

MOVING THE NATION FORWARD



MAKING STRONG STRIDES FORWARD

PROGRESS OF THE GOVERNMENT TRANSFORMATION PROGRAMME



Dato' Sri Mohd Najib bin Tun Abdul Razak
Prime Minister, Malaysia

In 2011, the Government Transformation Programme (GTP) once again delivered on its promise to bring about transformational change. We made strong strides forward on all fronts and not only achieved, but in some cases exceeded, the stretched GTP targets and milestones. All in all, 2011 was the year the government machinery sustained its momentum, running harder, faster and better to deliver real results to our key stakeholders – the people of Malaysia.

On behalf of the Malaysian government, it is my privilege and honour to share the second Annual Report of the GTP with you.

Upon the GTP's launch in 2010, the government promised improved service delivery and a new landscape of sustainable Big Fast Results to the Malaysian people or the rakyat. We resolved that if Malaysia was to build strong foundations and pursue its ambition of becoming a high-income nation by 2020, the government had to deliver transformational change first.

In the GTP's inaugural year, each of the initial six National Key Results Areas (NKRAs) – Reducing Crime, Fighting Corruption, Improving Student Outcomes, Raising Living Standards of Low-Income Households, Improving Rural Basic Infrastructure and Improving Urban Public Transport – delivered significant results. We overcame great challenges, set new performance benchmarks and delivered positive life-changing outcomes for the rakyat.

An independent panel of international experts, providing an outside-in view of our progress, regarded the GTP as delivering amazing results and driving real transformation for real people.

Spurred on by 2010's achievements, we were determined not to let up the pace in 2011, but to set higher goals and deliver consistent and better results. We introduced a seventh NKRA to address an issue close to the hearts of the people – that of Addressing the Rising Cost of Living

"...As we fine-tune our targets in pursuit of even better results for 2012 and beyond, we welcome public feedback, constructive criticism and suggestions on how to better the GTP effort."

I am both delighted and humbled to report that the GTP has once again delivered results that matter. The impact on the nation has been nothing short of astounding. Once again, the GTP has touched millions of Malaysians far and wide. Urban or rural, lives have been transformed for the better with a true sense of permanence and real empowerment. All seven NKRAs impacted positively on the lives of Malaysians regardless of race, religion or socio-economic status, staying true to the ideals of 1Malaysia. The achievements of 2011 also demonstrated that the results of the previous year were no mere coincidence. Rather, they bore testament to the strong strategic planning and relentless determination of the government to realise its targets and deliver results.

Where the idea of such transformational change in such a short time was previously deemed impossible, the GTP accomplished the impossible. And it did this without an overly large budget or expansive resources. Instead, it took the passionate and committed civil service, supported by the right action plans, result-oriented goals and a people-centric focus, to make a difference.

In the true spirit of transparency, accountability and unbiased disclosure, this Annual Report provides an accurate account of the GTP's wins and shortcomings, the key lessons learnt, and our plans going forward to safeguard the interests of the rakyat. As we fine-tune our targets in pursuit of even better results for 2012 and beyond, we welcome public feedback, constructive criticism and suggestions on how to better the GTP effort.

Today, the GTP has earned the praises of respected subject matter experts and leaders from the developing and developed nations. They have applauded the GTP's thoroughness, its unconventional approach and its transformational effects. They have also lauded the way the GTP's pioneering work has enhanced the civil service and become the worthy subject of case studies. Aside from benefitting the people, the GTP has

ultimately changed the way the government works – making us more transparent, accountable, efficient and service oriented. When I mentioned in 2011, that the days of "government knows best" are over, I meant it. I expected the government to embrace the culture of being a people-friendly, proactive organisation that has the people's interests at heart. The GTP is testament of this.

Two years may seem a short time to some, but for us as a nation, it has thus far been a very eventful journey. While we can look back on our achievements with a sense of pride and satisfaction, we must also recognise the fact that the journey has only just begun. The GTP in its entirety is a nine-year plan divided into three horizons spanning three years each. We are still in our first horizon (2010-2012) and there is much more work to be done before 2020.

With turbulent times ahead for the world's economies, we expect the journey forward to be fraught with challenges. However, we are determined not to rest on our laurels but to forge strongly ahead. Our focus remains clear. We will maintain the momentum of big wins and unprecedented firsts to achieve our ambition of becoming a developed, harmonious, prosperous and high-income nation by 2020. As we continue to run the race well and make strong strides forward as a united 1Malaysia, we will ensure that all of Malaysia crosses the finishing line.

A stylized signature of Dato' Sri Mohd Najib bin Tun Abdul Razak, written in black ink on a white background.

Dato' Sri Mohd Najib bin Tun Abdul Razak
Prime Minister, Malaysia
2 April 2012



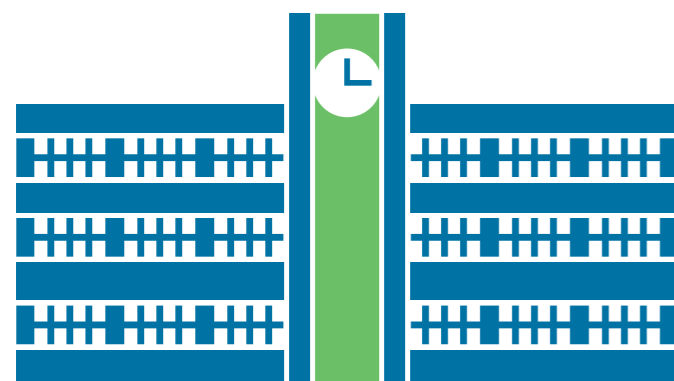
ADDRESSING THE RISING COST OF LIVING

IN 2011, THE ADDRESSING THE RISING COST OF LIVING NKRA LOOKED TO **PROVIDE IMMEDIATE RELIEF TO THE PEOPLE** BY A SET OF **QUICK MEASURES** WHILE FORMULATING **LONG-TERM STRATEGIES** TO EASE THE PEOPLE'S BURDENS.



