

vPenyampai : TAN SRI ABDUL HALIM BIN ALI  
Tajuk : MAJLIS MAKAN MALAM PRA JUSA  
Lokasi : HOTEL REGENT, KUALA LUMPUR  
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1. Terlebih dahulu saya ingin mengalu-alukan semua hadirin ke Majlis Makan Malam Pra-Jusa pada malam ini.

Kepada para peserta kursus, ingin saya mengucapkan setinggi-tinggi tahniah kerana terpilih untuk menyertai kursus ini, iaitu yang ke-9 sejak ia dimulakan pada tahun 1993. Pemilihan ini bermakna bahawa tuan-tuan dan puan-puan telah dinilai mempunyai asas dari segi pengalaman, keupayaan serta potensi untuk dipertimbangkan bagi memegang jawatan pengurusan yang lebih tinggi dalam perkhidmatan awam. Kursus ini bolehlah dianggap sebagai satu proses penentuan bagi memastikan hanya pegawai-pegawai yang betul-betul berkaliber dan mempunyai sifat-sifat kepimpinan yang tinggi dinaikkan pangkat ke jawatan JUSA. Saya berasa amat gembira kerana dapat turut serta di majlis ini bersama-sama dengan tuan-tuan dan puan-puan yang bakal memegang tanggungjawab yang berat bagi melaksanakan dasar Kerajaan. Di atas bahu tuan-tuan dan puan-puanlah terletak corak kepimpinan perkhidmatan awam di masa depan.

2. Much has been done lately to further improve the performance of the Civil Service. Reform and restructuring programmes are being constantly pursued in an effort to mould the Service into a world-class entity, capable of meeting the peoples expectation and the nation's aspiration. With the world experiencing such a rapid change resulting from global interdependence, economic liberalisation and relentless advance of technology, especially information technology, the challenge for the civil service to adapt to the changes is enormous. Old work habits and work processes must give way to new ones that are more efficient and productive, exploiting the full potential of information and multimedia technology.

3. This is the way forward for the Civil Service in order to help secure the nation's competitive edge at a time of growing competition from others that are equally keen to be the best. Malaysia was able to attract large amounts of foreign capital and investment that propelled our economic growth because of our cheap labour and land, political stability and efficient civil service. The advantages of cheap labour and land in Malaysia are no longer with us today. Others in the region have more to offer in this respect. Many are also enjoying greater political stability than they used to. This makes acquisition of technology and development of efficient and productive civil service critically important to ensure that Malaysia continues to maintain its competitive edge as a growth centre in this part of the world. As organisational managers, you have a heavy responsibility to perform - to manage people, new working environment, to develop intra and inter- organizational linkages and utilise the diverse resources available. As organizational builders, you have to help build or remodel your organization as an institution of tomorrow.

4. The quest for higher productivity, quality, and speedy action has generated a remarkable number of management tools and techniques within the public service. The Malaysian public service has experimented, adapted, and adopted several of these management tools. You must be familiar with the concept and practice of total quality management, business process reengineering, benchmarking, outsourcing, partnering and change management. The latest to join this list is ISO 9000. Bit by bit these management tools have contributed towards the operational effectiveness of organizations, as managers strive to improve their organizations on all fronts to the level of superior performance. That the Malaysian civil service has been able to utilise these tools effectively, speaks highly of the ability of the civil service to undertake change. But the work must go on so that the usage of the new tools will cover every level of administration, including the states and districts. It is your duty to ensure that this happens, just as it is your duty to ensure that ISO 9000 is effectively implemented in all Ministries and departments by the year 2000.

5. This year the civil service introduced, on a trial basis, the system of staggered working hours, beginning, with five departments; Immigration, Road Transport, Registration, Customs and Excise and Public Service Department. Such a move was meant to allow these departments to stretch their operating time from eight to eleven hours, hence, providing longer hours of service to the public. More such

people-friendly and customer-oriented strategies must be thought of so that the civil service will always enjoy the support and confidence of the public.

6. The nation is witnessing the dawn of a new era with the advent of the Multi-media Super corridor (MSC). It is a strategy that will enable Malaysia to leap-frog into the information technology age which will hasten the realisation of vision 2020. The introduction of the electronic government, one of the seven flagship applications in the MSC, beginning with the Prime Minister's Department in 1998, poses a tremendous challenge to all civil servants. He calls for a change in work habits and a massive training program in computer literacy. This is another area that course participants, as organisational managers, will have to manage.

Ladies and Gentlemen,

7. As if the list of responsibilities that you have to shoulder is endless, let me add one more duty that the nation expects of you to carry out. This relates to your social responsibility. Our nation is today confronted with a number of social ills affecting the youth. These include drug addiction, loitering or lepak, gangsterism and truancy. Many of these ills can be traced to parental neglect and breakdown of moral values. While the government as an institution is trying its best to tackle these issues, civil servants as individuals and members of the society they live in must help in whatever way they can to reduce these problems. To begin, with civil servants must set a good example to society by ensuring that their children are well-supervised and always receive close family attention. This is a basic duty of every parent. Civil servants, especially those in the management and professional groups could also participate in social activities at the local community level to provide guidance and support to parents with problem children. I like to urge all of you present here, being senior civil servants to, consider this suggestion seriously.

Tuan-tuan dan Puan-puan sekalian,

8. Untuk tiga minggu yang akan datang, tuan-tuan dan puan-puan akan melalui modul-modul yang disediakan dan akan berpeluang menimba ilmu dan pengalaman yang berguna, samada melalui latihan amali atau kupasan fikiran. Semoga tuan-tuan dan puan-puan menjalani program ini dengan tekun dan komited supaya dapat dijadikan bekalan bagi mencapai tahap kerjaya yang lebih cemerlang untuk masa depan diri dan organisasi. Dengan itu juga, saya dengan penuh bangganya, membuka kursus Pra Jusa 1/97 ini dengan rasminya.