

**16/10/2016 - 39th Public Service Games & 8th Joint Seminar For Public Service Leaders Of Singapore And Malaysia**

His Excellency Tan Sri Peter Ong,  
Head of Civil Service of the Government of Singapore;  
Distinguished Permanent Secretaries, Secretaries-General and senior officials from Singapore and Malaysia;

Ladies and Gentlemen,

1. ***“A good friend is like a four leaf clover; hard to find, lucky to have”***. Singapore is Malaysia’s four leaf clover, and we are indeed lucky and privileged to be friends with all of you here. I was told this saying is an Irish Proverb, perhaps after this seminar with a bit of team-work and brain-storming, we could come up with a joint proverb that uses the Musang King (durian) instead?

2. Jokes aside, allow me to first express our sincerest and deepest appreciation to the Government of Singapore, especially the organising committee of the 39<sup>th</sup> Public Service Games & 8<sup>th</sup> Joint Seminar for Public Service Leaders of Singapore and Malaysia for the warm and gracious hospitality accorded to us since our arrival yesterday. It is always a pleasure to be back to this beautiful island city-state.

Ladies and Gentlemen,

3. Malaysia and Singapore have enjoyed continued success in nation building partly as a result of the close cooperation between both countries. Our Prime Ministers have often emphasised on this special relationship and the need to always nurture it, so that it may grow even stronger than ever.

4. On this note, the civil service of both countries have a crucial role to play in realising the governments’ aspirations. We engage, negotiate and ultimately resolve both countries’ problems amicably while gaining mutual benefits. This is made possible because of our close rapport, understanding and mutual respect for one another.

5. Our annual event has always provided for senior officials from both sides to share knowledge, information, and exchange views (and later on, golf and bowling scores), pertaining to issues of common interests and concerns in a more relaxed and informal setting.

Ladies and Gentlemen,

6. It is becoming an **ever challenging task to advocate, facilitate and deliver services to the people**. The “*rakyat*” today expect government services and processes to be more efficient and flexible and the **National Blue Ocean Strategy (NBOS)** is our way of responding to this challenge. In essence, NBOS breaks down silos between government agencies and comes up with new and creative ideas in providing services to the public in a low cost, high impact and rapidly executed manner. Allow me to take this opportunity to record our appreciation to the Deputy Prime Minister of Singapore who attended the first ever International Conference on Blue Ocean Strategy in Putrajaya in August this year.

7. To complement NBOS, **several digital strategies** to leverage on existing initiatives and create new opportunities in the digital economy have been devised. The Malaysian public sector ICT Strategic Plan is envisioned to use **ICT towards a citizen centric and whole-of-government Approach Public Service**. In the long run, the Plan will provide seamless online services to the people, business and government through a connected public service. Social, mobile, analytical and big data, radical openness and trust or S.M.A.R.T. government, is now the government’s main transformation engine which will transform the public service to be more dynamic and responsive.

8. Our public service will formulate a comprehensive framework that allows the online approach to complement our existing policies and programmes, cultivating a citizen-centric

social media mind-set among the Malaysian public, officials, proliferating open data among agencies, encouraging cross-agency data sharing, and leveraging on big data analytics.

Ladies and Gentlemen,

9. We truly believe in greater cooperation as a move to enhance not just the public service relations but also the ties between our two countries. So let us make full use of today's seminar and have a fruitful discussion in coming up with fresh and inventive ideas and solutions that would benefit both countries.

10. Once again thank you Tan Sri Peter Ong for hosting us this year. In a few years from now, our future civil service leaders will be attending this annual event via the High Speed Rail, thanks to the foresights from our two Prime Ministers and close collaboration between Malaysia and Singapore's civil service. I look forward to hearing everyone's thoughts and comments in this seminar and to having a friendly competition in the afternoon.

Thank you.

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