"BACK-TO-SCHOOL" INITIATIVE

Some **5.3 million primary and secondary school-going children** received **RM100** to cover "back-to-school" and other expenses.



Beginning with the 2012 school year, **government school fees have been removed**. For the first time in Malaysia, **public education is free of charge**

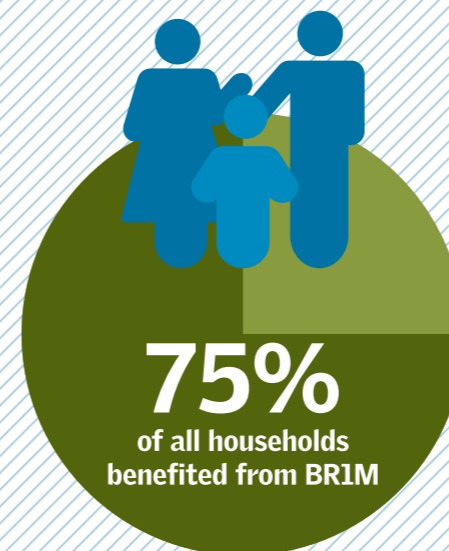


KEDAI RAKYAT IMALAYSIA (KRIM) STORES

With the launch of **Kedai Rakyat IMalaysia (KRIM)** stores, Malaysians are today able to **purchase groceries at prices 30-40% less than conventional stores**

FREE MEDICAL TREATMENT

Today, **medical treatment is virtually free and affordable for the rakyat** with **IMalaysia Clinics only charging RM1** for treatment while **senior citizens get free treatment**



BANTUAN RAKYAT IMALAYSIA (BRIM)

Under the **Bantuan Rakyat IMalaysia (BRIM)** initiative, some **5.2 million Malaysian households** earning RM3,000 and below each **received one-off RM500 financial assistance**. This accounted to **over 75% of all households** in the country that benefited.



"I am not working, so the daily expenses of my wife and I are borne by our children. We will use the RM500 from BRIM for our Chinese New Year preparations as angpow for our three beloved grandchildren."

Senior citizen, **Kee Luak Kuang, 71, from Sungai Air Tawar**



"The price hikes in subsidised items such as sugar, diesel, petrol and electricity tariff remain at the heart of the issue for Malaysians."

Kow Kuan Hua, Nielsen Malaysia Managing Director

BANTUAN BUKU IMALAYSIA (BBIM)

Approximately **1.3 million students in public and private local institutions** of higher learning, matriculation streams as well as Form 6 benefited from the **Bantuan Buku IMalaysia (BBIM) initiative** that saw **RM200 book vouchers** being **distributed nationwide** to each of these students





REDUCING CRIME

IN 2011, THE REDUCING CRIME NKRA SAW **LOWER CRIME RATES REPORTED NATIONWIDE**, WHICH WAS ACHIEVED THROUGH **CLOSE COLLABORATION BETWEEN THE POLICE, LAW ENFORCEMENT AGENCIES, MUNICIPAL COUNCILS, AND THE RAKYAT.**

Over **27,000** security personnel deployed

More than **3,000,000** volunteers registered with RELA and JPAM

1,607 JPAM personnel trained as Police Volunteer Reserve

3,931 RELA personnel trained as Police Volunteer Reserve (PVR)

An additional **30,000** Skim Rondaan Sukarela (SRS) members recruited bringing the total strength to **147,000**



LARGEST ROLLOUT OF SECURITY PERSONNEL IN CRIME HOTSPOTS

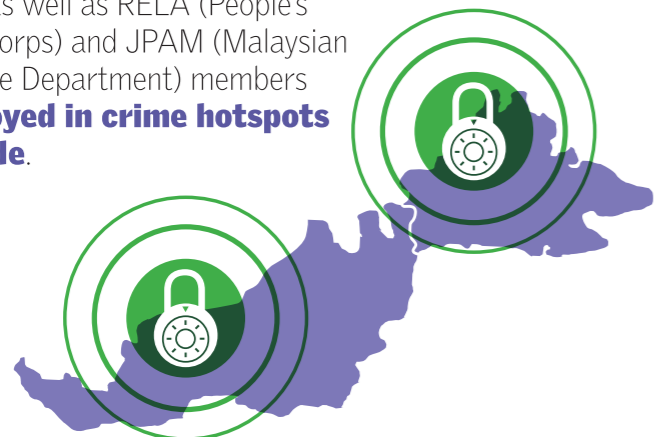
With the expansion of the **Omnipresence Programme into Sabah and Sarawak**, over **27,000 security personnel** comprising policemen as well as RELA (People's Volunteer Corps) and JPAM (Malaysian Civil Defence Department) members were **deployed in crime hotspots nationwide.**

