



ASEAN EXECUTIVE GOVERNANCE PROGRAM



GOOD GOVERNANCE IN MALAYSIA

**MALAYSIAN ADMINISTRATIVE MODERNISATION AND
MANAGEMENT PLANNING UNIT (MAMPU)
PRIME MINISTER'S DEPARTMENT**

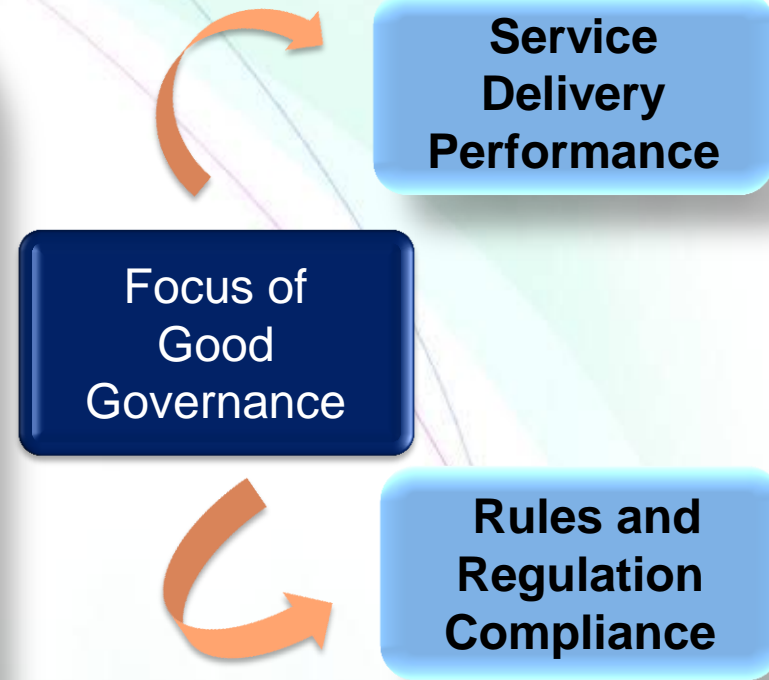
27 AUGUST 2013

**AMARI WATERGATE HOTEL
BANGKOK, THAILAND**



Definition

- ❑ The **procedure** of a Minister, the Chief Secretary, Head of Department, Chief Executive and officers at all levels of management in discharging their responsibilities in a transparent, accountable and prudent in terms of decision making and the delivery of outcomes.
- ❑ The **structure**, including the culture, policies, strategies and procedures when they are dealing with various stakeholders
- ❑ The **process** on how public agencies are directed, controlled and held to implement the agreed objectives.





PRINCIPLES OF GOOD GOVERNANCE IN MALAYSIAN PUBLIC SECTOR





1990s – now

IMPROVING SYSTEMS & PROCEDURES

- Online Application
- E-Government
- Business Process Reengineering
- Service Recovery
- Client's Charter
- Managing Public Complaints
- Quality Control Circles
 - MS ISO 9000
- Total Quality Management
 - Work Procedure
- Productivity Improvement

