Service Politics and Sustainability Performance for N27 Constituency, Sarawak

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Abstract

One of the major aims of this research paper is to identify factors determine the constituency's performance achievements in the delivery of service politics in N27 Sebuyau, Kota Samarahan, Sarawak with a population of qualified voters for their constituency. The state constituency led by YB Datuk Hj Julaihi bin Hj Narawi from GPS (Gabungan Parti Sarawak) that formerly known as BN (Barisan Nasional/ National Front) from 1991 until present. His sustain support gained from his people since his last Sarawak State election encouraged researcher to conduct this study. Quantitative method was applied for the empirical outcomes. The findings of the research laid down the 8 determinant factors and 7 theme of analysis factors that contributed to his political sustainability performance and its influence N27 constituency's long-term success in preserving his position in the constituency through his service politics. The research also assesses the level of voter's judgment on the existing quality of performance served by the constituency and satisfaction in using public sector services through the policies, decrees, and law.
Keywords: Service Politics; Election; Constituency; Sustainability Performance

INTRODUCTION

The N27, state constituency leads by YB Datuk Hj Julaihi bin Hj Narawi from GPS (Gabungan Parti Sarawak) that formerly known as BN (Barisan Nasional/ National Front) from 1991 until present. The state constituency of Sebuyau is located at boarder of Sri Aman and Simunjan and the population of the area are made up mostly by Malay and Iban people. The state constituency led by YB Datuk Hj Julaihi bin Hj Narawi from GPS (Gabungan Parti Sarawak) that formerly known as BN (Barisan Nasional/ National Front) from 1991 until present.

Representatives or Constituency

Representatives from each area or known as constituency are often targeted by residents who represent the area to achieve the desired needs and wants. Representatives should equate their services to that of the needs and desires of the people to ensure political sustainability and socioeconomic growth of the constituency. Nevertheless, the constituency still bear the responsibilities that have been sealed after winning the election. All the manifestos that are tabled will be fulfilled to prove that the cross in the ballot paper is true and not mere rhetoric. As such, the constituency will deliver the very best service during his or her tenure. Especially for constituency who represent rural areas who need high attention

and commitment in meeting the needs and wants of the people in their areas. Various methods of political service delivery implemented either in real or intangible form. The term "service delivery" is a popular term that refers to the provision of basic communal needs and services, such as housing, water and sanitation, land, energy, and infrastructure, that local people have grown to rely on for their daily survival (Reddy, 2005). In the context of local government, service delivery refers to the provision of public goods, benefits, activities, and satisfaction to improve the quality of life in local jurisdictions.

N27 Sebuyau: Background

Sebuyau is a state constituency in Sarawak that has been presented in Sarawak State Legislative Assembly since 1991. YB Datuk Hj Julaihi bin Haji Narawi known as a popular figure in this N27 area since he has the ability to maintain its leadership in the area since 1991. The Sarawak State Election in 2016 has become the solid evident where YB Datuk Hj Julaihi bin Haji Narawi has won the majority with 4531 votes out of 9041 registered voters. The consistent winning of the representative obviously shows the remarkable and outstanding performance as it is not easy to maintain such popular voting from the people in N27. Despite the fact that the majority of people in the N27 area come from diverse backgrounds, YB Datuk Hj Julaihi bin Haji Narawi has never failed to win the hearts of the people.

To win support and maintain his track record of service excellence, the concept of service politics plays an important role in his constituency. Service politics involves politically related activities implemented by a party in the form of material and tangible activities. In this situation, a political actor, (for example: a constituency) known as the giver, offers to the receivers, that is people in a particular constituency, services that are tailored to meet specific needs or demands by them to secure electoral support. The practice of service politics has been developed employing key concepts from theories offered by Easton. As stated in the election manifesto, the services supplied must match the needs and desires of the people. On the other hands, the process and outcomes of service delivery may themselves affect politics (Mcloughlin, 2014b; Mcloughlin & Batley, 2012).

The kinds of facilities supplied should also contribute to the socioeconomic growth of the people in the territories it represents. And, can instilled and retained trust and confident towards the constituent's leadership and looking forwards for more beneficial development it the constituency. For example, the completion of the Sungai Sebuyau bridge in 2019 is a major development that would considerably improve the quality of life and level of living for residents in the N27 area. In addition, the current construction of the Sungai Batang Lupar abridge, which will cost RM848 million and would be the longest bridge in Malaysia when completed I n2025, is one of GPS's most significant contributions to the people of N27 (Utusan Borneo, Mac 2021). Various forms of services have been identified in the study area by specializing in the needs of basic facilities, public facilities, security facilities by the state government's commitment under GPS to bring the development to the constituency area. Not to mention, the presence of delegates among the locals is considered when determining the level of service delivery to his constituents.