151

local municipals become safer

MOST EXTENSIVE IMPLEMENTATION OF THE SAFE CITY PROGRAMME

Compared to just 12 PBTs (*Pihak Berkuasa Tempatan* or local municipal councils) in 2010, the **Safe City Programme** was extended to an **additional 151 PBTs nationwide** with **8,329 enhanced lighting posts, 1,311 safety mirrors, 104.3 km of railings and bollards installed** for the **public's safety**



39.7%
DROP IN STREET CRIME

11.1%
DROP IN INDEX CRIME

MALAYSIA EXPERIENCES BACK-TO-BACK, DOUBLE DIGIT REDUCTIONS IN CRIME NATIONWIDE

The reductions showed that the **innovative police programmes** are making **significant progress in reducing crime**



"From my interactions with the residents, 99% of them felt unsafe before the programme. Now, when I meet them, they tell me how safe they feel and how much improved TTDI is. The main thing which they are happy about are the brighter street lights. Our streets are no longer dark and the perception is that because of that, TTDI is a much safer place for us now.

When we can see the changes - the railings, the new street lamps and safety convex mirrors - not only are the changes visual, we can also feel the changes and I know for a fact that our residents here are very happy and grateful that they now live in a safer area."

Mohd Hatim Abdullah, the president of the Taman Tun Dr Ismail (TTDI) Resident's Association, says he has received positive feedback from residents since TTDI was included under the Safe City Programme.

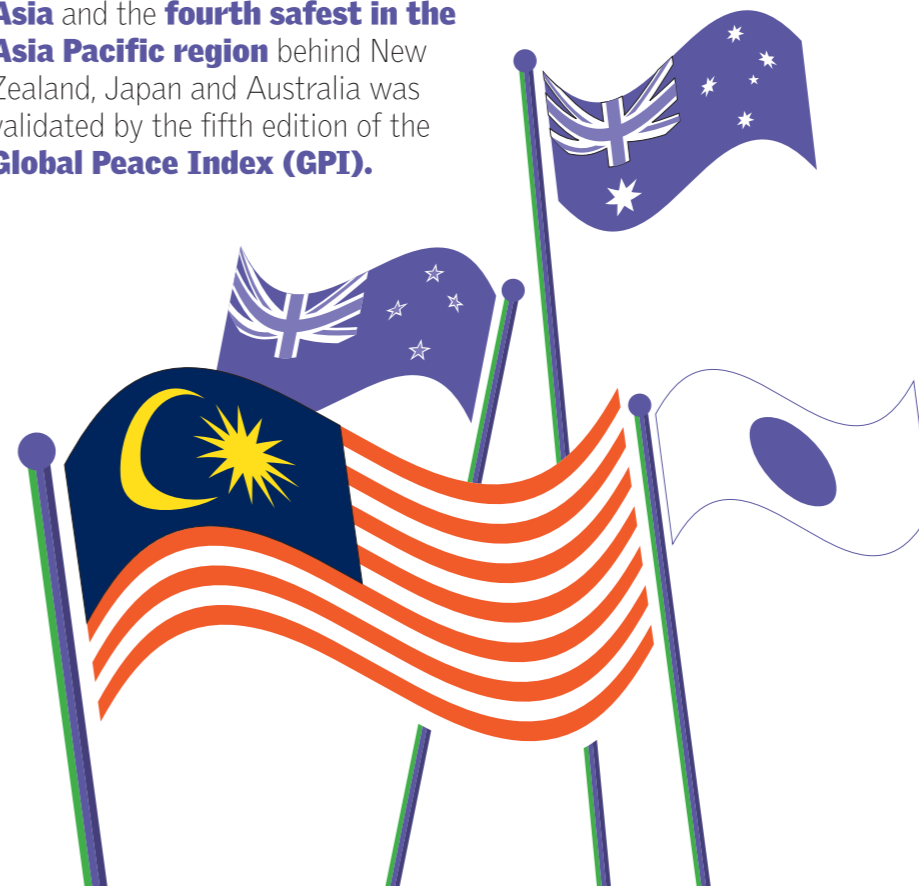
4TH SAFEST in the **Asia Pacific region**



FOR THE FIRST TIME EVER, MALAYSIA ATTAINS "MOST PEACEFUL" AND "SAFEST NATION" TITLES

Malaysia's position as the **most peaceful country in Southeast Asia** and the **fourth safest in the Asia Pacific region** behind New Zealand, Japan and Australia was validated by the fifth edition of the **Global Peace Index (GPI).**

Malaysia was also ranked the **safest country among 19 upper middle income countries** by the **World Justice Project's Rule of Law Index.**



I am pleased to read the latest National Key Results Areas report showing the overall crime index for last year has dropped by 11.1 per cent. Syabas to the police. Last year, street crime decreased significantly by 39.7 per cent compared with 35 per cent in 2010, Home Minister Datuk Seri Hishammuddin Hussein said.

The fight against crime is a common responsibility. We should assist the police to keep our neighbourhoods safe by being the "eyes and ears" of the force.

