

Ministers to be held accountable if KPIs not met
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Ministers will have to perform under the Government Transformation Programme (GTP) roadmap and they will be held accountable for failing to fulfil Key Performance Indicators (KPIs) under their respective ministries.

Under the GTP roadmap, unveiled today by Najib Razak, the prime minister conducted one-to-one performance reviews with all his ministers.

During the reviews, the prime minister held ministers accountable for their performance on the preliminary Minister Key Performance Indicators (MKPIs).

He also provided support to the ministers to help them improve performance and challenged the targets and delivery plans developed for 2010.

As a result, MKPIs for 2010 were agreed upon and performance against these targets will be reviewed in May/June and November/December of 2010.

In 2010, it is also expected that these MKPIs will be cascaded throughout the civil service.

Similar to the National Key Result Areas (NKRAs), these Minister Key Perform Areas (MKRAs) and MKPIs are just the beginning of the GTP and will continue to be refined and improved over time.

The initiatives and actions supporting the delivery towards these targets are also an initial set as they will be removed, replaced or enhanced if targets are not met.

"Ultimately, only delivery of real and tangible outcomes, which can be seen and felt by the public, matter," according to the GTP roadmap.

It is expected that MKRAs and MKPIs will be aligned to that of the national priorities, namely the NKRAs, and over time will be cascaded throughout the broader civil service to ensure delivery of outcomes.

In April 2009, with the appointment of a new cabinet, the prime minister announced a new approach towards a more transparent and accountable government, focused on delivery to the people.

Consequently, he introduced the rigorous use of key results areas and key performance indicators as a new paradigm for performance and delivering results.

In accordance with the prime minister's long-held practice of achieving transformation through performance-based leadership, ministers and senior civil servants will be held accountable for improvements in their MKRAs and the delivery of MKPIs within those areas.

Here's how it's done

The roadmap cited examples from two randomly selected ministers to illustrate the outcome and impact of targets set out.

The MKRAs and MKPIs for the Minister and Ministry of Energy, Green Technology and Water

focused on three areas namely increasing the reliability of electricity supply by reducing the duration of electricity supply interruptions, increasing usage of renewable energy based on green technology applications and improving treated water supply and expanding sewerage services in urban areas.

The roadmap said the System Average Interruption Duration Index (SAIDI, in minutes) for Sabah was set at 1,947 in 2008 compared with 78 for Peninsular Malaysia and 273 for Sarawak.

"We target to reduce the SAIDI for Sabah to 700 minutes and 60 minutes in Peninsular Malaysia by end-2010," it said.

As for increasing usage of renewable energy based on green technology applications, the ministry has already started to increase the generation of electricity from renewable energy sources like mini hydro-dams, bio-gas and solar sources.

The ministry targets that 65 megawatts of electricity will be generated from renewable sources and 2,013 kilowatts from solar sources this year.

The roadmap said 96.5 percent of urban areas have access to treated water and a compliance to water standards of 95 percent, which the ministry will target to maintain.

The MKRAs and MKPIs for the ministry and Minister of Housing and Local Government will focus on increasing the number of homes for low-income households in urban areas, support the revival of existing licenced abandoned private residential projects and increase the efficiency of local authorities.

It aimed to provide for rental an additional 3,056 units under the People's Housing Programme, get existing developers or designate new developers to revive 35 abandoned low and medium-cost housing projects in 2010, ensure 90 percent of applications for land approval, planning permissions and building plans are approved within the time-frame stipulated.

The ministry also targets to have an additional 11 local councils to enhance customer service and convenience when interacting with them and provide support to an additional local authorities in order to raise their star ratings.

- *Bernama*

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