

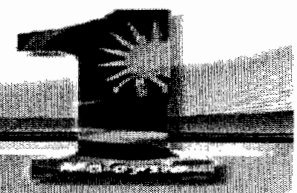
SIRI SYARAHAN NO 2
PROFESOR ADJUNG UUM

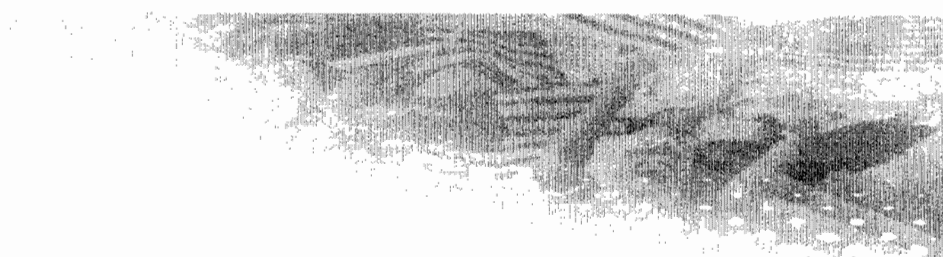
Public Sector Delivery System :
OUTCOME – BASED
IMPERATIVE

SUNDAY • 7 FEBRUARY 2010
:: UNIVERSITI UTARA MALAYSIA, SINTOK ::



Rakyat Didahulukan,
Pencapaian Diutamakan





SESSION 1

MODEL

SESSION 2

OUTPUT/ OUTCOME

SESSION 3

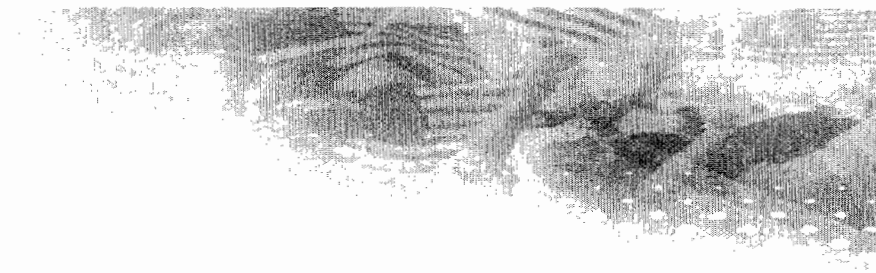
ENABLERS

SESSION 4

DRIVERS

**Rakyat Didahulukan,
Pencapaian Diutamakan**





Vision 2020

:: *"The Way Forward"* – Malaysian Business Council ::

Y.A.Bhg. Tun Dr. Mahathir Mohamad, Kuala Lumpur, 28 Februari 1991



**Rakyat Didahulukan,
Pencapaian Diutamakan**

Vision 2020

#1

Establishing a united Malaysian nation with a sense of common and shared destiny

#2

Creating a psychologically liberated, secure, and developed Malaysian Society with faith and confidence

#3

Fostering and developing a mature democratic society, practising a form of mature consensual, community-oriented Malaysian democracy

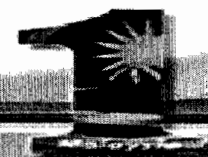
#4

Establishing a fully moral and ethical society, whose citizens are strong in religious and spiritual values and imbued with the highest of ethical standards

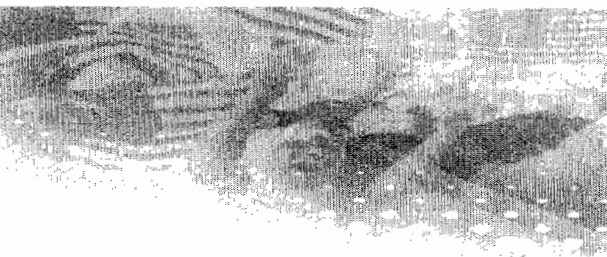
#5

Establishing a matured, liberal and tolerant society in which Malaysians of all colours and creeds are free to practise and profess their customs, cultures and religious beliefs

**Rakyat Didahulukan,
Pencapaian Diutamakan**



Vision 2020



#6

**Establishing a scientific and progressive society,
a society that is innovative and forward-looking**

#7

**Establishing a fully caring society and a caring culture,
a social system in which society will come before self**

#8

**Ensuring an economically just society in which there is
a fair and equitable distribution of the wealth of the nation**

#9

**Establishing a prosperous society, with an economy
that is fully competitive, dynamic, robust and resilient**



**Rakyat Didahulukan,
Pencapaian Diutamakan**

National Mission

Strengthening National Unity

**Rakyat Didahulukan,
Pencapaian Diutamakan**



National Mission

Strengthening National Unity

1

**To move the economy
up the value chain**

**Rakyat Didahulukan,
Pencapaian Diutamakan**

National Mission

Strengthening National Unity

```
graph TD; A[Strengthening National Unity] --> B[1 To move the economy up the value chain]; A --> C[2 To raise the capacity for knowledge and innovation and nurturing "First Class Mentality"]
```

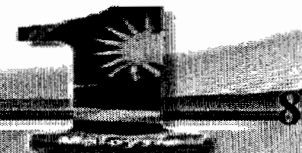
1

To move the economy
up the value chain

2

To raise the capacity
for knowledge and
innovation
and nurturing
"First Class Mentality"

**Rakyat Didahulukan,
Pencapaian Diutamakan**



National Mission

Strengthening National Unity

```
graph TD; A[Strengthening National Unity] --> B[1 To move the economy up the value chain]; A --> C[2 To raise the capacity for knowledge and innovation and nurturing "First Class Mentality"]; A --> D[3 To address persistent socio-economic inequalities constructively and productively];
```

1

To move the economy
up the value chain

2

To raise the capacity for
knowledge and innovation
and nurturing "First
Class Mentality"

3

To address
persistent
socio-economic
inequalities
constructively and
productively

**Rakyat Didahulukan,
Pencapaian Diutamakan**

National Mission

Strengthening National Unity

```
graph TD; A[Strengthening National Unity] --> B1[1. To move the economy up the value chain]; A --> B2[2. To raise the capacity for knowledge and innovation and nurturing 'First Class Mentality']; A --> B3[3. To address persistent socio-economic inequalities constructively and productively]; A --> B4[4. To improve the standard and sustainability of quality of life];
```

1

To move the economy
up the value chain

2

To raise the capacity for
knowledge and innovation
and nurturing "First
Class Mentality"

3

To address persistent
socio-economic
inequalities
constructively and
productively

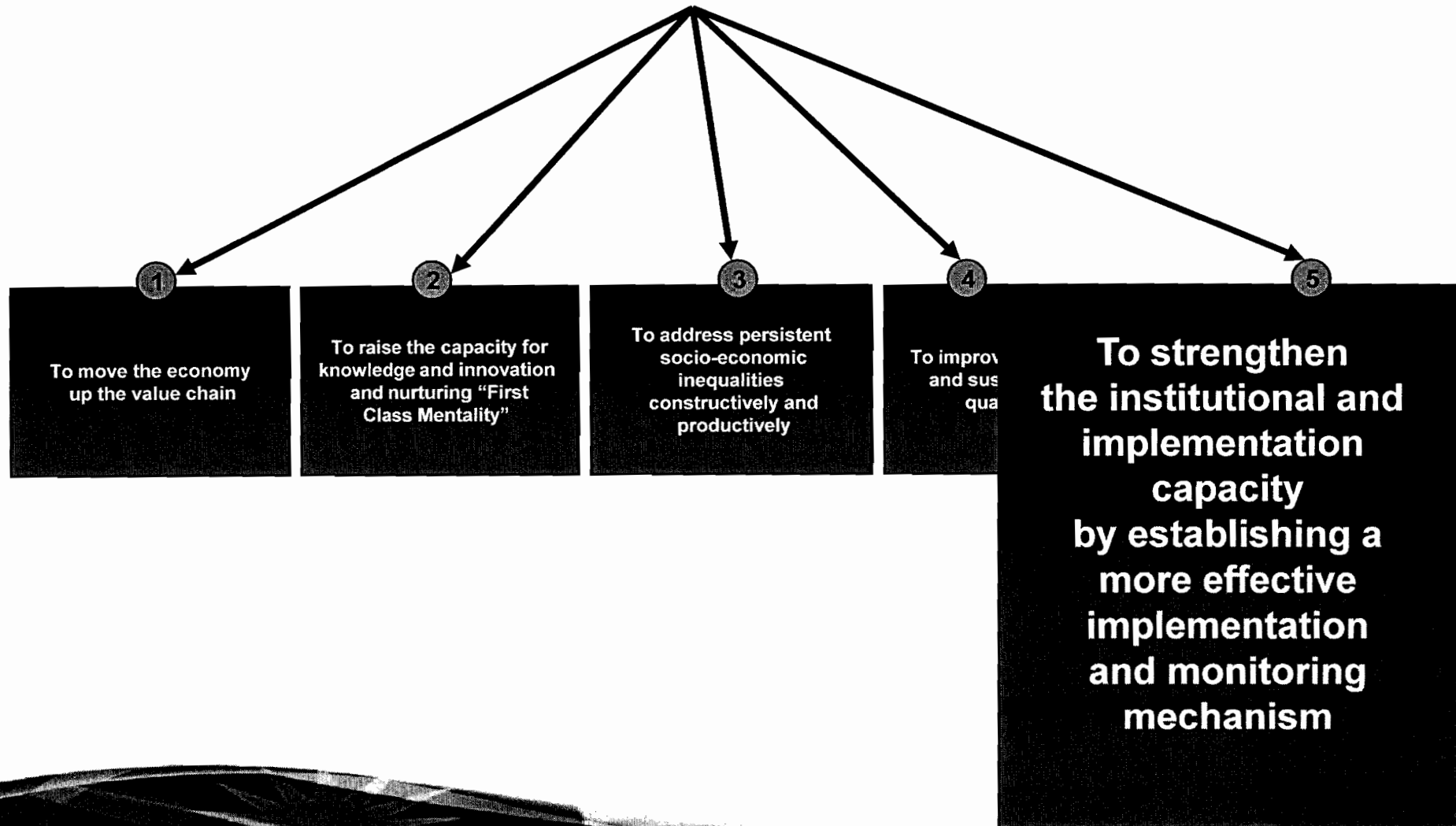
4

To improve the
standard
and sustainability
of quality of life

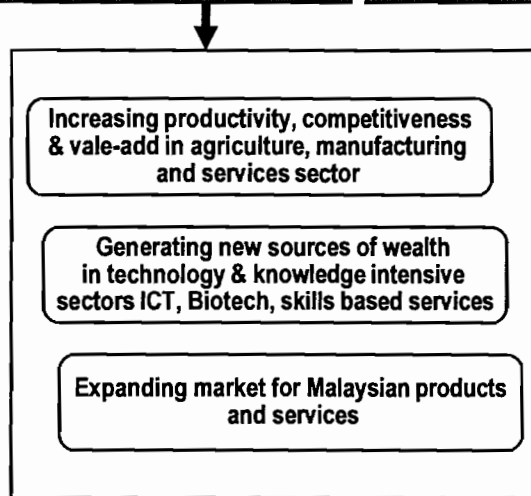
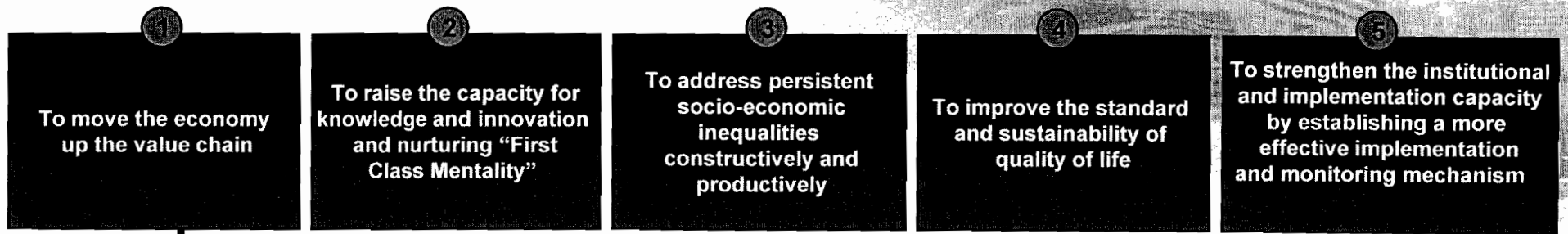
**Rakyat Didahulukan,
Pencapaian Diutamakan**

