaysia People's Aid (BR1M) or Bantuan Sara Hidup Rakyat (BSH) is a well-known program that has been initiated by the previous government and will be continued as the BSH by the new government (LHDN Malaysia, 2019) to lessen the burden of the low-income group through Government Transformation Program (Budget, 2011). The 1Azam is a program of income generation through economic activities and small-scale businesses that focuses on food-based and services-based businesses (KPWKM, 2016).

The Ministry of Rural Development (KPLB) is given RM 5.421 billion development allocation this year, for the successful programs involving 584 projects. The KPLB has set up almost 66 programs or projects to be given priority this year based on six core areas under the Pelan Harapan Pembangunan Luar Bandar (KPLB, 2018). The Pelan Harapan Pembangunan Luar Bandar was created to upgrade and improve the quality of life that meets the socio-economic, physical, spiritual, and emotional needs of rural communities (KPLB, 2018). The programs implemented are targeted to assist the poor and hardcore poor in rural areas in numerous aspects of life.

Furthermore, the State Government of Kelantan initiated programs and assistance to tackle the issue of poverty in their state, exclusively for their people. According to Kelantan's 2020 Budget, there will be an allocation to poverty eradication programs and financial assistance provided for people from poor households. This assistance is usually channelled through the Kelantan's Department of Social Welfare (JKMNK) for Bantuan Am Al-Musa'adah and Bantuan Armalah dan Anak Yatim. The main purpose of this assistance is to ease the burden of vulnerable households that are not covered under other types of assistance by providing them with monthly financial aid or one-off payments yearly.

The welfare assistance from the Kelantan's Department of Social Welfare is in line with the Concurrent List between the federal and state governments, enshrined in the provisions of the Constitution Federation under the Ninth Schedule of the Legislative List, List III. They are given the responsibility to provide services and welfare assistance to the target group so that they can continue to survive and live perfectly. The JKMNK's assistance scheme consists of the state and federal assistance scheme

in which the state assistance scheme is different where the eligibility of requirements and assistance rates between states depend on the policies and provisions of the respective state governments.

Besides, the Kelantan State Secretary's Office is in charge of the Rumah Mampu Milik Kelantan (RMMK) under the supervision of State Government agencies, namely Kelantan State Economic Development Corporation (PKINK) and Kelantan State Chief Minister Corporation (PMBK). This is a state government initiative to provide affordable houses specifically for low-income households who do not yet own affordable houses in Kelantan. In addition, the Council of the Religion Islam and Malay Custom Kelantan (MAIK) is providing one-off payment yearly for financial welfare assistance specifically for the asnaf who are eligible to receive zakat, the Kelantanese applicants and Muslims, with the purpose of uplifting their burden and support the daily needs of its dependents in the family. And even though the applicants already received the monthly financial assistance from the JKMNK, they can still apply under MAIK because this assistance is given once a year only.

The implementation of good governance is a crucial issue in making an effort to achieve local good governance that is effective, efficient enriching the welfare of people, and free from corruption (Diah & Meri, 2017). According to Kjaer (2004), governance refers to the setting and management of political systems, significantly in search of control, steering, and accountability, that involves some primary concepts of the theory of governance, which are legitimacy, efficiency, democracy, and accountability. World Bank (1992) stated that "governance is the manner in which power is exercised in the management in terms of economic and social resources for

development in a country” (p.1). Siwar (2006) mentioned that governance constitutes with public sector management, accountability, legal framework, and transparency. World Bank (1994) emphasised that governance is associated with the service delivery, accountability, monitoring, and efficiency of the government in managing resources and formulating, implementing, and enforcing policies.

The concept of good governance is associated with sustainable human development that is based on the rule of law and a fair system in the process of governing and administering the government (UNDP, 2014). In addition, the aim of having good governance is to alleviate poverty and create employment and better living conditions, which ensure the quality of life of a vulnerable group of people (UNDP, 2014). Mohammed and Petri (2016) asserted that good governance is an oriented administration that is required to improve the quality of life of the people and engage the people to participate in the decision-making process. In Malaysia, the government put efforts into promoting good governance by improving the public delivery system by making it more transparent and accountable. Good governance is adopted in improved public sector management, sound financial management, and civil service that attempt to enhance the efficiency and effectiveness of its administration continuously (Siwar, 2006).

