

# DELIVERING OUTCOMES 2013



Catalysing Transformation  
for a Brighter Future

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

**Prime Minister's Department**

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

In reviewing the GTP's results for 2013, I was pleased to see that we have continued to build upon past successes. Indeed, I am delighted to announce that GTP targets are not only being met but are, in some cases, being delivered ahead of schedule. This is excellent news for the country. The GTP is about delivering a better government for the rakyat and it is doing just that.

“WE SHOULD ALL BE PROUD OF OUR ACCOMPLISHMENTS. MALAYSIA IS BECOMING A MORE EFFICIENT, TRANSPARENT, SAFE AND JUST SOCIETY.”

The Government Transformation Programme (GTP) was developed to make the government more efficient and responsive to the needs of the rakyat. It remains a key instrument of the National Transformation Programme (NTP) in achieving our socioeconomic goals and obtain developed nation status by 2020.

When the government embarked on the GTP four years ago, we were aware of the amount of work and level of commitment needed. The achievements of the GTP to date are a testament to the dedication of all involved. I would like to take this opportunity to express my sincere gratitude for their dedicated service.

2013 has ushered in a new era for the GTP. The initial introductory stage of GTP 1.0 has paved the way to further our ambitions in GTP 2.0. The success of GTP 1.0 has generated higher expectations for GTP 2.0, which in turn has challenged all stakeholders to build and improve upon their performance. Based on our track record over the course of the last four years, I know that we are up to the task.

We should all be proud of our accomplishments. Malaysia is becoming a more efficient, transparent, safe, and just society. For example, under GTP 1.0 we reduced households in the extreme poor category by 99% or 44,536 households. The challenge for GTP 2.0 is to build upon this to help all low-income groups.

Although we have achieved a lot, it is important that we do not rest on our laurels. We must continue to embrace this momentous journey of transformation with discipline and determination.

I hope that Malaysians continue to unite around the GTP. Change is most effective when everyone takes part. National transformation is a worthwhile aspiration for all Malaysians. By working together, we can realise this ambition and secure a more effective government.



**Tan Sri Dato' Hj.  
Muhyiddin Bin Hj.  
Mohd Yassin**  
Deputy Prime Minister  
of Malaysia

In 2013, we saw the Crime NKRA take a quick and decisive action in response to a sudden spate of gun violence, which took the sting out of the problem as quickly as it had begun. The Anti-Corruption NKRA continued to make steady progress in the fight against corruption by collaborating with the Auditor General's office to transform the latter's reporting processes, and was rewarded by an improvement in the benchmark corruption perceptions index.

“...THE ACHIEVEMENTS LAST YEAR WERE MORE THAN COMMENDABLE DESPITE THE CHALLENGES.”

The Government Transformation Programme commenced its second phase of development in 2013 with the intent of deepening and enhancing the delivery of public service that started in 2010. As the Chairman of the GTP's Delivery Task Force (DTF), I have been given the responsibility of presiding over the initiatives of the programme, and I must say that the achievements last year were more than commendable despite the presence of challenges.

The nation continues to see contributions and improvements made in the seven National Key Results Areas (NKRAs), which bodes well for our ambition to become a high-income and developed nation by 2020. It is difficult to single out any NKRA for special praise, but as the Minister of Education, I have a special interest in the achievements of the Education NKRA.

I am pleased to announce the seamless integration of the Education NKRA into the overall framework of the Malaysian Education Blueprint (MEB) 2013-2025, which is being led by the Ministry of Education's Performance and Delivery Unit or PADU. Efforts in this area are focused on improving the foundational elements and in time, the impact of the initiatives will manifest itself through the system.

The NKRA's efforts at transforming the country's education system, particularly in the areas of reforming teacher and principal charters, have translated directly into improved student outcomes, which are reflected in the reduction in the number of Band 6 and Band 7 schools in the country.

The Education NKRA's efforts at auditing and validating its own achievements is the kind of scrutiny that will ensure that we are on the right track in terms of securing the goals of the GTP as a whole. In this regard, the Education NKRA is not unique amongst the NKRAs, as they hold their own performances and reporting processes to the highest standards.

The fact remains that the impact of the GTP is indisputable; whether it is the delivery of basic infrastructure to the hundreds of thousands of Malaysians living in the rural areas, or ensuring the availability of affordable homes for low- to middle-income urbanites, the GTP is making a difference in the lives of the rakyat. The Government's assistance programme, Bantuan Rakyat 1Malaysia, continues to help low-income Malaysians defray the rising cost of living. The textbook voucher and Back to School programmes for school children directly complements the Education NKRA initiatives to assure that every child has a place in the schooling system.

Through the efforts of the GTP, we are making Malaysia a safer place, we are creating a more educated and skilled workforce, we are ensuring that the city centre is more accessible — in short, we have and will continue to simply make Malaysia a better place for everyone regardless of race, religion or economic background.

I would like to repeat the calls by our Prime Minister for us to continue down this path, and to not let up either in drive or ambition even as we commence the fifth year of the programme. The GTP continues to seek greater support from non-Governmental organisations and the corporate sector to participate and help deliver our programmes, and I invite all relevant parties to provide feedbacks and suggestions that will help us realise the goals of the GTP.

Finally, as the Chairman of the DTF, I am very aware of the hard work that has been put in by all the various parties involved in the GTP and I would like to thank them for their continuous commitment. Implementation of the GTP has not always been easy or undemanding, and there is not much that I can say to ease that burden, but I would like to remind them that the service they are performing is invaluable, and that a grateful nation thanks you for your efforts.

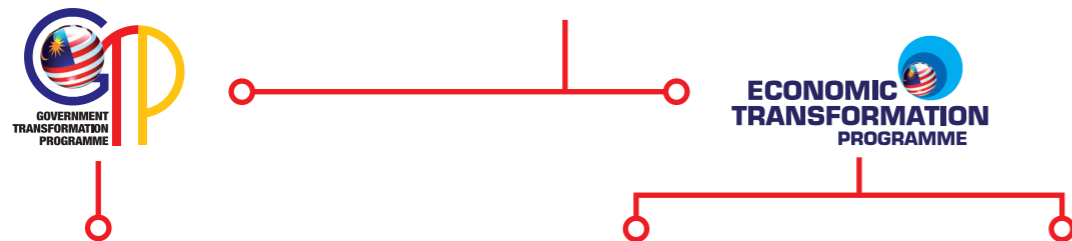
# NATIONAL TRANSFORMATION PROGRAMME

The National Transformation Programme (NTP) is an ambitious, multi-lateral plan of change that aims to propel Malaysia into a developed and high-income nation by 2020. The programme consists of two components which are the Government Transformation Programme (GTP) and Economic Transformation Programme (ETP).

The GTP spearheads important social transformation initiatives to transform the Malaysian civil service into a dynamic, innovative, and people-focused administration through the 7 National Key Results Areas (NKRAs). To enable Malaysia to realise its true economic potential, the ETP institutes socio-economic change by focusing on the development of 12 key industries, or National Key Economic Areas (NKEAs), and raising Malaysia's global competitiveness through the implementation of 6 Strategic Reform Initiatives (SRIs).

Both the GTP and ETP work in synergy to ensure the development of a robust infrastructure that will support the developmental goals of the country as set out by the NTP. In doing so, the NTP also ensures that growth is achieved in a way that is balanced, inclusive and sustainable even after Malaysia has achieved its 2020 targets.