National Mission

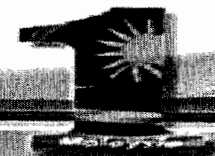
Strengthening National Unity

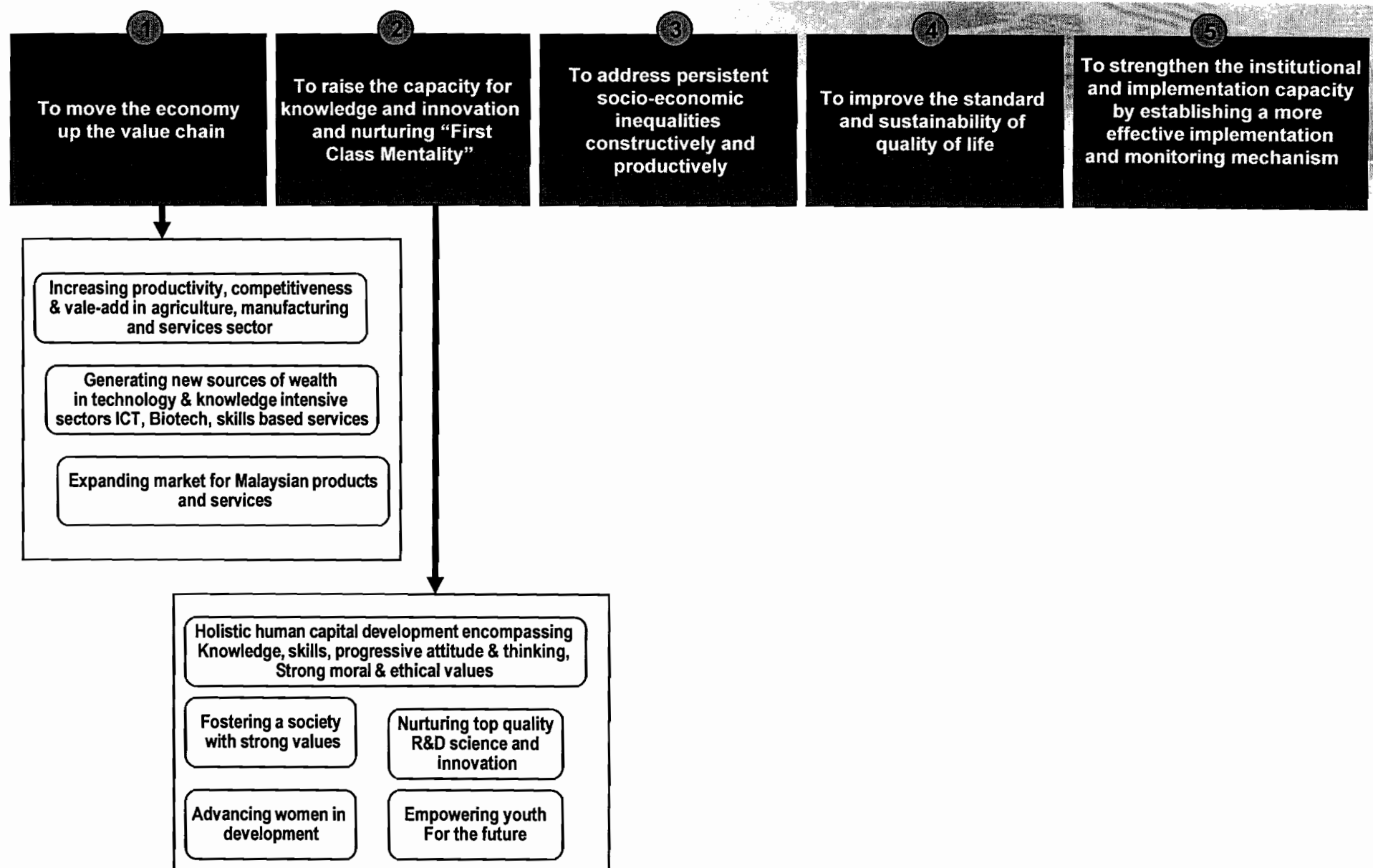


**Rakyat Didahulukan,
Pencapaian Diutamakan**



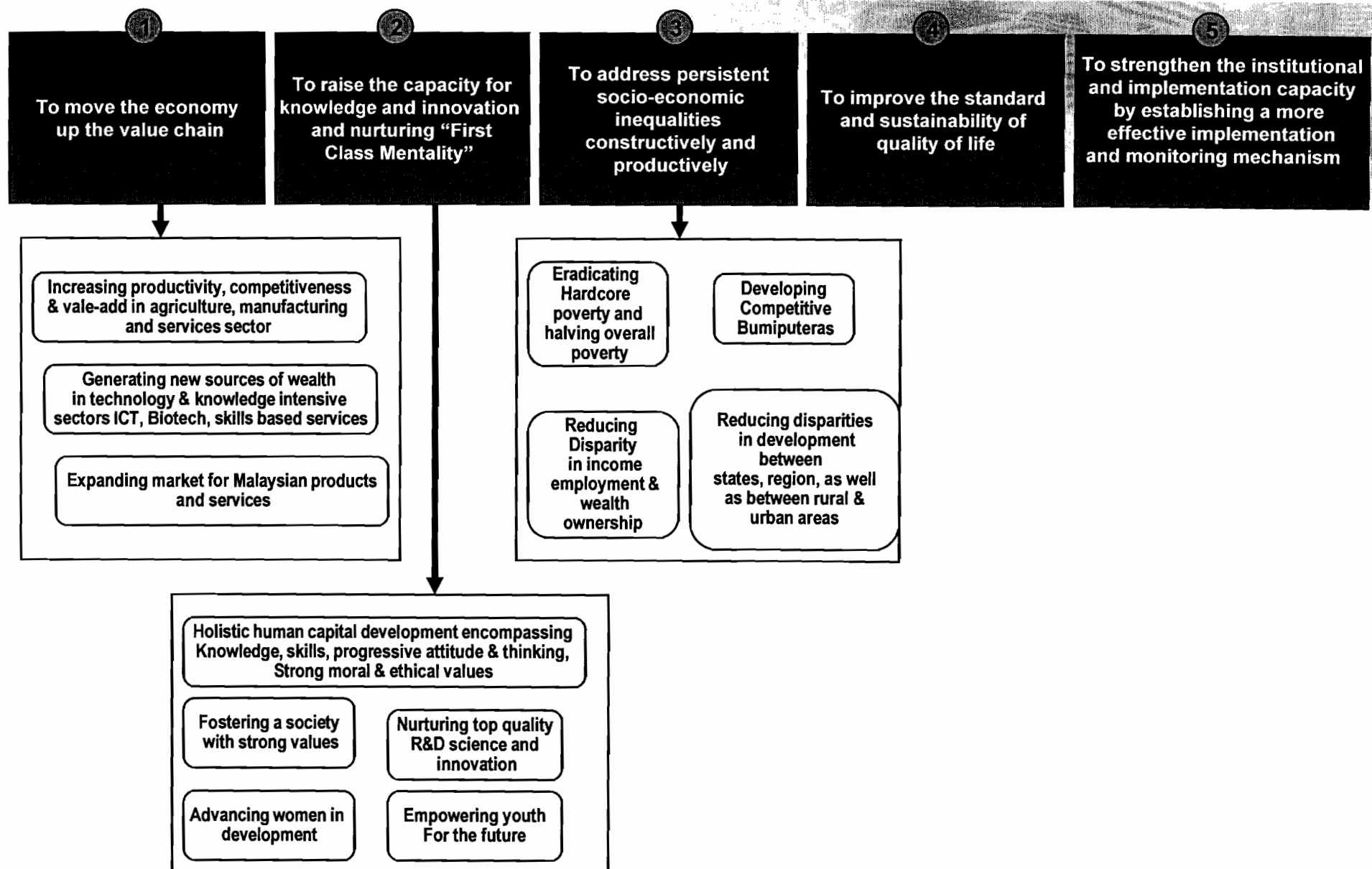
**Rakyat Didahulukan,
Pencapaian Diutamakan**



