

# GOVERNANCE EFFICIENCY IN MALAYSIA PUBLIC SECTOR

MAMPU



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27- 28 November 2014  
Bangkok, Thailand

# Outline

What others are doing???

Strategic Response and National Agenda

Way Forward for Malaysia Public Sector

Shaping Public Sector of Future

How we do it?

Malaysia in Global Rankings

Our Initiatives



# TRANSFORMING PUBLIC SECTOR: What others are doing ???

**CANADA:**  
Collaborative, Innovative,  
High Performing, Adaptable

**USA:**  
Open Government

## US Open Government

- Enhancing public trust
- Establishing a system of transparency, participation and collaboration
- Promoting efficiency and effectiveness

**UK:**  
Big Society

## UK Big Society

- Putting more power in people's hands

**MALAYSIA:**

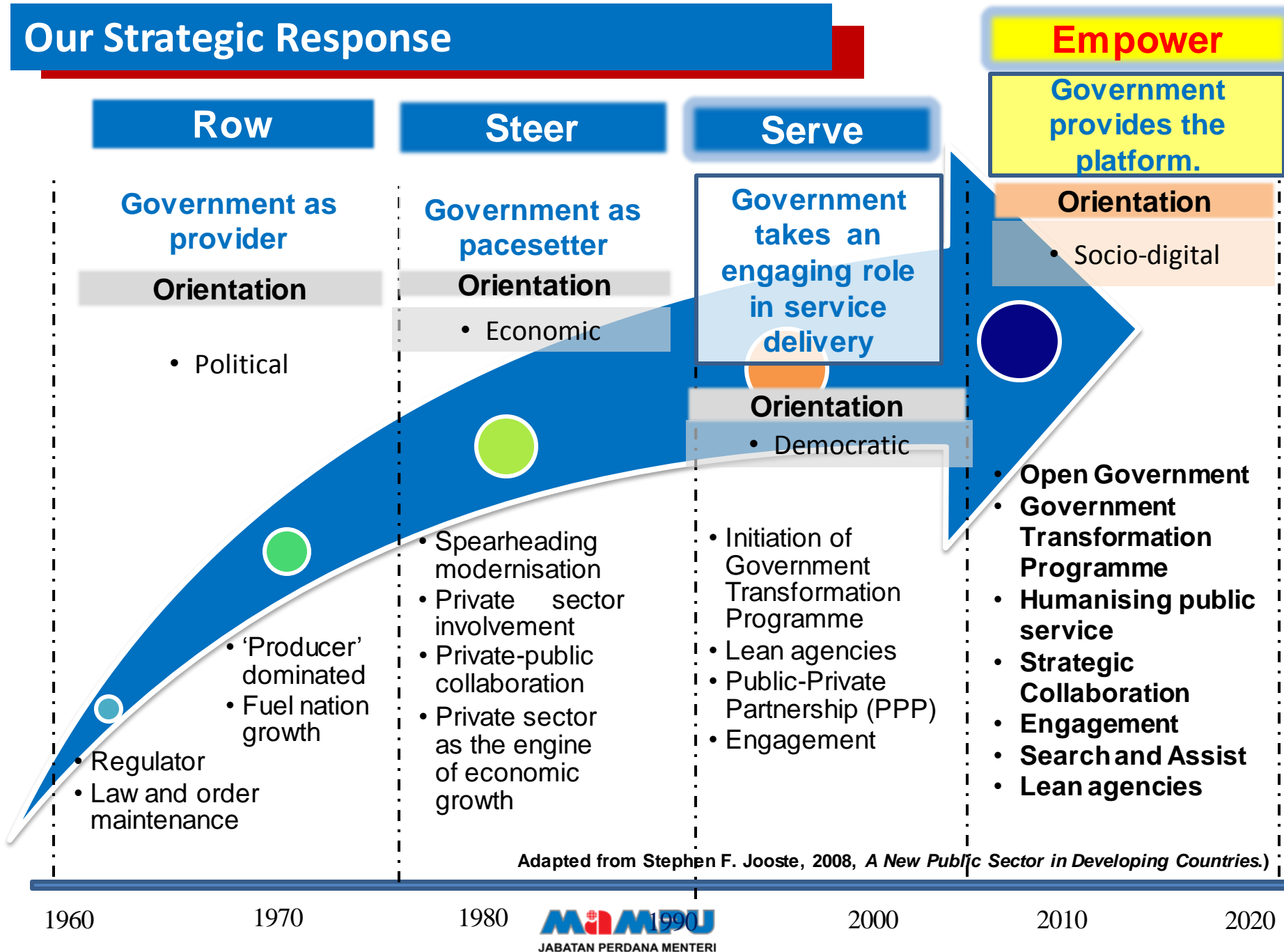
National Transformation  
Agenda

**AUSTRALIA:**  
Government Reform

## Australian Government Administration Reform

- Delivering citizen promise
- Enhancing leadership & strategic direction
- Strengthening workforce capabilities

# Our Strategic Response



1960

1970

1980

1990

2000

2010

2020

# OUR NATIONAL AGENDA

VISION 2020



**1 Malaysia: People  
First, Performance  
Now**



**Government  
Transformation  
Programme**



**Economic  
Transformation  
Programme**



**10<sup>th</sup> Malaysia Plan**

- Private Sector as engine of growth
  - Enhancing competitiveness
- Greater role by NGOs and community