## 1 NATIONAL TRANSFORMATION PROGRAMME



### NATIONAL KEY RESULTS AREAS (NKRAs)



### NATIONAL KEY ECONOMIC AREAS (NKEAs)



### STRATEGIC REFORM INITIATIVES (SRIs)



**VISION 2020**  
Aspiring to Achieve Developed and High-income Nation Status



**1 STRATEGIC DIRECTION**  
The GTP is a programme of change involving the buy-in and participation of top-decision makers in Government. In this first stage of the process, several Cabinet Meetings are held to set the strategic direction of the GTP and the goals of its initiatives. Securing top-level buy-in at this stage is crucial as it ensures that projects are implemented quickly and problems identified at an early stage.

**2 LABS**  
The Labs sessions are key components of the PEMANDU 8-Steps of Transformation and represent a fundamental tenet of its general philosophy. The Labs involve all stakeholders from both the public and private sectors to help identify key issues and brainstorm solutions to improve better service delivery and sectorial improvement. The initial 8-week lab session accomplished much in terms of identifying factors such as obstacles obstructing better service delivery, key investments and developments required by the NKRAs, and, perhaps most importantly, helped stakeholders take greater ownership of the issues that need to be addressed. Lab sessions are still regularly held as they are proving to be excellent sessions for brainstorming and the development of solutions.

**3 OPEN DAYS**  
Open Days are held regularly to share findings from the Labs and ideas with the rakyat while soliciting feedback in return. The GTP is a rakyat-driven programme, and thus must address their concerns, which may change from time to time. Furthermore, the GTP depends on rakyat participation to achieve its full potential and the Open Days are the forums where delivery teams can better engage the general public.

**4 GOVERNMENT TRANSFORMATION PROGRAMME (GTP) ROADMAP**  
The execution of the GTP is guided by the GTP Roadmaps, which was first published in 2010 while a second edition was published in 2012. The Roadmap contains comprehensive details about the NKRAs and their initiatives, including their justification, action plans and specific implementations. The Roadmap is designed to function as an overall guide for the implementation of initiatives within a specific horizon of development, i.e. GTP 1.0, GTP 2.0 or GTP 3.0.

**7 AGREED-UPON PROCEDURES (AuP)**  
The AuP is an external verification tool that assesses the GTP's data and collection methods for veracity. PricewaterhouseCoopers is appointed to validate the GTP's results through the AuP and reports on the accuracy of data, and makes suggestions as to how data collection can be improved. More details about the AuP can be found in the GTP Annual Report 2013.

**8 ANNUAL REPORTS**  
The GTP's activities throughout the year are reported in its Annual Report, which is a transparent mechanism designed to disclose all the achievements and challenges faced during the year. The Annual Report is available to all stakeholders, and functions as another accountability tool for the Government.

**5 KEY PERFORMANCE INDICATOR (KPI) TARGETS**  
PEMANDU's Ministerial Key Results Area team and Ministry Officers set the KPIs annually. These KPIs provide delivery targets for every initiative under the GTP, and helps track progress in a transparent and accountable manner. The KPIs and their attainment is monitored yearly by PricewaterhouseCoopers to ensure that data is properly recorded by the delivery teams.

**6 IMPLEMENTATION**  
The GTP is a meticulously detailed plan of implementation, which requires the cooperation and coordination of a large body of stakeholders. From corporate partners to NGOs, from Cabinet Ministers to front-line civil servants, execution of the GTP's initiatives can be a complicated task and it is here that PEMANDU plays its most vital role. In addition to coordinating the execution of initiatives, it also monitors their progress and takes remedial action where necessary.

## 2013 GTP YEAR IN REVIEW

# GTP STAYS ON TRACK

Malaysia's progress towards reaching its developed and high-income nation status is due in large part to the improvements and changes introduced by the implementation of effective and high-impact public service delivery through the GTP. In 2013, the GTP reached a significant milestone as it began its first year of implementing initiatives under the second horizon of transformation (GTP 2.0).

GTP 2.0 has transitioned into the second phase of development, which prioritises two key goals: intensifying transformation and ensuring lasting change. If GTP 1.0 were designed to transform the system by introducing new measures to reinvigorate public service, GTP 2.0 aims to transform these new 'business unusual' activities into 'business usual' practices.

The bar has also been set higher for existing initiatives in GTP 2.0, with the teams challenged to further enhance achievements from GTP 1.0. Only by setting impossible targets, can we deliver and sustain transformation.

### Catalysing a transparent and efficient Public Service Delivery through...



### ...by putting the People First through the delivery of 7 National Key Results Areas (NKRAs)...

The 7 NKRAs were selected because of its importance to the rakyat and will yield the greatest transformational impact in Malaysia's progress towards achieving high-income and developed nation status by 2020.



### ...and by ensuring Performance Now through the diligence in delivery.



## 2013 GTP KEY HIGHLIGHTS



**ADDRESSING THE RISING COST OF LIVING**  
Built to provide fast and cheap basic health services



**IMPROVING URBAN PUBLIC TRANSPORT**  
Greater convenience and accessibility in the public transport system



**21% A.M. peak public transport modal share**



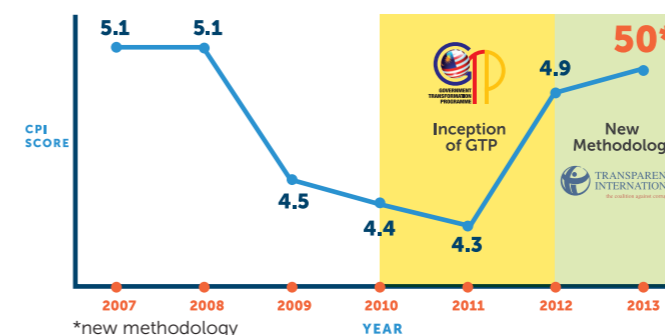
**ASSURING QUALITY EDUCATION**  
Towards a brighter future for all

#### Expanded reach to Special Needs students

- 292 Special Needs students enrolled in vocational courses via the SEN Vocational Programme
- 11 schools involved with the Employment Transition Programme



**FIGHTING CORRUPTION**  
Steady improvement in Transparency International's Corruption Perceptions Index (CPI)



**IMPROVING RURAL DEVELOPMENT**  
Laying the ground for thriving rural economies

#### 21<sup>ST</sup> CENTURY VILLAGE

Private-driven premium fruit and vegetable farms

**2 Sites**



Enhancing economic activities of village co-operatives under the Desa Lestari Programme