The term governance is broad as it encompasses every institution and organisation that holds all methods, either in a good or bad way in exercising power and managing public resources and problems (Lutfor, 2016). Therefore, the term good governance is a subset of governance in which public resources and problems are being managed efficiently according to the needs of society (Lutfor, 2016). Good governance has eight

major characteristics which are participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and follows the rule of law (UNESCAP, 2009). Good governance should be the cornerstone of an administration where structures, processes, and procedures determine the rights of all stakeholders in ensuring integrity, responsibility, and transparency (Asmahanim, 2017).

The implementation of good governance is a key basis for every institution that aims for efficient and effective governance practices. The State Government of Kelantan has proved that the implementation of good governance is essential and necessary to achieve the goals of having strong development in Kelantan (Shahrin, 2020). They initiated poverty alleviation programs, offered welfare services, and provided monetary aid in various forms exclusively for their people to undertake the issue of poverty in Kelantan.

Every year, there will be allocation allocated for the state government agencies to manage poverty eradication and financial assistance for people from low-income households (Kelantan Budget, 2020). This concept of good governance is seen to be adopted in its institution as they are brave to face reality and incorporate themselves towards accountability, responsibility, transparency, and inclusiveness for the sake of the people in Kelantan. However, there are some flaws and inefficiencies in the state government agencies in managing and handling the poverty eradication strategy with the process of implementing good governance in its institution.

1.2 Statement of the Problem

A report by the National Audit Department (2018) indicated that poverty could not be eradicated effectively in Kelantan due to the inefficiencies within the agencies in its state government. The state government lacks efficiency in the governance practices and performances of its agencies in managing poverty eradication strategies. According to the 2018 Auditor-General's Report Series 1, the Audit Department has reprimanded three government agencies in Kelantan. There are the Kelantan State Secretary's Office in charge of the Rumah Mampu Milik Kelantan (RMMK), the Department of Social Welfare (JKM) that manages the Bantuan Am Al-Musa'adah and Kelantan State Chief Minister Corporation (PMBK) that operate the PMBK Sawit Sdn Bhd.

These agencies have been reprimanded due to unsatisfactory results in achieving the expected target, inability to achieve the optimum efficiency level, and lack of governance practices (National Audit Department, 2018). Hence, because of the inefficiencies in the Kelantan State Chief Minister Corporation (PMBK) in managing and handling the PMBK Sawit Sdn. Bhd., it was announced by the agency that PMBK Sawit Sdn. Bhd. will close its operation to avoid more severe problems due to a lack of governance practices and failure to cover the operating costs, as well as incurring losses over the past few years.

In Kelantan, there are inefficiencies in its governance, especially in financial management, that lead to the scarcity of financial resources that cause deficits almost every year (Kelantan Budget, 2020). Furthermore, the previous Finance Minister, Lim

Guang Eng, pointed out that Kelantan was the biggest recipient of federal financial assistance, the largest debtor, and lacked revenue to deal with operating expenses (Razak, 2018; Lim, 2018). The inefficiencies within the state government agencies in managing poverty eradication strategies and financial resources have brought about the ineffectiveness of governance practices in Kelantan and were signified as the causes of poverty that could not be eradicated effectively as the quality of services for poverty eradication strategies depends on the level of efficiency of governance practices in administration affairs.

On top of that, the state government has created more opportunities and assistance to lessen the burden of the poor and hardcore poor. Nevertheless, the poor planning in its state government was the reason that the pockets of poverty still exist in Kelantan. The efforts to reduce poverty have been carried out over the years since the independence, but they do not reflect the reality of the living conditions of poor households in Kelantan (Asma, 2017). One of the government's fundamental strategies for alleviating poverty is through monetary aid (Sharifah & Khoo, 2016) and financial capital (Khoo, Mohamed Shaharudin, Gopal, Nor Malina & Zahri, 2018), as it helps to increase the income of people experiencing poverty and at the same time will give immediate effect on other essentials in life but only for short term purposes (Sharifah & Khoo, 2016).