Bulbir Singh, Seremban, Negri Sembilan



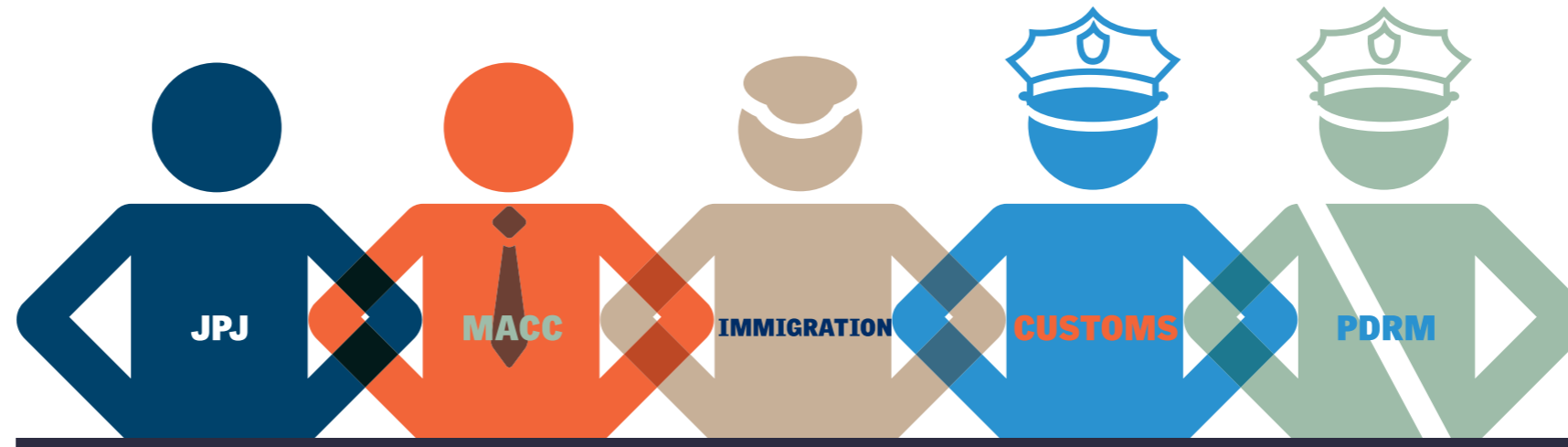
FIGHTING CORRUPTION

IN 2011, THE FIGHTING CORRUPTION NKRA **EXPANDED ON THE BUILDING BLOCKS** IMPLEMENTED THE PREVIOUS YEAR WHILE **INTRODUCING NEW INITIATIVES** THAT BROUGHT THE PUBLIC AND PRIVATE SECTORS TOGETHER IN THE FIGHT AGAINST GRAFT.



GROUND-BREAKING CORPORATE INTEGRITY PLEDGE (CIP) LAUNCHED

This novel effort to **directly engage the corporate sector** in the **fight against corruption** is a **first** in the country's history. The CIP initiative **fostered ground-breaking collaboration** between the **government and the private sector** which included some of **Malaysia's largest public capped companies**.



5 KEY AGENCIES

joined forces against corruption

UNPARALLELED COOPERATION BETWEEN KEY ENFORCEMENT AGENCIES

An **Anti-Corruption Campaign**, complete with a new mascot **Agent Lang**, was conceived with the support of the **five key enforcement agencies**.

It fostered **unprecedented, unparalleled co-operation** between the **Royal Malaysian Police, Road Transport Department**, the **Royal Malaysian Customs Department**, the **Immigration Department**, and the **Malaysian Anti-Corruption Commission**.

PROSECUTION WITHIN A YEAR

Over

424 CASES

processed and

249 CASES

completed by **14 special corruption courts in 2011**



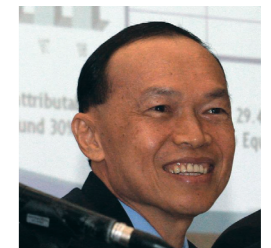
132,459 INTEGRITY PACTS SIGNED

between the government and its vendors/suppliers

The implementation of **Malaysia's first ever complete Integrity Pact** with the **Mass Rapid Transit project** used as a **model for the implementation** of the full pact

WHISTLEBLOWER FRAMEWORK

Following the passing of the **Whistleblower Act** on 15 December 2010, **enforcement agencies** were advised on its implementation through the **issuing of guidelines** by the **Legal Affairs Division** and a set of **instructions issued to public prosecutors**



"The Corporate Integrity Pledge is definitely an indication of the government's seriousness in combating corruption. If the pledge and Anti-Corruption Principles are successfully carried out, a business environment that is free from corruption will certainly help reduce the cost of doing business and in turn attract more foreign direct investments into our country. The government, the corporate sector and the public should work together to stop any corrupt act in any form and to be honest and transparent in their dealings."