**25 Kampung**



Rural Business Challenge Winners

**11 Winners**

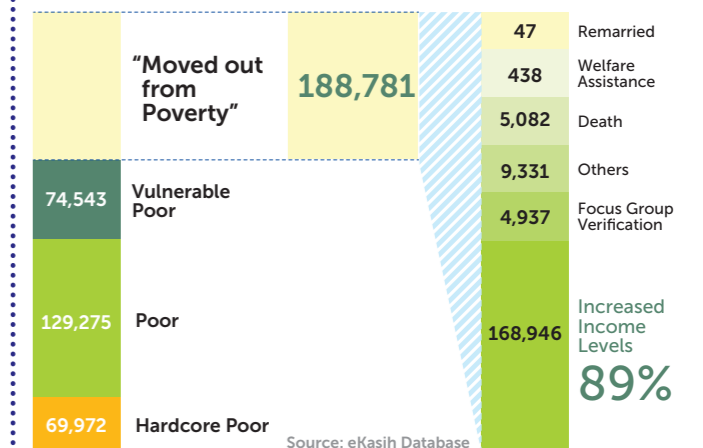


**RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS**  
Moved more Malaysians out of poverty

#### eKasih status 2013

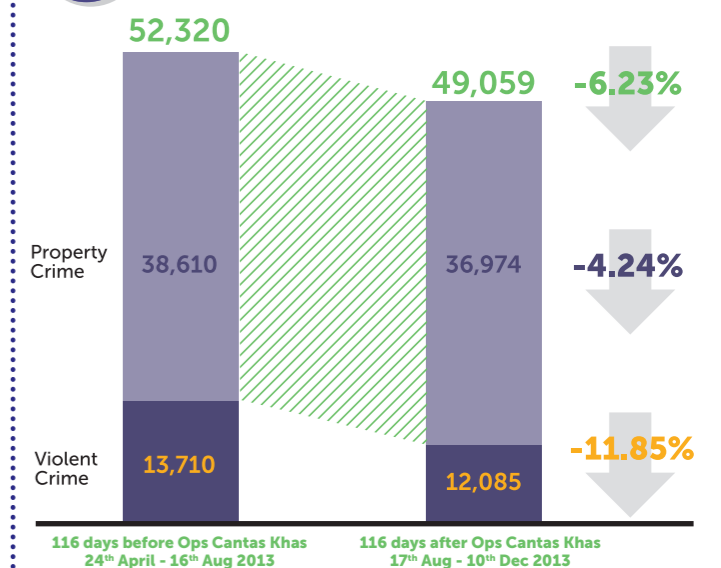
462,571

Reasons for "Moved out from Poverty" status  
188,781



**REDUCING CRIME**  
Clamped down on violent crime

OPS CANTAS KHAS AS OF 10<sup>TH</sup> DECEMBER 2013



# ADDRESSING THE RISING COST OF LIVING



The introduction of Addressing the Rising Cost of Living National Key Results Area (COL NKRA) was initially in response to the rising price of inputs such as fuel and food, and has since maintained itself as a reactive NKRA. In Malaysia's progress towards becoming a high-income and developed nation by 2020, managing the rising cost of living remains as one of the key priorities of the Government.

The aim of the COL NKRA is to help the rakyat pay for basic goods and services that have suddenly, and quickly, risen in price owing to external market conditions. The COL NKRA implements initiatives that intercede on behalf of the rakyat through the distribution of targeted cash assistance and through the direct provision of goods and services.

Over **6.8 million** lower-income Malaysians were provided extra assistance through the Bantuan Rakyat 1Malaysia (BR1M)

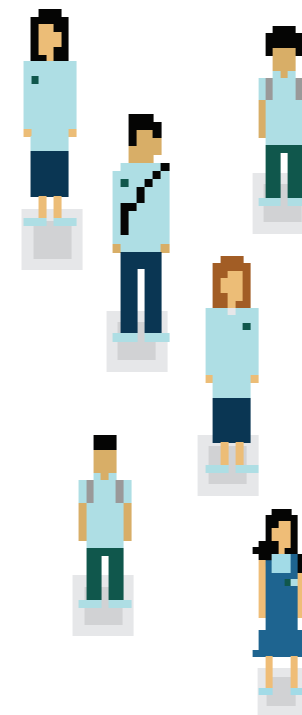
The Bantuan Rakyat 1Malaysia (BR1M) programme was enhanced in 2013 by expanding the scope of recipients to single-persons above 21 years old.

**BR1M**  
For Over  
**6.8**  
**MILLION**  
Malaysians



**1.2 million** tertiary education students received book vouchers worth RM250 via the **Baucar Buku 1Malaysia (BB1M)** initiative

The school aid programme is available to students from both public and private institutions.



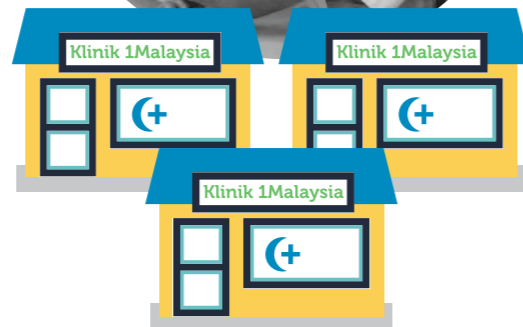
**5.2 million** primary and secondary students received RM100 assistance to cover "back-to-school" and other expenses

## ADDRESSING THE RISING COST OF LIVING



**40** Kedai Rakyat 1Malaysia (KR1M) were built in 2013 to increase the coverage of KR1M products to more Malaysians

There are now a total of 125 KR1M shops in Malaysia since the launch in 2011. Goods from KR1M shops are typically 20% to 30% cheaper than the same items found in regular grocery stores.