The state government of Kelantan provides monthly financial aid or a one-off payment yearly, which is channelled through Kelantan's Department of Social Welfare (JKMNK) for low-income households in Kelantan (Kelantan Budget, 2020). Mostly, the government's assistance provided for the people will be in the form of monetary

aid or cash transfer programs, which is an effective method that can get them out of the poverty cycle and successfully uplift the quality of life of recipients (Calvin, 2018). In addition, the Director of the Institute for Poverty Research and Management (InsPeK) in UMK mentioned that BR1M is important in Kelantan because the issue here is that there are still people who work from hand to mouth to make ends meet (Asma, 2017). The main concern is that the cash handouts make people more dependent (Lumanaj & Hasi, 2012) on the government rather than a fixed guarantee for their household income (Shazida et al., 2018). The poor planning of poverty eradication programs was indicated as the reason that people are still facing poverty in Kelantan.

Even though the state government agencies have made various implementations and improvements, inequality and disparity across regions remain because there is no consistent coordination and low monitoring mechanism by the state government agencies in Kelantan. There are still people who experience social exclusions in urban and rural areas (Sharifah & Khoo, 2016) and require lots of attention from various parties. According to the 2018 Auditor-General's Report Series 1, there were delays in the termination of payment and scheme under Kelantan's Department of Social Welfare (JKMNK) for the recipient that has died, which will affect a new recipient that should receive assistance with the new scheme. There was also dissimilarity in the recipient list in the system with the list of recipients on the voucher payment.

The Director of the Institute for Poverty Research and Management (InsPeK) in UMK mentioned that the poor and hardcore poor in Kelantan are unable to get out of poverty because access to information about government assistance is not reached and is

limited to the target group that should be amongst the rural community (Rahimah, 2018). There is a study carried out in the districts of the northern states, particularly in Kedah, Penang, and Perak, which previously claimed to have the highest incidence of poverty, has shown that the community is not aware and realise of the channels that they should seek and approach for applying the government aids and assistance (Sharifah & Khoo, 2016). Therefore, this clearly shows that the poverty eradication programs and strategies in Kelantan are not being consistently coordinated and thoroughly monitored.

According to Phang (2008), the federal government has been seen as the one who holds the central political power, rights, and autonomy towards the state and local government. The federal government is frequently positioned to offer budgetary needs and interfere in the working affairs and decision-making process of state government. Although no exact studies have clarified that federal government interference is the intervening variable between variables of poverty eradication and good governance, the federal and state governments in Malaysia have been viewed as a problematic working relationship because of the interference from the federal government on various occasions towards the states' affairs.

One study showed cooperation in administration affairs in which there is a conflict of working relations between the federal and state governments. The study stated that the federal and state governments lead to conflict because of the division of power and intervention from one another. The state's capacity has been constrained, and decision-making made by the federal often discriminates against the state government (Hussain, Mohd Rizal, Jazimin, Aziawati & Ainul, 2018). Another study showed that in the

aspect of resources and budgetary support, the allocation and distribution of fiscal resources are controlled by the federal government. The state government relies heavily on fiscal transfers from the federal government to meet its budgetary needs. It has to optimise using limited fiscal resources to provide welfare services for its people (Abd Ghani, Grewal, Abdullahi & Norashidah, 2017). There exists a knowledge gap in the understanding of the reasons for elements of federal government interference intervening in the relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.

Furthermore, many studies have explained that poverty eradication with the implementation of good governance leads to a capable institution and robust development, especially for institution reform developing countries (Gray, 2007). However, a sufficient breakthrough has yet to be achieved in Malaysia. This study aims to fill in the gap for the Malaysian population, specifically in Kelantan. While many of the stated studies were carried out in the West, scarce findings were carried out and found in Malaysia. The key to alleviating poverty and improving the living conditions of poor households is strengthening governance (Kwon & Kim, 2014). Apart from that, a study has demonstrated that poverty reduction has a positive influence on good governance and makes significant changes for people in poor conditions in Cambodia (Kevreaksmey, Wang, Ratanak & Keosambath, 2015). There was also a study that stated that poverty is associated with poor governance performance (Muhammad & Malarvizhi, 2013).

