

Public to get first-class service, says Mohd Sidek

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PUTRAJAYA: The government has adopted "One Service, One Delivery, No Wrong Door" as its tagline this year, with a pledge to provide first-class public service.

Chief Secretary to the Government Tan Sri Mohd Sidek Hassan revealed that this year's commitment will be supported by six tasks, namely planning, implementation, monitoring, enforcement and review; empowering a workforce with the right attitude, skills and working stamina; improving front-line delivery; leveraging technology for quality services; actions for eradicating poverty; and, fostering effective partnership with stakeholders.

"The nation expects and demands a higher level of public service delivery and we should rise to the challenge.

"The 'I-know-what's-good-for-you' attitude must be shed and replaced with a system of listening to the community.

"The traditional regulator-regulated relationship between the public and private sectors will be transformed to an ongoing and effective partnership in moving Malaysia forward," he said at a briefing on The Malaysian Public Service Commitments 2008 at the Prime



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*Tan Sri Mohd Sidek Hassan
Chief Secretary to the Government*

Minister's Department here yesterday.

There are 1.2 million civil servants nationwide.

Mohd Sidek said the successful implementation of government plans lies within the ambit of the government machinery, driven by public officials whose mindsets must change to maintain and deliver to world-class standards.

This year, any public query would not be turned away if it reaches the wrong authorities. Instead, the authority concerned is expected to forward it to the relevant department.

Mohd Sidek said the govern-

ment will also be "colour blind" and "gender blind" with regard to attracting and retaining the best talents in the public service.

It will also improve ethnic diversity in the public service through recruitment and career development programmes and ensure that the right exemplary leaders are recognised and placed at the right places for effective change.

While there was nothing lacking in planning and in the rules and regulations, Mohd Sidek noted, however, that implementation had fallen short of expectations.