



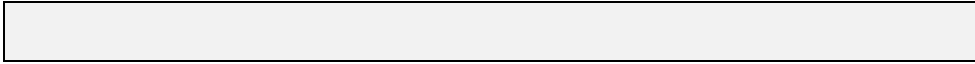
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106	3-3
127	4-3

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والحمد لله رب العالمين والصلاة والسلام على رسول الله الأمين

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. (World Bank , 1993)

. (Anechiarica and Jacobs, 1994:466)

.(Caiden ,1973)

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.(Business Week,18/12/1995)

.(Financial Times , 26/2/97)

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. (Financial Times , 16/1/1997) (

. (Braibanti , 1979)

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1994 (Kidder Peabody)
(Financial Times 19/4/1994) 350

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Warner - Lambert .
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Nick Leeson)
. (Newsweek, 11/12/1995)

(Samsung) (Daewoo)
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. (Business Week , 18 /12/1995) 1993
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. (Financial Times , 28-29/1/ 1995)

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(Olowu, 1984: 456)

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.(Braibanti ,1962:370-371)

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. (66-63 : 1985)

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. (Nye , 1967 : 417)

(Osterfeld , 1970)

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. (Bayley, 1966)

(73-66 : 1985)

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(Pollitt, 1996:85) (Ehrenberg and Stupak , 1994:95-96)

(Radin and Coffee, 1993: 52-53)

(Bermen and West , 1995:64)

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Malaysian Civil Service , Clients charter, 1992⁽¹¹⁾

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(Daniel, 1993:388-389)

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Malaysian Civil Service, New performance Appraisal System, 1994 ⁽²⁴⁾

5572: ⁽²⁵⁾

. 1208 : ⁽²⁶⁾

. 57 : ⁽²⁷⁾

(Graham , 1974:91)

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(Pollitt, 1996 : 83)

(Pollitt, 1994:83)

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(Pollitt, 1996:82-83)

(Kickert , 1996)

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(Hope, 1985 : 2)

(Dwivedi, 1987: 47)

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. (Strait , 1995 : 12-13)

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 . (404-403/4:)

. (Newsweek , 17/3/1997)

.(The Economist, 22/3/97)

: (Hope , 1985 : 2-4)

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.6931 : (68)

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(Mauro, 1995)

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.6902 : (70)
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(Max Weber)

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. (Hope, 1985 :3)

(Dwivedi,1987: 37-38; Ancechiarica and Jacobs, 1994:468)

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. (FEER,27/3/97)

: (Cooper,1994:15)

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.(Cooper, 1994:176)

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: (World Bank , 1996:2)

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(Thompson, 1985:555)

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. (Roher, 1991:287)

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. (Roher, 1991:293-294)

. (Strait, 995:8)

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(Cadbury, 1987:70)

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(Al-Tawail, 1985 :13-20)

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(United Nations, 1990:56-69)

. (Hope, 1985:3)

.(Money Penny, 1953)

. (Braibanti, 1962:365-366)

(94 :1990)

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. (United Nations, 1965)

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(Whistle-blowing)

.(Seymor,1988:103-109)

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.(Newsweek,1997:59)

. (Hetzner and Schmidt,1986:450-455)

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.(Hetzner and Schmidt, 1986 :450)

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Malaysian Civil Service, 1992 , Clients Charter⁽⁸⁴⁾
. 242: 1996⁽⁸⁵⁾

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.(Olowu, 1984:456)

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.(Graham,1974:91)

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. 170 : (86)

. (Iuoma,1989 :1415)

. (Hetzner and Schmidt, 1986 :437-438)

. (Byrne, 1992)

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(Iuoma, 1989:63)

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(Stowe, 1992:65)

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(Rose-Ackerman,1996:66-70)

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(Caiden and Caiden , 1977)

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Rumpere

. (Tanzi,1995:24)

. (Rose-Ackerman,1978:214-216)

(Scott,1979:29-31)

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(Riggs,1964)

(United Nations, 1990)

.(United Nations, 1990)

(Gould and Amaro-Reyes,1983)

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. (Alfiler,1986:65-66)

(Tanzi,1995:25-26)

(Rose-Akerman,1996)

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(Caiden,1991:491)

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(Tanzi,1995:26)

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New York

(Osborne and Gaebler, 1992:)
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. (Osborne and Gaebler, 1992 :127)

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. (Ethics as Behavior Control)

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(Stowe, 1992)

1982 (Financial Management Initiative)

. (Jackson , 1988)

. (Tanzi , 1995:26)

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(United Nations, 1990)

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(Anechiarica and Jacobs, 1994:468-470)

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. (Accountability)

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(Cadbury, 1987 : 71)

. (Braibanti,1962:371)

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(Hetzner and Schmidt, 1986:450)

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(Cadbury , 1987:72-73)

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(Rohr, 1978)

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(Strait , 1995:7)

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(Hope,1985:3-4)

(Werner , 1983:149-150)

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(Citizen Charter)

. (Pollitt, 1996: 83-84)

(Caiden , 1991:491-492)

(Schachter, 1995: 535-536)

.(Dwivedi, 1987:30-31)

. (Osborne and Gaebler, 1992)

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. (Financial Times, 10/4/1997)

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Kefauver, Fullbright and Douglas

(Braibanti , 1962:362-367)

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.(UNDP, 1993: 75)

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(Poister and Streib , 1995:48)

(Berry , 1994: 327-328)

. (Mascarenhas, 1993:325-326) (Chevallier, 1996: 72-74)

. (Wilenski, 1986)

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(Chevallier,1996: 67-68)

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Reference : Annual Report of Quebec Ombudsman, 1992-93.

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