Sustainable Performance

Many researchers have discussed a study on sustainable performance for over a decade because it has a stronger impact on both public and private organisations in terms of financial stability, good reputation, and a high survival rate in a quickly changing world. Sustainable performance is a continual performance, which demonstrates that the organization is moving in the right direction. Other has explained that sustainable performance is a long-term strategy, projected into the future, expected, and desired by stakeholders (Mihaiu, 2014). Nevertheless, this study concentrates on other perspectives of sustainable performance which is political sustainable performance. Political sustainable performance is referred to the ability of governments or the people's representative meeting the needs and expectations of their people on long term. An outstanding sustainable performance involves identifying responsibilities to the various stakeholders identified and adaptation of activities, methods and tools enabling to improve performance (Stanciu, 2014). Thus, the need for obtaining and monitoring the performance of people's representatives is undeniable especially due to the present pressure exerted by the people. In this context, researchers emphasize the determinants of N27 constituency long term success in preserving his position in the constituency.

METHODS

To operationalize the research, quantitative methods was applied be the source of input to the research. The construction of research instruments, validation and dependability of equipment, data collecting, data analysis, and drafting of reports and recommendations are the five (5) primary aspects of this quantitative research approach. The questionnaire-based study is utilised to identify factors that contributed to political sustainability performance. The measurement of items in the questionnaire is based on 5 Likert scale (strongly disagree, disagree, moderate, agree, strongly agree).

FINDINGS

The findings of this research present the profile of the respondents and the empirical outcomes towards answering the research objectives, subsequently research questions.

Pilot Pre-Test (Reliability Analysis)

Prior to the actual survey, a pre-test was carried out to check on the reliability of the instrument based on Churchill, (1979) recommendation. 20 questionnaires were sent out to the target group. The coefficient alpha is indexed at 0.88. An alpha value of 0.70 and above is considered acceptable for demonstrating internal consistency of new scales and established

scales (Nunnally and Bernstein, 1967). The coefficient exceeds the required prerequisite, demonstrating internal consistency and satisfactory reliability values in their original form. No items are deleted or modified. 600 sets of questionnaires were distributed. The total returned questionnaire is 383, with only 372 deemed usable, that is valid and completed. The usable sample size was in line with the generalized scientific guideline for sample size decisions as proposed by Krejcie and Morgan (1970). Refer to Table 1 below.

Table 1: *Questionnaire Distribution and Response*

Location	Distributed	Returned	Useable
Kpg Hulu Sebuyau	100	87	80.0
Kpg Jln Sawmill	100	54	52.0
Kpg Seberang Sebuyau	100	72	72.0
Kpg Baru Sebuyau	100	53	52.0
Kpg Masjid Sebuyau	100	56	56.0
Others	100	61	60.0
Total	600	383	372

Respondent's Demographic Profile

Table 2: *Respondent Demographic Profiles*

Profile	Details	Frequency	%
Gender	Male	204.0	54.8
	Female	168.0	45.2
Religion	Islam	340.0	91.4
	Kristian	16.0	4.3
	Buddha	16.0	4.3
Age	21-30	48.0	12.9
	31-40	112.0	30.1
	41-50	104.0	28.0
	51-60	76.0	20.4
	61 ke atas	32.0	8.6
Location	Kpg Hulu Sebuyau	80.0	21.5
	Kpg Jln Sawmill	52.0	14.0
	Kpg Seberang Sebuyau	72.0	19.4
	Kpg Baru Sebuyau	52.0	14.0

	Kpg Masjid Sebuyau	56.0	15.1
	Others	60.0	16.1
Occupation	Public	32.0	8.6
	Private	16.0	4.3
	Self-employed	324.0	87.1

From the Table 2, it is observed that 54.8% of the respondents are made up of males, and female respondents account only 45.2%. 91.4 % of the populations are Muslim by religion and the balance are from Christiona and Buddha faith. The majority are from the age range (years) of 31-40, 41-50 and 51-60, 30.1%, 28.0% and 20.4% respectively, followed by 21-30 at 12.9% and 61 above at 8.6%. 21.5% of the sample came from Kpg Hulu Sebuyau, followed by Kpg Seberang Sebuyau with 19.4%. Kpg Sawmill and Kpg Baru Sebuyau accounted 14% individually. Kpg Masjid Sebuyau accounted 15.1% and others made up16.1%. In term of occupation 87.1% are self-employed, and the balance are shared by those working in public and private sectors.

