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High performance, good attitude and unity the key to success

• FROM PAGE 18

For effective implementation, Najib stressed for a public sector that leans on performance.

Thus, the Key Performance Index (KPI) is the performance standard to enable the public sector to be evaluated holistically.

Fundamentally, the KPI is the objective yardstick towards delivery level by assuming the Malaysian as their main clients and rendering unchallengeable performance as uttered in the tagline of 1 Malaysia: People First, Performance Now.

It identified six major policy areas in what is known as National Key Result Areas (NKRAs), in which KPIs will play an especially important role in improving the effectiveness of the public sector.

The NKRAs include crime prevention, reducing government corruption, increased access to quality education, improvements in the standard of living for low-income groups, upgrades to rural infrastructure, and improvements in public transportation.

In view of that, performance measurement

can be regarded as an effective tool to gauge whether the government or public sector measures up to its expectation in the NKRAs and whether or not it is accountable.

Sound policies must be complemented with strong and effective implementation and enforcement.

What is now needed is for a bureaucracy that listens and reforms to ensure that it is not "business as usual."

"And it is in the interests of all Malaysians to support this reform agenda, lest we will be left out in the league," said Prof Nik.

"If all Malaysians accept the philosophical foundation for unity, a healthy and constructive articulation would be that traditional rivalries and vendettas must be forgotten and divisive ideologies submerged, and all work towards common goals to achieve the high income economy that is sustainable and inclusive of all Malaysians," she said.

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