

Majlis Dialog Perdana Perkhidmatan Awam

by

Senator Dato' Sri Idris Jala on **"GTP/ETP Progress"**

and

Prime Minister YAB Dato' Sri Mohd Najib Tun Razak

9 July 2012

Putrajaya International Conference Centre, Putrajaya

About the Majlis Dialog Perdana Perkhidmatan Awam:

The Majlis Dialog Perdana Perkhidmatan Awam is a joint initiative between Razak School of Government (RSOG) and the Jabatan Perkhidmatan Awam (JPA) to establish an interactive dialogue between the Prime Minister YAB Dato' Sri Mohd Najib Tun Razak and senior civil servants. It was a valuable opportunity for senior civil servants to understand in depth about the government's transformation agenda in order to better function in their respective ministries and agencies.

The first part of this event was a progress report by Dato' Sri Idris Jala on the Government Transformation Programme (GTP) and Economic Transformation Programme (ETP) under PEMANDU.

The second part of this event was an opportunity to listen and share views between members of the civil service and the Prime Minister. The session focused on collective ownership, challenges faced in highly competitive environment and demanding public, and the need to rebalance institutions in addressing those challenges.

Summary:

Since 2009, PEMANDU has been at the forefront of Malaysia's transformation agenda through its GTP and ETP reforms. Dato' Sri Idris Jala as the minister in charge of PEMANDU presented the three-year results of PEMANDU and introduced the next wave of reforms to accelerate the Malaysian transformation agenda for 2020.

Within the transformation framework, PEMANDU has focused on the important National Key Results Area (NKRA) to boost the living standards of Malaysians giving equal importance in both urban and rural areas. The idea is that Malaysia as a united country will have to help each other to achieve a common goal. National priority is to put people first focusing on national issues.

To date PEMANDU not only has delivered significant results but it has also exceeded many of its targets. Although statistics may show meaningful success in their efforts however the main challenge lies in changing public perception. In doing so, PEMANDU has embraced

technology, creativity and innovation. Public relations have been improved to not only be informative but also gain public participation and ideas.

Now, PEMANDU is embarking on GTP 2.0 which will be the continuity of their efforts to date. It hopes develop a knowledge sharing platform to encourage more cooperation between the government and public.

Further information on PEMANDU's initiatives can be found at <http://www.pemandu.gov.my>

The nation's development and progress strongly hinges on the strength of public service and its delivery system. To date, Malaysia's growth has progressed significantly - recording highest ever private investment in the last 10 years and becoming the 18th country in the World Bank Doing Business 2012 ranking, among others. However, despite all these achievements, there are numerous challenges that lie ahead.

At the backdrop of challenging times and competitive external environment, the public are now growing to be more demanding. The public are also setting high expectations in ensuring efficient and effective service delivery. In withstanding these challenges, there is a need for the public service to think outside the box and come up with practical and applicable creative and innovative ideas to meet these expectations.

Understandably, divisions exist, as Malaysia is a complex and challenging society. This requires adjusting and realigning expectations, perceptions and reality. An example given was the Blue Ocean Strategy (BOS) initiative – the urban transformation centre in Melaka. The spirit of BOS has breached the mentality of working in silo and it has improved the ways of working between agencies, ministries, and different levels of government.

Moving forward, focus on deliverables should be on the outcomes, not merely on outputs. Each programmes and implementation plan has to be designed to suit local needs, without compromising on the overarching aim and outcomes. This requires strong commitment and desire to serve by the members of civil service, along with understanding the needs of the people on the ground.

About the Speakers:

Dato' Sri Idris Jala is currently a Minister without Portfolio in the Prime Minister's Department and chief executive officer of the Performance Management and Delivery Unit (PEMANDU). He is a Senator in the Dewan Negara, upper house of parliament. Before joining the government, Dato' Sri Idris Jala led Malaysia's national carrier, Malaysia Airline Systems (MAS), which he remarkably brought back to profitability. His corporate career started way back in 1982 when he joined SHELL Malaysia and have held key position within the corporation.

Dato' Sri Mohd Najib, the eldest son of the second Prime Minister, Tun Abdul Razak Hussein, was appointed as Malaysia's sixth Prime Minister on 3 April 2009. Under his premiership, the nation has embarked on a journey of transformation within Malaysia's multi-racial, multi-religious context. The cornerstone is his 1Malaysia initiative, which emphasises

national unity. Dato' Sri Najib has also launched the Government Transformation Programme to improve the quality of public services, increase efficiency and make the government more transparent. The programme sets key performance indicators to measure the performance of officials and agencies and national key result areas to define goals for specific areas of public policy. To drive the nation forward, Dato' Sri Najib introduced the New Economic Model with reforms to create a business environment conducive to economic growth, development and investment. Dato' Sri Najib is also the patron of Razak School of Government.

Contact:

To get more information on this event, you can contact us via email at programmes@rsog.com.my

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