## FOSTERING CULTURE OF EXCELLENCE

- Integrity
- Innovative
- Commitment
- Accountability

## SUBSCRIBING TO OPEN GOVERNMENT

- Transparency
- Citizen Engagement
- Responsiveness
- Co-creation

## UPHOLDING CITIZEN'S ASPIRATION

- Inclusiveness
- On-site presence
- Citizen centricity
- Empathy

## ACCELERATING SYNERGISTIC TRANSFORMATION

- Strategic Collaboration
- Value creation
- Big, Fast, Result
- Connectedness

**EMPOWER— A New Public Sector**

## BRIDGING FROM NOW TO THE FUTURE: The underlying characteristic of the government of the future

FROM ...	TO ....
Citizen under control	Citizen in control
Governing for citizens (government knows best)	Governing with citizens (outside in culture)
Organisation silos	Organisation networks
Public Sector Organisation as big	Public Sector as small but flexible and purposes-driven entity
Government as service provider	Government as service facilitator
Measuring outputs	Measuring outcomes

Ref: Future State 2030, KPMG, 2013 and  
Future of Government, PwC, June 2013



**BUILDING THE NATION  
IN AN INNOVATIVE WAY:**  
Taking the road less  
travelled



# SHAPING THE PUBLIC SECTOR OF THE FUTURE: A GESTALT

## DISRUPTIVE SCENARIO

## THE GUIDING BLUEPRINTS

## CHARTING THE WAY FORWARD

## OUTCOME

Demographics

Innovation

ICT

Economy

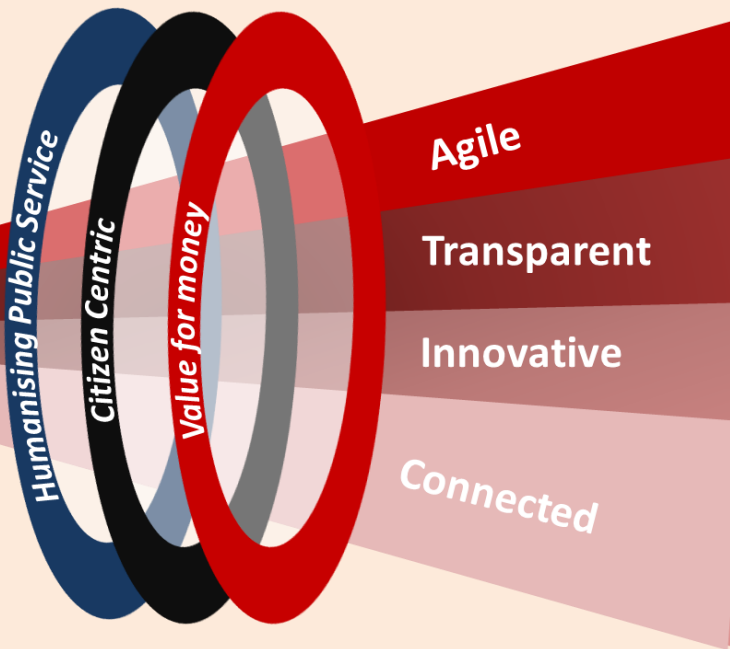
Urbanisation

The Power of Citizen



Lenses

Characteristics



**AN EFFICIENT  
SYNERGISTIC PUBLIC  
SERVICE DELIVERY  
SYSTEM TOWARDS  
ACHIEVING GROWTH**

**Strengthening  
Governance**

**Harnessing Human  
Capital**

**E-government and  
service delivery  
innovations**

**Building Seamless  
Connectivity**



**Deliver Promise**



# At a glance of Malaysia's Rating in Global Context

## World Competitiveness Yearbook (IMD)



2014 **12**

15 : 2013

14 : 2012

1. Economic performance
2. Government Efficiency
3. Business Efficiency
4. Infrastructure

1. Starting a business
2. Construction Permits
3. Getting Electricity
4. Protecting Investors
5. Paying Taxes
6. Trading across Border
7. Enforcing Contracts
8. Resolving Insolvency

## Doing Business (WBR)



2014 **6**

2013 : **12**

2012 : **18**

## Global Competitiveness Report (WEF)



2013-14 **24**

25 : 2012-13

21 : 2011-12

26 : 2010-11

1. Institutions
2. Infrastructure
3. Macroeconomic Environment
4. Health & Primary Education
5. Higher Education & Training
6. Goods Market Efficiency
7. Labor Market Efficiency
8. Financial Market Development
9. Technological Readiness
10. Market Size
11. Business Sophistication
12. Innovation

## Global Innovation Index (GII)

2013 **32**



### INNOVATION INPUT SUB-INDEX:

1. Institutions
2. Human Capital
3. Research and Development

Malaysia's Rank in GI  
**Ranking : 32**



4. Knowledge and Technology
5. Infrastructure
6. Market Size
7. Creative Outputs

# OUR INITIATIVES

## URBAN TRANSFORMATION CENTRES (UTC)

1MOCC



## RURAL TRANSFORMATION CENTRES (RTC)



MYIDENTITY



Hanya sekali...semudah itu!

# WAY FORWARD



## UNLEASHING THE CAPACITY OF THE PUBLIC SERVICE

*THANK  
YOU*

