



# People’s Perceptions on Community Welfare and Public Administrative Service Providers: A Case of Trapang Thom Cheurng Commune, Takeo Province, Cambodia

**ទស្សនៈពលរដ្ឋកម្ពុជាទៅលើសុខុមាលភាពសហគមន៍និងអ្នកផ្តល់សេវារដ្ឋបាលសាធារណៈ៖ ករណីសិក្សាឃុំត្រពាំងតូម ខេត្តតាកែវ**

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## ABSTRACT

Community welfare plays significant role in people’s well-being including their mental state and physical being. In this regard, public institutions and local authorities play important roles in ensuring the progress and development. The current study centers on public perceptions toward the government’s performance in issues related to enhancement of community welfare and public service providers. The study employed a cross-sectional survey method to collect the data from the participants using a researcher-development questionnaire. A total of 350 community people participated in the study. It was found that the participants expressed favorable views toward most aspects of community welfare with exception of how the local authorities handle illegal drug situation and the development of irrigation infrastructure in the villages. The participants’ attitudes towards public administrative service providers were strongly positive. The study

suggested looking at the issues from independent point of view, adjust methodology for comprehensive analysis, publicize the public institution's performance information, safeguarding the illegal drug activities in the communities and developing proper irrigation infrastructure.

**Keywords** perception, community welfare, public service provider, Trapang Thom Cheurng, Takeo province

### សង្ខេប

សុខុមាលភាពសហគមន៍ដើរតួនាទីយ៉ាងសំខាន់ក្នុងសុខុមាលភាពរបស់មនុស្ស រួមទាំងស្ថានភាពផ្លូវចិត្ត និងរាងកាយរបស់ពួកគេ។ ក្នុងន័យនេះ គ្រឹះស្ថានសាធារណៈនិងអាជ្ញាធរមូលដ្ឋានមានតួនាទីសំខាន់ក្នុងការធានានូវវឌ្ឍនភាព និងការអភិវឌ្ឍរបស់សហគមន៍។ ការសិក្សានេះផ្តោតលើមតិសាធារណៈលើបញ្ហាទាក់ទងនឹងសុខុមាលភាពសហគមន៍និងអ្នកផ្តល់សេវាសាធារណៈ។ ការសិក្សាប្រើប្រាស់វិធីសាស្ត្រស្រាវជ្រាវបែបសង្គមមតិដោយប្រើកម្រងសំណួរអ្នកស្រាវជ្រាវផលិតដោយខ្លួនឯងដើម្បីប្រមូលទិន្នន័យពីក្រុមគោលដៅ។ មានប្រជាពលរដ្ឋចំនួន ៣៥០នាក់បានចូលរួមនៅក្នុងការសិក្សានេះ។ លទ្ធផលស្រាវជ្រាវបានបង្ហាញថា អ្នកចូលរួមបានបង្ហាញនូវទស្សនៈវិជ្ជមាននិងការពេញចិត្តទៅលើទិដ្ឋភាពភាគច្រើនសុខុមាលភាពសហគមន៍ លើកលែងតែទិដ្ឋភាពទាក់ទងនឹងដំណោះស្រាយបញ្ហាគ្រឿងញៀនខុសច្បាប់និងការអភិវឌ្ឍន៍ប្រព័ន្ធធារាសាស្ត្រនៅក្នុងភូមិឃុំ។ បន្ថែមពីលើនេះ ទស្សនៈពលរដ្ឋទៅលើតួអង្គដែលជាអ្នកផ្តល់សេវាសាធារណៈនៅក្នុងសហគមន៍ ក៏បានបង្ហាញនូវរូបភាពវិជ្ជមានច្រើន។ តាមរយៈលទ្ធផល ការសិក្សានេះបានស្នើសុំអនុសាសន៍មួយចំនួនដូចជា ស្វែងយល់ពីបញ្ហាសហគមន៍ចេញពីទស្សនៈនៃអ្នកស្រាវជ្រាវឯករាជ្យ កែសម្រួលវិធីសាស្ត្រស្រាវជ្រាវដើម្បីវិភាគបញ្ហាបានស៊ីជម្រៅ ផ្សព្វផ្សាយព័ត៌មានអំពីការអនុវត្តនិងប្រសិទ្ធភាពការងាររបស់គ្រឹះស្ថានសាធារណៈ បង្កើនការបង្ក្រាបសកម្មភាពគ្រឿងញៀនខុសច្បាប់នៅក្នុងសហគមន៍ និងការអភិវឌ្ឍហេដ្ឋារចនាសម្ព័ន្ធធារាសាស្ត្រនៅក្នុងសហគមន៍ឱ្យបានសមស្របតាមតម្រូវការ។