1980s

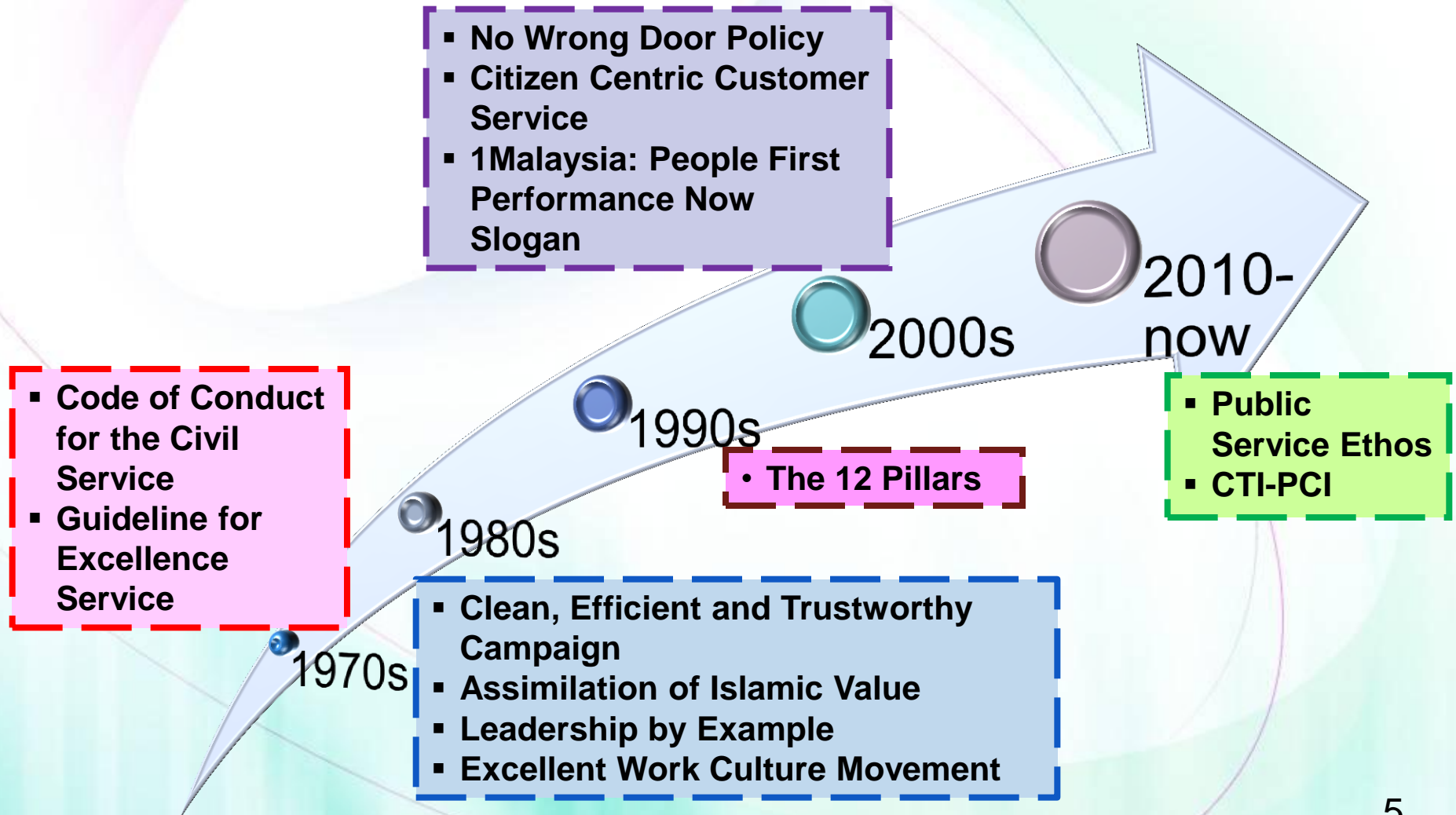
STRENGTHENING THE STRUCTURE

Rightsizing the civil service –
consistent to its roles and function



TRANSLATING GOOD GOVERNANCE: PUBLIC MANAGEMENT REFORM

BUILDING THE VALUES





TRANSLATING GOOD GOVERNANCE: NATIONAL TRANSFORMATION

VISION

2020



**People First,
Performance Now**

1 Malaysia



**Effective Delivery of
Government Services**

Government
Transformation
Programme (GTP)



**New Economic Model:
A High Income, Inclusive
and Sustainable Nation**

Economic Transformation
Programme (ETP)



**Smooth Implementation of
Government Development
Programmes**

10th Malaysia Plan

National Transformation

ETP

**STRATEGIC REFORM
INITIATIVES NO.4:
STRENGTHENING OF
THE PUBLIC SECTOR**

- Improve decision-making process
- Improve service delivery
- Reduce 'friction cost'
- Provide a safety net to facilitate a smooth transition
- Strengthen public finance management