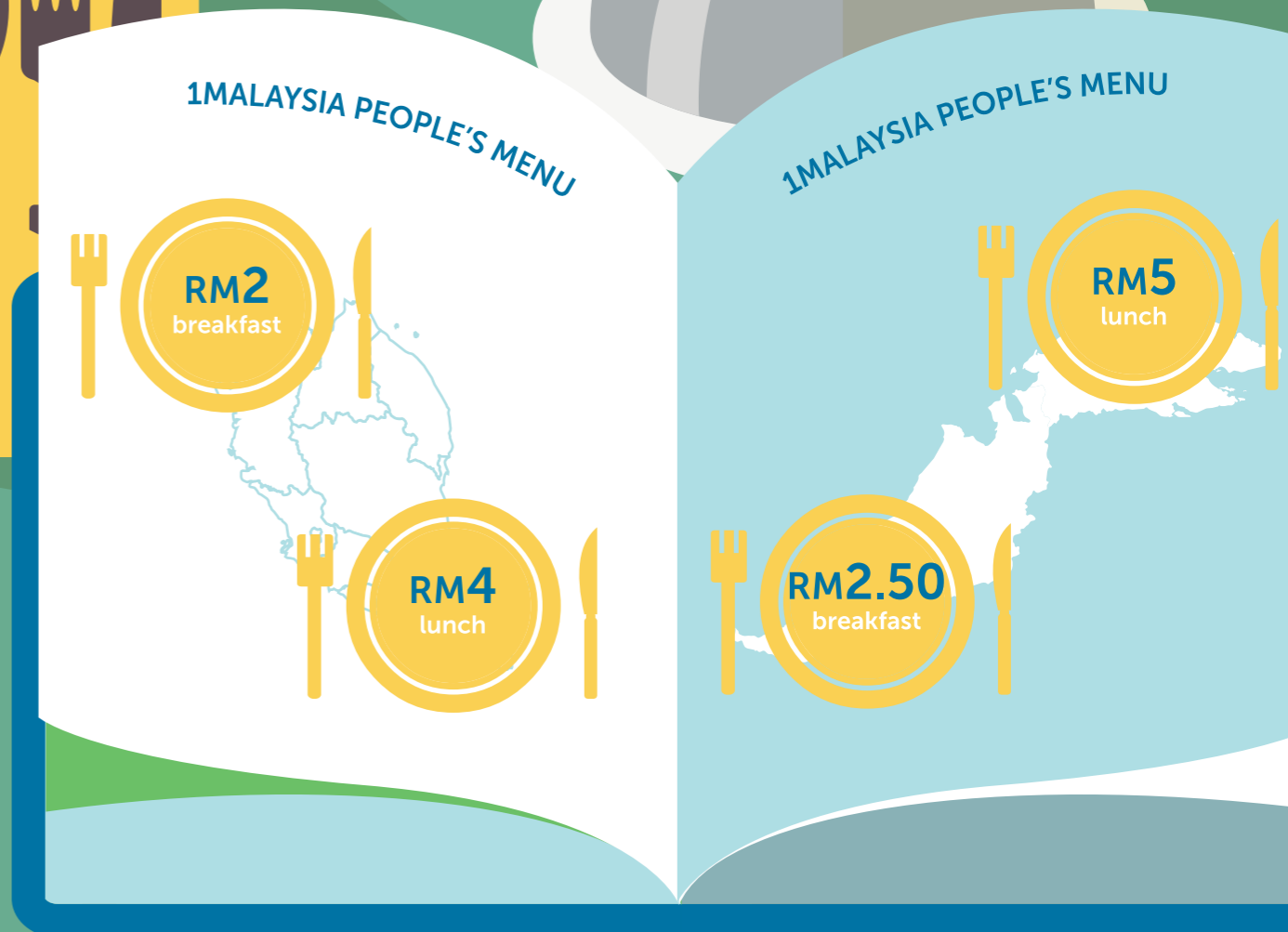


**70** Klinik 1Malaysia were built in 2013 to provide affordable medical treatment for the rakyat

A total of 238 Klinik 1Malaysia have been established since 2010 and thus far, treated 9.2 million patients.

**1,110** food operators participated in the 1Malaysia People's Menu programme in 2013

The programme provides breakfast and lunch meal sets at an affordable price of RM2 and RM4 respectively in Peninsular Malaysia, and RM2.50 and RM5 respectively in Sabah and Sarawak. To date, the number of participating operators under the 1Malaysia People's Menu programme has increased to over 4,000 around the country.



# IMPROVING RURAL DEVELOPMENT



Under the theme of inclusivity, the GTP also emphasises the development of rural Malaysia which remains an important part of the Malaysian society. The focus of the Improving Rural Development National Key Results Area (RD NKRA) is to ensure that the vast majority of rural Malaysians have access to basic amenities including clean water, reliable electricity, paved roads, and good quality homes as well as economic opportunities under the 21<sup>st</sup> Century Village (21CV) programme.

The 21CV programme is a new introduction to the RD NKRA in GTP 2.0, which aims to transform existing villages into thriving economic centres that can provide economic opportunities for the rural community. The GTP 2.0 also saw the addition of a new initiative, namely the maintenance of rural infrastructure that will ensure the infrastructure put in place do not fall into a state of disrepair.

**At least 100% of rural basic infrastructure delivery achieved**

Access to basic amenities such as 24-hour electricity, clean water, paved roads and good quality homes are key economic enablers to improve the quality of life of rural Malaysians.



**11,021**  
rural houses built and restored



**31,004**  
rural households connected with clean water supply



**19,996**  
rural households connected with electricity supply

**1,241KM**  
of rural roads maintained

**719KM**  
of rural roads built

The 21CV programme is a new introduction to the RD NKRA, which aims to transform existing villages into thriving economic centres that can provide economic opportunities for the rural communities

There are four models, which are designed to facilitate development, to the 21CV programme:



**2 Sites**  
Private-driven fresh fruit and vegetable farms

Collaborate with private sector driven fruit and vegetable farms under the Economic Transformation Programme's (ETP) Entry Point Project (EPP) 7: Fresh Fruits and Vegetables programme



**11 Winners**  
Rural Business Challenge winners

Encourage greater youth participation via the Rural Business Challenge



**State-driven Modern Farms**  
Develop and maintain modern farms with State Governments and their agencies



**25 Villages**  
Enhancing economic activities of village co-operatives

Enhance existing or building new economic activities run by village co-operatives

# IMPROVING URBAN PUBLIC TRANSPORT



The Improving Urban Public Transport National Key Results Area (UPT NKRA) plays an essential role to develop public transport in Greater Kuala Lumpur to international standards. An efficient and reliable urban public transport system will help reduce some of the private vehicles from the road, thus easing pressure on the road systems.

Since the implementation of the GTP, the UPT NKRA has taken a number of measures to entice commuters to make the switch to public transport. In addition to adding capacity on existing services and refurbishing public transport facilities such as bus stops, it has also started enhancing first-mile connectivity through the construction of Park 'n' Ride facilities.

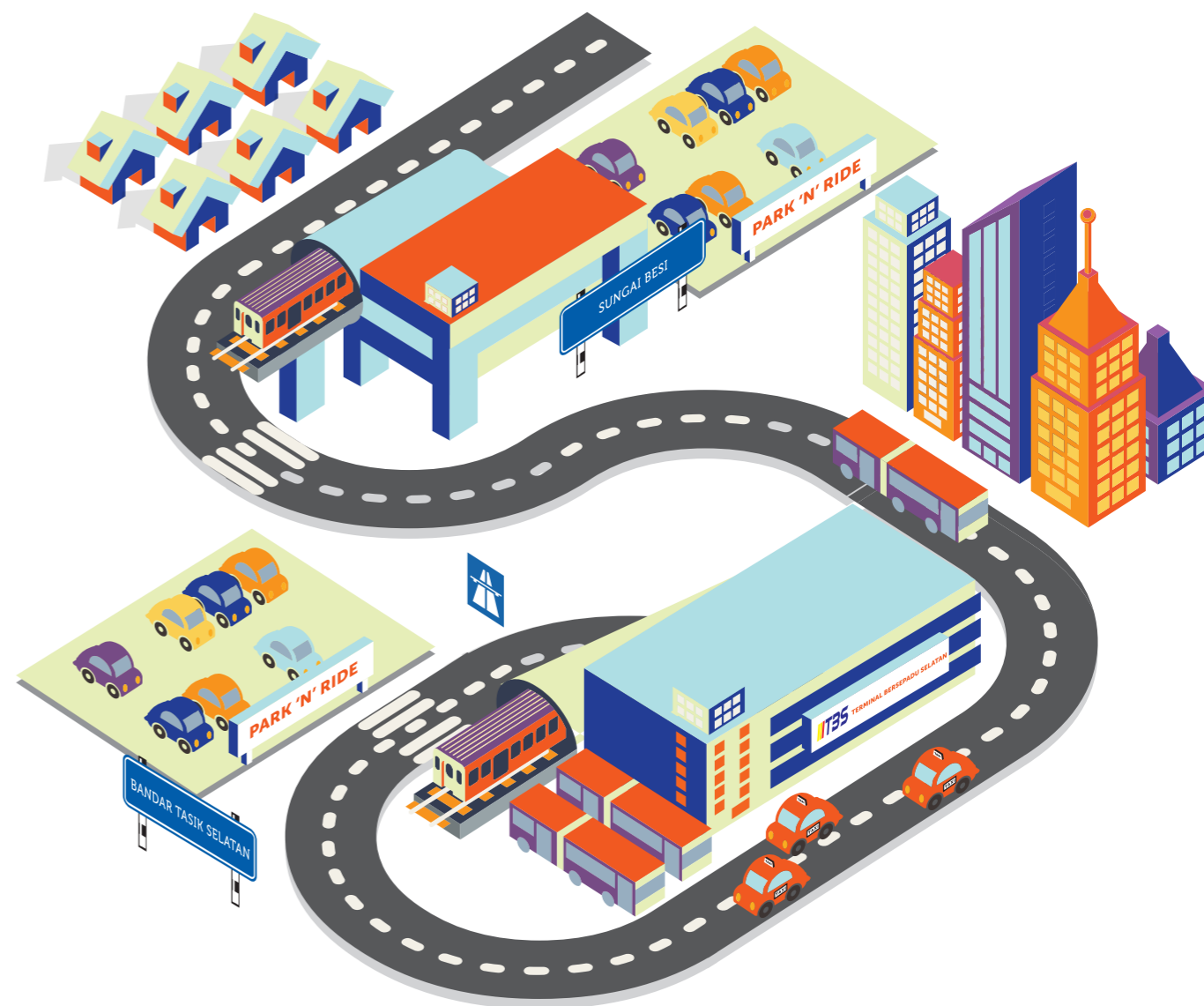
The UPT NKRA under the GTP 2.0 will continue to build on the achievements of the GTP 1.0 to continue to attract greater public use of the public transport networks.