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### 1. INTRODUCTION

Before COVID-19, Cambodia has become one of the countries with fast growing economy, maintaining high levels of growth in various economic aspects. However, before Cambodia could realize such prosperity and move forward on the right track, the kingdom had experienced decades of internal conflicts which had handicapped the country's resources. Emerging from the genocide period, the country still faced times of instabilities of its political situations and economic integration. The legacy of decades of conflicts left the country with shortage of human resources, lacking rule of law, weakened governance and corruption in all sectors. After the 1991 Peace Agreement, Cambodia gradually ended its decade-long internal conflicts, and eventually stabilized the political situations. Through the mean

of 'Win-Win' policy, all quasi-military factions were integrated into one unified public administration.

Integrating several forces into a one unified administrative system put great pressure on the new government. After the 1993 election, Cambodia had put great efforts in reforming its administrative system and local governance by shifting step by step from centralized system to the current decentralized administrative practices. Decentralization plays very significant roles in Cambodia's holistic development. [Smoke \(2015\)](#) mentioned that decentralization is an effective approach to enhance the government's activities and contribute to the nation's economic development. In addition, [LY \(2016\)](#) suggested that decentralization serves as an effective mechanism in promoting the public service delivery closer to local people and promote the community welfare.

In this regard, the nation's administrative capacity is crucial to good governance where the government and public institutions play very important roles in realizing the nation's democratic and sustainable development. According to GIZ Cambodia (2016), public administrative capacity allow the citizens to get more transparent, responsive and accountable delivery of public services. Since the Paris Peace Agreement, Cambodia has spent decades of efforts and commitments in administrative reform with governance structures and administrative procedures in order to realize the needs of social and the nation's economic development. While decentralization shift more responsibilities to local government, however, those sub-national bodies still lack both the expertise and sufficient capacities to carry out policies in their responsibility (GIZ Cambodia, 2016).

### 1.1. Cambodia's Public Administration and Reforms

To improve its governance, Cambodia has started its administrative reform by adopting decentralization mechanism since 2001 (LY, 2016). According to the author, Cambodia's decentralization started at the local government and then expanded to the whole sub-national administrations. Following that, in 2003, Cambodia launched a public administration service reform known as One Window Service (OWS) as a pilot project in two districts, one from Battambang province and another from Siem Riep Province. This OWS is an approach where several government's services are provided at a single point of contact. It was an important move toward more efficient and citizen-centric governance to ensure the quality and efficiency of administrative interactions between public and private sectors.

The core principles of OWS in Cambodia are<sup>1</sup>:

- *Efficiency*: One Window Service aims at simplifying the interactions between citizens and government agencies while maintaining quality and efficient administrative services to the people or private sectors.

- *Coordination*: OWS brings together various government's services under one point of contact ensuring the reduction of bureaucracy.
- *Transparency*: with OWS, citizens can access information and services more easily and in a friendly manner while ensuring transparency and accountability.
- *Cost-Effectiveness*: OWS streamlines the public administrative processes thus lead to resource savings. It benefits both government agencies and the private sector by facilitating smoother transactions.
- *Feedbacks*: OWS provides users with feedback mechanism where users could file the complains or give constructive feedbacks regarding the services they received or service providers.

Recently, the government launch another campaign to further improving its public administration reform with the nation's 'National Action Plan for Public Administration Reform (2019–2030)'<sup>2</sup>. This initiative aims at enhancing and providing inclusive public service with quality, efficiency and strengthen the performance of officials and institutions. The reform will also include practical measures and a budgetary focus on developmental projects (Sok, 2023).