Reliability Analysis

Further reliability test is carried out upon conducting a full survey. An alpha value of 0.70 and above is set as a threshold towards demonstrating internal consistency of new scales and established scales respectively (Nunnally and Bernstein, 1967). The coefficient is indexed at 0.94.

Pearson's Correlations

Menyediakan Kemudahan Utiliti (KU), Menyediakan Kemudahan Asas (KA), Melaksanakan Projek Masyarakat (PM), Kecekapan Biro Keselamatan (KBK), Melaksanakan Projek Pendidikan (PP), Penglibatan Dengan Komuniti PdK), Mudah Dihubungi (MD) and *Kekerapan Lawatan (KL)* are the eight independent constructs. *Kerap Bersemuka & Cepat Bertindak (KBCB)* refers to the construct that is used as dependent variables and is applied during the regression procedures.

The correlation coefficient ranges from 0.265 to 0.839 and all correlations were statistically significant with $p<0.01$. These factors are positively and moderately (Dancey and Reidy, 2007) correlated and as such this indicate that the constructs are interactive and mutually affecting each other. None of the correlation values exceeds 0.9, where such scenario might suggest multi-collinearity.

Empirically, it can be observed that there is a relatively strong correlations between the ability of the constituent government to provide *Kemudahan Utiliti (KU), Kemudahan Asasa (KA) and Projek masyarakat (PM)*. KU correlates with KA at 0.739, and 0.717 with PM. KA correlated well with PM (0.753), KBK (0.772), PdK (0.781), MD (0.695), and KL (0.703). Another trend that can be observed is that there are poor relationships between

Projek Pendidikan (PP) with the rest of the constructs.

The correlation indices witnessed some unique distinction in term of their relationships with *Kerap Bersemuka & Cepat Bertindak (KBCB), the dependent variables*. From the table 3 belows, it can be observed all the constructs have strong relationships with KBCB (ranging between 0.709 – 0.839) except with PP (0.265)) and with KBK (0.589).

Table 3: *Pearson Correlation*

	KU	KA	PM	KBK	PP	PdK	MD	KL	KBCB
KU	1								
KA	.739**	1							
PM	.717**	.753**	1						
KBK	.549**	.772**	.688**	1					
PP	.218**	.355**	.428**	.425**	1				
PdK	.551**	.781**	.720**	.609**	.403**	1			
MD	.575**	.695**	.665**	.572**	.401**	.790**	1		
KL	.486**	.703**	.645**	.544**	.409**	.799**	.749**	1	
KBCB	.709**	.784**	.743**	.589**	.265**	.839**	.780**	.775**	1

**. Correlation is significant at the 0.01 level (2-tailed).

Multiple Regression

Menyediakan Kemudahan Utiliti (KU), Menyediakan Kemudahan Asas (KA), Melaksanakan Projek Masyarakat (PM), Kecekapan Biro Keselamatan (KBK), Melaksanakan Projek Pendidikan (PP), Penglibatan Dengan Komuniti PdK), Mudah Dihubungi (MD) and *Kekerapan Lawatan (KL)* were regressed against *Kerap Bersemuka & Cepat Bertindak (KBCB)* to identify the determinant/s.

Table 4: *Model Summary*

Mode l	R	R Squar e	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Chang e	df1	df2	Sig. F Change
1	.913 a	.833	.830	.487	.833	227.088	8	363	.000

a. Predictors: (Constant), *Menyediakan Kemudahan Utiliti (KU), Menyediakan Kemudahan Asas (KA), Melaksanakan Projek Masyarakat (PM), Kececapan Biro Keselamatan (KBK), Melaksanakan Projek Pendidikan (PP), Penglibatan Dengan Komuniti PdK), Mudah Dihubungi (MD)* and *Kekerapan Lawatan (KL)*

Dependent Variable: *Kerap Bersemuka & Cepat Bertindak (KBCB)*

As shown in Table 4, model summary; provide an overview of the results. The prediction model was statistically significant, $p < .000$, and accounted for approximately 83% of the variance ($R2 = .0.833$, Adjusted $R2 = .0.830$).