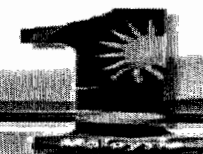


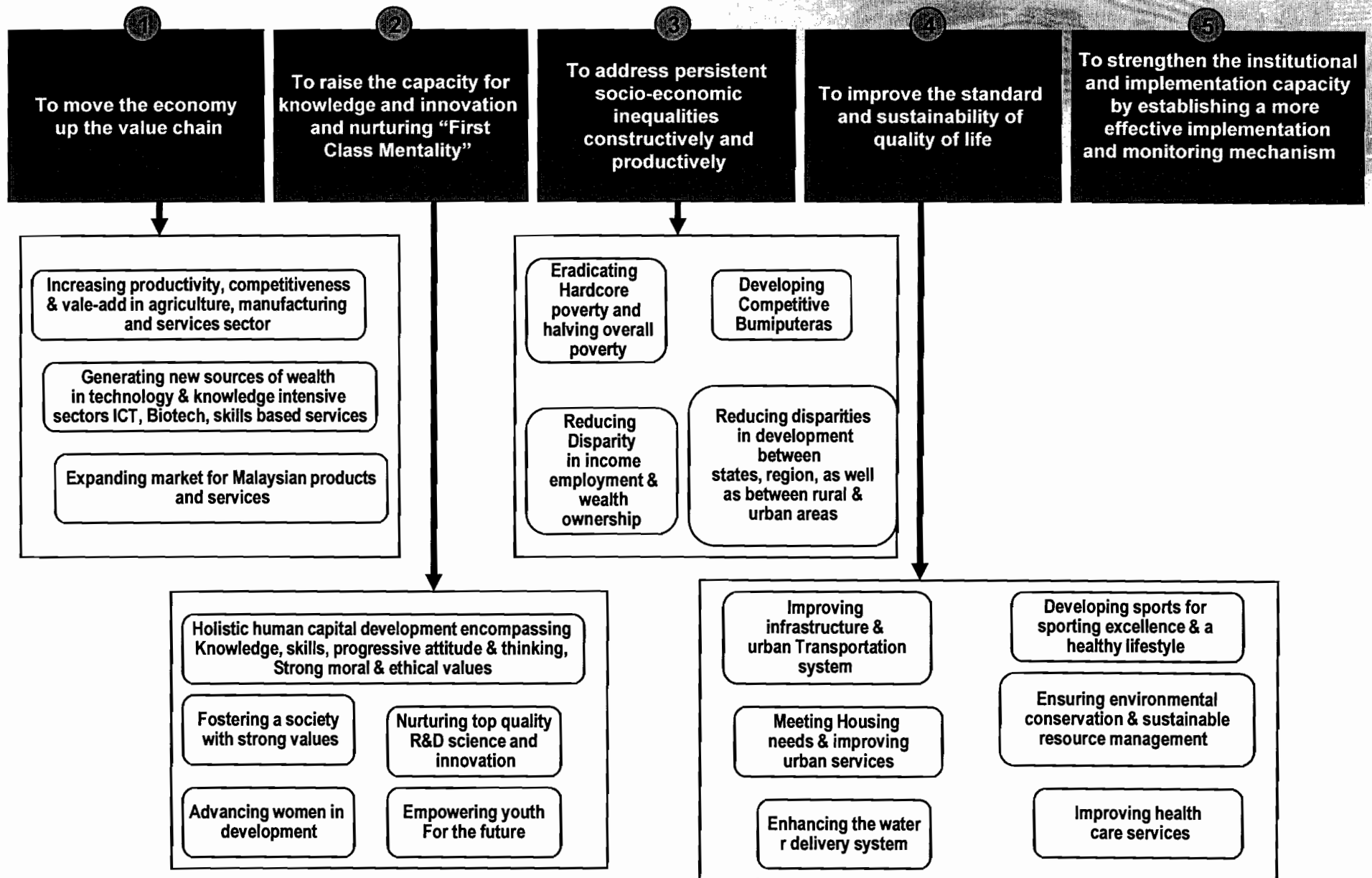
**Rakyat Didahulukan,
Pencapaian Diutamakan**





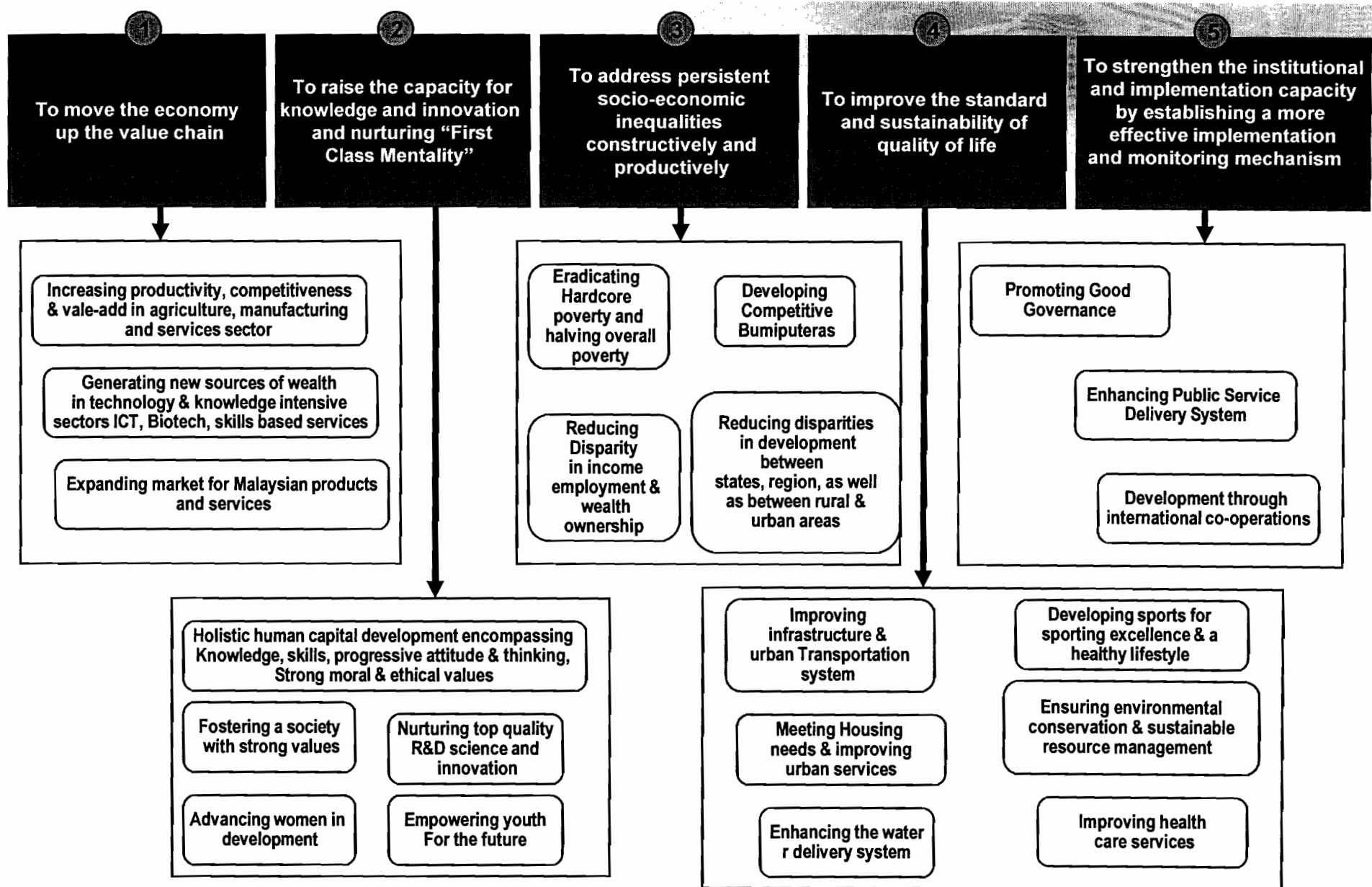
**Rakyat Didahulukan,
Pencapaian Diutamakan**



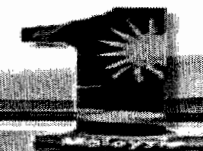


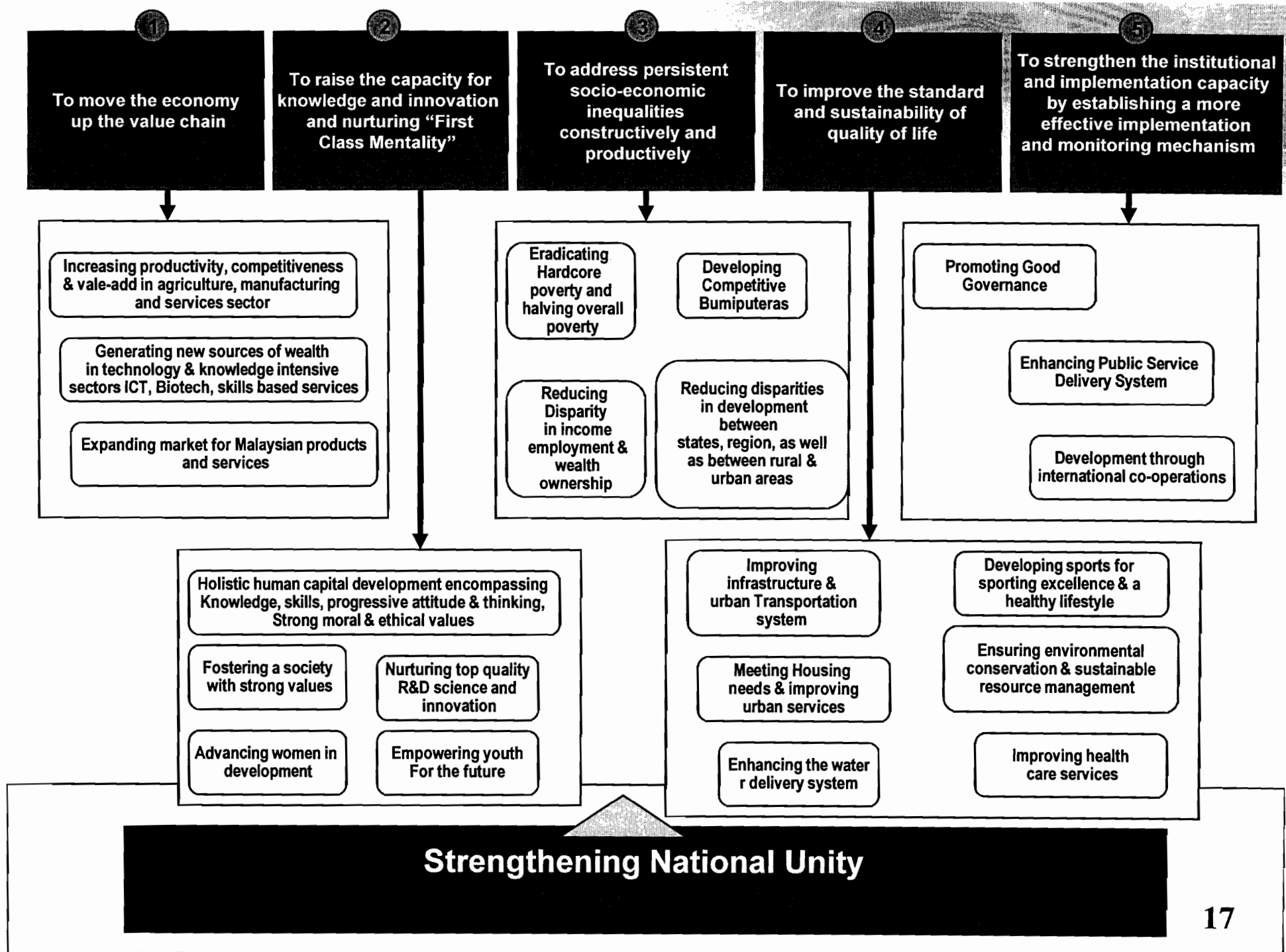
**Rakyat Didahulukan,
Pencapaian Diutamakan**