Besides, an effective delivery system for poverty alleviation is part of a good governance process involving efficient use of resources, monitoring, and sound

planning that contributes to the success of poverty alleviation programs and strategies in Malaysia (Siwar, 2006). Implementing good governance contributes to reducing poverty, but it is tough to implement this concept (Grindle, 2004). Most developing countries fail to achieve their goals due to poor governance, which results in corruption, and most of the country's resources are wasted (Mohd Gunawan, 2019). Good governance is an essential concept that ought to be implemented in poverty reduction, and it has been proven to be able to put a stop to extreme poverty (World Bank, 2017). Thus, poverty eradication through the implementation of good governance has inadequate breakthroughs, and scarce findings were discovered in Malaysia. Despite extensive research on how good governance contributes to reducing poverty in other developing countries, there remains a lack of comprehensive studies regarding the breakthrough of practising good governance that developed significant changes towards poverty eradication in Malaysia.

1.3 Research Questions

By looking at the statement of the problem mentioned above, this paper clearly emphasised poverty eradication and the implementation of good governance among the state government agencies in Kelantan. Therefore, through this paper, the following questions should be answered:

1. What are the elements of poverty eradication that influenced the implementation of good governance among the state government agencies in Kelantan?

2. What is the element of poverty eradication that affects the most in the process of implementing good governance among the state government agencies in Kelantan?
3. How can the state government agencies maintain the effectiveness of the poverty eradication strategy with the implementation of good governance in Kelantan?
4. Why do the elements of federal government interference intervene in the relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan?
5. Is there any relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan?

1.4 Research Objectives

Therefore, by the end of this research, the following research objectives should be achieved:

1. To identify the elements of poverty eradication that influenced the implementation of good governance among the state government agencies in Kelantan.
2. To determine the element of poverty eradication that affects the most in the process of implementing good governance among the state government agencies in Kelantan.
3. To determine the ways that the state government agencies can maintain the effectiveness of poverty eradication strategy with the implementation of good governance in Kelantan.

4. To identify the reasons for elements of federal government interference intervening in the relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.
5. To describe the relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.

1.5 Significance of the Study

The findings from the study will contribute to both the existing body of knowledge, the discipline of the study, and practice. First, this study will provide insight and understanding of poverty eradication strategy with good governance practices. This study will help to discover more interpretations and perspectives about the good governance approaches along with poverty eradication, which contribute to the development of the body of knowledge. Simultaneously, the study will contribute to improving the gap in the literature and research, especially for poverty reduction and good governance, which is growing in size but still leaves many areas to explore, especially for the Malaysian population, specifically in Kelantan.

The second significance is for practice, particularly for the state government, policymakers, and respective agencies. The study will help them to review and monitor the existing poverty eradication strategies, which will help them to develop more effective, efficient, and competent strategies that can replace the less effective ones. Besides, this study can improve the administration practices and assess the

management affairs that involve the public officers so that they can be more responsive towards the fundamental problem faced by the target group in Kelantan.

Moreover, poverty reduction and good governance have shown a positive relationship, and many studies in other countries have proved that poverty reduction is notably relevant to the practice of good governance, but only a few are in Malaysia. This study's findings will contribute to society's benefit, considering that good governance plays a vital role in poverty eradication. The more significant number of people facing and experiencing poverty justifies the need for more effective and efficient governance practices and performances in administration affairs.

Even though eradicating poverty and promoting development seem possible to achieve, based on the concept of good governance that is ideal, in reality, it is difficult to achieve, especially in its totality. Past research has shown that good governance is an effective method to reduce poverty, but it is not easy to practice good governance in administration affairs, and some even practice 'good enough governance'. The findings from the study will contribute towards more precise explanations of the linkages of poverty eradication and well-defined components of good governance based on the context of the Malaysian population, which can help and be a reference for future researchers.

1.6 Conceptual Framework

Based on the discussion in the literature, this concept is indicated to guide this research. The concept of good governance has been interpreted with various meanings. Several

organisations like the World Bank, the United Nations, and the Organization for Economic Cooperation and Development (OECD) described good governance based on accountability, participation, predictability, and transparency (Asian Development Bank, 1995). The concept of good governance is manifested in a subset of governance that is often associated with government and the manner or exercise of governing. Meanwhile, good governance incorporates all good features of how government and political systems ought to be carried out, which this concept of good governance insinuates to achieve effective and efficient oriented administration (Srivastava, 2009). Good governance connotes the element of high-quality consumption and top standards in its administration system.