**Public transport A.M. peak ridership increased to 21% modal share, with 437,525 passengers (surpassing target of 400,000)**

This is attributable to the improvements in the public transport system such as better-integrated terminals, increased capacity of the rail service and reduced headway of public transport services.

**437,525 passengers**

**21% modal share**



## Launch of Park 'n' Ride Sg. Besi & Bandar Tasik Selatan



The establishment of the Park 'n' Ride in Sg. Besi improves first-mile connectivity between the residential homes (point of origin) and Sg. Besi LRT station.



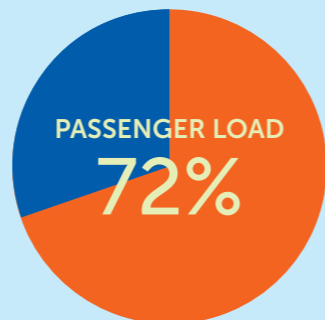
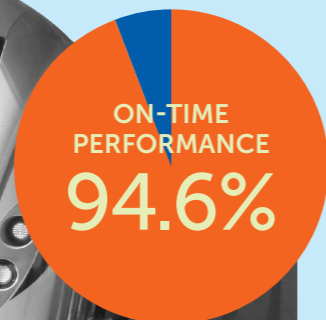
The launch of the Park 'n' Ride at the Integrated Transport Terminal in Bandar Tasik Selatan bolsters commuter usage by providing greater first-mile connectivity.

# IMPROVING URBAN PUBLIC TRANSPORT



**Headway for KTM Komuter service improved from 30–45 minutes per train to 15 minutes during A.M. peak**

The KTM Komuter on-time performance has been raised to 94.6% and passenger load factor increased to 72%.



**58 major bus stops in the Klang Valley equipped with electronic Passenger Information Display (PID)**

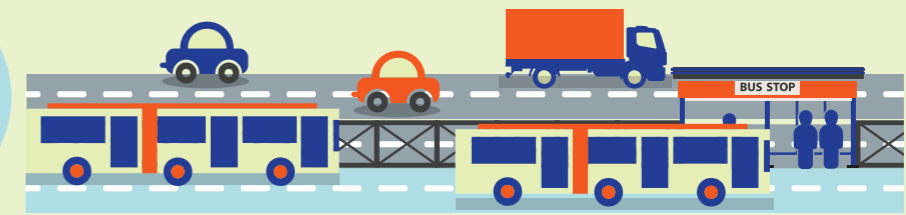
The PID utilises Global Positioning Satellite (GPS) systems to provide estimated arrival times for buses servicing the specific route.



## BUS RAPID TRANSIT (BRT)



KUALA LUMPUR



KLANG

### Longest BRT Route in Klang Valley Approved

A pilot project to create Klang Valley's longest BRT route linking Kuala Lumpur and Klang was approved with the first phase, connecting Pasar Seni in the city centre and Subang, targeted to commence construction in the 4<sup>th</sup> quarter of 2014. The BRT system will have the capacity to ferry 400,000 passengers daily after the completion at the end of 2016.



**18,000** passengers utilises the free GO-KL city bus service daily

The service offers free bus travel between major stops within the Kuala Lumpur city centre to decongest roads during the peak hours.

### New Pasar Seni and Munshi Abdullah city bus terminus

The terminus helps to decongest Kuala Lumpur central business district by regulating bus travel into the city and redirecting bus traffic to the terminus to ensure the most efficient flow from specific corridors.

# RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS



The GTP is an inclusive programme of change aiming to benefit all Malaysians including the low-income households. The Raising Living Standards of Low-Income Households National Key Results Area (LIH NKRA) has been a core part of the GTP from the beginning and has been focused on empowering low-income groups from the very onset. Since the implementation of the LIH NKRA's initiatives, extreme poverty has been almost entirely eliminated in Malaysia.

Nevertheless, pockets of extreme poor continue to exist in Malaysia, particularly among the indigenous and specific targeted groups. The LIH NKRA initiatives in GTP 2.0 are designed to reach out to these groups, in particular those who have yet to receive assistance from the Government.

The LIH NKRA has also secured greater cooperation from the non-Governmental Organisations (NGOs) and corporate partners to help deliver aid to the low-income groups. The Government recognises that it cannot sustainably shoulder the entire cost of financing aid programmes and has thus sought resources and expertise from these groups.

## Enhanced the role of non-governmental organisations (NGOs) and Corporate partners in alleviating poverty through the acceleration of delivering aid to the low-income groups

The increased collaboration between the Government and NGOs, as well as additional Corporate partners was to leverage on the strengths that each party had to offer - funding and support from the Government and Corporate partners, and expertise and experience from the implementing NGOs and Corporate partners.



## 38,663 new participants in the LIH NKRA's flagship 1AZAM Programme

The 1AZAM programme is an assistance programme designed to empower the low-income households with the necessary skills and support to be financially independent. More than 18,000 of the existing 1AZAM participants have increased their monthly income by RM300.



**BUSINESS**

**KNOWLEDGE**

**SKILLS**

## Completed the development of 1,000 women entrepreneurs

As part of the LIH NKRA's activities to improve the well-being of Malaysian women, some 1,000 low-income women were successfully trained with entrepreneurial skills to increase their income levels.

## Delivered homes and shelter to the underprivileged via the collaboration with non-governmental organisations (NGOs) and corporate partners

The LIH NKRA provided homes for the Orang Asli together with EPIC Homes (an NGO) and corporate partners including Taylor's Education Group, General Electric, AirAsia Bhd and Media Prima. The homes and shelter are essential to the overall well-being of those whom are homeless or living in dilapidated houses.