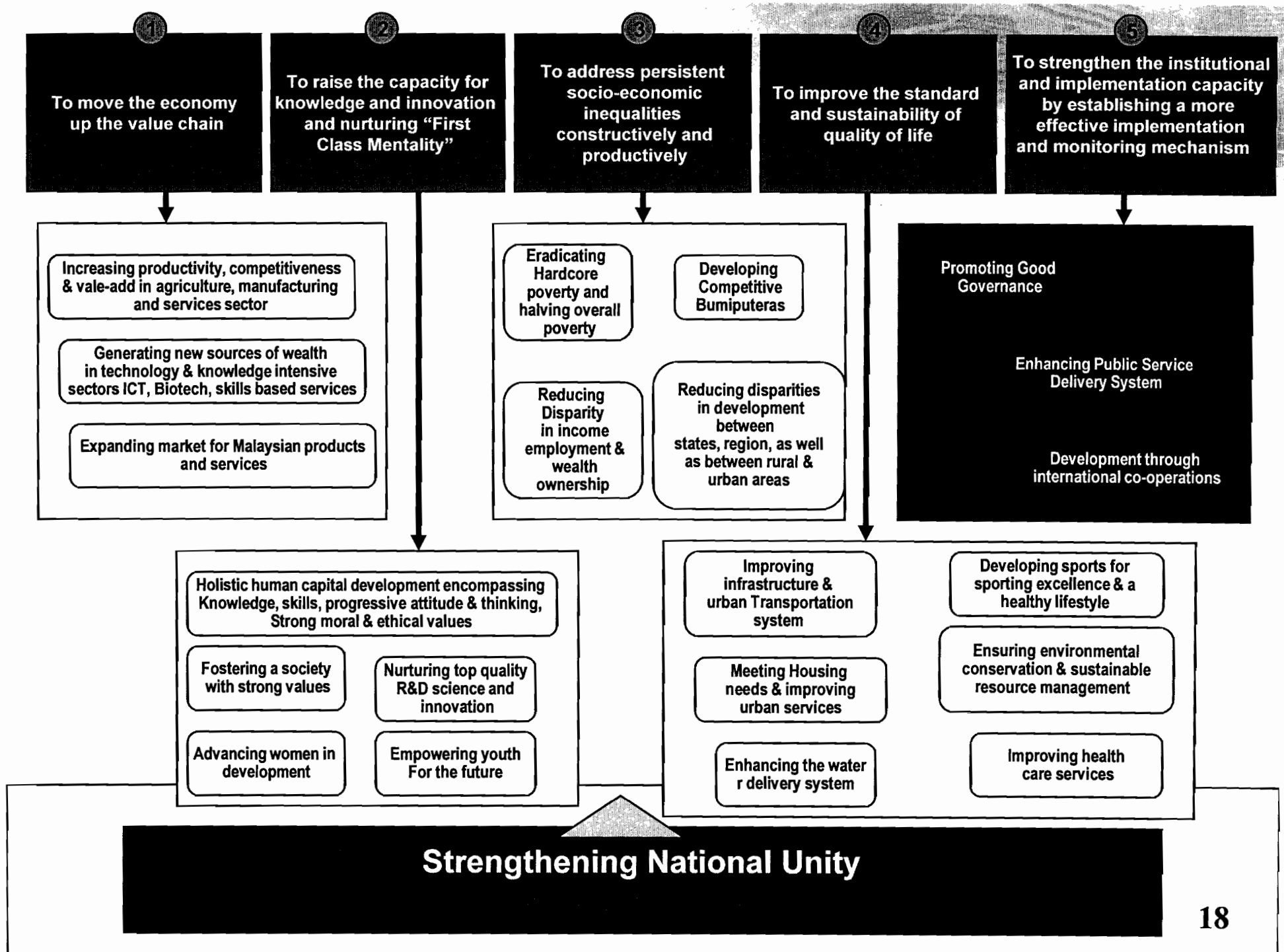




**Rakyat Didahulukan,
Pencapaian Diutamakan**







1

2

3

4

5

To move the economy
up the value chain

To raise the capacity for

To enhance innovation
and economic

To improve the standard

To strengthen the institutional
and implementation capacity
establishing a more
effective implementation
monitoring mechanism