Several literature researches have utilised the World Bank's Worldwide Governance Indicators (WGI) to examine the relationship between poverty eradication and good governance. There are six components of governance according to the indicators that have been evaluated since 1996 in more than 200 countries (World Bank, 2007). On top of that, Kaufmann, Kraay and Mastruzzi (2009) described good governance into six main components. The first component is voice and accountability, to the extent that the citizens can partake in choosing their government, have free media, and be able to voice out their expression. Second, political stability and the absence of violence implied the likelihood that the government would be overthrown and toppled by unauthorised institutions, violent means and terrorism. The third component is the government's effectiveness, where the quality of public administration functions and services delivered by the public officials will reflect the level of efficiency and effectiveness of the government. Fourth is regulatory quality, which is the ability of the government to formulate and implement sound policies and regulations, and fifth

is the rule of law, which involves the extent of having confidence, assurance and abiding by the rules. The final component that represents the indicators is the control of corruption, which indicates the degree to which public power and functions are utilised for private gain.

Governance is associated with the government's service delivery, accountability, monitoring, and efficiency in managing resources and formulating, implementing, and enforcing policies (World Bank, 1994). This concept also promotes an essential basis for long-term sustainable socio-economic development for the state. Good governance is extensively being utilised for enhancements and improvements and has become an effective approach for overcoming various challenges faced by developed and developing countries (Lutfor, 2016). Good governance comprises many elements, as stated by UNESCAP (2009), which are participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and follows the rule of law. UNDP (2014) described good governance as participatory, transparent, and accountable, as the effectiveness and equitability in managing scarce resources and promoting the rule of law.

One of the elements that must be embraced in good governance is participatory. It refers to being either directly or indirectly involved in the decision-making processes where the concerns and interests of the society are being voiced out and taken into serious consideration (UNESCAP, 2009). This concept proposed to have mediation on different interests and later reach a broad consensus on what is the best actions and interests that shall be undertaken in national plans and policies (Olaf, 2004). Good governance has also manifested in public officials being accountable and responsive

in delivering services and serving their public functions (UNESCAP, 2009; OECD, 2018). In short, this concept of good governance is a process of public administration that maximises public interest and necessities (Yu, 2017).

As a whole, good governance is an ideal governing system that is bound for the political, economic, social, and cultural development of a country (Grindle, 2004). In an ideal governing system, the government must be operated effectively and efficiently. According to Lutfor (2016), “good governance is embodied by an accountable government at the top, with an independent judicial system, freedom of thought and expression, and above all, freedom of choice for its citizen” (p. 45). The author also added that good governance ensures that the voices of the vulnerable can be heard in the decision-making process regarding allocating development resources. The concept of good governance is related to sustainable human development, which is based on the rule of law and a fair system in the process of governing and administering the government (UNDP, 2014).

According to Grindle (2004), there is a positive connection and link between poverty eradication and the concept of good governance in any country. As mentioned by the World Bank (2001), good governance is a crucial element for poverty reduction. In addition, the aim of implementing good governance in an institution is to alleviate poverty and create employment and better living conditions, which ensure the quality of life of a vulnerable group of people (UNDP, 2014). Grindle (2004) mentioned that good governance is indicated to support the country’s strategy to reduce poverty, and it was noted that good governance was essential to the achievement of reducing poverty. World Bank (1997) stated that good governance promotes the government to

be capable of sustaining economic and social development and institutional growth. Besides, an institution that only partakes in so-called governance is not sufficient for poverty eradication, especially for long-term, sustainable socio-economic development. That is why much literature has suggested that the best solution for poverty eradication is to implement good governance and embrace and apply all the elements of good governance in the administrative system.

This concept has explained the ideals of having good governance in the governing system, and this concept is likely to be linked with poverty eradication. If the above assumption holds, therefore, it becomes significant to adopt poverty eradication with the concept of good governance, specifically in Kelantan, from May 2013 till August 2023. It was the transition of the chief minister's power from Tuan Guru Nik Aziz to Ahmad Yakob, who currently holds the position of the Chief Minister of Kelantan.

