

**19/10/2014 - CAPAM 2014 Biennial Conference Welcoming Remarks**

**Assalamualaikum Warahmatullahi Wabarakatuh,  
Salam Sejahtera and Salam 1Malaysia.**

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

The Honourable Marco M. Hausiku  
Deputy Prime Minister of Namibia

The Honourable Jocelyne Bourgon  
President of Public Governance International

Mr. Paul Zahra  
8<sup>th</sup> President of the Commonwealth Association for Public Administration and  
Management (CAPAM)

**Ms. Gay Hamilton,  
Executive Director/CEO of CAPAM**

**Dr. Joan Nwasike  
Representative of the Commonwealth Secretariat**

Heads of Public Service of Commonwealth Member Countries

Distinguished delegates,

Ladies and Gentlemen.

**INTRODUCTION**

1. A very good morning and welcome to Malaysia. It is an honour for us to host the CAPAM Biennial Conference 2014, and an even greater honour that all of you are here with us in Putrajaya today.
2. I would like to take this opportunity to thank YAB. Tan Sri Dato' Hj. Muhyiddin Hj. Mohd Yassin, Deputy Prime Minister of Malaysia, for taking time from his busy schedule to be with us today and officiating the conference this morning.

#### CAPAM OBJECTIVES DAN CONFERENCE THEME

Ladies and Gentlemen,

3. CAPAM celebrates its 20<sup>th</sup> anniversary this year. Since its inception, CAPAM has been a strategic platform for Commonwealth countries to share public administration reforms and experiences. CAPAM has also grown into an established network of over 1100 members across the Commonwealth, and beyond.

#### CAPAM 2014 Biennial Conference Theme

4. Malaysia is proud to host the CAPAM Biennial Conference 2014 with the theme "Public Service Transformation: A New Conversation". This theme is supported by three sub-themes namely: Shaping the Future Together, Towards a Better Future and Building Global Resilience. These

themes are focused on citizens and public service reforms based on insightful lessons within country-specific contexts.

### ENHANCING PUBLIC SERVICE OF CAPAM MEMBERS

5. It is crystal clear that the theme chosen for this conference intensifies the need for public servants to demonstrate diverse approaches in responding to the different needs and increasing expectations of citizens and stakeholders.
  
6. The public's perception towards the roles of the public servants, and the changing relationship between the public and private sectors, are among the new challenges faced in implementing various reforms in the public sector. I would like to stress that these challenges have a transformative impact on the work values, ethics and cultural norms of public servants.

### Humanising the Public Service

7. In transforming the public service, we should embark on the concept of "Humanising the Public Service". This concept requires public servants to deliver the best service to the citizens, simply because the fundamental role of public servants is to serve the people. To ensure that this fundamental role is fulfilled, every public servant is accountable to serve with full commitment and dedication.

8. To share our experience in implementing this concept, I would like to highlight one of the initiatives introduced by our Honourable Prime Minister, Dato' Sri Haji Mohammad Najib bin Tun Haji Abdul Razak, which is encapsulated in the acronym, CTI-PCI. The acronym prescribes the following values: C for Cepat (or Speed), T for Tepat (or Accuracy), I for Integrity, P for Productivity, C for Creativity and I for Innovation. This concept was introduced to encourage public servants to constantly seek innovative ideas and to deliver services in a timely manner, with integrity that meets and fulfils the people's expectations.

### Resource Sharing

Ladies and Gentlemen,

9. The combined pressures of population and economic growth, as well as climate change, have put on an overwhelming stress on essential resources. Therefore, there is a greater need for the public sector to explore resource sharing and strengthen working relationships with the private sector.
10. In Malaysia, the Public-Private Partnership (PPP) is one of the strategies promoted under the New Economic Model (NEM). The Public-Private Partnership Unit was formed under The Prime Minister's Department and tasked with the responsibility to plan, evaluate, coordinate, negotiate and monitor the implementation of Public-Private Partnership projects. Examples of successful Public-Private Partnership projects in Malaysia

include 27 toll highways, privatisation of Government office buildings in Putrajaya and six MARA University of Technology (UiTM) branch campuses.

### Urbanisation Challenges

11. Another challenge that has impacted the quality of public service delivery is urbanisation. The attractiveness of urban factors, which includes job opportunities, a more comfortable livelihood and basic amenities, has brought changes to the demographics of the country. Thus, proactive action must be taken to ensure that services are delivered effectively and efficiently.
  
12. I am delighted to share one of Malaysia's innovations in tackling the needs of the growing urban community. The Urban Transformation Centre or UTC was initiated to provide key government and private sector services under one roof. Currently, there are seven UTCs operating seven days a week, except during public holidays, beyond normal office hours. The Immigration Department, the Inland Revenue Board, the **Royal Malaysian Police** and 1Malaysia Clinics are among the service providers available in UTCs. I am proud to say that the UTC initiative was awarded the Prime Ministers Innovation Award for the year 2014.

### CLOSING

Ladies and Gentlemen,

13. The examples I have just given are one of many initiatives introduced by the Malaysian public service to meet the demands and need of our citizens. During the course of the next few days, I hope that all of us can share with each other the best practices from our countries. I know all of you are fully dedicated to you sessions and I am confident that this conference will generate ideas to drive efforts to transform and reform the public service.
  
14. Before I end, I would like to thank and acknowledge the commitment and dedication of Mr. Paul Zahra, who has steered CAPAM to become a distinguished and respected organisation, and to everyone who has worked tirelessly to organise the CAPAM Biennial Conference 2014.
  
15. My appreciation also goes to our Guest-of-Honour, The Deputy Prime Minister of Malaysia, CAPAM, the Commonwealth Secretariat, and the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Prime Minister's Dpeartment for co-hosting this Biennial Conference.
  
16. I wish everyone a fruitful and successful conference, and that hope that you will enjoy all that Malaysia has to offer while you are here.

Wabillahitaufik      Walhidayah      Wassalamualaikum      Warahmatullahi  
Wabarakatuh.

Thank you.