

RSOG Dinner Talk

“Dialogue and Leadership in the Public Service ”

with

YBhg. Dato’ Farizan Darus
State Secretary of Penang

When : 9 September 2014
Where : Golden Sands Resort, Penang
Speakers : YBhg. Dato’ Farizan Darus

About The Talk

The Dinner Talk on Dialogue and Leadership in the public service was organized by Razak School of Government as part of the knowledge sharing platform for the 2nd Module of the SLP: Dialogue Leadership programme which was held in Penang. As a civil servant working in the public service for more than 20 years, Dato’ Farizan has a wealth of experience and knowledge to share with the participants. Among the issues discussed during the talk include leadership, local council management, work culture in the public service and engagement with stakeholders.

Summary

Dato’ Farizan began the talk by speaking briefly about his background in the public service. He concurred that there are many challenges to administer a state and meet the expectations of the increasingly educated and demanding society. He added that dialogue is an important mechanism to delegate tasks to the subordinates, engage with the public and stakeholders and discuss issues with the superiors. He also mentioned that dialogue will enable us to understand the other party better to find a common understanding and resolve an issue. He reminded us that we should suspend our assumption and it is not necessary for us to prepare talking points before we converse with a person. A dialogue should be done in a calm and friendly manner with facts to give depth to the conversation and to avoid any unnecessary prejudice or preconceived ideas.

He advised the participants who comprised of middle and upper level managers to appreciate the responsibility entrusted to them and strive to work harder to deliver better and efficient service to the people. Dialogue is a versatile tool as different methods can be used to achieve different objectives. He reiterated that the civil servants should serve the public well with their determination, hard work and commitment.

He noted that sometimes politicians may issue statements regarding policies to gain cheap publicity and popularity among the public. However, it is the responsibility of the civil servants to remain firmly grounded and make decisions based on facts and for the betterment of the people. Based on his experience, he said that it is important to separate between politics and administration of the government. He added that there should be a certain level of professionalism when a civil servant is discharging his/her duties in their respective organization.

He concluded the talk by reaffirming the importance of civil servants to continuously engage with the various stakeholders especially the rakyat as a basis for efficient service delivery. Dialoguing is one of the ways of doing so and the various concepts and methodology learnt from the workshop will be useful for the participants to apply in their respective organization.

Issues Raised:

1. Civil servants should be driven by vision and mission to transform their respective organization for optimal outcome and efficient service delivery.
2. When we dialogue with someone, it is important to reflect on what we are speaking on and what we should not feel shy to ask questions to gain further understanding of a subject matter.
3. Dialogue is not just a communication tool but also a versatile mechanism as it has different purpose such as to disseminate and exchange information, communicate with other parties, avoid misunderstanding and inspiring others.

Question and Answer

1. Dato', is there any different between dialogue and townhall session?

Different methods can be used for different outcomes. Townhall meetings are confined as most people give their input without engaging in a dialogue. Some people may consider it as a convenient way to get ideas from the stakeholders. Dialogue is more of a two-way communication for both parties

to exchange ideas. Hence, it is best for us to prioritize the issues such as identifying key issues and engage in a dialogue for optimal outcome.

2. Dato', in there a need to engage in dialogue for every issue?

Time is a critical factor and some cultures like totalk/dialogue compared to other cultures. However, it is best to dialogue to resolve an issue and avoid any form of misunderstanding.

About the Speaker

Dato' Farizan is currently the State Secretary of Penang. He joined the public service in 1984. He held various positions in the service before being promoted as the State Secretary of Penang. He has held this position since 2011.

Contact

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