

PM: We can be like Spain
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GREATER PRODUCTIVITY: Civil service must continue to look for new ideas

PUTRAJAYA: CIVIL servants must be "fast, precise and have integrity" (FPI) in carrying out their tasks, said Prime Minister Datuk Seri Najib Razak.

He said this attitude must be supported by "productivity, creativity and innovation" (PCI).

"In my meeting yesterday (Sunday) with the new chief secretary to the government (Datuk Seri Dr Ali Hamsa), I have stressed that as a service sector, civil servants must have guidelines so that their duties are not just business as usual.

"We need to reflect an innovative change," said Najib at the monthly assembly of heads and employees of the Prime Minister's Department.

Using the European Football Championship as an analogy, he said in Sunday's final,

Spain fielded no striker against Italy and, instead, used six midfielders, each capable of scoring.

"It is an unconventional and untested formation, yet in the end, it turned Spain into the champion of Euro 2012."

He said like the Spanish team, the Malaysian government constantly looked for new ideas.

"One success from using FPI and PCI guidelines is the Urban Transformation Centre (UTC), which was opened recently in Malacca, as it took only six weeks for it to become a reality.

"What is interesting about UTC is it houses services by the federal and state governments under one roof; previously, these services were compartmentalised."

At the centre, he said, people could pay their quit rent and assessment, zakat, income tax, summonses, change their MyKad and get an international passport. The centre is open daily from 9.30am to 10pm.

"UTC marks a change in government service by providing satisfaction and greater comfort to the people.

"I do not think there is any country in the world that offers a similar service under one roof.

"This is what I mean when I asked civil servants to find and think of new ideas to be carried out under the 1Malaysia concept and its slogan of 'People First, Performance Now'.

"I believe civil servants can help the government achieve this by increasing the quality of its services."

Najib said the government's effort to help the people had received international recognition.

"The Malaysian government won first place in the United Nations Public Service Awards for the category of Advancing Knowledge Management in Government (on June 25).

"The award was given for the eKasih concept, which was developed by the Implementation Coordination Unit under the Prime Minister's Department.

"This is a success for the government, despite attempts by certain quarters with a political interest to belittle the government.

"We must stay confident as our good work in the civil service will continue to receive recognition.

"An example of this is the listing of Felda Global Ventures Holdings Bhd (FGV), which faced all sorts of attempts to stop it.

"Some people had claimed Felda would go bankrupt. Some said it could not be done and some tried to ask for an injunction from the court.

"Yet, when it was listed, FGV's results proved them wrong as it became the second biggest initial public offering in the world this year after Facebook's IPO."

Najib asked civil servants to stay strong and continue to believe in the government. "We will continue to defend Putrajaya as we believe and are confident of our efforts to serve the people."

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