Increasing productivity,
& value-add in agriculture
and services

Generating new sources
in technology & knowledge
sectors ICT, Biotech, sk

Expanding market for
and services

**Promoting Good
Governance**

**Enhancing Public Service
Delivery System**

**Development through
international co-operations**

Holistic
Knowledge

Foster
with

Supports for
excellence & a
lifestyle

Environmental
& sustainable
management

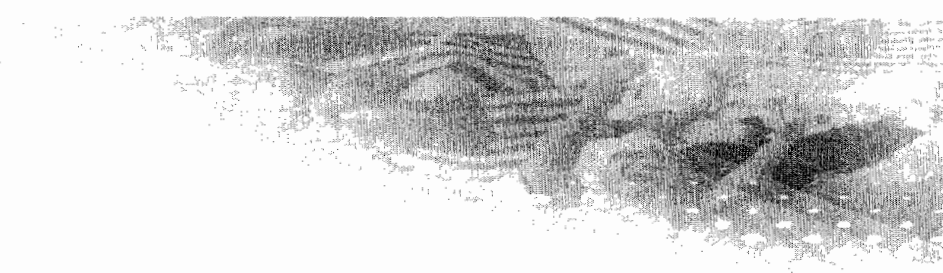
Advancing women in
development

Empowering youth
For the future

Enhancing the water
delivery system

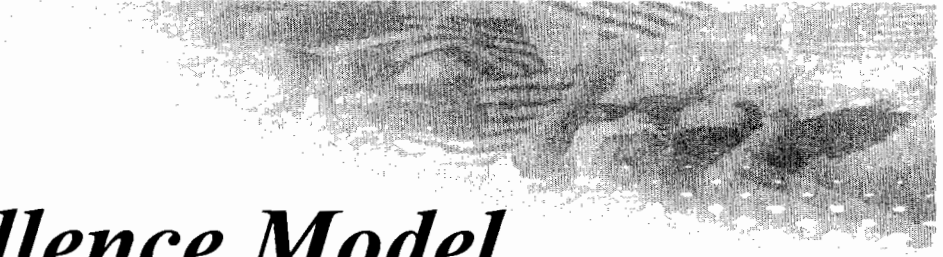
Improving health
care services

**Strengthening National Unity
Overriding Objective**

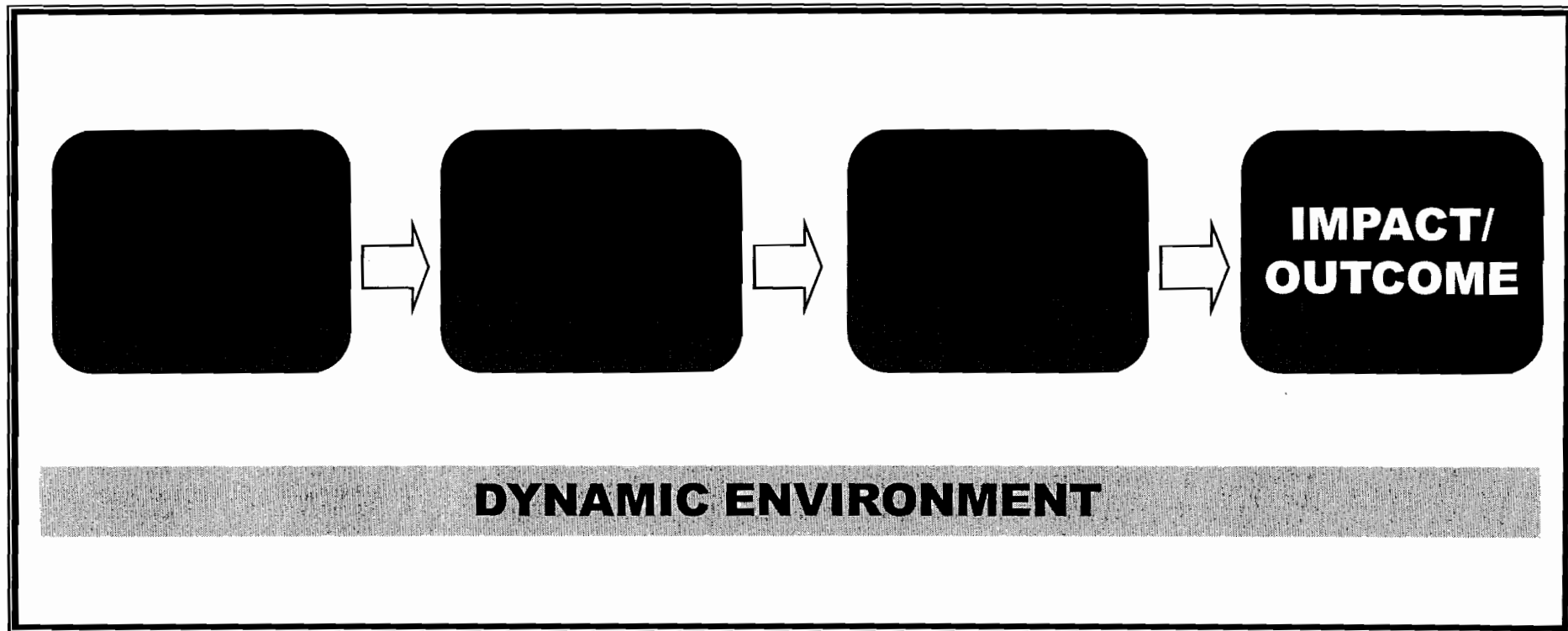

$$O_c = f(O_t, E, D) + \rho$$



**Rakyat Didahulukan,
Pencapaian Diutamakan**

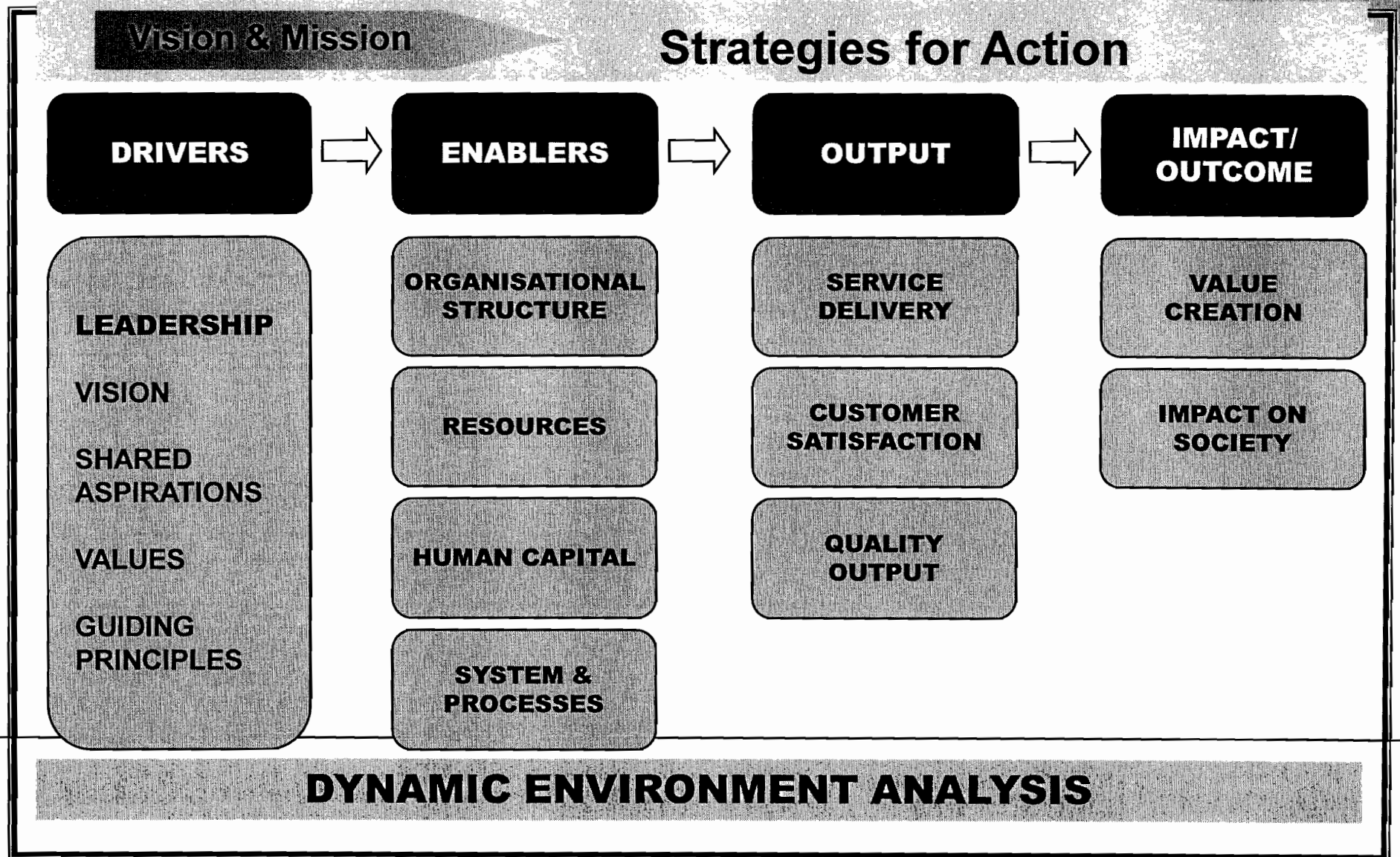


General Excellence Model

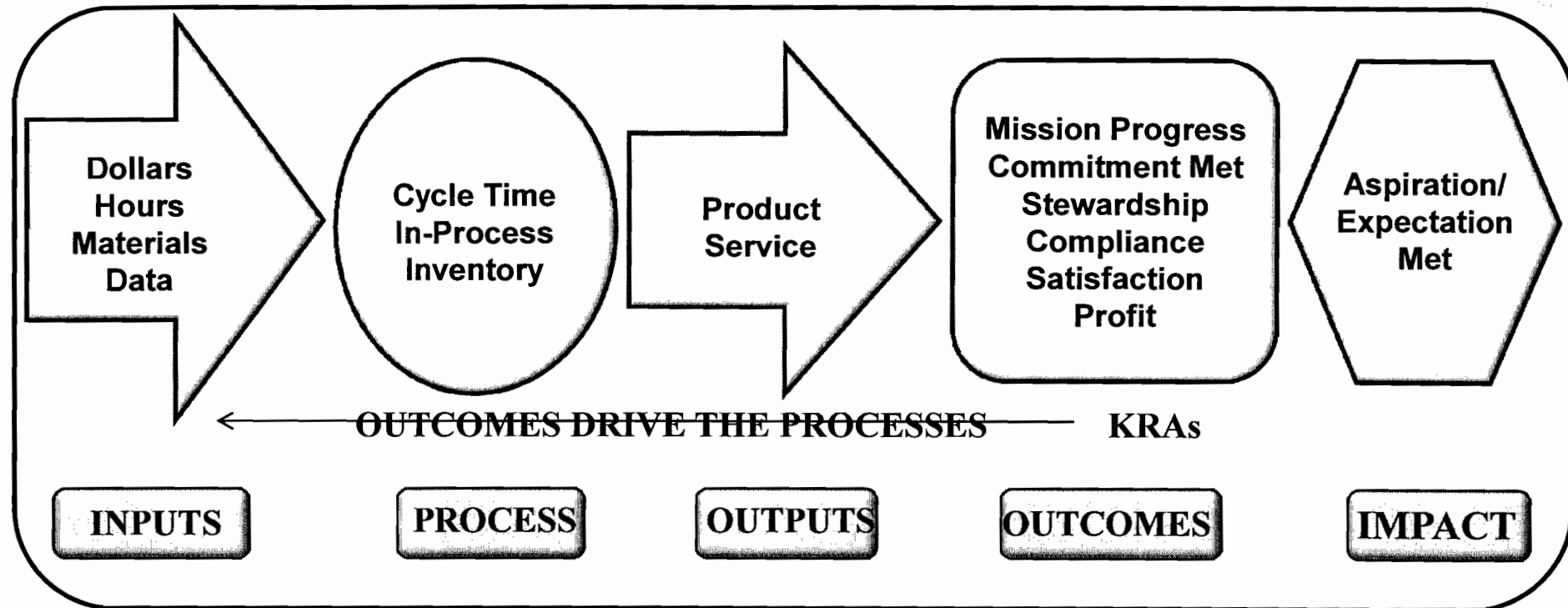


**Rakyat Didahulukan,
Pencapaian Diutamakan**

Public Sector Excellence



OUTCOME-BASED IMPERATIVE



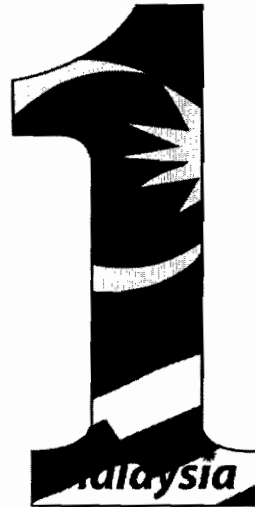
Delivering Outcomes & Impact

**Rakyat Didahulukan,
Pencapaian Diutamakan**

PREMIER ASPIRATION

**Leadership
Commitment**

Enablers



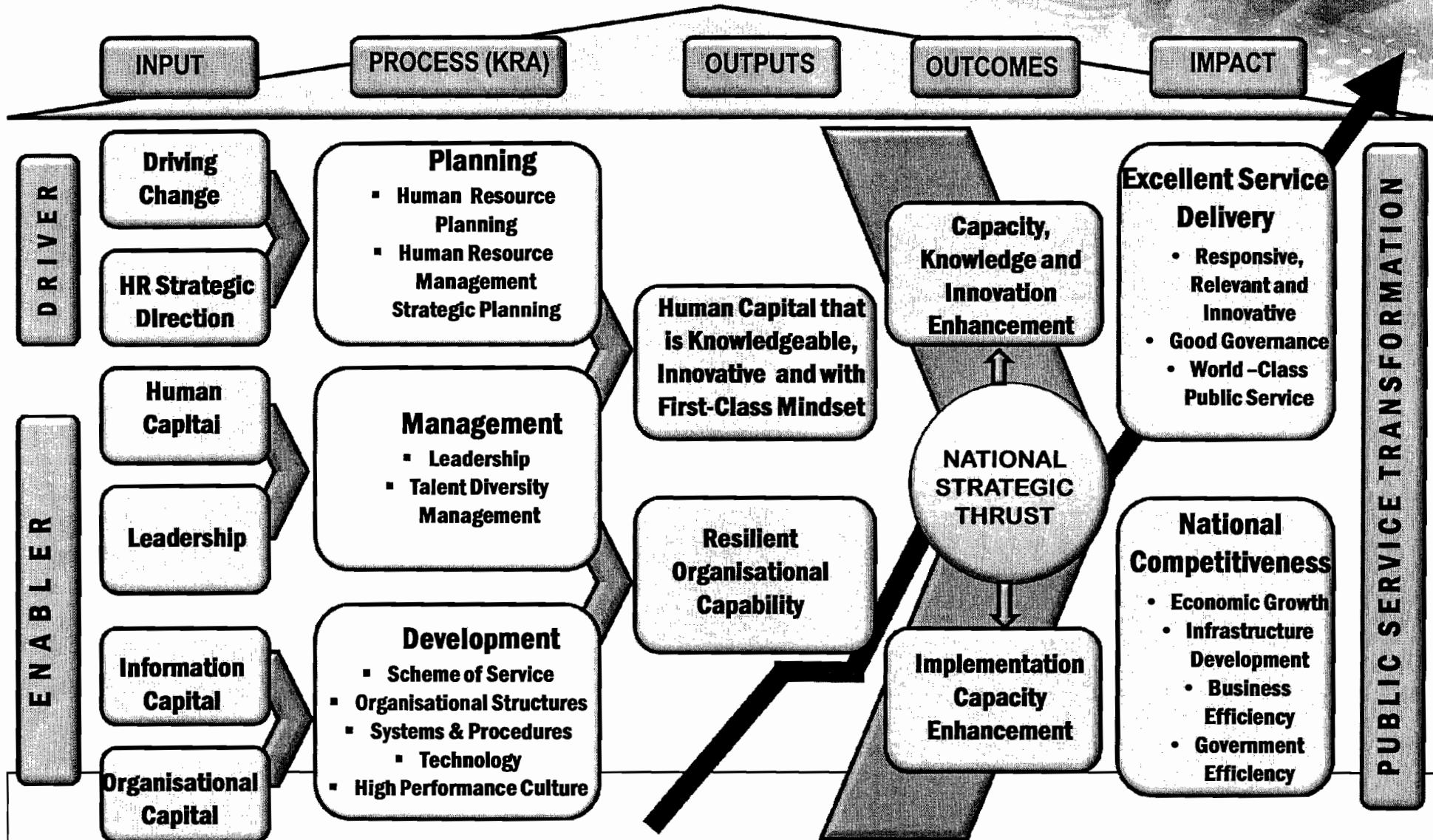
Consistency

**PUBLIC SECTOR
PARADIGM SHIFT**

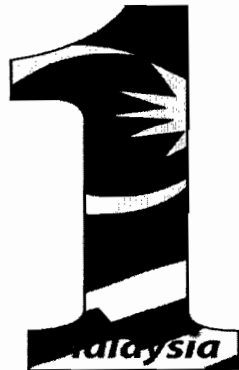
KPI

“PEOPLE FIRST, PERFORMANCE NOW”

“PEOPLE FIRST ¹ PERFORMANCE NOW”



