

# **RSOG Seminar Series on Public Service Transformation in Malaysia**

## **“Overcoming Public Service Dilemmas”**

with

**YM. Tunku Abdul Aziz Tunku Ibrahim**  
Co-Founder, Transparency International-Malaysia & Former Senator

**When** : 26 November 2012  
**Where** : Razak School of Government  
**Who** : YM. Tunku Abdul Aziz Tunku Ibrahim

### **About the Seminar**

Public service is the backbone of a country in its move towards attaining sustainable development. The role of a government has been about elimination of corruption, improvement of efficiency, and enhancement of service delivery in pursuit of public interest. As a national institution entrusted with the responsibility of realizing national goals, public services are firmly committed to the establishment of a quality administration. However, as Malaysia embraces the rapid development and globalization, there are underlying issues affecting the public service that needs to be addressed including the quality of management and efficiency in service delivery to the public.

This seminar was a platform for public service practitioners and civil society to engage in a discourse on creating a more efficient public service. The current challenge for the public service in Malaysia is that it has to increase efficiency to serve the public's interest, who is the main recipient of the system.

### **Summary**

Tunku Abdul Aziz outlined several issues affecting the public service. The first issue was on the political interference in public service duties. Public servants should perform their tasks without any political interference to ensure transparency and accountability in the public service. He noted that this was evident in the early decades post-independence but has diminished somewhat over the last 2 decades.

Second, he emphasized the importance of integrity and ethical standards, as an integral part of public servants duties and responsibilities because they are serving the public and thus must protect the public interest and not self interests.

Third, he stressed on the need to adhere to the principle of leading by example. The top management of the public service, as leaders, are looked up upon by other public servants for guidance and strength. It is demanded of them to set an exemplary ethical behaviour. By adapting ethics into leadership style, public service leaders would be able to influence subordinates to follow in their footsteps.

Tunku Abdul Aziz's presentation was made engaging with the examples of incidents from his own experience with regards to the issue of integrity in public service in Malaysia and abroad.

As a conclusion, Tunku Abdul Aziz imparted his wisdom that the Malaysian public service is the oldest great heritage of service in the matters of public interest. Public servants must understand his or her motivation to be in the service as he or she is responsible not just for the progress but the reputation of our country. It is imperative for public servants to possess strong determination to uphold the dignity of the public service and to empower oneself with the concept of self worth.

#### **Issues Raised:**

- 1 Leadership by example should be embedded and practised in the public service as an entity that represents integrity, transparency, accountability and non-partisan.
- 2 The core foundation of the public service in Malaysia is to serve the public interest.
- 3 Leadership and ethics are concepts that are in tandem with each other as ethics is an important aspect that determine the credibility of a person especially top level management in the public service.
- 4 Integrity is a value that should be uphold by public servants to ensure quality service to the public.

#### **About The Speaker**

YM. Tunku Abdul Aziz Tunku Ibrahim is a former Senator, corporate figure and activist. He co-founded the Malaysian Chapter of Transparency International. Tunku Abdul Aziz has also held numerous other roles in the worldwide anti-corruption movement, most prominently as vice-chairman of the Board of Directors of Transparency International. He has played a wide role in fighting **corruption** and promoting good governance in the Asia region (including corporate governance), serving as a member of the **World Bank High Level Advisory Group on Anti-Corruption in the East Asia and Pacific Region**,

the Asia Pacific Advisory Panel on Good Urban Governance, the Board of the International Institute of Public Ethics and the United Nations Development Programme Advisory Panel for the 2002 Human Development Report. Tunku Abdul Aziz also served as special advisor to the Secretary General of the United Nations, Kofi Annan in New York from February 2006 to January 2007. During his tenure, he set up the UN Ethics Office. As a former politician and Senator, he has vast knowledge and experience to offer a critical insight on the current challenges and needs of the Malaysian public service.

**Contact:**

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