In this research, the concept of good governance can be used based on the World Bank Governance Indicator (WGI). The WGI will capture the six quality dimensions of governance and perceive the capacity of how well or poorly the state government agencies manage and handle poverty eradication. This is the most suitable and accurate index to assess the government's effectiveness and efficiency in this study. This WGI will reflect the effectiveness and efficiency of the institution and respective agencies, specifically, the state government agencies that administer and manage the poverty eradication strategies in Kelantan.

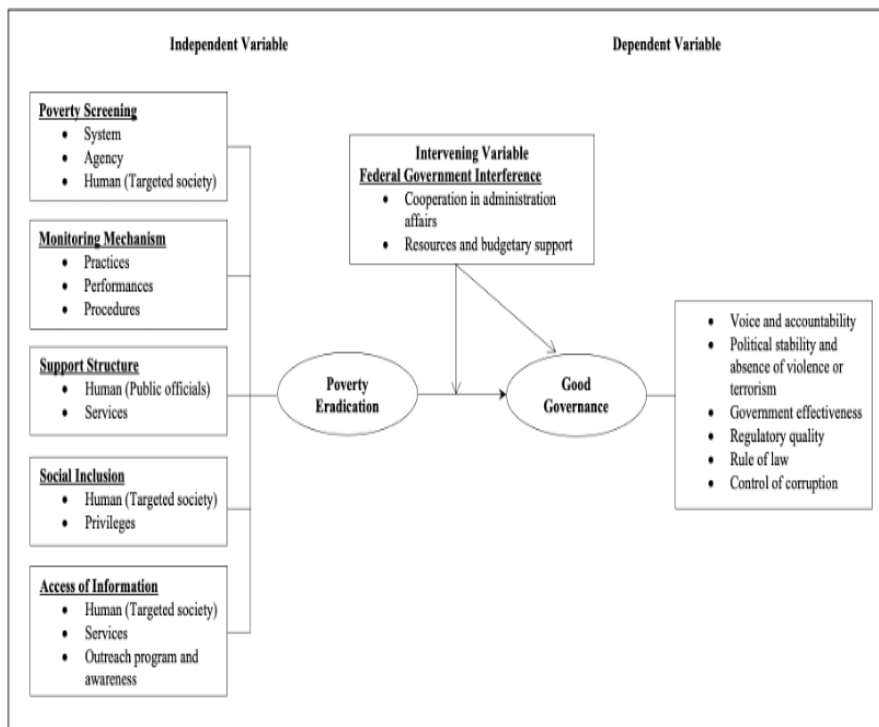


Figure 1.1: Conceptual framework for the study on “Poverty eradication through the implementation of good governance among the state government agencies in Kelantan” based on the World Bank Governance Indicator (WGI)

1.7 Hypotheses

In line with the objective of the study, by the end of this research, the following hypotheses will be testified:

Objective 5: To describe the relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.

Ho1: Poverty screening does not affect the implementation of good governance among the state government agencies in Kelantan.

Ha1: Poverty screening affects the implementation of good governance among the state government agencies in Kelantan.

Ho2: The monitoring mechanism does not influence the implementation of good governance among the state government agencies in Kelantan.

Ha2: The monitoring mechanism influences the implementation of good governance among the state government agencies in Kelantan.

Ho3: Support structure has no impact on the implementation of good governance among the state government agencies in Kelantan.

Ha3: Support structure has an impact on the implementation of good governance among the state government agencies in Kelantan

Ho4: Social inclusion does not affect the implementation of good governance among the state government agencies in Kelantan.

Ha4: Social inclusion affects the implementation of good governance among the state government agencies in Kelantan.

Ho5: Access of information is not associated with the implementation of good governance among the state government agencies in Kelantan.

Ha5: Access of information is associated with the implementation of good governance among the state government agencies in Kelantan.

Ho6: There is no positive significant relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.

Ha6: There is a positive significant relationship between poverty eradication and the implementation of good governance among the state government agencies in Kelantan.

1.8 Conceptual and Operational Definition

1.8.1 Poverty Eradication

Conceptual definition: Poverty eradication refers to the effort and approach from the institutions or agencies that intend to reduce poverty, lift people out of poverty, and improve the quality of life for those who live below the national poverty line. It is based on the wise policies, significant advancement, and strategic planning implemented by the government (Mohamed & Xavier, 2015). Poverty eradication strategically emphasises fostering opportunity, facilitating empowerment, and addressing income security (World Bank Institute, 2005). It also requires appropriate measures by creating programs to help poor people manage risk, developing national programs to prevent macro shocks, supporting the rights of vulnerable people, and tackling health problems (World Bank Institute, 2005). The government should consider the suggested measures and strategies in creating poverty eradication with an appropriate classification of poor people.

