

KSU VISION SESSION

When : 19 October 2012
Where : Razak School of Government
Who : Dato' Seri Zainal Rahim Seman, Secretary General, Ministry of Human Resources

Summary

Dato's Seri Zainal Rahim bin Seman gave a presentation on 'Reinventing Your Leadership Skills' through progressive and forward-thinking models of leadership. He also made reference from his personal experience as a senior public servant who has served the government for more than 25 years. His insightful presentation emphasised on the power of influence and building relationships within the organisation. His presentation was in fact a working plan which he has put in place within the Ministry of Human Resources in order to meet the transformation agenda of the nation. He recognises that times have changed and new approaches are needed to constantly improve the public sector.

As a former state secretary, Dato' Seri Zainal Rahim shared his experience and challenges of being a senior public servant during a government change. He spoke about preserving integrity while negotiating with the government of the day to come up with the best solution to better serve the public. As the sitting Secretary General, Dato' Seri Zainal Rahim gave advice on the best ways to bring solutions to the table rather than creating more problems for the organisation. One of the first changes which he brought to the ministry was to close the hierarchal gap within the organisation. He defines his style of leadership as a participative and democratic one. This has helped to strengthen teamwork and encouraged better communication at all levels. Dato' Seri Zainal Rahim also encouraged public servants to be innovative, creative and self-motivated to further improve themselves and their service delivery.

The focus of the session with Dato' Seri Zainal Rahim was his enthusiastic communication with the participants who participated in Q&A discussion. Dato' Seri Zainal Rahim proved that he was true to his convictions as he spent most the session answering the queries, complaints and comments that were raised.

Questions, Complaints & Comments Raised

- 1 Malaysia's ranking had drastically dropped in the WEF Competitiveness Ranking. What was the reason and how could we improve ourselves?
- 2 You spoke about a non-hierarchical organisation but what the public faces in reality is a very bureaucratic service at the bottom level. How can this be changed?
- 3 From experience, top managements are more open to policy changes and service improvements; however, this mentality is not shared with the rest of the staff.
- 4 Although the government has embarked to seriously fight corruption, negative public perception still lingers. How can that be changed?
- 5 The Ministry of Human Resources is responsible for skills training to empower participation in the job market especially among women. However, other ministries, mainly the KPWKM don't seem to recognise MoHR certifications and instead impose their own standards, training and certification. How can this discrepancy in accreditation between the ministries be resolved?
- 6 The private sector needs to constantly be innovative and creative to keep up with changing times. Could the public sector under the MoHR have training programmes with the private sector to encourage cross-sector working culture?

Contact

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