### 1.2. Community Welfare

Community welfare encompasses several aspects that contribute to the well-being and the resilience of a community and the citizens. It includes various aspects such as healthcare, social security, education, social services and supports, economic development, environmental conditions, criminal and social justice etc. Healthy community welfare fosters social connections and the citizens' sense of belonging to the community (Haim-Litevsky et al., 2023; Holt-Lunstad et al., 2017; Wilcock, 2007). When people feel connected to their community, they are more likely to support one another, participate in local activities, and collaborate on shared goals.

Local governments and authorities play very crucial roles in supporting community welfare; however, in democratic society, the citizens themselves can also

<sup>1</sup> The contents can be found at the OWSO official website: <https://www.owso.gov.kh/en/one-window-service-mechanism/>

<sup>2</sup> It should be noted that the data and findings in this paper were obtained prior to the launch of the new initiative which are part

of the Pentagonal Strategy-Phase I; therefore, the participants' perceptions do not reflect the outcomes of the new government.

contribute to the development of the welfare through their voices. In its governance reform, the Royal Government of Cambodia has also improved its mechanism in social infrastructure development aiming at fostering various aspects of community welfare. There has been a lot of development projects to improve local transportation, irrigation system and community security etc. Despite these great efforts, disparity, inequality still exist not only in urban areas but also in rural Cambodia.

### 1.3. Research Problem

Despite countless government's efforts, policies, measures and interventions aimed at improving the community welfare and the quality of local public services, certain aspects of community welfare still remain issues that require more attention. For example, issues about gangsters, illegal drug use and circulation and the lack of irrigation system to support local people's agricultural activities are constantly reported in media outlets, individual citizen's social media feeds or by local NGOs' reports. In spite of this, there were not many scientific studies about the citizens' perceptions toward the development and the current situation of their respective communities.

Regarding public administrative services, there have been great improvement since the implementation of One Window Service and other reforms; however, the service's quality and efficiency still need to be addressed. Past literature about public administrative reforms and service's quality had reported significant progress; however, those studies were relatively old, for example those studies conducted by [Chheat \(2014\)](#); [COMFREL \(2007 & 2013\)](#); [Niazi \(2011\)](#); [Pak \(2011\)](#) and [Sedara \(2012\)](#). Recently, [USAID \(2020\)](#) and [World Bank \(2020\)](#) reported the general progress of public administration reforms including finance sector; however, there were not many reports about the citizens' perception toward quality of public services, especially the perceptions toward different actors who provide public services.

This study was founded from the lack of scientific studies on the people's perceptions toward on the proposed issue. The importance of studying the citizens' perceptions toward the government's work contribute significantly to holistic development of the community and the nation. Its importance can be viewed as two facets. Firstly, it could provide useful

reflection of how the local authorities and service providers perform their responsibilities in the day-to-day basis. Secondly, the government, policy makers and local authorities may utilize the information about how the citizens perceived their work to formulate policies, make timely interventions or to influence peoples' perceptions. [Barrows et al. \(2016\)](#) mentioned that information about the performance relevant to different local institutions influences the people's perceptions and attitudes toward service quality in their own communities.

### 1.4. Research Objectives

This study centers on public opinions on the issues related to community welfare and public service providers. It aimed at answering the question '*how do people perceived the social welfare and public service providers in their community?*' The study possessed the following objectives:

- Determine the people's general perspectives on community welfare.
- Determine the people's perspectives on public administrative service providers.

## 2. METHODOLOGY

### 2.1. Sample and Data

The current study employed a quantitative research methodology where cross-sectional survey was used to collect data from the participants. A total of 350 community people living in the eleven villages of Trapang Thom Cheurng commune, Tramkok district, Takeo province participated in the study.

### 2.2. Research Instrument

The study utilized a survey questionnaire developed by researchers to collect data from the participants. There were fourteen items: four items about general information and ten items about community social welfare and social service providers. The ten items were developed in an exploratory objective aiming at capturing key issues related to the problem of study. The questionnaire was divided into two sections below:

- *Section 1: Participant's Information*

There were four items about the participants' age, gender, profession and education.

- *Section 2: Perspectives on Community Welfare and Administrative Service Providers*

This section consisted of 10 items designed to capture peoples' perception toward community social welfare and public administrative service providers. Each item was measured using satisfactory rating scale from 0 to 10 where 0 is the least satisfaction and 10 represents the most satisfied view.