TRANSLATING GOOD GOVERNANCE: GOVERNMENT TRANSFORMATION PLAN



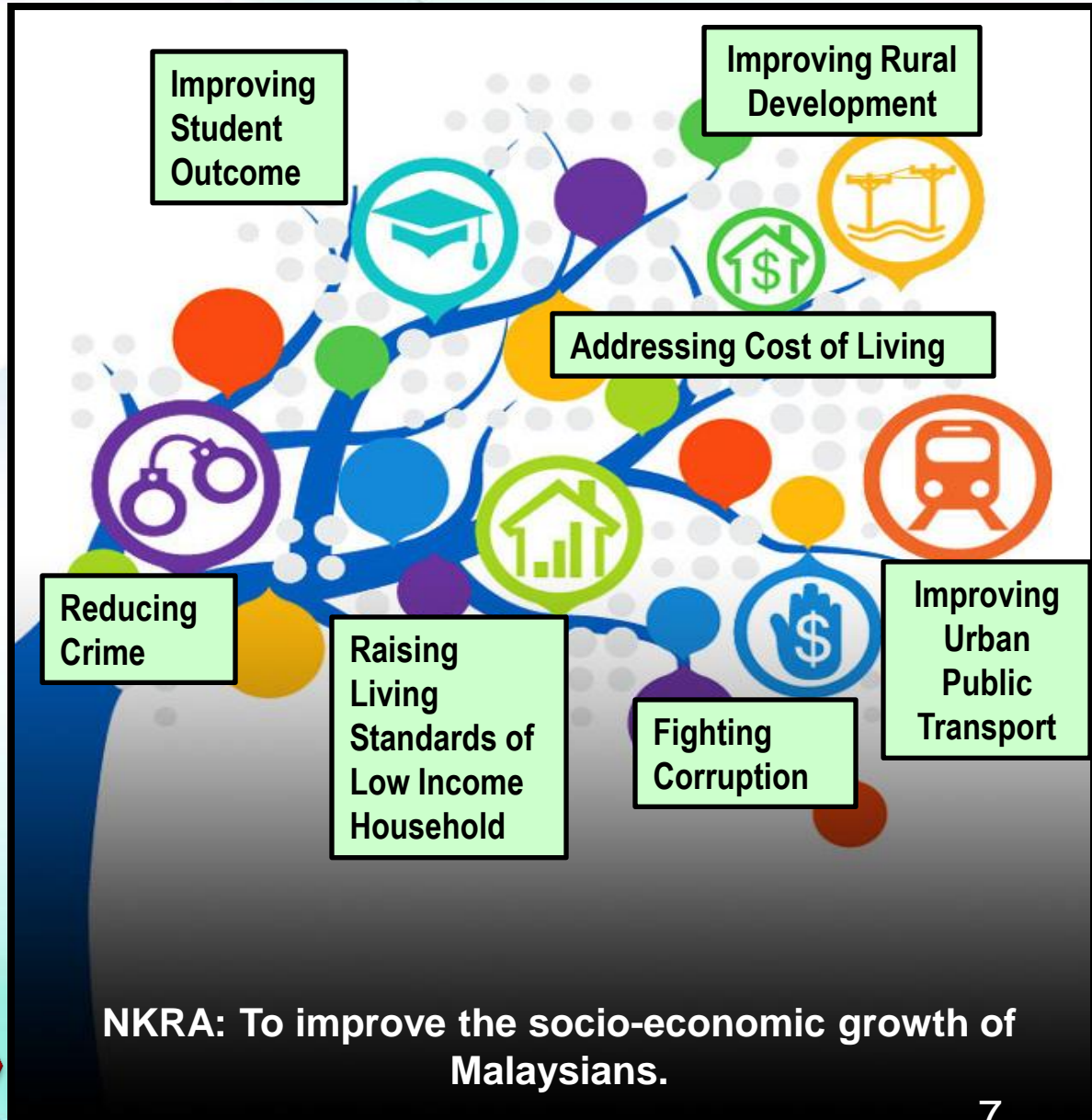
- Priorities that matter most of the citizen
- Delivering fundamental changes on a nationwide basis

THE STRUCTURE



National Key Result Area (NKRA)

Ministrial Key Result Area (MKRA)





TRANSLATING GOOD GOVERNANCE: ROLES OF AGENCIES



National Audit Department of Malaysia (NAD)

- Audits on all Federal Government Ministries, Departments & Agencies and the State Governments (536)
- Auditor General's Report is tabled in Parliament and State Legislatures annually

Malaysia Anti Corruption Commission (MACC)



- Independent, transparent and professional body to manage the nation's anti-corruption efforts
- Strategies:
 - enforcement,
 - community education
 - prevention

Roles of Agencies

- Coordinating agency for the implementation of the National Integrity Plan (NIP)
- **Main objective :**
develop a nation of high integrity, that is resilient and embraces universal good values.