Table 5: *Anova*

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	430.892	8	53.861	227.088	.000[b]
	Residual	86.097	363	.237		
	Total	516.989	371			

a. Dependent Variable: *Kerap Bersemuka & Cepat Bertindak (KBCB)*

b. Predictors: (Constant), *Menyediakan Kemudahan Utiliti (KU), Menyediakan Kemudahan Asas (KA), Melaksanakan Projek Masyarakat (PM), Kececapan Biro Keselamatan (KBK), Melaksanakan Projek Pendidikan (PP), Penglibatan Dengan Komuniti PdK), Mudah Dihubungi (MD)* and *Kekerapan Lawatan (KL)*

Table 5 above displays the test of significance of the model using an ANOVA. There are 363 (N-1) total degrees of freedom. With eight predictors, the regression effect has 8 degrees of freedom. The regression effect is statistically significant indicating that prediction of the dependent variable is accomplished better than can be done by chance.

Table 6: *Regression Output*

Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	-.062	.108		.565
	KU	.264	.038	.257	.000
	KA	.038	.057	.034	.506
	PM	.109	.048	.091	.026
	KBK	-.019	.039	-.018	.630
	PP	-.151	.028	-.137	.000
	PdK	.396	.049	.377	.000
	MD	.154	.039	.153	.000
	KL	.204	.036	.217	.000

Dependent Variable: Note: The dependent variable was *Kerap Bersemuka & Cepat*

*Bertindak (KBCB). R2 = .0.833, Adjusted R2 = .0.830. * p < 0.000*

Of primary interest, here are the raw (B) and standardized (Beta) coefficients, and their significance levels determined by t tests. Standardized coefficient (β) allows the comparison of relative importance among independent variables in linear combinations as a predictor towards the dependent variable (Hair et al., 2010). From the analysis, KU, PP, PdK, MD and KL are statistically significant. Thus these 5 constructs are the determinants. In the model, PdK command the highest weightage with 0.377, followed by KU, KL, and PP with 0.257, 0.217, 0.153 and (0.137) respectively. The KA, PM and KBK though correlated other factors, in combination with the other predictors is not a significant predictor in the multiple regression model. The reason is that its predictive work is being accomplished by one or more of the other variables in the analysis. However, though it may not be contributing to a statistically significant degree of prediction in the model is not a reason to presume that it is itself a poor predictor.

Table 7: *Thematic Analysis*

No	Theme	Items	Frequency
1	Infrastructure Development	Slow progress	20
		Road Quality	52
		Recreational Park	4
		Drainage system	12
2	Infostructure Development	Internet	44
3	Educational Development	Mobile Library	4
		Library Quality	8
		School Structure	20
4	Area Logistics	Jambatan Wap for Penambang	4
5	YB Social/Official Visit	Surprise Visit	4
		Election campaign Visit	16
		Social Visit	20
6	YB Representatives (JKKK & KK)	Poor Coordination	24
		Loyalty	28
7	Internal Politic	Awarding Contract	8
	Total		268

268 items are provided by the respondents through their subjective input made available in the questionnaire. The items are of various areas of importance and concern to them. From the analysis, 7 themes are identified, namely infrastructure development, infostructure development, educational development, area logistic, social/official visit and internal politics. The vast of the items relates to the area infrastructure development (88 items). These include the issues slow development progress, poor road quality, recreational faculties, and the drainage system. Next is the area infostructure development, specifically internet related issues (44 items). 32 items are associated with area education development

such as the need for mobile library, library quality and school structures. Another important issues that raised is the performance of the Yang Berhormat (YB) representatives specifically the JKKK and the KK, in executing their task and the quality of task performance. This raked 52 items. The manner of the YB visit, either socially or formally has gained 40 responses from the respondents. The other two category is the area logistic and internal politics garnered 4 and 8 items resp.

CONCLUSION

The result and discussion of this research indicates the representative's achievement of service political delivery performance in the represented area are based on 8 determinant and seven most contributed themes associated with his task and the quality of his sustainable performance. Moreover, needs and demand of the society must be fulfilled as the requirement to get sustain support for the representative's position in the future. Nevertheless, the results also benefit his current administration by understanding the expectations of the voters and in delivering these would greatly enhance the probabilities of political sustainability. The outcome would also allow the administration to benchmark against its current performance and thus ameliorate the quality-of-service performance. It will also be able to be utilized in future research involving various aspects of representation as debate areas.

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