

Penyampai : TAN SRI DATO SERI AHMAD SARJI BIN ABDUL HAMID
Tajuk : MAJLIS PENUTUPAN PROGRAM LATIHAN SANGKUTAN BMITA YANG KE-9
Lokasi : MAHKOTA BALLROOM, HOTEL ISTANA KUALA LUMPUR
Tarikh : 13-12-1993

I would like to take this opportunity to thank the organizers, namely British Malaysia Industry and Trade Association, (BMITA), the Public Service Department and INTAN, for according me the honour to say a few words at the closing of the 9th BMITA Management Training and Attachment Programme this evening. This is the 9th year since we started this programme in 1984. Over these years, both the civil servants and the participating companies have gained a lot of insights into many aspects of each other's organization and even more, perhaps, have injected strength into those relationships. I would like to express my sincere congratulations to BMITA for this positive contribution in bringing the British companies and the civil service closer. The BMITA Programme is very much aligned with the policy of Malaysia Incorporated. It also seeks to erase feelings of confrontation between the public and private sectors by encouraging the sharing of information and mutual understanding of the procedures and objectives of both sectors.

2. Stemming from the success of this BMITA programme, other similar programmes are initiated under the same concept involving senior officers from public sector and other MNCs with substantial operations in Malaysia. We have just completed the European and the Japanese training module, where participants are attached locally and abroad to these companies. I am informed that this year BMITA participants also get a chance to be attached at the British companies abroad. This BMITA programme together with European and Japanese Module have in principle accorded the private sector through the multi-national companies a more central role, which is strategic to Malaysia's management development programme. We have also concluded this year a similar training module involving leading American MNCs in Malaysia for implementation next year.

3. It is important to recognise that training is basically the unleashing of potential in terms of knowledge, ideas and skills. These to my mind are indispensable ingredients for our quest for competitive economic advantage required by the nation in the years ahead. For the Government, it is our concern that we keep on sustaining innovative and creative workforce. We have to do this in order to ensure a robust and dynamic growth in the economy which can act as a base to motivate private initiative and corporate entrepreneurship. We have to combine this with good management practices and workforce which are constantly upgrading their competency and learning skills. I believe this is the main driving force for achieving global competitive strength. It is the Government's objective that public executives should be exposed to as wide a knowledge as possible and placements with major companies will enable executives to hone their management skills. Thus, corporate sector programme such as this proved invaluable.

4. Administratively, the Government has taken a bold step to improve the Government machinery. It has streamlined cumbersome regulations and procedures which substantially ease and speed up processing of administrative matters, in the final analysis push-up productivity, saving time and transaction costs. On the top are the positive steps of the Government to correct deficiencies in specific areas, covering administrative reforms, productivity and quality improvements, and ethical and moral values in management practices. Central to these are the need to satisfy all customers needs and to ensure that the public sector is responsive to the market driven environment.

5. There has never been a period in the history of the civil service in Malaysia when the relations between the civil service and the private sector have been as good in the last few years. When the Malaysia Incorporated Policy was launched, the Prime Minister expalined the need for a greater private and public sector relationship. The policy was implemented in its early stages by having frequent dialogues between representatives of the Chambers of Commerce and Ministries. Ministries and Departments were instructed to form their respective Malaysia Incorporated Consultative Committees. Relationships between the higher echelons of the civil service and private sector executives improved. During the last few years however, new dimensions in the implementation of the Malaysia Incorporated policy were added, namely:

(i) with regard to attachment training, apart from BMITA, relationships were also forged with companies from Europe, USA and Japan. These relationships have helped the lower senior echelons of the civil service to understand the corporate policies and management principles and practices of non-British companies;

(ii) the civil service has come quite boldly with its pledge to provide quality service to the public, and the publications of the book, "Dealing with Malaysian Civil Service" is a testimony to this;

(iii) the civil service is making itself more accessible to information and data which are useful to the private sector. The launching of the civil service link next April will crystallise this;

(iv) the civil service is actively involving the lower ranks to be engaged in quality service, and the promulgation of the client's charter is the instrument for this;

(v) the civil service is more readily amenable to private sector feedback. The attention that we pay to the MICCI Business Assessment Survey Report bears to this. So, as a very active association, I hope that BMITA will also be helpful in providing us with the necessary feedback with regard to the quality of the service that is provided to your members by the civil service.

6. Let me take this opportunity to express the Government sincere appreciation and gratitude to The British High Commission, all the participating companies and BMITA, and Cranfield Business School for all your contributions and cooperation to make this program a success. Special acknowledgement is due to Hongkong Bank, the Secretariat this year for its dedication and supports to BMITA programme. It is my sincere wish that such a collaboration not only in the form of the BMITA module, but in other ways and expressions will continue in the future. I also like to invite more BMITA companies to come forward and take part in next year programme. This certainly will expand public-private sector networking further.