



THE CIVIL SERVICE of MALAYSIA

*Strengthening the
Administrative
Mechanism*

CONTENTS

	<i>Page</i>
CONTENTS	iii
LIST OF TABLES	v
LIST OF FIGURES	vi
ACKNOWLEDGEMENT	vii
CHIEF SECRETARY TO THE GOVERNMENT	ix
CHAPTER I – INTRODUCTION	1
<i>The Civil Service and IT</i>	1
<i>The Civil Service and the Economic Crisis</i>	8
<i>Quality Management</i>	9
<i>Accountability and Management Integrity</i>	11
<i>Rightsizing</i>	13
<i>Human Resource Management</i>	14
<i>Public-Private Sector Co-operation</i>	16
<i>Conclusion</i>	18
CHAPTER II – THE CIVIL SERVICE IN THE INFORMATION ERA	19
<i>Implementation of Flagship Applications</i>	19
<i>Government Integrated Telecommunications Network</i>	35
<i>Cyberlaws</i>	36
<i>The Malaysian Civil Service Link (MCSL)</i>	39
<i>Addressing the Y2K Problem</i>	41
<i>Computerisation in the Public Sector</i>	45
<i>Consolidating the Mechanism for IT Development</i>	48
<i>E-Public Services</i>	54

	<i>Page</i>
CHAPTER III – THE CIVIL SERVICE AND THE ECONOMIC CRISIS	57
The Challenges Facing the Civil Service	57
Administrative Measures in Response to the Economic Downturn	58
The National Economic Recovery Plan	68
CHAPETR IV – PROGRESS OF REFORM PROGRAMMES	73
Implementation of MS ISO 9000	74
Total Quality Management	92
Client’s Charter	119
Quality Control Circles	122
Innovation	129
Accountability in the Public Sector	140
The Inspectorate System	158
Rightsizing the Civil Service	161
Human Resource Management	166
Public–Private Sector Co-operation	182

LIST OF TABLES

<i>No.</i>	<i>Table</i>	<i>Page</i>
2.1	Y2K Critical Agencies	43
4.1	Milestones for Implementation of MS ISO 9000	75
4.2	Category of Government Agencies Implementing MS ISO 9000 and Total Number of Core Processes	75
4.3	Agencies With Completed Documents According to the MS ISO 9000 Standard	83
4.4	Agencies With MS ISO 9000 Certification	89
4.5	Membership of the Special Cabinet Committee on the Integrity of Government Management	142
4.6	Complaints Received in 1997 and 1998	155
4.7	Public Sector Establishment 1990-1998	163
4.8	Public Sector Personnel 1990-1998	164
4.9	Number of Officers Continuing Studies Sponsored by the Public Service Department According to Field of Study/Programme in 1998	170
4.10	Officers Undergoing Post Graduate Courses	171
4.11	Non-graduate Education Service Officers Who Attended Diploma-level Programmes in 1998	177
4.12	Privatised Projects According to Sector	192
4.13	Privatised Projects/Entities	193

LIST OF FIGURES

<i>No.</i>	<i>Figure</i>	<i>Page</i>
2.1	Electronic Government Model	23
2.2	Implementation of Project Monitoring System	28
2.3	Implementation of E-Cash Scheme	30
2.4	Implementation of Payment Multipurpose Card	31