

CIVIL SERVICE REFORMS

**TOWARDS
MALAYSIA'S VISION 2020**

Ahmad Sarji

CIVIL SERVICE REFORMS

**TOWARDS
MALAYSIA'S VISION 2020**



Pelanduk
Publications

Published by
Pelanduk Publications (M) Sdn. Bhd.,
24 Jalan 20/16A, 46300 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.

Address all correspondence to
Pelanduk Publications (M) Sdn. Bhd.,
P.O. Box 8265, 46785 Kelana Jaya,
Selangor Darul Ehsan, Malaysia.

Copyright © 1996 Ahmad Sarji Abdul Hamid.
Design © 1996 Pelanduk Publications (M) Sdn. Bhd.
All rights reserved. No part of this book may be reproduced in any form
or by any means without prior permission from the Publisher.
Cover photograph depicts Putrajaya, Malaysia's futuristic Government
Administrative Centre in Perang Besar, Selangor.

Perpustakaan Negara Malaysia Cataloguing-in-Publication Data

Ahmad Sarji bin Abdul Hamid, Tan Sri Dato' Seri, 1938-
Civil service reforms: towards Malaysia's vision 2020 / Ahmad
Sarji Abdul Hamid.
Includes index. M
ISBN 967-978-570-X
1. Civil service reform—Malaysia. 2. Leadership. 3. Organizational
change—Malaysia. 4. Information technology—Malaysia.
5. Incorporation—Malaysia. I. Title. M
354.595001

Printed in Malaysia by
SNP Offset (M) Sdn. Bhd.

969869

24 JUN 1999
Perpustakaan Negara
Malaysia

FOREWORD

The Civil Service of Malaysia has grown from being "Law and Order" oriented in the 1960s into one that is a pacesetter and facilitator for national development in the 1990s. In meeting the challenges of the 21st century, the Civil Service is well-equipped to be more involved in steering than in rowing and possessing more the mentality to serve rather than be served. It is this vision that has provided the direction and driving force in addressing emerging challenges.

This book on the thoughts, themes and issues of a dynamic Civil Service is the work of Tan Sri Dato' Seri Ahmad Sarji bin Abdul Hamid, the Chief Secretary to the Government. In the last five years, he has strived to transform the Civil Service into a customer-focused, mission-driven, performance-based and proactive force that remains responsible and accountable. This book highlights six major themes and issues on Civil Service reforms. These are, effective leadership; managing change; total quality management; information technology for higher performance; the close collaboration between the public and private sectors and the need to be cost-conscious.

With his extraordinary capability to persuade and inspire, Tan Sri Dato' Seri Ahmad Sarji bin Abdul Hamid has succeeded in empowering the Civil Service into greater heights. With his leadership, public sector organisations have become more adaptive, responsive and flexible to changes.

Having made the decision to pursue ISO 9000 standards, the Civil Service, under his leadership, is now developing guidelines for government agencies to implement ISO 9000. The implementation of ISO 9000 will ensure a consistent quality of services provided by these agen-

Civil Service Reforms

cies. In the process of bringing about these changes, resistance and inertia will be encountered. It is important that the reasons for them be understood so that necessary steps can be taken to overcome or at least reduce them.

This book right now is the most up-to-date documentation on Civil Service reforms for implementation. Let me take this opportunity to congratulate the editorial team at INTAN for their commitment in seeing to the successful completion of this book.

Dato' Dr Mazlan bin Ahmad
Director-General
Public Service Department, Malaysia
May 1996