Tan Sri Lim Wee Chai,
Top Glove group chairman



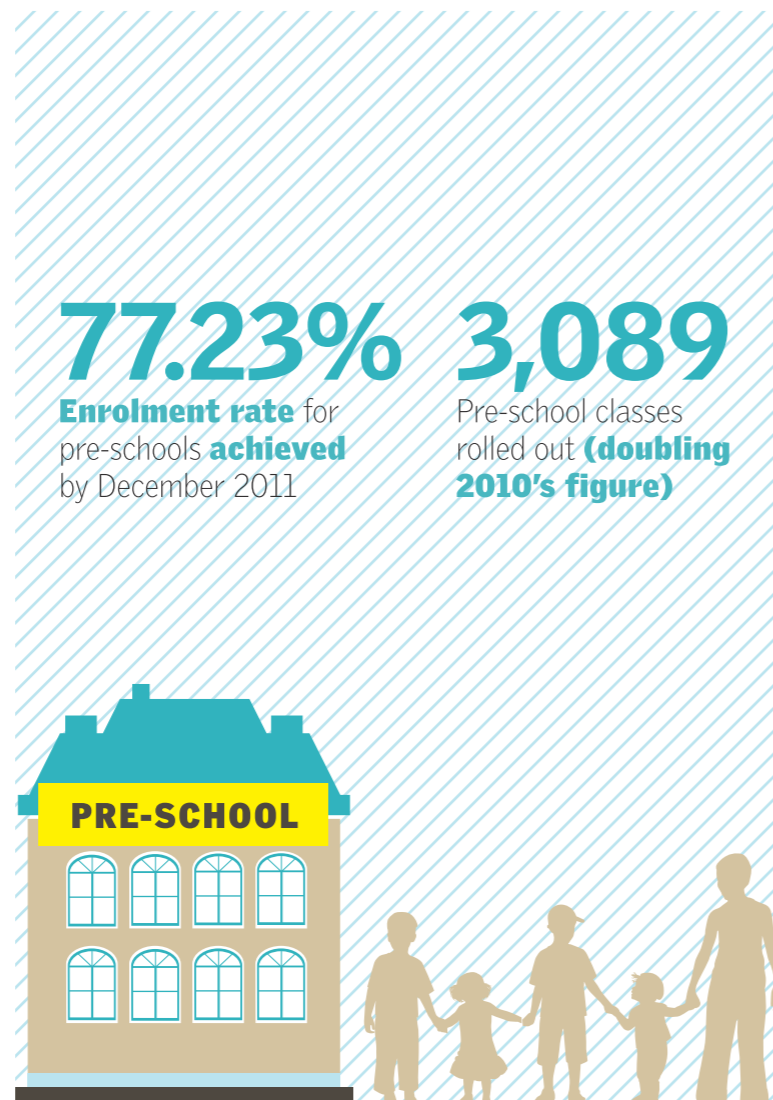
"The idea in the GTP is that you make Malaysian companies world beaters and by doing so, they have to go out there and prove themselves. And so I think it is critical we address corruption if we want to move into developed nation status."

Tan Sri Tony Fernandes
Group CEO, Air Asia



IMPROVING STUDENT OUTCOMES

IN 2011, THE IMPROVING STUDENT OUTCOMES NKRA **STRETCHED ITS SET TARGETS** EVEN FURTHER TO ACHIEVE THE GOAL OF **BUILDING A GLOBALLY COMPETITIVE MALAYSIA** BY RAISING EDUCATION STANDARDS AND IMPROVING QUALITY IN DELIVERY



PRIMARY 2 (COHORT 1)

PRIMARY 1 (COHORT 2)

