

19/10/2014 - CAPAM 2014 Welcoming Dinner

Assalamualaikum Warahmatullahi Wabarakaatuh

Salam Sejahtera and Salam 1Malaysia

Tuan Yang Terutama Tun Datuk Seri Utama Mohd. Khalil Yaakob
Governor of Melaka

The Honourable Marco M. Hausiku
Deputy Prime Minister of Namibia

Yang Amat Berhormat Datuk Seri Ir. Haji Idris Haji Haron
Chief Minister of Melaka

Mr. Paul Zahra
8th 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.

1. First and foremost, it gives me great pleasure to extend a warm welcome to fellow delegates from the Commonwealth attending the CAPAM 2014 Biennial Conference.
2. This evening's dinner is intended, firstly, to welcome you in conjunction with the CAPAM 2014 Biennial Conference and secondly, to provide an opportunity for you to get acquainted with each other. In addition, I believe this dinner is a meaningful gathering as it brings together Members of the Commonwealth to this historic city of Melaka. Undeniably, visiting Melaka is like a journey back in history to witness the adventures and discoveries of its golden age in the 15th Century. I will not elaborate further on Melaka to avoid stealing the thunder from our local hosts, the Honourable Chief Minister of Melaka, who I am sure will enlighten you about this historic city.
3. I hope everyone present this evening will take the opportunity to get to know each other better and to expand your network within the CAPAM fraternity. The platform provided by CAPAM is one that brings great value, as it provides a platform for members of the Commonwealth to share best practices and innovations on citizen-centric public administration and management.

Distinguished Guests, Ladies and Gentlemen,

4. At the *Public Sector Forum on the Future of Government - Charting the Way Forward for the Public Sector* last year, I highlighted three important elements on public sector transformation which I would like to share this evening. Firstly, the public service of the future needs to be innovative, resilient and responsive to the changing environment. Secondly, in order to co-create value, the public service should move from organisation silos to organisation networks encompassing partnerships across public, private, NGOs and civil society. And thirdly, to focus on a citizen-centric public service that builds collaborative relationships and shared responsibilities with citizens.

5. We, as public servants, should remind ourselves that our actions must always focus on meeting the needs of the citizens effectively in terms of service quality, speed and cost. The role of public servants has also evolved from 'controlling' during the *traditional public administration* era, to 'steering' in the *new public management* period and 'serving' the public interest and citizens in the current *new public service* epoch. The changing needs of the rakyat in this era have brought about a change in the role of the public servants. No doubt, it is challenging to fulfil the escalating expectations of citizens, but as public servants, it is imperative that we strive to perform our level best and uphold the responsibility entrusted upon us.

Distinguished Guests, Ladies and Gentlemen,

6. In the case of Malaysia, our Honourable Prime Minister has mandated that the Public Service should move beyond the traditional mind-set of "business as usual" to one that is high performing and citizen-centric

based on the eight core values of excellence, perseverance, acceptance, loyalty, education, humility, integrity and meritocracy. As public servants, we are entrusted to serve with the highest level of professionalism, accountability, efficiency, effectiveness and integrity. However, in this journey, we face a fair share of challenges, notably in changing the mind-set of public servants, given that the Public Service has a certain way of doing things.

7. In 2013, Malaysia launched the Public Service Transformation Programme (PSTP). The goal of the government transformation programme is to create a high performing, dynamic and citizen-centric public service imbued with integrity. Five strategic thrusts have been put in place under this programme, namely, revitalising public servants, re-engineering public sector organisations, enhancing service delivery, intensifying engagement and inclusiveness and culturing shared values among public servants. Grounded on good governance, enabling ecosystem, inclusiveness and diversity, the PSTP reflects the 'new conversation' that has driven our transformation of the Public Service with an open heart and inquisitive mind.

Distinguished Guests, Ladies and Gentlemen,

8. I was reminded to keep my dinner speech short, as everyone is looking forward to enjoying the dinner. So, please allow me to conclude by thanking all of you once again for your presence tonight. I hope you will find time to enjoy 'Malaysia Truly Asia' with its tropical setting, diversity, unique culture and multi-cultural cuisine during your stay here. Finally, I

would also like to express my sincere gratitude and appreciation to the Melaka State Government and its numerous agencies for the excellent arrangements made for this dinner, and the kind hospitality extended to all of us.

9. On that note, I hope you enjoy the dinner and the rest of the evening here.

Thank you.