- Centre for public complaints and responsible for the implementation for the public complaint handling system.
 - *resolving complaints*
 - *obtaining opinion from the public on the Government's policies and programmes*

Malaysia Institute of Integrity (MII)



Public Complaint Bureau (PCB)





TRANSLATING GOOD GOVERNANCE: ESTABLISHMENT OF COMMITTEES

Special Cabinet Committee on Integrity of Government Management (JKKMKPK)

- Chaired by Prime Minister
- **7 TOR** to consolidate the integrity of management and administration, enhance good governance and lessen red tape:



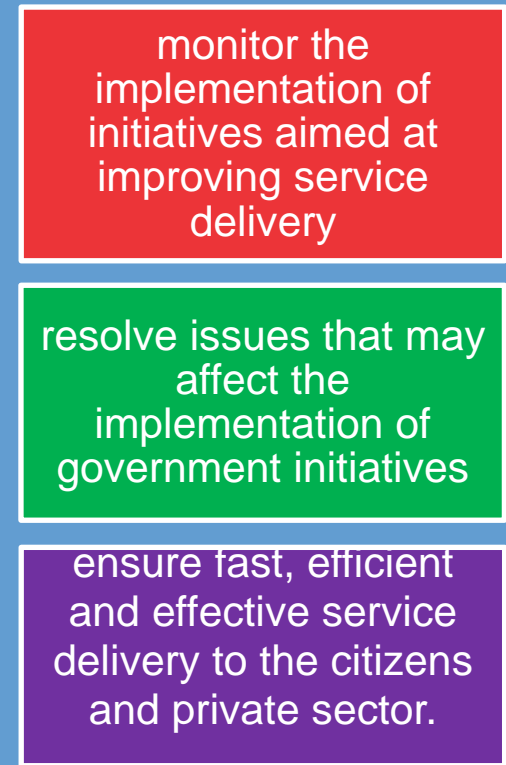
Committee On Integrity Governance (CIG/JKTU)

- Federal, state and district level
- **7 TOR:**



Panel For Service Delivery Monitoring (PANEL 3P)

Chaired by Chief Secretary to the Government





TRANSLATING GOOD GOVERNANCE: ESTABLISHMENT OF TASK FORCE



Special Task Force To Facilitate Business (PEMUDAH)

- 7 February 2007
- Reporting directly to the Prime Minister.
- Team comprises 23 highly respected individuals from private and public sectors
- Review public service delivery system (process, procedure, legislation) and propose new policies, benchmark best practice to improve efficiency & effectiveness.

IMPROVEMENTS IN 2011

- Starting a Business
- Dealing with Construction Permits
- Registering Property
- Employing Workers
- Enforcing Contracts
- Trading Across Borders
- Business Process Re-engineering in Business Licensing
- e-Payment facilities
- Halal Matters
- Private Sector Efficiency
- Kuala Lumpur City Hall (DBKL)
- Paying Taxes
- Services Liberalisation
- Abandoned Housing Projects
- Immigration Matters



Performance Management and Delivery Unit (PEMANDU)

- 16 September 2009 – under Prime Minister's Department
- Oversee implementation and assess progress of



and



- Facilitating & supporting delivery of NKEAs, NKRA's & MKRA's/



We introduced 6 NKRA's under the GTP based on what the rakyat wants





Integrated Human Capital and Talent Development Framework for Malaysia

	Early childhood	Pre-school	Basic education	Tertiary Education <ul style="list-style-type: none"> University/college Polytechnic Community college Technical Education and Vocational Training (TEVT) Institution 	Professional working life	Retiree/ Second career
Ages	0+	4+	5+/6+	17+	20+	
Themes	<ul style="list-style-type: none"> Ensuring every child succeeds Holding schools accountable for outcomes Investing in great leaders for schools Attracting and developing the best teachers 			<ul style="list-style-type: none"> Mainstreaming and broadening TEVT Enhancing the competency of tertiary graduates 	<ul style="list-style-type: none"> Accelerating labour reform Attracting and retaining top talent Upgrading existing talent pool 	
	Revamping education system to significantly raise student outcomes			Raising skills to increase employability	Reforming labour market to transform Malaysia into a high-income nation	



Public Private Partnership (PPP)

Advantages To The Public Service

Raise additional finance in an environment of budget restrictions

Make the best use of private sector operational efficiencies to reduce cost

Increase quality to the public

Speed up infrastructure development

Two conditions for PPP:

Must make government projects more efficient with risk and rewards optimally shared between the two parties

To be used where government support enhances viability of private sector projects in strategic or promoted areas

Two formats for PPP:

Private sector construct assets/building and lease to Government for a specified fixed period

Private sector identify projects that are deemed economically viable and would benefit the public to be executed via PPP scheme



Example PPP Projects Completed

Example 1: PLUS Expressways

PLUS Malaysia Berhad operates and maintains 973-kilometre length of inter-urban expressways in Peninsular Malaysia, including the North-South Expressway (NSE) stretching from the border of Thailand to Singapore and others including the Expressway Lingkaran Tengah (NSECL) linking Kuala Lumpur to the Kuala Lumpur International Airport (KLIA), the Malaysia-Singapore Second Crossing (MSSC), and the Penang Bridge linking Penang Island to the mainland Peninsular Malaysia.