# RAISING LIVING STANDARDS OF LOW-INCOME HOUSEHOLDS



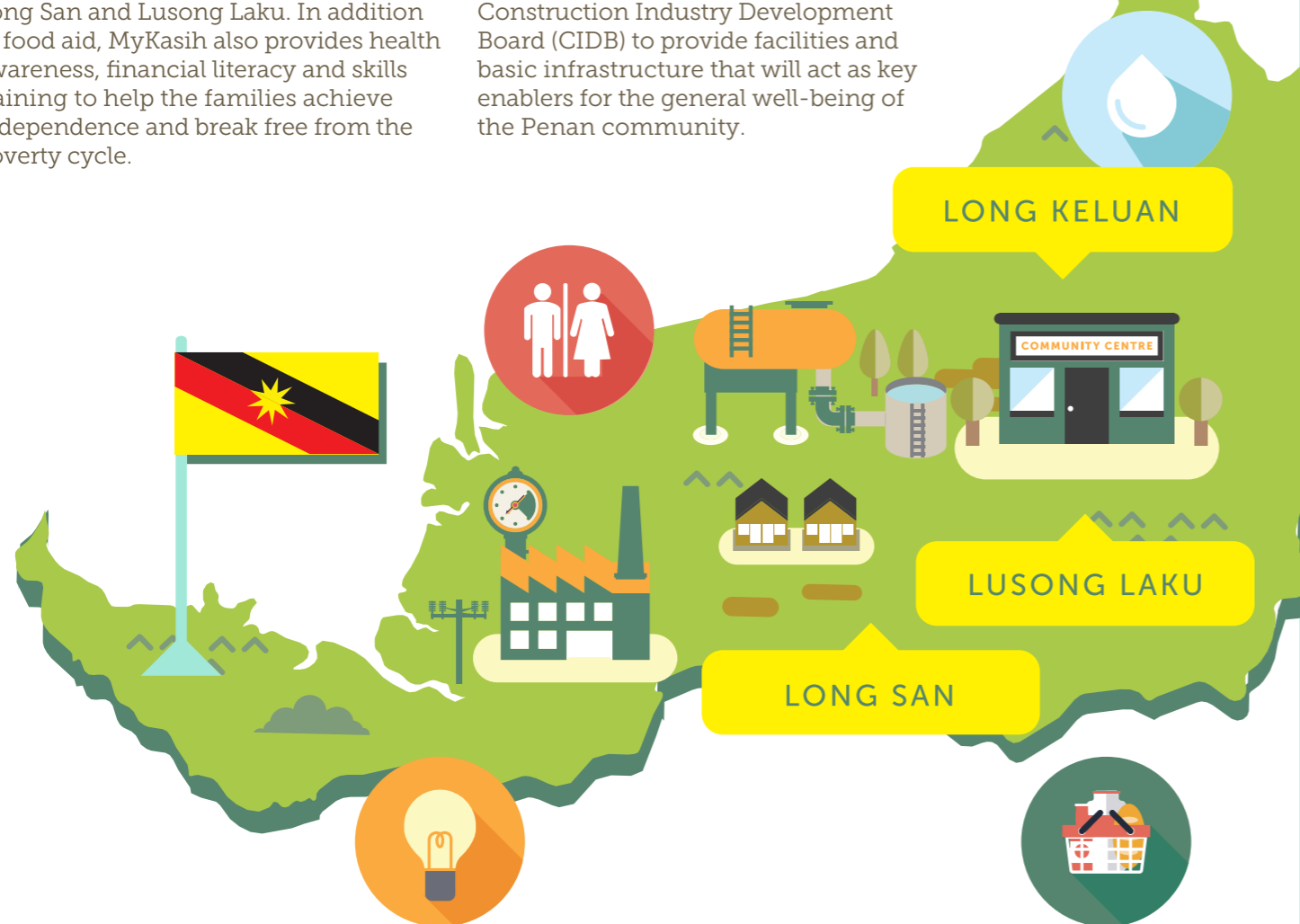
## Improved the lives of low-income households in Sarawak

### Food Basket Programme implemented for the Penan Community

MyKasih Foundation, a charity organisation, launched its food basket programme by delivering nutritious food and care to help meet the basic nutrition needs of the low-income families in Long San and Lusong Laku. In addition to food aid, MyKasih also provides health awareness, financial literacy and skills training to help the families achieve independence and break free from the poverty cycle.

### Construction of a community centre in Long Keluan

A community centre, toilet facilities, water tanks and piping to supply clean water as well as a power generator to provide electricity to every home was built and installed by the Construction Industry Development Board (CIDB) to provide facilities and basic infrastructure that will act as key enablers for the general well-being of the Penan community.



## Improved the lives of low-income groups in Sabah

### Provision of community services to 128 families in Pitas

Yayasan Sejahtera, a non-profit foundation, collaborated with the LIH NKRA to deliver basic community services, subsistence farming skills and economic empowerment in Kg. Sungai Elo, Kg. Tampakahu and Kg. Kinango in Pitas with the aim of helping the low-income indigenous residents break free from the poverty cycle.

### Increased quality of life and access to education for students in Ranau

Astro constructed a hostel for Sekolah Kebangsaan Malinsau to house some 120 students from 10 villages in Ranau. Astro has also equipped SK Malinsau with the Kampus Astro Learning System, which is designed to help support the efforts of the local teachers in class.

2013 ACHIEVEMENTS

## ASSURING QUALITY EDUCATION

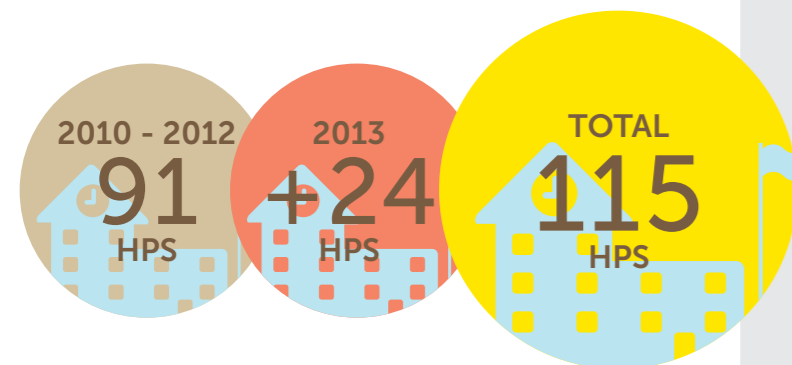


Malaysia has made a bold stride forward for its education ambitions with the launch of the Malaysian Education Blueprint (MEB) in 2013. The aim of the MEB is to ensure that the performance of Malaysian students is on par with the best in the world by 2025. As a subset of the MEB, the initiatives of the Assuring Quality Education National Key Results Area (Education NKRA) play an important role in building the foundation for this achievement.

The Government recognises that education continues to be the best guarantee of future success for both Malaysian students and for the country. The battle for qualified talent and skilled workers is expected to intensify in the coming years as the Association of Southeast Asian Nations (ASEAN) region reaches market maturity. With that in mind, Malaysia must ensure that its future workers are sufficiently equipped to fill essential positions by that time.

### 24 primary and secondary schools awarded with the High Performing School (HPS) status

The recognition of an additional 24 HPS schools increased the number of HPS schools to 115 by the end of 2013.