Operational definition: It measures the specific poverty eradication programs introduced and implemented under the state government agencies in Kelantan. In this research, poverty eradication can be measured according to the key or core elements of an effective, evidence-based poverty eradication strategy based on a review of the literature. The core elements of poverty eradication are poverty screening, monitoring mechanisms, support structure, social inclusion, and access of information. By measuring poverty eradication based on these core elements, there would be a possibility to find out which poverty eradication strategies work effectively and efficiently and which do not.

First, poverty screening refers to the setting up quality and accountable support of structures at multiple levels, such as national, state, or district levels. The institution should be strong, capable, inclusive, and self-reliant for poor households at various levels. Second, the monitoring mechanism implies a resilient and transparent monitoring system that could guarantee an efficient and effective means of governance practices. The affairs and matters of the program require continuous evaluation, assessment, and coordination to ensure the efficiency of the program. Third, a support structure refers to the competency and credibility of civil service, effectiveness in making decisions, and efficiency in dealing with resources. This is an essential element of poverty eradication, as the civil service is the backbone of building and developing capable institutions for the poor. Fourth, social inclusion is about impartiality and equal treatment amongst vulnerable groups. The poor people have access to all the rights, services, and resources that they are eligible for as they are part of society. Lastly, access of information is the accessibility to information on government assistance and channels that they should seek and approach for applying for government aid. The information must be publicised and reached to all, mainly the target or vulnerable group.

1.8.2 Good Governance

Conceptual definition: Good governance is a subset and simply part of governance that depends on the essential elements of governance with the addition of all positive and good notions of how government ought to be carried out. The OECD (as cited in Mohammed & Petri, 2016) stated that governance is a system of government engaging with an effective and oriented public administration and the institutions, a legitimate

relationship between government and citizens, and the supportive role of the state. Governance is in the form of public or private sectors engaging in problem-solving concurrently with other societal actors (Kooiman, as cited in Mohammed & Petri, 2016). Good governance is frequently described based on accountability, participation, predictability, and transparency (Asian Development Bank, 1995). This concept also promotes an essential basis for long-term sustainable socio-economic development for the state.

Operational definition: It measures the government's ability to create and enforce the rules to deliver the services, which concentrates on the execution and enforcement of policies by the public administration. In this research, governance can be measured based on the World Bank Governance Indicator (WGI) that captures the six dimensions of quality of governance, which are voice and accountability, political stability and absence of violence, government effectiveness, regulatory quality, rule of law and control of corruption (Kaufmann, Kraay & Mastruzzi, 2009). The authors also described that, first, voice and accountability will look into the extent of the ability of the citizens to participate in selecting their government, freedom of expression and association, and free media. Second, political stability and the absence of violence or terrorism refer to the perceptions of the likelihood that the government will be destabilised or overthrown by unconstitutional or violent means, including politically motivated violence and terrorism.

Third, government effectiveness is about the credibility and expertise of public officials, effective decision-making, and coordination, mainly focusing on the quality of public services in handling resources and services. Fourth, regulatory quality refers

to the ability of the government to formulate and implement sound policies and regulations that permit and promote private sector development. Fifth, the rule of law is the extent to which agents have confidence in and abide by the rules of society and, in particular, the quality of contract enforcement, property rights, and the police and courts. Lastly, control of corruption is the public power exercised for private gain, including petty and grand forms of corruption, as well as the capture of the state by the elites and private interest.

However, government effectiveness is perceived as the most appropriate element of good governance under the WGI as it reflects the effectiveness and efficiency of the institution and public officials in administering poverty eradication, in which the central issue in Kelantan is the inefficiencies in handling poverty eradication. The most suitable index to assess government effectiveness in this research is based on the WGI (La Porte, 2005). The WGI is perceived in the capacity of how well or poorly a country is governed with an effective delivery system and responsible and accountable administration. This index will reflect the efficiency and effectiveness of the institutions and respective state government agencies based on the public officials as the respondents in managing the poverty eradication strategy, mainly on the quality of governance practices and institutional effectiveness.