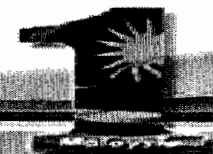
TRANSFORMING HUMAN CAPITAL, PROSPERING THE NATION

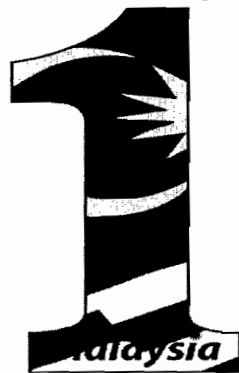


GOVERNMENT TRANSFORMATION PROGRAMME



**Rakyat Didahulukan,
Pencapaian Diutamakan**



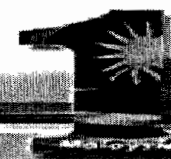


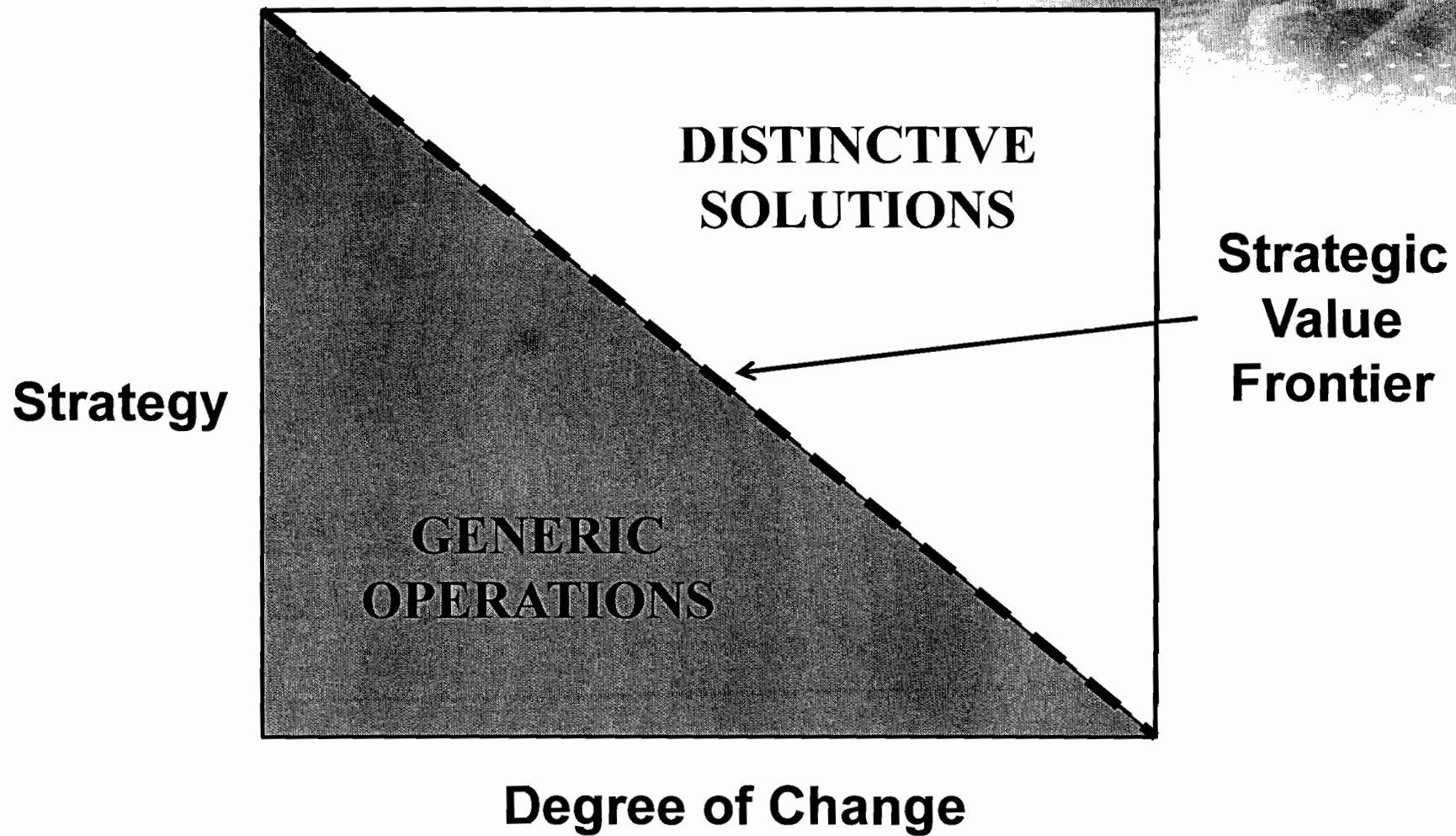
PROGRAM TRANSFORMASI KERAJAAN



PROGRAM
TRANSFORMASI
KERAJAAN

**Rakyat Didahulukan,
Pencapaian Diutamakan**

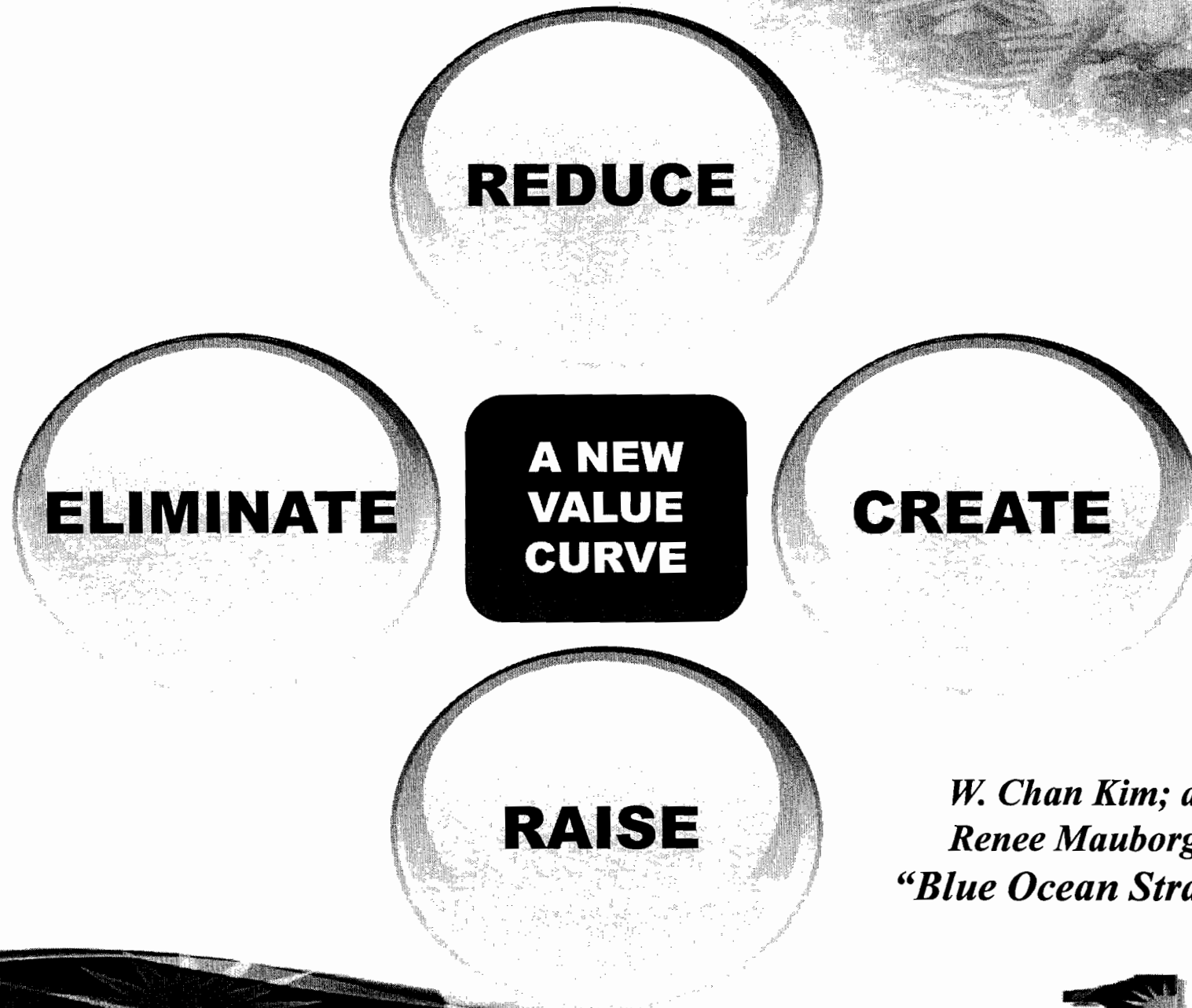




Andrew Rowsell-Jones
Gartner Executive Programs Worldwide

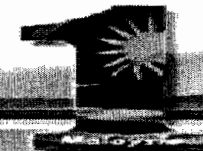
**Rakyat Didahulukan,
Pencapaian Diutamakan**





*W. Chan Kim; and
Renee Mauborgne
“Blue Ocean Strategy”*

**Rakyat Didahulukan,
Pencapaian Diutamakan**



Transformation engine

Transformation entails fundamental change in

- The way the organisation does its activities (doing)
- The character of the organisation (being)

To achieve big fast results

It operates
differently

**Doing
("action")**



It becomes
a totally different
organisation



The Spirit of 1Malaysia

Unity In Diversity
Government & Governance for All

PEOPLE FIRST

National Key Result Area (People's Wants & Needs)

