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**Record 1 of 1****Title:** What Works and Why? Lessons from Public Management Reform in Malaysia**Author(s):** Siddiquee, NA (Siddiquee, Noore Alam); Xavier, JA (Xavier, John Antony); Mohamed, MZ (Mohamed, Mohd Zin)**Source:** INTERNATIONAL JOURNAL OF PUBLIC ADMINISTRATION **Volume:** 42 **Issue:** 1 **Pages:** 14-27 **DOI:** 10.1080/01900692.2017.1390762 **Published:** 2019**Times Cited in Web of Science Core Collection:** 0**Total Times Cited:** 0**Usage Count (Last 180 days):** 1**Usage Count (Since 2013):** 1**Cited Reference Count:** 62**Abstract:** This article examines the Malaysian experience with public management reform to verify arguments about various reform models. Drawing on empirical data, it investigates reforms that have worked and those that have had limited impacts on public service improvements. It identifies critical success factors that determine reform outcomes and concludes that for reforms to succeed a combined top-down and bottom-up approach is crucial. It argues that while diagnostic and problem-oriented reforms have a better chance of being successful, the value of best-practice reforms should not be discounted. The cumulative impact of such reforms can be significant, as the Malaysian case demonstrates.**Accession Number:** WOS:000470136300002**Language:** English**Document Type:** Article**Author Keywords:** Public management reform; best practices; diagnostic model; service delivery; Malaysia**KeyWords Plus:** GOVERNMENT TRANSFORMATION PROGRAM; PERFORMANCE MANAGEMENT; WORLD-BANK; GOVERNANCE; SECTOR; DELIVERY; POLITICS**Addresses:** [Siddiquee, Noore Alam] Flinders Univ S Australia, Coll Business Govt & Law, Adelaide, SA 5001, Australia.

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