1.8.3 Federal Government Interference

Conceptual definition: Federal government interference implies the capacity and autonomy of the federal government in the state's administrative affairs. The federal government has the rights, authority, and considerable political powers over the state

and local governments (Phang, 2008). In Malaysia, the federal government is mainly a more centralised structure as most of the distribution of functions is highly inclined towards the federal compared to state and local government. However, in the federal constitution of Malaysia, the division of powers for social welfare is under the concurrent list and is a shared duty by the federal and state governments. Past research mentioned that the relationship between federal and state governments was problematic as there will be federal interventions whenever the event is demanded, especially in political and financial affairs (Phang, 2008).

Operational definition: It measures the level of interference of the federal government towards the state government affairs; specifically, for this research, it is the social welfare, which is the poverty eradication strategy. In this research, the interference of the federal government can be measured according to the aspects of working relationships and financial matters based on a review of the literature. First, cooperation in administration affairs refers to the capacity of working relationships and partnerships between the federal and state governments in dealing with poverty eradication strategy. The federal government-controlled and constrained the capacity of the state's administration affairs. Second, resources and budgetary support are about financial assistance and expenditure allocation, as the state has to depend and rely on the federal government for development funds and transfers. The federal government holds all major fiscal resources, funds, and spending of state and local government.

1.9 Scope and Limitation of the Study

This study selects the public officials working in the state government agencies in Kelantan as samples. For the state government agencies, the Kelantan's Department of Social Welfare (JKMNK), Kelantan State Economic Development Corporation (PKINK), Kelantan State Chief Minister Corporation (PMBK), and Council of the Religion Islam and Malay Custom Kelantan (MAIK) are actively managing and handling poverty eradication strategies. Another two state government agencies that were added to this study due to the insufficient numbers of respondents are the Southern Kelantan Development Board (KESEDAR) and Kelantan's Community Development Department (KEMAS), which similarly deals with socio-economic development and poverty eradication. Hence, the samples chosen will be from Kelantan's six state government agencies.

This research is carried out in Kelantan as Kelantan is stated as the second highest incidence of poverty, including the state in East Malaysia, Sabah, and Sarawak (Department of Statistics Malaysia, 2019). This study will mainly focus on the issue of absolute poverty in Kelantan because this poverty can be fully eradicated. Absolute poverty is correlated with basic needs, and it is noted as the most crucial issue that requires it to be solved effectively.

There will be two limitations in the study. First, the respondents of the study. The findings can only be generalised to the study population; therefore, the result cannot be generalised to other populations like non-governmental or private agencies. The study will only focus on government agencies and ministries related to social welfare

and development. Second, the methods chosen may limit the findings of the study in terms of the materials used, how the questionnaire is answered, and whether the respondents will truthfully answer the questionnaire given.

1.10 Organisation of the Study

This study is organised into five chapters. The first chapter is a general introduction comprised of a background of the study, statement of the problem, research questions and objectives of the study, significance of the study, conceptual framework, conceptual and operational definition of terms, scope, and limitations of the study, and organisation of the study. The second chapter is the literature review, which explains various literature relevant to the study. The third chapter concerns the methodology of the research and discusses the research design, population, sampling of the study, and location of the study. The fourth chapter consists of the results and key findings of the study. Finally, the fifth chapter will conclude the findings and provide ground for implications and recommendations for future studies.

1.11 Summary

This chapter begins with the background of the study that highlighted the situation of poverty eradication in Malaysia specifically in Kelantan. This chapter continues with the problem statements where poverty could not be eradicated effectively in Kelantan due to the inefficiencies within the state government agencies, poor planning in its state government, no consistent coordination and low monitoring mechanism, the federal government interfering in the working affairs and decision-making process,

and insufficient breakthroughs in poverty eradication and good governance, followed by research questions and research objectives. This study utilises good governance as the conceptual framework within which hypotheses are developed in line with the objective of the study. This chapter includes conceptual and operational definitions that are divided into poverty eradication, good governance, and federal government interference. Lastly, the scope and limitations of the study are described, and this chapter further concludes with the organisation of the study.



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