**Widening Access to
Quality Education**

**Upgrade Urban
Public Transport**

Combat Corruption

Reduce Crime

**Upgrade Rural
Basic Infrastructure**

**Upgrade
Low Income Household**

KPIs Helps To Track Progress

All Student Master Reading,
Writing & Counting by Year 4

34 Sets of 4-Car Trains to
LRT Kelana Jaya by 2012

Eliminate Closed
Tender System

Reduce Street Crime
Rate by 20% by 2012

Built 1,500 km Rural Roads
in Sabah & Sarawak by 2012

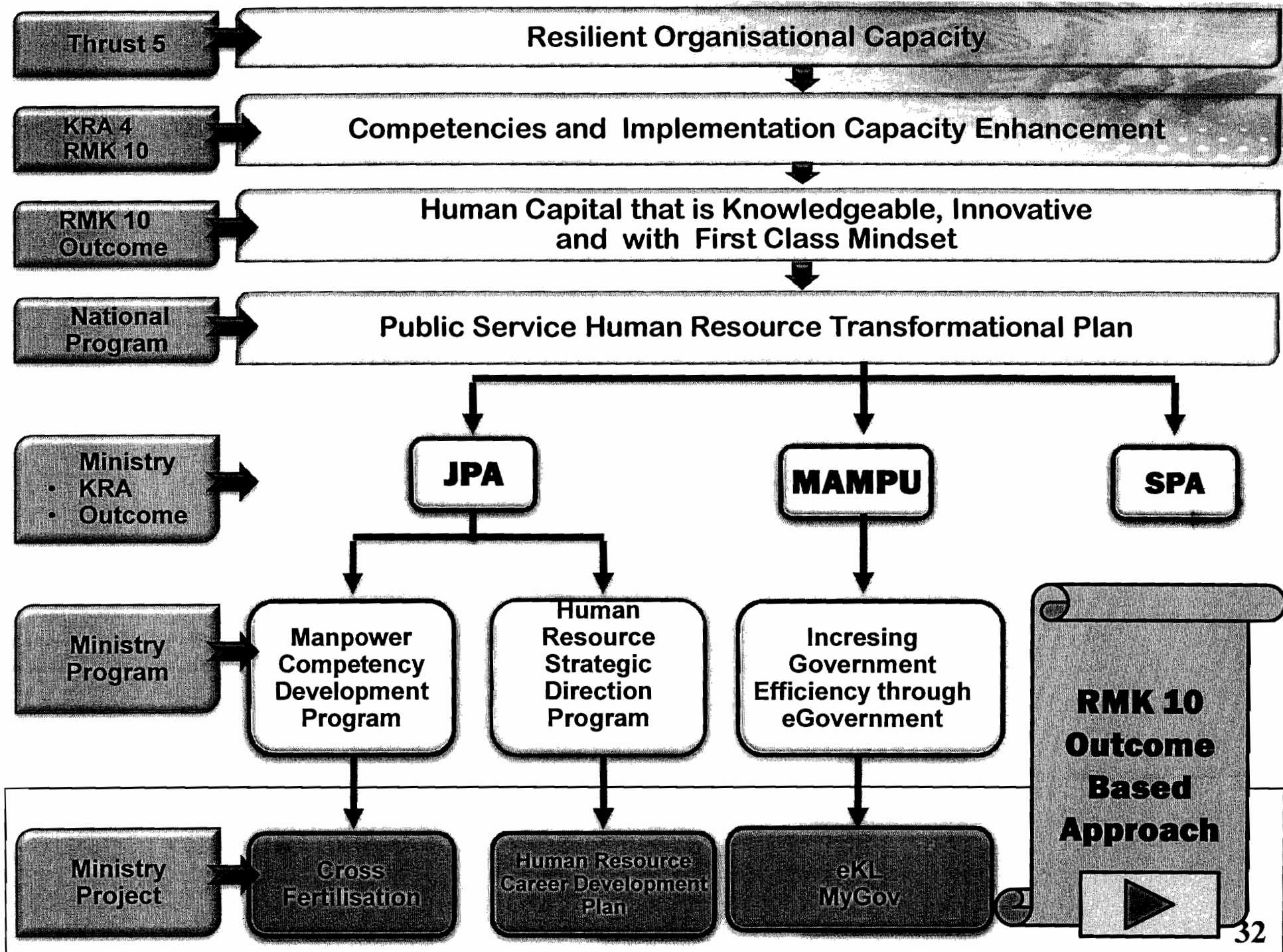
Welfare Payouts Will Be
Made
by the 1st of Every Month

PERFORMANCE NOW

Government Transformation

**Public Service
Delivery**

**Improved
Outcomes for all
Malaysian**



ENHANCING WORKFORCE EXCELLENCE IN THE PUBLIC SERVICE

Vision & Mission

Strategies for Action

DRIVERS

Leadership

Vision

Shared Aspirations

Values

Guiding Principles

High Performance Culture

ENABLERS

Organisational Infrastructure

Resource

Human Capital

System ,
Processes
&
Technology

IMPACT

Service Delivery

Customer Satisfaction

Impact on Society

QUALITY OUTPUT

Service Delivery Excellence

VALUE CREATION

One Service,
One Delivery,
No Wrong Door

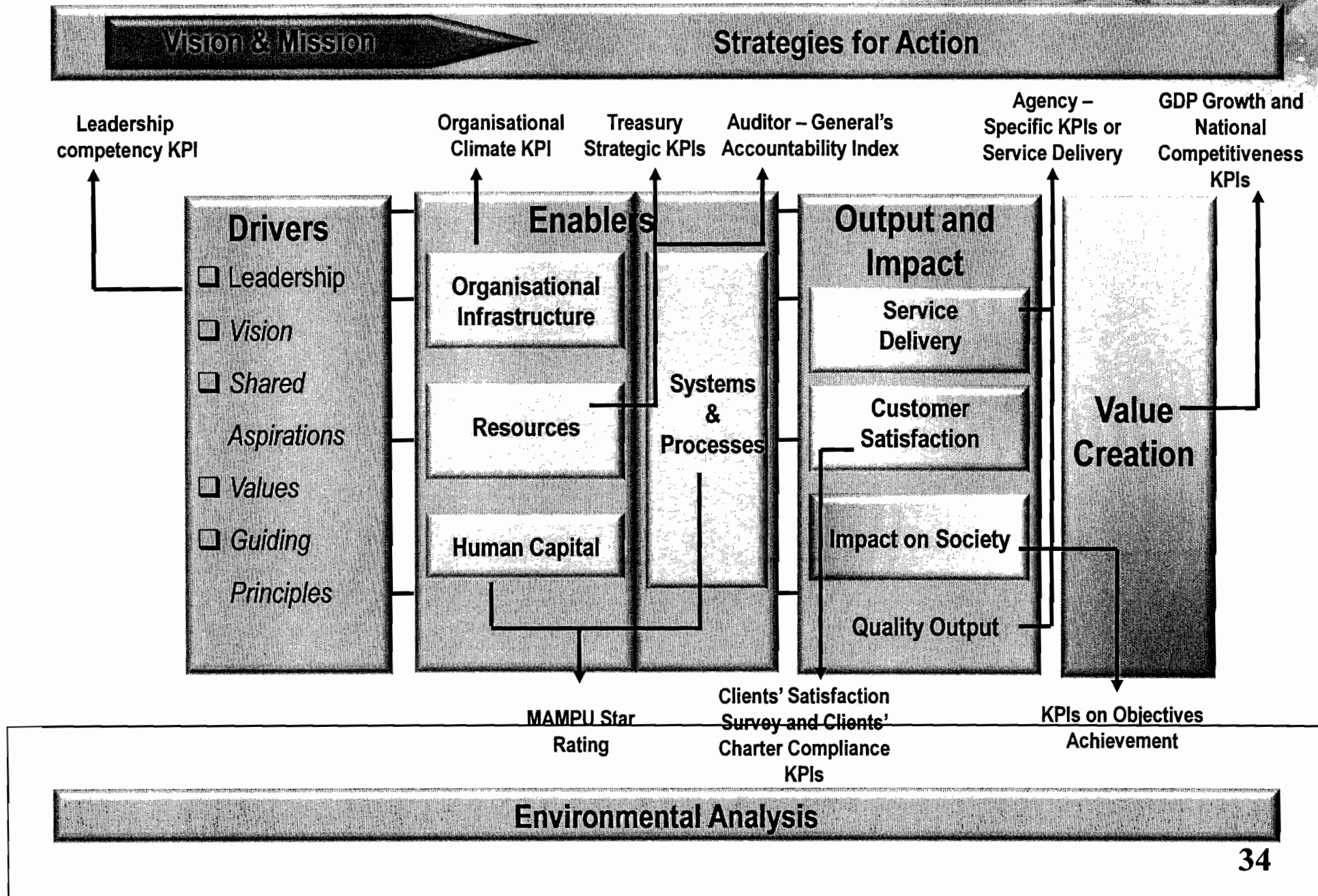
VISION 2020

World Class Civil Service

Environmental Analysis



Building Capacity with KPIs



The Drivers...

*We the members of the Cabinet, commit to these 16 principles
as we guide the delivery of outcomes for the Rakyat*

Y.A.B. DATO' SRI MOHD. RAIS
BINTUN HAJI ABDUL KAZAK

Y.A.B. TAN SRI DATO' HAJI MUHYIDDIN
BIN MOHD. YASSIN

Y.B. DATO' SRI ONUTEE KEAT

Y.B. SENATOR TAN SRI DR. KOH TSU
KOOH

Y.B. TAN SRI MERNANITHIRUK DOMPAK

Y.B. DATO' SRI MOHAMED NAZRI
BIN ABDUL AZIZ

Y.B. DATO' SERI HUSAMUDDIN
BINTUN HUSSEN

Y.B. DATO' SERI UTAMA DR. RAIS YATIM

Y.B. TAN SRI NOR MOHAMED
BIN YAKOP

Y.B. DATUK PUTER CHUN FAN KUI

Y.B. DATO' SRI MU. MOHD SHAFIE
BIN HAJI APDAL

Y.B. DATO' SRI MOHAMED KHALED BIN
NORDIN

Y.B. DATO' MUSTAPA BIN MOHAMUD

Y.B. DATUK DR. MAXIMUS JOHNTY
ONGKILJ

Y.B. DATUK DOUGLAS UGGAH ENGRAS

*We the members of the Cabinet, commit to these 16 principles
as we guide the delivery of outcomes for the Rakyat*

Y.B. DATO' SRI DR. NG YEN YEN

Y.B. DATO' HAJI NOR BIN OMAR

Y.B. DATO' SERI DR. AHMAD ZAHID BIN
HAMIDI

Y.B. DATO' SHAZIMAN BIN ABU MANJOR

Y.B. DATO' SRI LIEW THONG LAI

Y.B. DATO' AHMAD SHABERY CHEEK

Y.B. DATUK DR. S. SUBRAMANIAM

Y.B. DATO' SRI ISMAIL SABRI BIN
YAKOB

Y.B. DATO' SRI HAJI AHMAD HUSNI BIN
MOHAMAD HANADZLAH

Y.B. DATO' SERI KONG CHO' RA

Y.B. SENATOR DATO' SRI SHAHRIZAT
KHILJI, JALIL

Y.B. DATUK ANIFAH BIN MU. AMAN

Y.B. SENATOR DATO' RAJA NONG'EHIE
BIN DATO' RAJA ZAINAL ABIDIN

Y.B. SENATOR MEJAR JENERAL DATO'
JAMIL KHIR BIN RAHAROM (B)

Y.B. TAN SRI MOHD SIDEX
BIN HAJI HASSAN

Y.B. DATO' SRI SIDIS JALA

Members of Delivery Task Forces

	Crime	Corruption	Education	Low-income households	Rural basic infrastructure	Urban public transport
Prime Minister	Dato' Sri Mohd Najib Tun Razak					
Lead Minister	Dato' Seri Hishamuddin Tun Hussein, Minister of Home Affairs	Dato' Seri Mohamed Nazri Abdul Aziz, Minister in the PM's Department	Tan Sri Muhyiddin Yassin, Minister of Education	Dato' Sri Shah-rizat, Minister of Women, Family and Community Development	Dato' Seri Mohd Shafie Apdal, Minister of Rural and Regional Development	Dato' Sri Ong Tee Keat, Minister of Transport
Participating Ministers (non-exhaustive)	- Local Govt - Federal Territories	- Home Affairs - Local Govt - Works	- Rural and Regional Dev - Unity	- Agriculture - Rural and Regional Dev	- Works - Energy - Plantation	- Finance - Law - Home Affairs
PEMANDU	Tan Sri Dr Koh Tsu Koon, Chairman Dato' Sri Idris Jala, CEO					
Chief Sec. to the Govt (KSN)	Tan Sri Mohd Sidek Hassan					
Lead Perm. Sec. (KSU)/Deputy Perm. Sec. (TKSU)/DG (KP)	Dato' Sri Mahmood Adam, KSU, Ministry of Home Affairs	Dato' Abdullah Sani Ab. Hamid, KP Legal Affairs Division, PM's Department	Tan Sri Dr Zulkurnain Awang, KSU, Ministry of Education	Datuk Nor Hayati Sulaiman, KSU, Ministry of Women, Family & Community Dev't	Dato' Abdul Jabar Che Nai, KSU, Ministry of Rural and Regional Development	Dato' Long See Wool, TKSU, Ministry of Transport

Our civil service has undertaken various transformation projects

Initiatives of each transformation project/agency



Increasing government efficiency through e-government, e.g.