2013 ACHIEVEMENTS

### New Teacher Charter assessment instrument piloted to 410,000 teachers nationwide

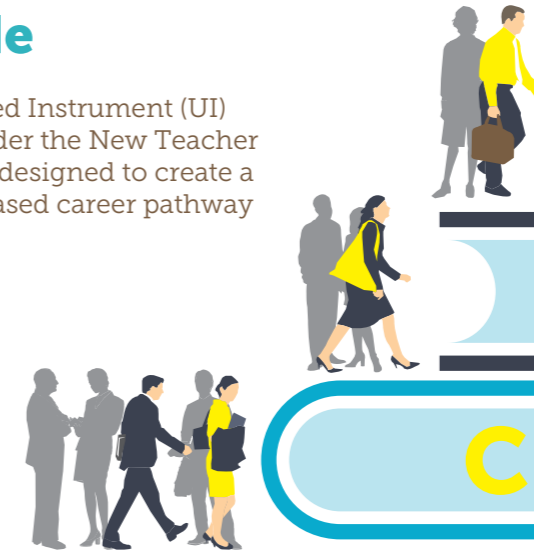
The Teacher's Unified Instrument (UI) assessment tool, under the New Teacher Charter initiative, is designed to create a new competency-based career pathway for teachers.

piloted to  
**410,000**  
teachers nationwide

**NEW**

**TEACHER**

**CHARTER**



### 16,102 (99.2%) public pre-schools in Malaysia have completed the National Pre-School Quality Standard (SKPK) self-assessment by December 2013

The SKPK instrument was introduced to measure and ensure more quality pre-schools in Malaysia.



2013 ACHIEVEMENTS

## ASSURING QUALITY EDUCATION



### Improved criteria for the award of New Deals to reward principals and head teachers

This will ensure that effective principals and head teachers, who help their schools improve their performance within the national ranking system, are awarded equitably.



2013 ACHIEVEMENTS

## Expanded reach to Special Needs students

10 primary and secondary schools in the Klang Valley participated in the Buddy Football Club Programme to bring special needs students together with mainstream students to build friendships and better understanding between both groups.

292 Special Needs students, via the Special Education Needs (SEN) Vocational Programme, underwent courses at selected vocational institutions.

The SEN Vocational Programme involved collaboration with vocational institutions by buying of seats to equip young adults with special needs with skills, knowledge, and an industry-recognised certification to be gainfully employed and live independently in an inclusive community.



The Employment Transition Programme was introduced to provide Special Needs students with support and coaching to help them integrate with regular/working life after school. Malaysian Care, an NGO, is collaborating with the Ministry of Education to work with students from 11 pilot schools.

2013 ACHIEVEMENTS  
**REDUCING  
 CRIME**



The Government has committed itself to the long-term eradication of crime, and has successfully adapted the initiatives of the Reducing Crime National Key Results Area (Crime NKRA) to adjust to the changing crime pattern. For instance, in 2013, a sudden outbreak of violent crimes required the Crime NKRA to adjust its priorities in response.

The launch of Operasi Cantas Khas by the Royal Malaysian Police Force (Polis DiRaja Malaysia) had curbed the outbreak of violent gun crimes as quickly as it had begun. Meanwhile, police efforts to further clamp down on gang activity had also helped restore peace and security in the neighbourhoods.

At the same time, the Crime NKRA also started enhancing rehabilitation programmes for former convicts and drug offenders to further reduce the risk of recidivism. The Government understands that the fight against crime is a long-term effort, but is confident that the steps being taken today will stand in good stead in the future.



**30%**  
 in 52 days

**Violent crime cases fell by 30% in its first 52 days of Ops Cantas Khas execution**

Operasi Cantas Khas was launched on 17<sup>th</sup> August 2013 in response to the outbreak of violent gun crimes and also to clamp down on possession and trade of illegal firearms.

2013 ACHIEVEMENTS



**The International Liaison Unit (ILU) was set up at the Kuala Lumpur Police Headquarters to address the safety concerns of the expatriate and international business community**

The amendments to the Prevention of Crime Act (PoCA) 1959 were passed to give the Police wider powers in addressing organized crime and hardcore violent criminals



**813** reported arrests in the first year (Jan-Nov 2013) of the PDRM's Motorcycle Patrolling Unit operations



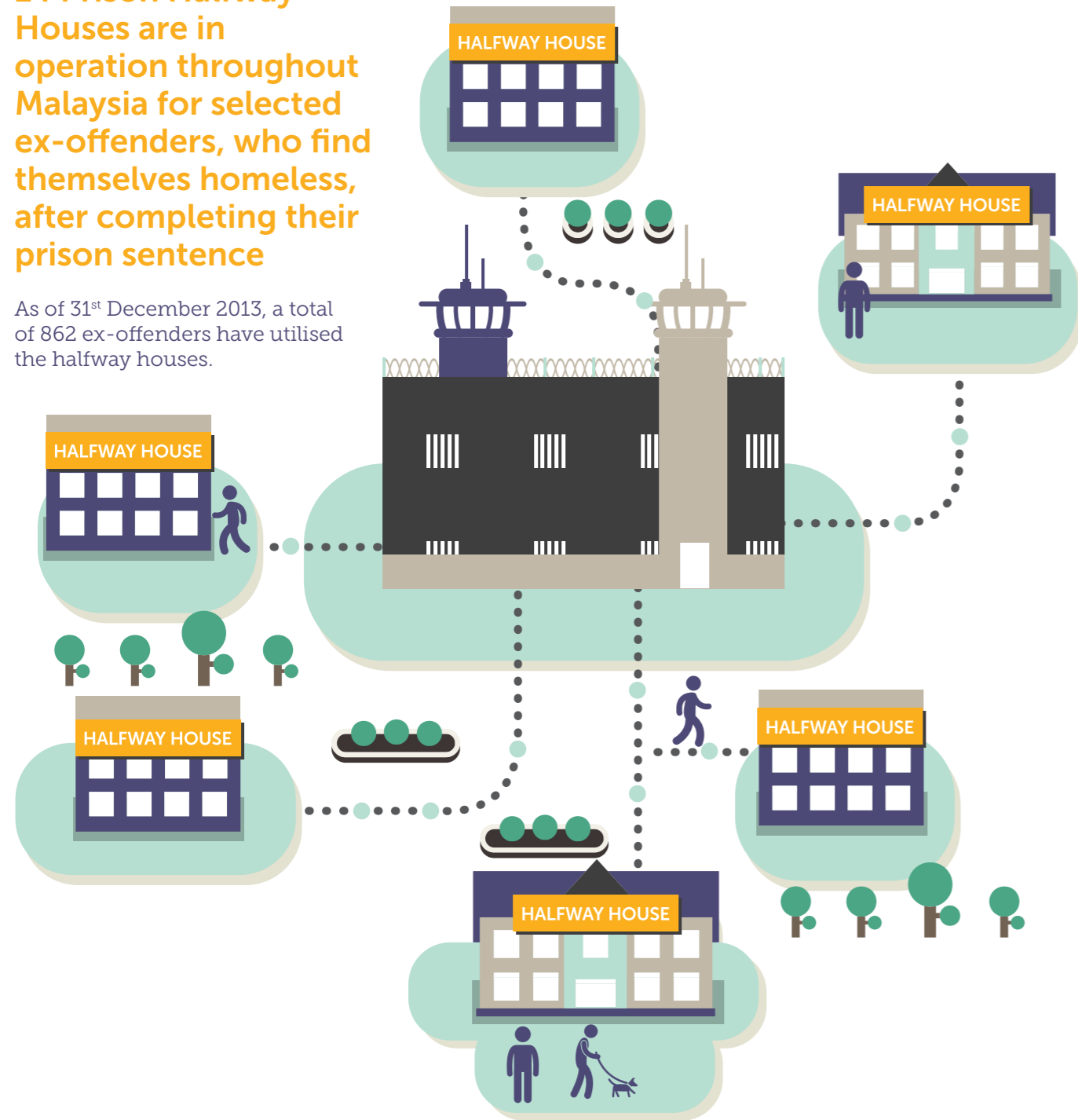
The Motorcycle Patrolling Unit was first launched in Kuala Lumpur, Penang, Johor and Selangor and later expanded to Kedah, Perak, Sabah and Sarawak.

