

Go beyond the 'business as usual' mindset, civil service told
TheStarOnline
July 03, 2012
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PUTRAJAYA: Prime Minister Datuk Seri Najib Tun Razak says the civil service must adopt six principles and go beyond the "business as usual" mindset.

He outlined two new acronyms CTI, which stands for *cepat, tepat dan integriti* (speed, accuracy and integrity) and PCI or *produktiviti, kreativiti dan inovasi* (productivity, creativity and innovation) as call signs for better service to the *rakyat*.

"I believe these two acronyms mirror the process of renewal that we need to carry out in constantly seeking ideas which are not so conventional," he said when addressing staff of the agencies under the Prime Minister's Department during their monthly gathering here yesterday.

Using Spain's emphatic 4-0 victory over Italy in the Euro 2012 final early yesterday morning as an example, Najib pointed out that it pays to think out of the box when striving for excellence.

"Spain won without a striker. They had six midfielders who each were capable of scoring, a formation that was unconventional, untested, but led to their winning the European championship," he said.

Najib said the Urban Transform-ation Centre (UTC), which opened in Malacca two weeks ago, is a clear example of the direction the civil service needed to take in pursuit of CTI and PCI.

"Unlike the normal practice where state and federal departments operate separately, the UTC offers a one-stop centre for the rakyat."

The Prime Minister also urged the civil service not to be discouraged by naysayers, as they had the ability to achieve great things.

This was proven through the recent recognition of the e-Kasih programme by the United Nations and the strong showing by [Felda Global Ventures Holdings](#) debut listing on Bursa Malaysia's main board.

"We must be confident in our own efforts. Even if there are efforts to turn our work into failure, if we are strong and hardworking, the truth will eventually come out," he said.

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