It is the first expressway to be implemented via PPP using the Build Operate Transfer model in Malaysia. It was completed in 1988.



Example 2: Stormwater Management and Road Tunnel (SMART)

SMART is an initiative by the Government to alleviate the flooding problem in the KL city centre as well as being a traffic dispersal scheme. The project was completed in 2007 and the construction cost of RM1.9b is expected to be recovered via toll collections within 40 years.

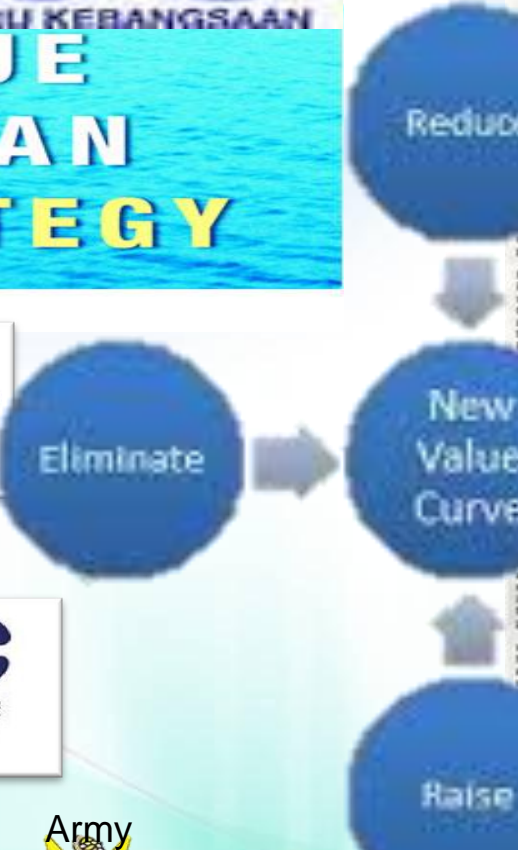
The project was implemented through a JV pact between MMC Corp Berhad and Gamuda Berhad with the Department of Irrigation and Drainage Malaysia and the Malaysian Highway Authority as the executing government agencies.





TRANSLATING GOOD GOVERNANCE : COLLABORATION AND PARTNERSHIP

NBOGS STRATEGI LAUTAN BIRU KEBANGSAAN BLUE OCEAN STRATEGY



NATIONAL BLUE OCEAN STRATEGY

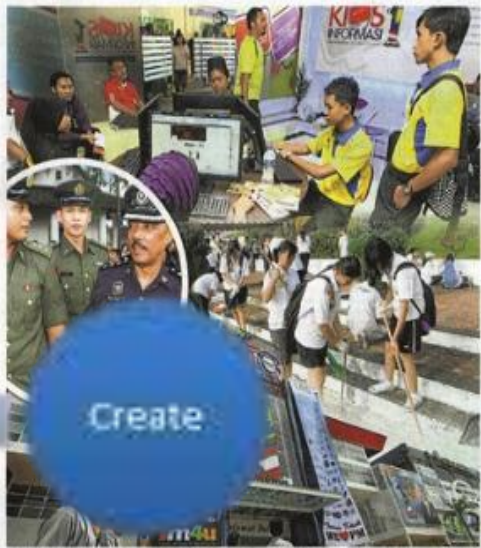


Low cost, high impact, rapidly executed initiatives

MALAYSIA is moving fast towards 2020. As the backbone of the country, the public needs to continue to manage the blue ocean through new approaches to realise the 2020 vision. The National Blue Ocean Strategy (NBOGS) was developed through a consultative approach to complete the National Blue Ocean Strategy and enhance the country's economic growth.

The brainchild of Prime Minister Datuk Seri Najib Razak in 2009, NBOGS is Malaysia's made-to-order version, utilising its concepts and tailoring it to fit the country's needs. The overarching aim would be that Malaysia becomes a high income, happy and low-GDP country.