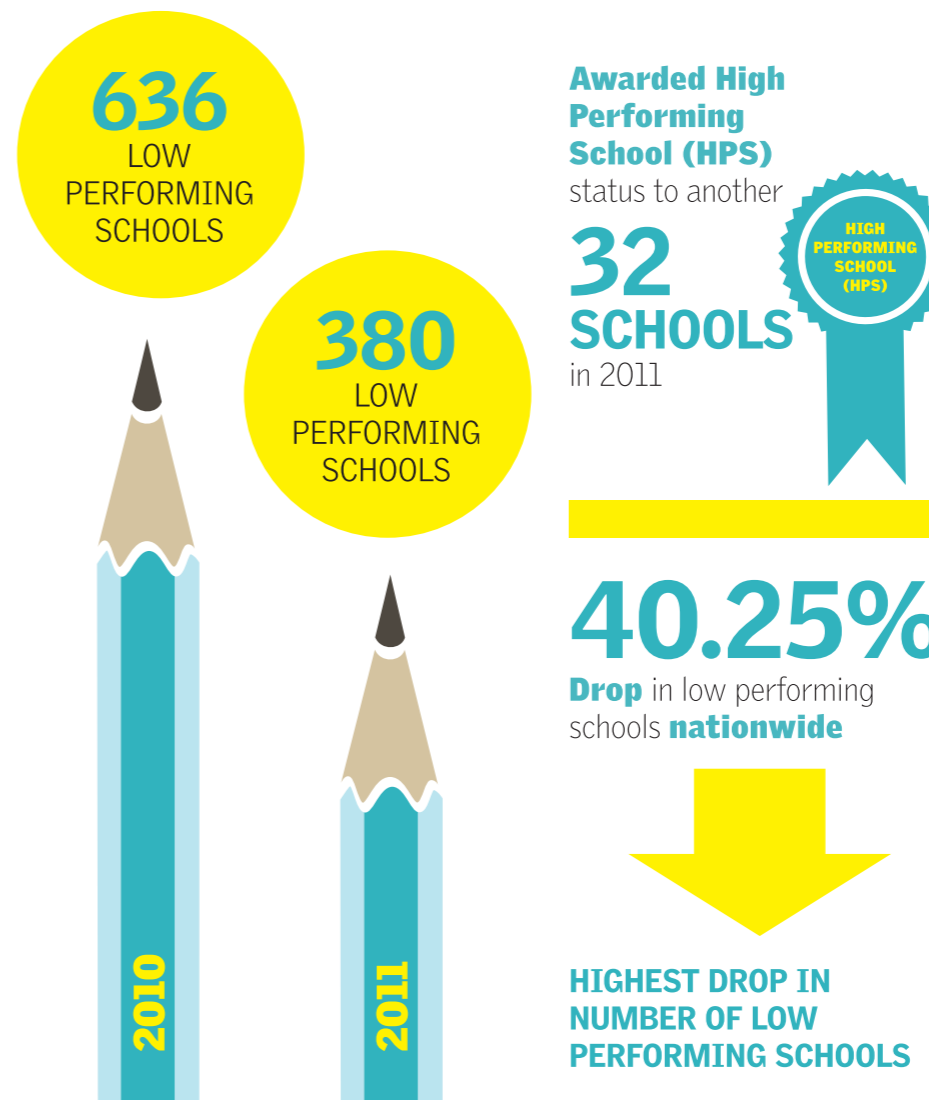
ACHIEVED **97.5%** LITERACY RATE & **98.6%** NUMERACY RATE

ACHIEVED **91.0%** LITERACY RATE & **95.4%** NUMERACY RATE

Close to **900,000 STUDENTS** benefited from **LINUS**

LARGEST IMPLEMENTATION OF LITERACY AND NUMERACY SCREENINGS

A total of **891,327** Primary 1 and Primary 2 students underwent the **literacy and numeracy screenings (LINUS)** programme in 2011.



Awarded High Performing School (HPS) status to another **32 SCHOOLS** in 2011



"Since attending pre-school, our students are more independent and outspoken. We picked up new approaches in teaching young children, for instance in the areas of psychotherapy, ICT and psychology."

Muhammad Zammri Ishak, Chairman, Tadika Bijak Gemilang

"The LINUS programme comes with a comprehensive set of modules for all levels of understanding."

Mohd Sham Hamid Teacher, SK Rambai, Malacca

NATIONAL PRE-SCHOOL INFORMATION SYSTEM

Several **innovative systems and tools** were introduced in 2011 to **enhance the overall education system**. These included the **National Pre-school Information System (Sistem Maklumat Prasekolah Kebangsaan or SMPK)** which **enables data monitoring and evaluation of pre-school centres and students**

SCHOOL EXAMINATION ANALYSIS SYSTEM

A **national level web-based data system** - the **School Examination Analysis System (Sistem Analisis Peperiksaan Sekolah or SAPS)** - for all public schools and an instrument to **identify children with symptoms of learning disabilities** were developed

<http://saps.moe.gov.my/ibubapa2/index.php>

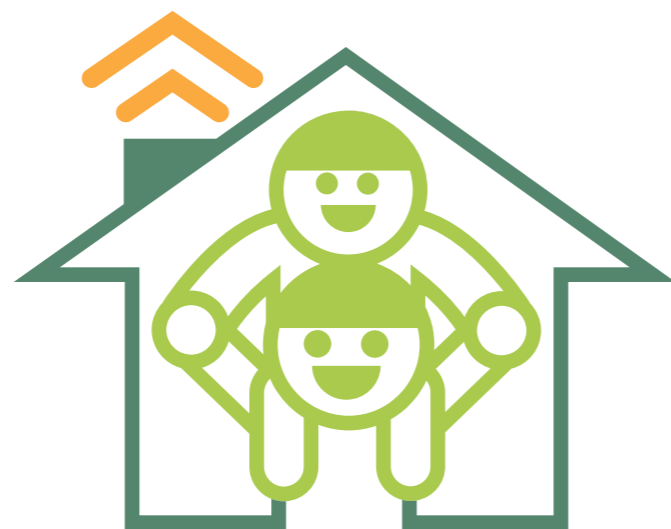


RIISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS

IN 2011, THE RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS NKRA FOCUSED ON **PROVIDING ECONOMIC OPPORTUNITIES TO ELEVATE LOW-INCOME FAMILIES OUT OF POVERTY AND ENSURING THAT NO ONE GETS LEFT BEHIND.**

63,147
poor households **elevated**

LARGEST NUMBER TO BENEFIT FROM POVERTY ERADICATION
2011 saw over **63,147 poor households** (including **12,510 from Sabah** and **11,401 from Sarawak**) participating in the IAZAM programme which centres on providing **economic opportunities** that enhance the **productive capacity of low-income households** so that they are **lifted out of poverty and become self-sustaining.**



OF BACKLOG CASES PERTAINING TO eKASIH VERIFICATION PROCESSED



"I am so excited to be able to realise my dream of becoming a successful entrepreneur. I used the funds [from Amanah Ikhtiar Malaysia (AIM), Malaysia's largest microcredit financing organisation] to upgrade my grocery store at the Kuala Pilah market so that I can better serve my customers. AIM loaned me RM200,000. I now make RM2,000 weekly and this has allowed me to repay the loans and make ends meet."

Siti Jariah Alwi, mother of four who runs a small grocery store with her husband and has recently set up a goat farm and fish farm

12,578
poor are given the chance to be **self-sustainable**

OVER 12,000 LIVES ELEVATED THROUGH MICRO CREDIT LOANS
Participants received **micro credit loans** and **training for small businesses** or **services-based self-employment** from **Amanah Ikhtiar Malaysia (AIM).**

This initiative is doing much to **elevate the livelihood of the poor.**



"Before the IAZAM programme, life was difficult, especially with seven school-going children. Every month, any additional money was used to buy fertilizer so that we could plant vegetables – it was a continuous cycle that didn't help to improve our situation. If the weather was good, we could get RM1, 000 a month, but through IAZam Tani, we can get an income of RM200 per day. The Sabah Agricultural Department (Jabatan Pertanian Sabah) helps us to sell our produce and we are very thankful for this programme that has helped to reduce our financial burden."

