

Penyampai : Y.BHG. TAN SRI SAMSUDIN BIN OSMAN
Tajuk : THE CAPAM HIGH LEVEL SEMINAR RECEPTION DINNER
Lokasi : SALOMA BISTRO RESTAURANT, JALAN P. RAMLEE, KUALA LUMPUR
Tarikh : 07-10-2003

Y.Bhg. Tan Sri Jamaluddin Hj. Ahmad Damanhuri,

Director General of Public Service,

Malaysia, The Honorable Jocelyne Bourgon,

President of CAPAM,

Distinguished Guests,

Ladies and Gentlemen,

It is indeed a great honour and pleasure for me to welcome you to this CAPAM High Level Seminar dinner tonight. I would also like to take this opportunity to welcome all our foreign participants to Malaysia. I hope your stay will be a fruitful and memorable one to warrant repeated visits in the future. Even though we have an arduous task ahead of us over the next few days to deliberate on the issues and challenges confronting the public service of CAPAM member countries, and hopefully to come up with some concrete and immediate responses, this does not mean that you should deprive yourselves of the opportunity to enjoy the cultural programme that we have prepared for you tonight and also to try out some of our delightful local cuisines.

As the saying goes, "All work and no play makes Jack a dull boy".

Distinguished Guests, Ladies and Gentlemen, You have already heard the keynote address by our Honourable Deputy Prime Minister this afternoon and I do not intend to give a long speech tonight. Since you have travelled a long way, permit me to say a few words in this informal dinner. Currently, CAPAM has 79 institutional and 1,005 individuals members from 69 countries, including 45 Commonwealth countries, 4 associated states and 20 non-Commonwealth countries.

Our major strength lies in our diversity and our unity, i.e. our ability to work together towards a common goal, which I believe would eventually bring about sustainable peace and prosperity to all member countries. Under the current environment of global political, social and economic uncertainty as well as rapid technological change, we do not have the luxury of time to repeat the mistakes of others, to reinvent the wheel, or to adopt the "trial and error approach." Instead of trying to resolve these challenges in isolation, we need to work together and to share our knowledge, experience and expertise with each other, with the hope that the "learning curve" can be dramatically shortened.

Distinguished Guests, Ladies and Gentlemen, Over the next days, we will focus our deliberations and discussions on three major challenges which have significant impact on the public service, namely: *The Challenges of New Trade Regimes, *The Challenges of New Technologies, and *The Challenges of Changing Nature of Citizen Expectations These challenges are real, intense and relentless. For the public service to continue to be relevant, we have to prepare ourselves and make the necessary, albeit sometime painful adjustments to deal with these emerging issues. As members of the civil service, our stakeholders, our business counterparts as well as our citizens expect us to be sensitive and responsive to these emerging challenges. We cannot carry on our business as usual but to reexamine how we can contribute more effectively under such environment and to remain relevant. Here let me cite a very relevant quote from our Prime Minister, the Honourable Dr. Mahathir Mohamad, "If bones have turned to coral, if eyes have turned to pearls, if we have already seen a sea change, we must now prepare ourselves for an ocean change. Those who are strong enough and empowered enough to sail on this vast new ocean will reach shores never before dreamt of. Those who are weak and infirm, who cannot safely sail on this tumultuous ocean, will simply be left behind if they are lucky. They will be dragged

under if they are not." (Dr. Mahathir Mohamad, 2000) The message is loud and clear, the change is already here and will continue to intensify. Those who are ready will reap the benefits and flourish; those who are not, will be left behind and perish. Therefore, as civil servants, we have to always be "on our toes"; sensitive to the emerging trends and be willing to work harder to gain the right competencies, in terms of knowledge, skills and attitude, in order to remain relevant and add-value to the public service and the nation. In this respect, Malaysia is prepared to share her experience with regards to the variety of initiatives that we have implemented to enhance the effectiveness of the public service. These initiatives cover the area of human resource management, structural and organisational transformation, process and procedural change, as well as technological and system innovations. In the area of human resource management, we have recently replaced the New Remuneration System, with the Malaysian Remuneration System, which emphasises on the development of essential skills and competencies for effective performance. Furthermore, human resource management is no longer viewed as just an administrative function but is seen as a strategic function that provides critical support towards achieving the organisation's strategic objectives. In this respect, we are implementing the Human Resource Management Information System (HRMIS) to facilitate the strategic management of human resources. Besides process and procedural change, all departments and agencies are also required to be MS ISO 9001: 2000 certified to ensure that they have a reliable quality management system in place. Last but not least, in terms of technological and systems innovation, we are in the process of implementing the e-Government flagship application, which is one of the 7 flagships applications under the Multimedia Super Corridor Initiative. Of course, we believe that there is still a lot more that needs to be done to further improve our public service, particularly in the area of public service delivery system.

Distinguished Guests, Ladies and Gentlemen, Under this environment of accelerated and pervasive change as well as the need for rapid response from the public service, it is about time too for us, meaning CAPAM, to reexamine our role, our past achievements, our methodologies as well as our assumptions. Are we to continue doing what we have been doing before or are we to take on new roles and responsibilities so that we can be more relevant and resilient? Are we to assume that all the past programmes and activities have largely been effective or do we need to conduct an in- depth study to reevaluate the effectiveness of our programmes and activities in contributing towards our objectives? Are there new and better methods or approaches that we could adopt to help achieve our goals or do we tend to adopt the "one-size fits all solution?" Being a member of the CAPAM Board of Directors, I would like to reassure you that your ideas and inputs in these aspects are always welcomed.

Therefore I urge all of you to participate fully in the coming deliberations and discussions over the next few days and we look forward to receiving your concrete suggestions and recommendations.

I am certain that the public service in Malaysia will stand to benefit from this CAPAM High Level Seminar based on the ideas generated from the papers to be presented as well as the subsequent deliberations and discussions. Therefore I also urge all local participants to make full use of the opportunity provided and immerse yourselves in deep deliberations on issues related to public sector reforms, particularly in the area of enhancing the delivery systems, with the wide range of foreign experts that we have made available through this seminar. You have to participate with an open mind and do not assume that you already know all that is needed to know. In this environment of pervasive and turbulent change, once you stop learning, you become irrelevant. I also hope you will also share with your counterparts from other countries our experience and success stories regarding some of the major administrative reforms and initiatives that we have undertaken.

Distinguished Guests, Ladies and Gentlemen, I do not wish to take too much of your time tonight since we want you to enjoy the cultural programme as well as to sample some of our authentic local delicacies. Once again I would like to thank you all for being here tonight. It is my sincere hope that over the next few days, you will have fruitful deliberations and discussions and also a pleasant stay in our country. Last but not least, let me express my deepest gratitude to the officials of CAPAM, INTAN and MAMPU for their relentless efforts in organising this seminar. Thank you.