The thrust behind NBOGS is to stimulate the rural economy. The service has since been rolled out on an ongoing basis through various initiatives. The NBOGS also encourages active engagement with the private sector and civil society, hence providing a more holistic approach when formulating policies or developing programmes for the rakyat.



A total of 52 initiatives involving more than 60 government agencies have been introduced under the ambit of NBOGS. Among them are (clockwise from top left) Rural Transformation Centres to revitalize the rural economy; (MAMPU) to mobilise youth volunteers of all races in the spirit of Malaysia; UTCs which bring government services to the rakyat under one roof; and joint patrols by the police and military in hot spot crime areas.

offer hours and on weekends, the UTCs are well-received by the urban community, as they are able to complete various transactions in one building, and also involve themselves in sports and social activities in these UTCs.

Similar to the UTCs, RTCs inte-

via OMBG programme was launched by the prime minister on Feb 4, 2011. The programme was held in state and state governments led preparations in their respective states, with participation from federal ministers. More than a million youths took part in cleaning and beautifying activities at 360 hot spots, earning MAM a spot in the Malaysia Book of Records for the "Largest Simultaneous Participation in a Volunteerism Programme".

My Beautiful Neighbourhood
The MY Beautiful Neighbourhood (MYBN) programme mobilised resources across federal and state governments to maintain and beautify public facilities in local neighbourhoods. The maintenance of infrastructure and beautification of housing projects were done in collaboration with the residents, giving them a sense of ownership in the efforts undertaken. To date, 21 public housing projects were improved, benefiting 74,000 residents.

The End Game
The prime minister has personally championed the NBOGS approach and has often reminded the civil service to go beyond business as usual. The success stories revealed here are a clear response to this caution call, and a few of the many NBOGS initiatives implemented, with the civil game being the rakyat enjoying the optimum benefits, in line with the nation's application of Malaysia People First, Performance Now.

Subsequent articles in this column will highlight many other initiatives under NBOGS umbrella, which will also showcase the close inter-agency collaboration.

In the spirit of NBOGS, the government will continue to plan, strategise and implement more low cost, high impact and rapidly executed initiatives for the people.

Next issue, Dr. Ahmad Hussen can be reached at ahh@pmo.gov.my should you have any feedback on this article.