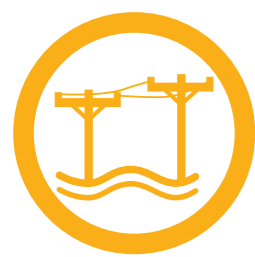
Maimun Achoi and Abdul Jalil, Farmers

1,100
WOMEN
entrepreneurs trained to date

OVER 3,000 WOMEN ENTREPRENEURS DEVELOPED TO DATE WITH SIGNIFICANT INCOME RISES
Income has raised from an average of **RM750 per month** to **RM3,500 per month or more.**

Total women entrepreneurs developed the past **two years** is currently at **3,100.**





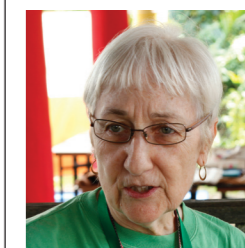
IMPROVING RURAL BASIC INFRASTRUCTURE

IN 2011, THE IMPROVING RURAL BASIC INFRASTRUCTURE NKRA INITIATIVES HAVE DONE MUCH TO EMPOWER THE UN-EMPOWERED AND UNLEASH THE TRUE POTENTIAL OF FAMILIES AND RURAL COMMUNITIES.



SECOND SUCCESSIVE YEAR OF RAPID, LARGE SCALE RURAL DEVELOPMENT

In 2011, some **998,357 lives** were positively impacted through the **provision of housing, water supply, electricity and roads**



"The electricity supply in rural areas helps the community to continue working late in the day – for example, there are many women in the longhouses who are skilled weavers. They come home from work and continue weaving as it is a source of additional income. Previously, it was difficult for them to do so, because the light from the oil lamps was poor and some women abandoned the art, but now many are taking it up once again."

Heidi Munan, Director, Rainforest World Crafts Bazaar

73,227 rural houses connected with **clean water supply**



366,135 people **positively impacted**

14,365 rural houses built and **restored**



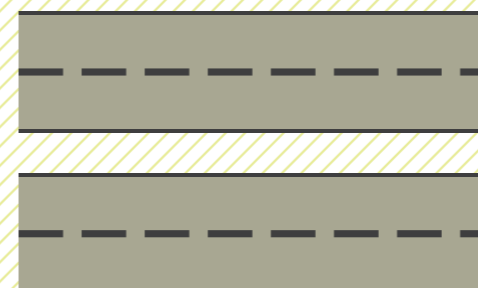
71,825 people **positively impacted**

27,004 rural houses connected with **electricity supply**



135,020 people **positively impacted**

1,013 KM of rural roads built or **upgraded**



425,377 people **positively impacted**



"I used to always worry about the safety of my fellow villagers especially the young ones whenever they went to river either to fetch water or to bathe. Now with a new supply of water to the village (under the RBI water supply programme) our quality of life has improved. I am also no longer worried about the safety of our villagers as the water is now in the house and it is clean."

Chief Villager Tok Batin Alam Supah, Kg. Songkok, Ulu Selangor

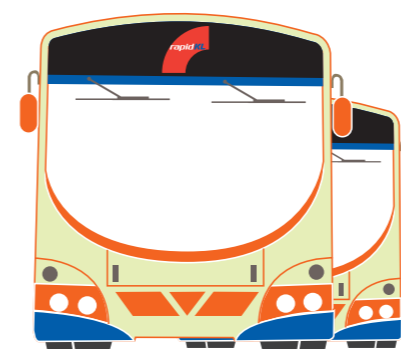


IMPROVING URBAN PUBLIC TRANSPORT

IN 2011, THE IMPROVING URBAN PUBLIC TRANSPORT NKRA SAW **SIGNIFICANT PROGRESS MADE IN IMPROVING THE OVERALL QUALITY** TO ENSURE THAT **THE ASPIRATION OF PUBLIC TRANSPORT BECOMING THE MODE OF CHOICE** FOR URBAN COMMUTERS REMAINS ON TRACK.

THE NEW PUDU SENTRAL TERMINAL

The much awaited **transformation** of Pudu Sentral terminal (formerly known as Puduraya) **is now completed**. Undergoing its **first ever major revamp** since it was opened to the public in 1976, the **new Pudu Sentral** reopened to the public in April 2011 and now **offers modern world-class facilities**



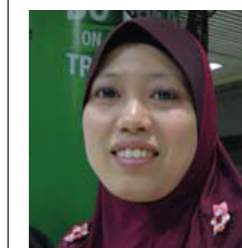
The addition of 470 RAPIDKL BUSES

which **increased the frequency of buses** across the Klang Valley

As at 31 December 2011, up to **4.04 MILLION** more passengers used the RapidKL bus service in comparison to the preceding year

SEAMLESS TRAVEL

LRT passengers can now also **enjoy seamless travel** following the implementation of the RapidKL **Automated Fare Collection (AFC) Integrated Ticketing System** at the **LRT and KL Monorail services**



"I take the commuter only once a month, usually from KL Sentral to Bandar Selatan or Port Klang. The Ladies Coach is a good improvement, because sometimes the trains are just too packed. The stations are ok, but I think KTM needs to have more trains and increase the frequency of trains, because there are often delays."

Nor Hafizah, 28
Accounts executive



"I used to stay in Sri Serdang, and back then I took the train every day. I've been taking the commuter for many years."