### 2.3. Data Collection and Analysis

Each item in Section 2 was measured using a 11-point rating scale, and the researchers treated these items as scale variables. The analyses on these items were based on the mean value representing the level of satisfaction. Shapiro-Wilk tests indicated that these items were not normally distributed ( $p < 0.001$ ); therefore, non-parametric tests: Mann-Whitney's and Kruskal-Wallis tests were used to explore the differences in perspectives among subgroups based on variables age and gender. The interpretation of people's perception represented by the mean value of each item was based on the following criteria:

Table 1

*Interpretation criteria for mean value of each item*

Range	Interpretation
0-3	Strongly Dissatisfied
3-5.5	Slightly Dissatisfied
5.5-7.0	Slightly Satisfied
7.0-10	Strongly Satisfied

This interpretation criteria were developed by the researchers.

### 2.4. Situational Considerations

During the data collection processes, we requested several government officials to help us collected the data from the community people. Therefore, though during the data gathering, the participants could voice their opinion freely, the presence of our data collection team, to certain extent, might have affected how the respondents expressed their opinions in the questionnaire.

<sup>3</sup> It should be noted that due to research context which locate in rural province, sample bias in education level existed. To capture the perspectives among subgroups, the authors opted for readjusting the education variable into two groups, i.e. primary or lower and at least Grade 7 education opportunity.

## 3. RESEARCH FINDINGS

### 3.1. Participants' Information

The study involved 350 community people with 65.8% were female and 34.2% were male. Age wise, the distribution was equally spread among age groups. 22.6% aged between 16-35 years old, 27.8% aged 36-45, 24.1% aged 46-55 while those older than 55 years old accounted for 25.5% of the sample. Educationally, 52.5% of the participants either had no formal education or had completed any grade in primary education. Among them 47.5% received at least grade 7 education opportunity<sup>3</sup>.

Table 2

*Distribution of participants' profession*

	Frequency	Percent	Valid Percent
Housewife	75	21.4	22.1
Active Income Generator	108	30.9	31.8
Farmers	157	44.9	46.2
Total	340	97.1	100.0
Missing	10	2.9	
Total	350	100.0	

Professionally<sup>4</sup>, housewife made up of 22.1% of the sample, active income generators accounted for 31.8% while farmers completed the remaining 46.2% of the sample distribution.

### 3.2. Participants' Perspectives

This section presents the research finding related to the participants' views towards community welfare and local administrative service providers (Table 3 below).

Table 3

*The analysis of peoples' perceptions toward each item of community welfare and service providers*

	N	Mean	SD	Conclusion
CW1	346	6.13	3.394	Slightly Satisfied
CW2	318	4.07	3.496	Slightly Dissatisfied
CW3	344	5.77	2.714	Slightly Satisfied
CW4	339	5.30	2.819	Slightly Dissatisfied
CW5	341	6.89	2.170	Slightly Satisfied
SP1	345	7.35	2.363	Strongly Satisfied