- eKL: Integrating the backend IT systems of agencies to enable a 'No Wrong Door' policy for the public
- myGov portal: Providing a single online portal for government services, information, forms and payment
- Tracking and rewarding performance of government departments through Star Ratings and Public Sector Quality Awards

PEMUDAH

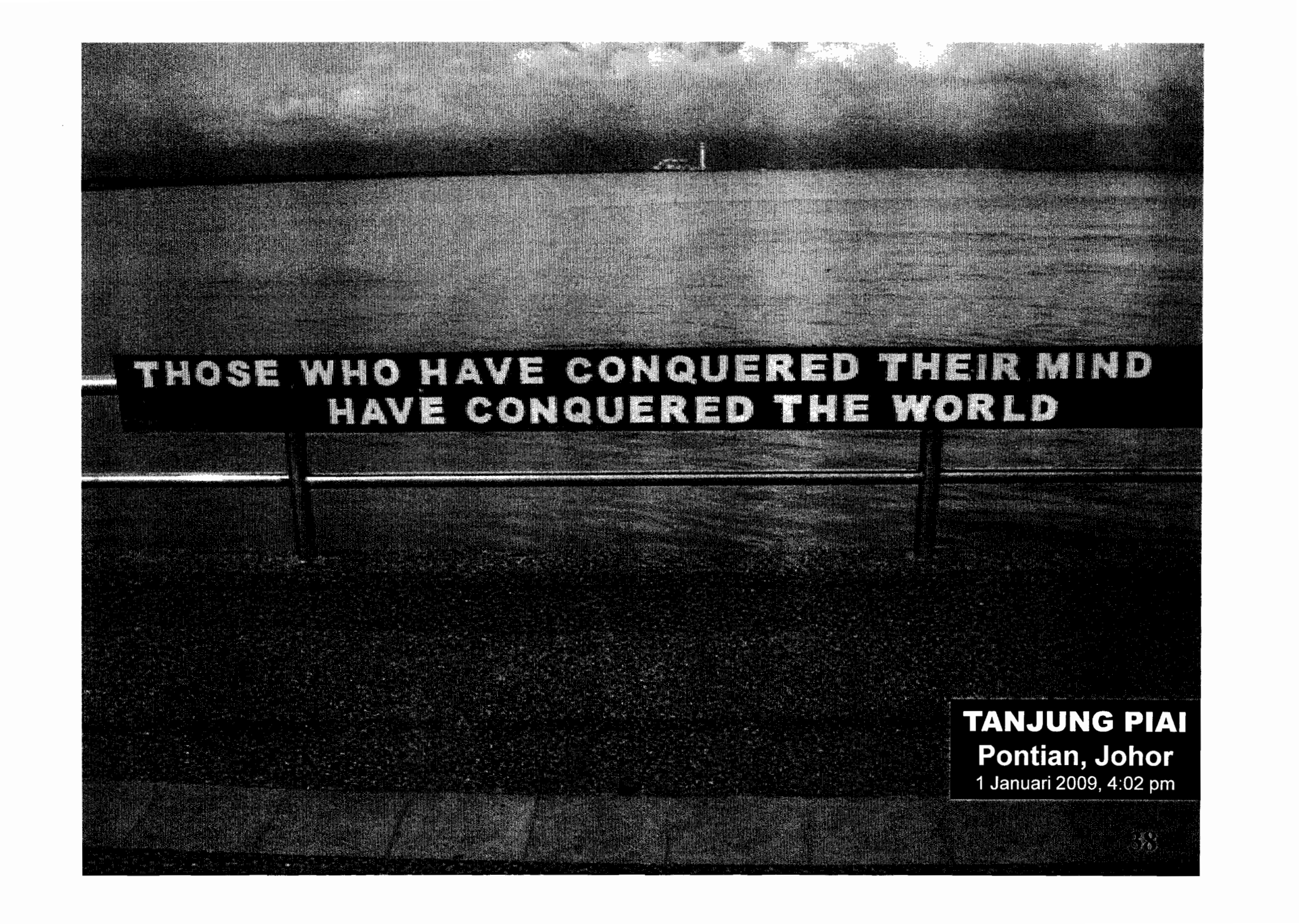
Enhancing ease-of-doing business and reduced bureaucracy in business-government dealings

- Establishing a one-stop centre to expedite the incorporation of companies (integrating relevant agencies including the Companies Commission of Malaysia, IRB, EPF and SOCSO)
- Halving expatriate application processing time from 14 days to 7 days
- Implementing an online business licences application system (BLESS)

PIKA

Improving quality of delivery by

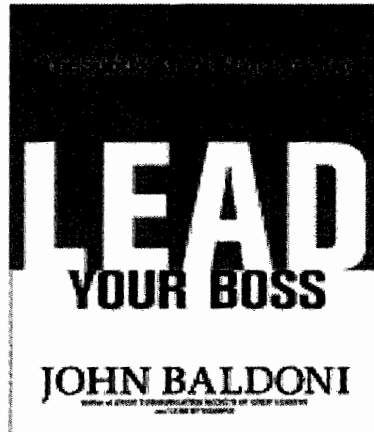
- Coaching senior civil servants to become agents for change across ministries
- Channelling structured feedback to senior government leaders, from both the customers of public services (the rakyat) as well as providers (civil servants)

A black and white photograph of a coastal scene. In the foreground, a dark, textured surface, possibly a road or path, leads towards a body of water. A metal railing runs across the middle ground. A large, dark rectangular sign is mounted on the railing, featuring white text. The background shows a calm sea under a dark, overcast sky. A small, distant structure is visible on the horizon.

**THOSE WHO HAVE CONQUERED THEIR MIND
HAVE CONQUERED THE WORLD**

TANJUNG PIAI
Pontian, Johor
1 Januari 2009, 4:02 pm

Recommended Reading...



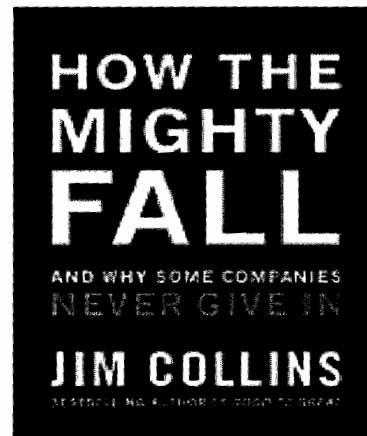
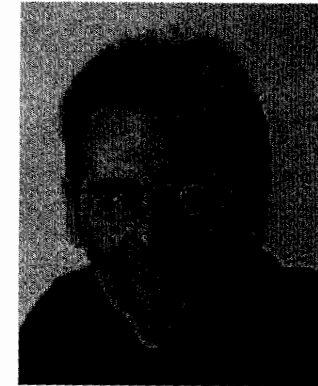
LEAD YOUR BOSS

The Subtle Art of Managing Art

JOHN BALDONI

American Management Association

United States of America, 2010

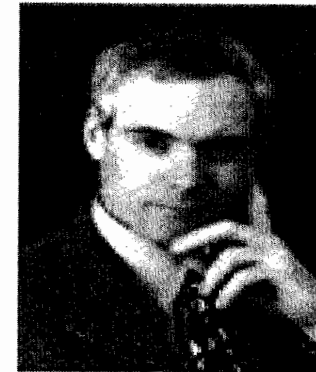


HOW THE MIGHTY FALL

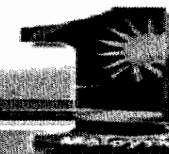
*And Why Some Companies Never
Give In*

JIM COLLINS

United States of America, 2009

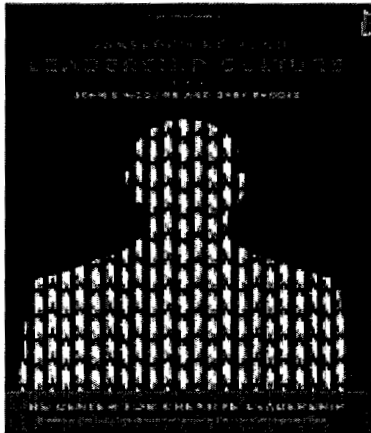


**Rakyat Didahulukan,
Pencapaian Diutamakan**



39

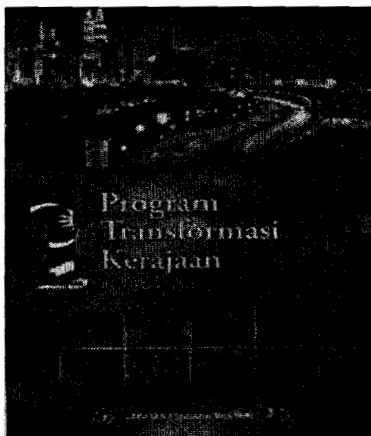
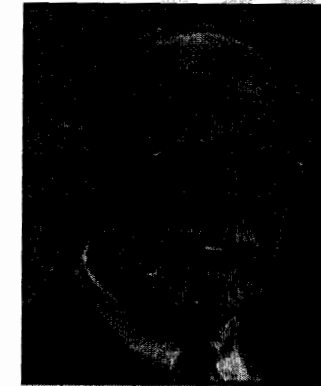
Recommended Reading...



TRANSFORMING YOUR LEADERSHIP CULTURE

JOHN B. McGUIRE AND GARY B. RHODES

Jossey-Bass Business
United States of America, 2009

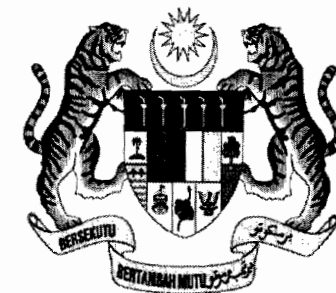


PROGRAM TRANSFORMASI KERAJAAN

Pelan Hala Tuju

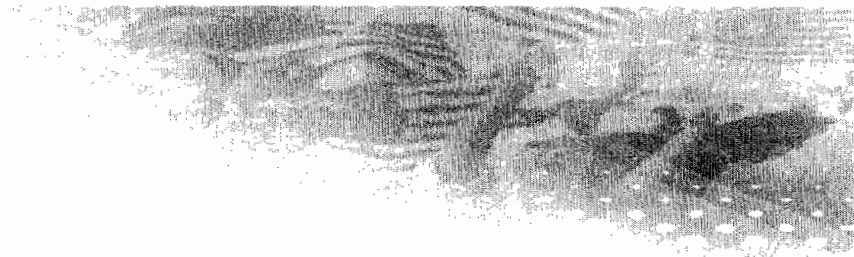
**Unit Pengurusan Prestasi dan Pelaksanaan
(PEMANDU)**

Jabatan Perdana Menteri
28 Januari 2010



**Rakyat Didahulukan,
Pencapaian Diutamakan**





Salam Sejahtera

ismail@jpa.gov.my



**Rakyat Didahulukan,
Pencapaian Diutamakan**