2013 ACHIEVEMENTS  
REDUCING  
CRIME



14 Prison Halfway Houses are in operation throughout Malaysia for selected ex-offenders, who find themselves homeless, after completing their prison sentence

As of 31<sup>st</sup> December 2013, a total of 862 ex-offenders have utilised the halfway houses.



2013 ACHIEVEMENTS

'Whitening' of 20 Black Spots completed to improve city infrastructure in 20 locations around Malaysia, in line with the Crime Prevention Through Environmental Design (CPTED)



Over 1 million pledges in the United Against Crime (UAC) campaign's fight against crime

The campaign brings together the larger Malaysian community, both the individual rakyat and corporate entities, to cooperate and join in the fight against crime. Visit [www.unitedagainstcrime.com.my](http://www.unitedagainstcrime.com.my) to learn more about the crime prevention efforts.



2013 ACHIEVEMENTS  
**FIGHTING  
 CORRUPTION**



The fight against corruption accelerated in 2013 as the Fighting Corruption National Key Results Area (Anti-Corruption NKRA) took aim at addressing issues that concern Malaysians. With initiatives launched in GTP 1.0 such as the signing of corporate integrity pledges, the establishment of the 'Name and Shame' database and the creation of the MyProcurement portal institutionalised, the Anti-Corruption NKRA's focus was squarely placed on accelerating the detection process.

The Anti-Corruption NKRA also took steps to enhance accountability among the country's lawmakers by providing integrity training for all Members of Parliament. The Government believes that the fight against corruption can only be effective if it is implemented both from the bottom-up and from the top-down. Consequentially, more initiatives tackling the issue from both directions will be implemented during the remaining years of GTP 2.0.



CORRUPTION  
 PERCEPTIONS  
 INDEX

54<sup>th</sup>

53<sup>rd</sup>

2012

2013

**Moved up to 53<sup>rd</sup> spot  
 in 2013 from 54<sup>th</sup>  
 spot the previous  
 year in Transparency  
 International's Corruption  
 Perceptions Index**

Malaysia's continued improvement is an endorsement of the work that is being undertaken under GTP 2.0, such as the transformation of both the Auditor General's (AuG) reporting process and of the Malaysian Anti-Corruption Commission (MACC).

2013 ACHIEVEMENTS



**Integrity Training  
 for Members of  
 Parliament (MPs)**

The training, set up in response to the public perception of pervasive corruption within Malaysia's political institutions, will help raise awareness and understanding of corruption related offences, penalties and consequences amongst the MPs.

**Establishment of 27 corruption  
 prevention secretariats at  
 Teachers' Training Colleges**

Teachers are the front-line educators in the NKRA's efforts to create a generation of school children whom are aware of the problem of corruption, and are actively committed to helping the country stamp out the issue. In addition to providing teachers with adequate training, anti-corruption modules will be introduced into school textbooks.



2013 ACHIEVEMENTS  
**FIGHTING  
 CORRUPTION**



**50 Government directly negotiated contracts have been published online on the MyProcurement portal**

The MyProcurement portal was set up to be the Malaysian Government's one-stop online procurement portal, which also publishes the outcome of directly negotiated contracts and all Government tenders and winning bids, to further promote transparency in Government spending.



2013 ACHIEVEMENTS

**Quicker access to the Auditor General's Performance Audit Report to increase oversight of Government expenditure**

**The Auditor General's Performance Audit Report is now tabled at every Parliamentary sitting**

This is to allow the relevant parties and members of the public greater scrutiny over the Government's expenditure and to provide timelier responses to issues of malfeasance.

**Launch of the Auditor General's online dashboard to track the status of cases reported by the Auditor General**

The dashboard makes the reporting process more transparent and assures the public that cases reported by the Auditor General have not been ignored. The dashboard can be accessed via the Auditor General's official website (<https://arts.audit.gov.my>).

**Setting up of an Action Committee to scrutinise specific issues and cases in order to facilitate further investigations**

The committee, which is chaired by the Auditor General and attended by the MACC and other relevant enforcement agencies, will expedite the information sharing process so that decisions on cases will be made faster and more decisively to improve governance and accountability.



**GTP TESTIMONIALS**  
**WHAT PEOPLE ARE SAYING**



**RISHAM IBRAHIM, 39**  
**Advertising Director**

The implementation of BR1M although noble, isn't the best solution to address the rising of cost of living. Rather than giving out handouts, the government should control prices better and ensure enforcement on businesses and traders.



**MOHD HAIZAM, 41**  
**Self Employed**

I am satisfied with the efforts taken by the government to manage the cost of living through the GTP but I do feel it needs to be properly monitored as prices are inconsistent in various areas.



**PUTERI NORHIDATUL, 31**  
**Self Employed**

The government efforts through BR1M and the Kedai Rakyat 1Malaysia is good in its cause but have to ensure it is more accessible to all Malaysians.



**AZILAH ABU BAKAR, 29**  
**Copywriter**

Crime is still a big issue especially in KL. We need the police to step up more to patrol the streets and go after the robbers and thieves.



**HAMZAH ADLI, 67**  
**Retired**

Corruption is still apparent in our country. Why is it still there? As Malaysians, we have the right to transparency and the government should continue to ensure that.



**K.T LOW, 49**  
**Marketing Manager**

I just want stability in my country and also to feel safer. I feel the government should do more towards national unity and addressing the perception of crime.

**GTP TESTIMONIALS**



**BEN CHONG, 48**  
**Account Manager**

What will actually save Malaysia is if we can eradicate corruption totally. More taxes are not the answer but properly managed public funds and transparency in our government is. I hope the GTP is working towards that.



**SHAZWANI SHAMSUDIN, 26**  
**Sales Executive**

The Malaysian attitude towards handouts need to stop. We should be more hardworking rather than expecting BR1M handouts from the government. Everyone is becoming more and more lazy and always expecting more from the government. We need to stop complaining and look at the bigger picture.



**S.NOEL, 45**  
**Security Manager**

People don't realise we are actually blessed to live in Malaysia. I was in the army when I was younger and travelled to many third world countries and witnessed their plight. That made me feel blessed to be Malaysian. But I do feel more should be done about the crime rate.



**VICTORIA WONG, 24**  
**Media Executive**

The UPT NKRA initiatives have helped to address some of the congestion problems but it is still an issue in some areas of Kuala Lumpur. Marking up the prices of cars or fuel is not the answer to ease traffic congestion.



**RICHARD JACKSON, 24**  
**Biologist**

Corruption is my biggest concern. Tax payers money are being severely mismanaged as seen in the Auditor-General's Report. Though the GTP's efforts can be seen, there must be greater will to ensure enforcement is carried out.



**SHAHRIZAT BADRUL, 31**  
**Account Director**

When we talk about 1Malaysia we need to be equal in all sense such as education, distribution of wealth or politics. I am Malaysian first and that is what 1Malaysia is truly about.