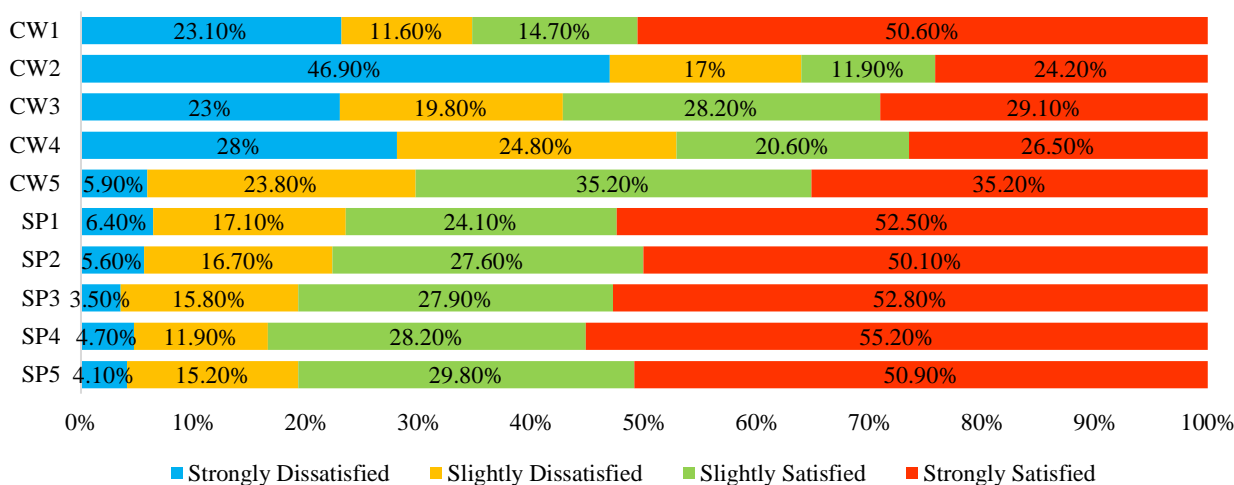
<sup>4</sup> The classification of profession into such groups was based on the nature of jobs and careers of the participants. Active income generators covered a wide range of professional or unprofessional groups who work every day to get the salary or to make a living. while farmers tended to be seasonal income generators.

SP2	341	7.31	2.211	Strongly Satisfied
SP3	341	7.49	2.039	Strongly Satisfied
SP4	344	7.43	1.964	Strongly Satisfied
SP5	342	7.31	1.971	Strongly Satisfied

projects to enhance socio-economic conditions of community people. However, the respondents' views towards the authority's measures in handling illegal drug use or circulation activities in the community, and the development of agricultural and irrigation system were slightly negative. In addition, the participants' perceptions towards each actor of public administrative service providers were found to be relatively very positive.

Figure 1

Visual presentation of the respondents' perceptions towards each item



Community Welfare	CW1	Handling of security situation (thief, crime, gangsters, ...) in your community.
	CW2	Handling of illegal heroine, drug situation (buying, selling, using etc.) in your community.
	CW3	Road and transportation conditions in your community.
	CW4	Agricultural water stocks, irrigation system development in your community.
	CW5	Public measures to improve people's socio-economic status in your community.
Service Provider	SP1	Village representative or village chief in your community.
	SP2	Commune representative or commune chief in your community.
	SP3	Commune's secretary (as an individual, attitude or professionalism).
	SP4	Attitudes of public administrative service staff in your village or community.
	SP5	Work punctuality of administrative service staff in your village or community.

Table 4

The results of Mann-Whitney and Kruskal-Wallis tests of (median values of subgroups were compared)

Variables		CW1	CW2	CW3	CW4	CW5	SP1	SP2	SP3	SP4	SP5
Gender	Female	8.0	4.5	6.0	5.0	7.0	8.0	8.0	8.0	8.0	7.0
	Male	8.0	5.0	5.0	6.0	7.0	7.5	7.0	7.0	7.5	7.5
	p-value	.0963	0.171	0.277	0.234	0.597	0.776	0.649	0.990	0.969	0.686
Age	16 - 35	8.0	5.0	5.0	5.0	7.0	7.0	7.0	7.0	7.0	7.0
	35 - 45	7.0	4.0	6.0	5.0	7.5	8.0	8.0	8.0	8.0	8.0
	45 - 55	8.0	3.0	6.0	5.0	6.0	8.0	8.0	8.0	8.0	8.0
	Over 55	7.5	5.0	7.0	5.0	7.0	7.0	7.0	8.0	8.0	7.0
	p-value	0.779	0.549	0.048	0.271	0.068	0.054	0.218	0.240	0.434	0.353

Profession	Housewife	5.0	2.0	6.0	4.0	7.0	9.0	8.0	8.0	8.0	8.0
	Active Income Generator	8.0	5.0	5.0	5.0	6.0	8.0	7.5	8.0	8.0	8.0
	Farmers	5.0	2.0	5.0	5.0	7.0	7.0	7.0	7.0	7.0	7.0
	<i>p-value</i>	0.000	0.001	0.002	0.000	0.000	0.023	0.292	0.095	0.112	0.732
Education	Primary or Lower	6.0	3.0	6.0	5.0	7.0	9.0	8.0	8.0	8.0	8.0
	At Least Grade 7	7.0	4.5	5.0	5.0	6.0	8.0	8.0	8.0	8.0	8.0
	<i>p-value</i>	0.144	0.036	0.508	0.459	0.038	0.019	0.329	0.551	0.882	0.934