TRANSLATING GOOD GOVERNANCE : BOLSTERING ICT DEVELOPMENT

Bolstering ICT development

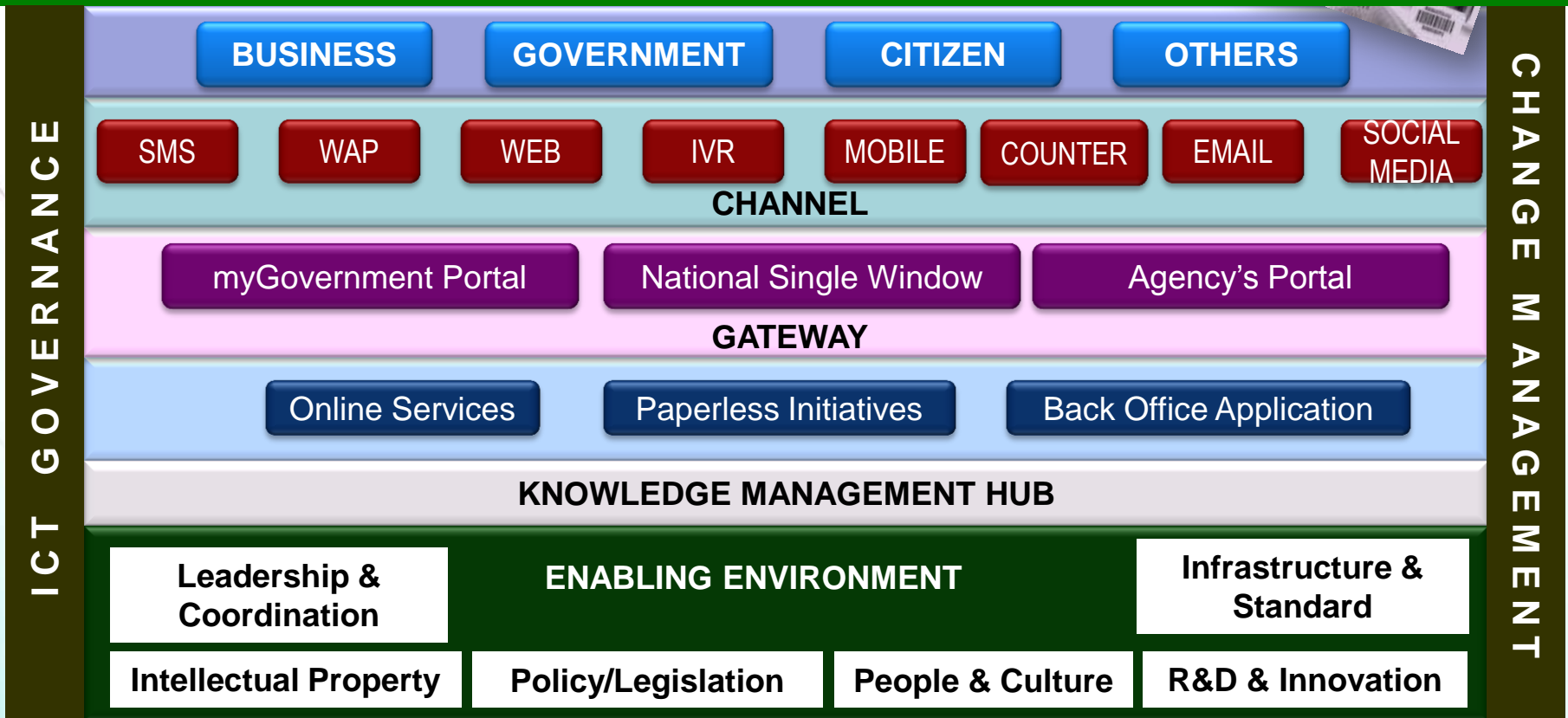
Public Sector ICT Framework



Public Sector ICT Vision

Pervasive Use of ICT towards A Citizen-Centric

Whole of Government Public Service





TRANSLATING GOOD GOVERNANCE : INNOVATION



**PROMOTE
INNOVATION AT
WORK PLACE**

**Prime Minister
Innovation Award**

**Public Sector
Innovation Award**



**Public Sector
Innovation Hub**

NO WRONG DOOR POLICY

eKL

**Government Regional Electronic
Advancement Transformation
(G.R.E.A.T.)**

**USAGE OF ICT TO PROMOTE
TRANSPARENCY, PREDICTABILITY
AND GOOD GOVERNANCE**



**PORTAL
MYGOVERNMENT**



myIDENTITY
Hanya sekali...semudah itu!

BLESS
Business Licensing Electronic Support System

myBayar
GOVERNMENT ONLINE PAYMENT
AT YOUR CONVENIENCE



MyCoID
Malaysia Corporate Identity



1MocC
1 MALAYSIA ONE CALL CENTRE

MyIdeas
"1 Malaysia 1 Million Ideas"

myPROCUREMENT
PUSAT MAKLUMAT PEROLEHAN KERAJAAN
KEMENTERIAN KEWANGAN MALAYSIA

myemail
your official digital mailbox

**INISIATIF
JALUR LEBAR
NEGARA NBI NATIONAL
BROADBAND
INITIATIVE**



Increasing demand for citizen participation

- Public decision-making has to involve citizen participation as the public is no longer willing to sit back and be content with the service provided to them. The voice of the public must be heard in deciding public policies or programmes. On the other hand this might sometimes delay the policy implementation

Policies are not well communicated.

- Sometimes it is difficult getting the buy-in for policy implementation as it is not well communicated to the agencies at grass-root level, especially those at the district.

Insufficient Change Management programmes

- Some initiatives not successful due to inadequate mindset change management programme.



Reengineering and Streamlining of Current Processes

- There are over 3,000 regulatory procedures weighing heavily on businesses, administered by about 900 agencies, at federal and state levels. We need to have “Better Regulations” or modernising business regulations - simpler, fewer, and better rules.

Different rules and regulations used by different state

- Process and procedures are sometimes difficult to be reengineered, as they are bind by different enactment. Thus to make a standard processes for the relevant agencies sometimes is difficult, as there is need to change the law.

Finite resources

- Finite resource allocation sometime made it a challenge to make decision regarding the prioritization of budget and manpower allocations.



THANK YOU

TOGETHER WE TRANSFORM

**MALAYSIAN ADMINISTRATIVE MODERNISATION AND
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PRIME MINISTER'S DEPARTMENT, MALAYSIA**