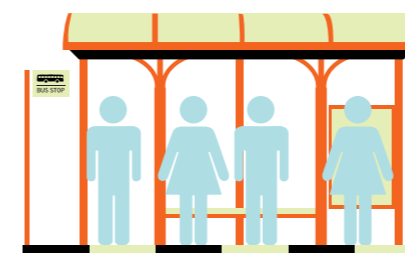
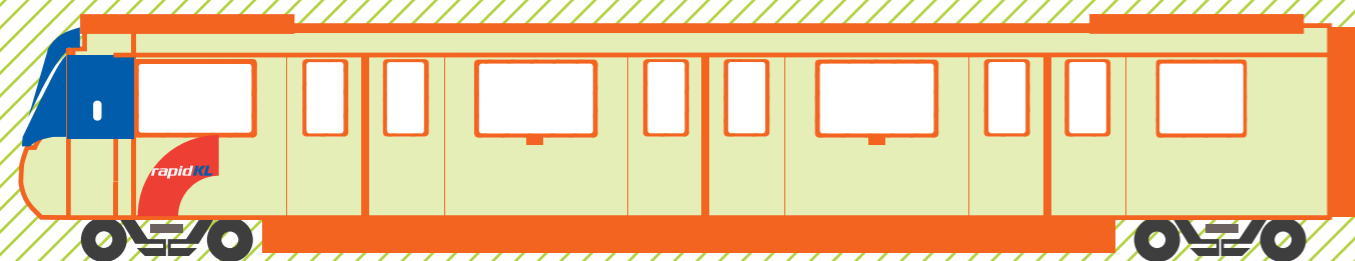
"I think they could improve on the timing, but the coaches are good and comfortable, especially the Ladies' Coach. The stations are good too, and they have definitely improved over the years. They only need to improve on the timing, perhaps the train could come every 15 minutes."

Usha Rani, 55
Kindergarten teacher

Kelana Jaya (KJ) Light Rapid Transit (LRT) Line **ridership increased by 18%**

35 additional four-car train sets on the KJ LRT Line system

In 2011, **10.4 MILLION** more passengers used the LRT over a 12-month period.



468 Klang Valley bus stops refurbished

MARKING THE...

LARGEST EVER BUS STOP REFURBISHMENT EXERCISE

KTM KOMUTER

First set of 6-car train delivered in September 2011



TWEETBITS FROM TWITTERJAYA

Follow [@gtp_roadmap](#) for updates on the GTP



GTP Roadmap

@gtp_roadmap

The Government Transformation Programme (GTP) Roadmap defines and details the 7 NKRA that will accelerate Malaysia's social infrastructure development.

Malaysia · <http://www.pemandu.gov.my/gtp/>



Affendi

@Affendi4

Follow

Good to know that normal rakyat is appreciating [@najibrazak](#) national transformation RT [@rosejohari](#) Maksud NKRA = National Key Result Areas



Haikal Shafie

@HaikalShafie

Follow

Congratz! RT Well done [#1Malaysia](#) RT: NKRA report showing the overall [#crime](#) index for last year has dropped by 11.1% [@HishammuddinH20](#) [#fb](#)



VAdm Kamarul

@mykamarul

Follow

Good job [@PDRMsia](#) " [@gtp_roadmap](#): latest NKRA report showing the overall [#crime](#) index for last year has dropped by 11.1% [@HishammuddinH20](#)



TizzyCosmic

@Tizzy_Cosmic

Follow

Kegiatan tidak bermoral itu terbongkar selepas diserbu Urusetia NKRA Ibu Pejabat Polis Kontinjen (IPK) Selangor,... [fb.me/1I8oENoYS](#)



Muhd Zahiruddin

@zaridabwa

Follow

Kemain sekolah ni. Nmpk je kecil tapi pernah dpt anugerah pengetua cemerlang dgn Anugerah NKRA okeh... Hebat kot



Muhd fadzly

@KiryuYakuza

Follow

Ronda NKRA bersama JPAM dan RELA. RT " [@hafiz_18](#): [@KiryuYakuza](#) haha. Ops ape derr ? Ke jaga kawasan je ?"



Ag_wati

@Ag_wati

Follow

papar nama pesalah rasuah di web... 00 [@gtp_roadmap](#) that's a good move



hasif napi

@hasif_napi

Follow

[@gtp_roadmap](#) education is all about holistic approach. Over reliance on numbers to determine success will have adverse effect.



Kumaresan Muthusamy

@m_kumaresan

Follow

On board KTM MY komuter. It is spacious, clean, silent, full of ventilation. Kudos KTM [@gtp_roadmap](#) [yfrog.com/kljncfxj](#)



syahir daniel

@pandachome1

Follow

[@gtp_roadmap](#) i would love the emphasize of ethics and politeness across all races.no prejudice.



Aiman Syed Jaafar

@aimansjaafar

Follow

ETS train is clean and comfortable. What won me over is the fact that its very timely! Well done! [@gtp_roadmap](#) [@TAIZEEKIN](#)



kakmidah

@kakmidah

Follow

[@gtp_roadmap](#) but NEVER 4get 2 have contingency plans due 2d economic uncertainties that's facing Euro & U.S. 2day with global repercussions!



Desmond Jerukan

@desmondj

Follow

Thanks to [@NajibRazak](#) n Idris [@gtp_roadmap](#) [@etp_roadmap](#) Glad to be part of the implementation in rural development Sarawak



Vanity Shack






@vanityshack

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**PERFORMANCE MANAGEMENT
& DELIVERY UNIT (PEMANDU)**

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-  www.pemandu.gov.my/gtp