The findings in Table 4 revealed that the participants' views towards community welfare and public service providers had no significant difference with gender, with exception of item coded 'CW3 (*the perception on road and transportation conditions*)' which was statistically significant with age. In term of education, the significant differences were found with items 'CW2 (*perception on how local authorities handle illegal drug activities*)', 'CW5 (*perception on socio-economic development measures in the community*)' and 'SP1 (*perception on village representative or village chief*)'. Professionally, all items in community welfare were found significantly different with the participants' job or career while only item coded 'SP1 (*perception on village representative or village chief*)' among the service providers was statistically significant with profession. Table 4 also presents the degree of difference among each sub-group based on the four variables: gender, age, education and profession. Notice that, the higher the magnitude the more satisfied they are toward each item.

Although the comparisons of the participants' views towards the community welfare and public service providers were found to be significant with some variables among gender, age, education and profession, we could not give a conclusive inference that these factors influenced peoples' views on each study aspects.

#### 4. DISCUSSION

In any country, the government and public institutions play very important role in ensuring healthy community welfare, which has been regarded as an important factor for social prosperity and the citizens' well-being. In Cambodia, despite decades of

reform and the government's efforts in social development, a mixture of positive and negative views concerning the public service quality, the attitudes of service providers as well as under-developed community welfare, especially in the rural areas are constantly surfaced. As the study was to investigate the public's views toward the current situation of community welfare and public service providers, the findings indicated that, in general, the participants expressed favorable views toward the government's performance in enhancing community welfare and solving related issues. However, only issues related to use and widespread of illegal drug (heroin) and the development of rural irrigation system were perceived unfavorable compared to other aspects. In addition, the views toward the administrative service providers were strongly positive regardless of different actors.

The favorable views on the studied issues may be influenced by the presence of the data collectors (mentioned in Section 2.4 above). In Cambodia, though often rejected by local authorities, there are situations that community people reluctantly express their opinion freely and frankly when asked about the government's performance, local services, especially to judge the performance of the local authorities. However, this could not be a conclusive evidence to reject the other side of the story that the perspectives found in this study do not reflect the participants' inner thought as individual's direct and indirect experiences may also influence how they perceived the situation in their community. Study found that the people's perception toward a certain issue is associated with their direct experience with the issues (Casado-Aranda et al., 2023; ABS<sup>5</sup>, 2012 as cited in Kidd & Anderson, 2015).

<sup>5</sup> ABS stand for Australian Bureau of Statistics

When a person personally encounters with welfare services or the public service providers the situation may have influenced their perception. In this regard, the community people at Trapang Thom Cheurng Commune, may be satisfied with the current situation of their community welfare or the performance of the local authorities. In addition, the two welfare aspects which have been perceived relatively unfavorable may have direct association to the participants' experience, especially issue related to irrigation system. The under-developed irrigation infrastructure may have directly affected their agricultural activities resulting in worsening socio-economic condition. Yarborough (2008) mentioned that socio-economic conditions of an individual directly influence their perceptions toward the government's performance.

Public opinions toward the government's service, performance and public work may be questionable due to the perceptual biases existed in the individuals. Casado-Aranda et al. (2023) indicated that personal belief and experience are major sources of their perceptual bias. Additionally, a person's negative perceptions toward public sector may be influenced by unfavorable comments generated by the media (Druckman & Parkin, 2005), politicians (Goodsell, 2004), or the person's long-term experiences with the public issues (such as social injustice, corruption etc.) or even the individual's political ideology (Marvel, 2015).

## 5. CONCLUSION

### 5.1. Conclusion

Community welfare plays very significant role in social prosperity and well-being of the citizens. In this regard, public institutions and local authorities play important roles in ensuring the continuing progress and development. This study centers on public opinions concerning the issues related to community social welfare and public service providers. The study employed quantitative cross-sectional survey method using a researcher-development questionnaire to collect the data from the participants. A total of 350 community people participated in the study. The study found that the participants expressed favorable views and satisfaction toward most aspects of community welfare with exception of how the local

authority handle illegal drug (heroin) and the development of irrigation system in the villages. The participants' attitudes towards local administrative service providers were found to be strongly positive. However, the study could not provide conclusively evidences for associated factors that might influence the participants' views toward the government's performance in enhancing community welfare and each actor of public service providers.

### 5.2. Implications and Recommendations

Understanding public perceptions toward community welfare and service providers in Cambodia is crucial for informed policy-making. Following the findings of the study, here are some potential implications and recommendations:

- *Ethical Issues with Respondents' Welfare:* in Cambodia, doing research on certain issues, for example, political concerns, things related to local authorities etc., if not done well, it may not only affect the results of research but also the respondents' welfare. The research should be carried out by more independent researchers, so that the participants can express themselves freely.
- *Methodology Implications:* the research findings indicated the lack of scientific evidences to explore factors influencing the perceptions of people. Yarborough (2008) mentioned that the peoples' perceptions and attitudes toward the government's performance are shaped by several factors. Understanding the roles or how these factors influence individual's perceptions helps inform effective policy design and mechanism for holistic development of the community. Moreover, enlarging the scope of study about the issues should provide comprehensive evidences for decision making.
- *Publicizing the Public Institution's Performance Information:* the current study provides crucial information about the perceptions of community people concerning the performance of the government in enhancing community welfare. Such information plays very important role in shaping the people's perception. Both positive or negative information about public institutions



help improve their future services. As indicated in their studies about the significance in providing the performance information of public institutions as it helps influence the citizens' perceptions of public services and lead them to pressure service providers to improve, either through their service choices or by voicing their concerns (Baekgaard, 2015); Chingos, 2012; James & Moseley, 2014 as cited in Barrows et al., 2016).

- *Strengthening Illegal Drug Measures:* as the study presented, illegal drug use and circulation in the community is public concern; therefore, the government should take practical measures to deal with the issue. On-going unsolved issues develop negative image of public institutions while at the same time influence the citizens' perceptions. As mentioned earlier, the citizens' perceptions toward the government performance is influenced by their direct experience with the issues (Casado-Aranda et al., 2023; ABS, 2012 as cited in Kidd & Anderson, 2015).
- *Promoting the Community Socio-economic Conditions:* as presented in the study, irrigation infrastructure development in the community is major concerns. Constructing and developing proper irrigation system in the community will help improve the citizens' socio-economic conditions tremendously. The initiatives will shape the people's perceptions toward the government's performance significantly.

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**APPENDIX**

**Survey Questionnaire**

**People’s Perceptions on Community Welfare and Public Administrative Service Providers: A Case of Trapang Thom Cheurung Commune, Takeo Province, Cambodia**

**Part 1: General Information**

- 1/ Age:  16 – 35       36 – 45       46 – 55       55+
- 2/ Gender:  Female                       Male
- 3/ Profession:
- Housewife               Own Business               Public Servant               Private/NGO/IPO Staff
- Farmer               Worker               Other .....
- 4/ Education Level (in grade): \_\_\_\_\_

**Part 2: People’s Perceptions**

Peoples’ Perspectives on Community Social Welfare												
Item Code	How much do you satisfy with each of the following statements?	Level of Satisfaction										
		0	1	2	3	4	5	6	7	8	9	10
CW1	Handling of security situation (thief, crime, gangsters, ...) in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CW2	Handling of illegal heroine, drug situation (buying, selling, using etc.) in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CW3	Road and transportation conditions in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CW4	Agricultural water stocks, irrigation system development in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CW5	Public measures to improve people’s socio-economic status in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peoples’ Perspectives on Local Administrative Service Providers												
Item Code	How much do you satisfy with each of the following statements?	Level of Satisfaction										
		0	1	2	3	4	5	6	7	8	9	10
SP1	Village representative or village chief in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SP2	Commune representative or commune chief in your community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SP3	Commune’s secretary (as an individual, attitude or professionalism).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SP4	Attitudes of public administrative service staff in your village or community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SP5	Professionalism of administrative service staff in your village or community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>